

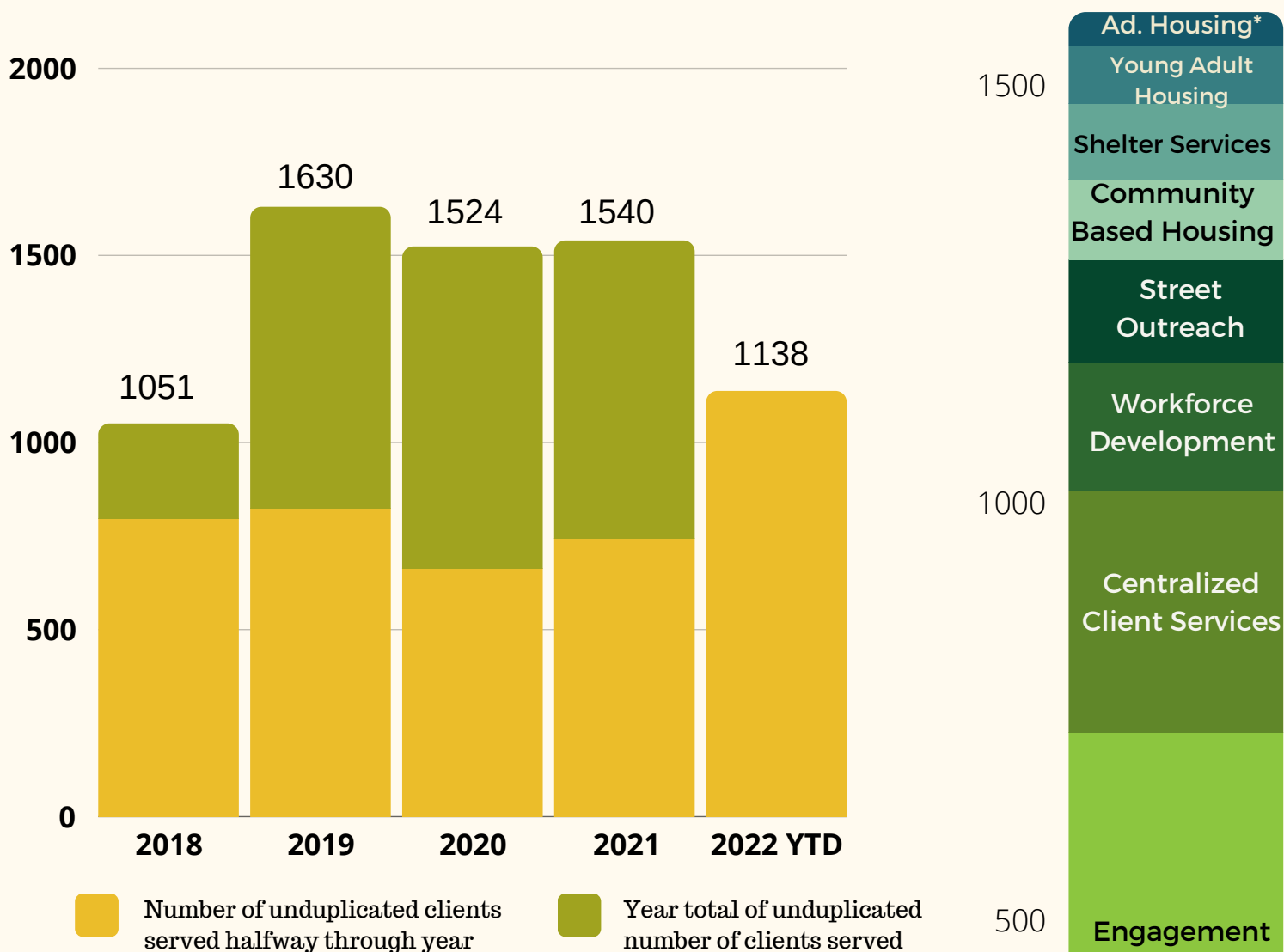
YOUTHCARE

IMPACT

REPORT

JULY 2022

WHO IS YOUTHCARE SERVING



Numbers served are increasing. YouthCare is beginning to see return to pre-COVID service access.

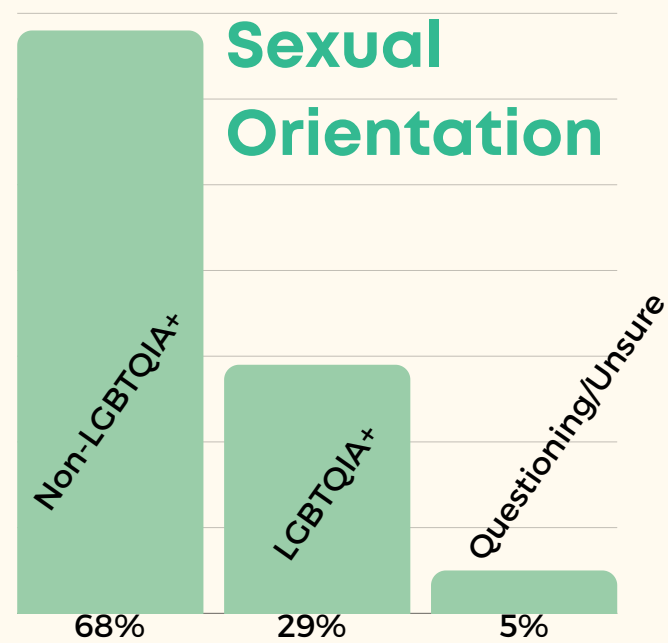
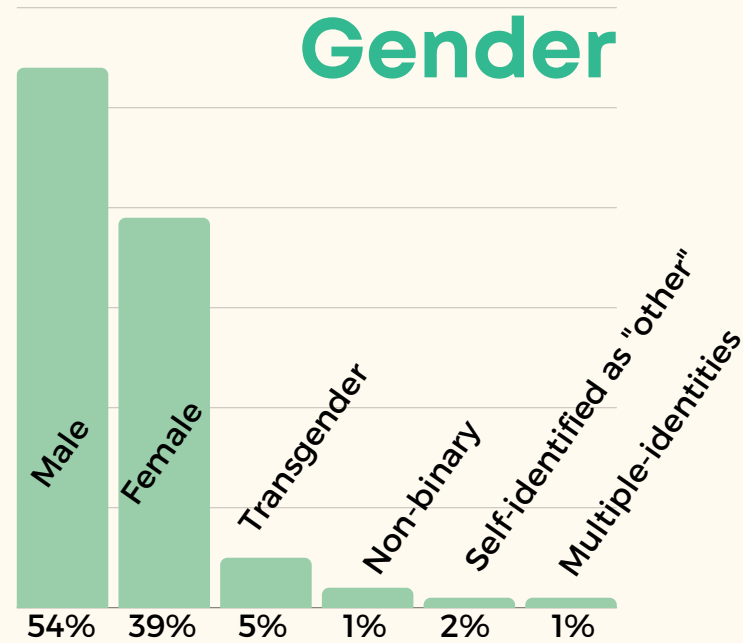
Clients are accessing three primary services:

1. Engagement Center Services (basic needs, stabilization, community)
2. Centralized Client Services (mobile, flexible, longer term case management)
3. Workforce Development (education, employment, skill development)

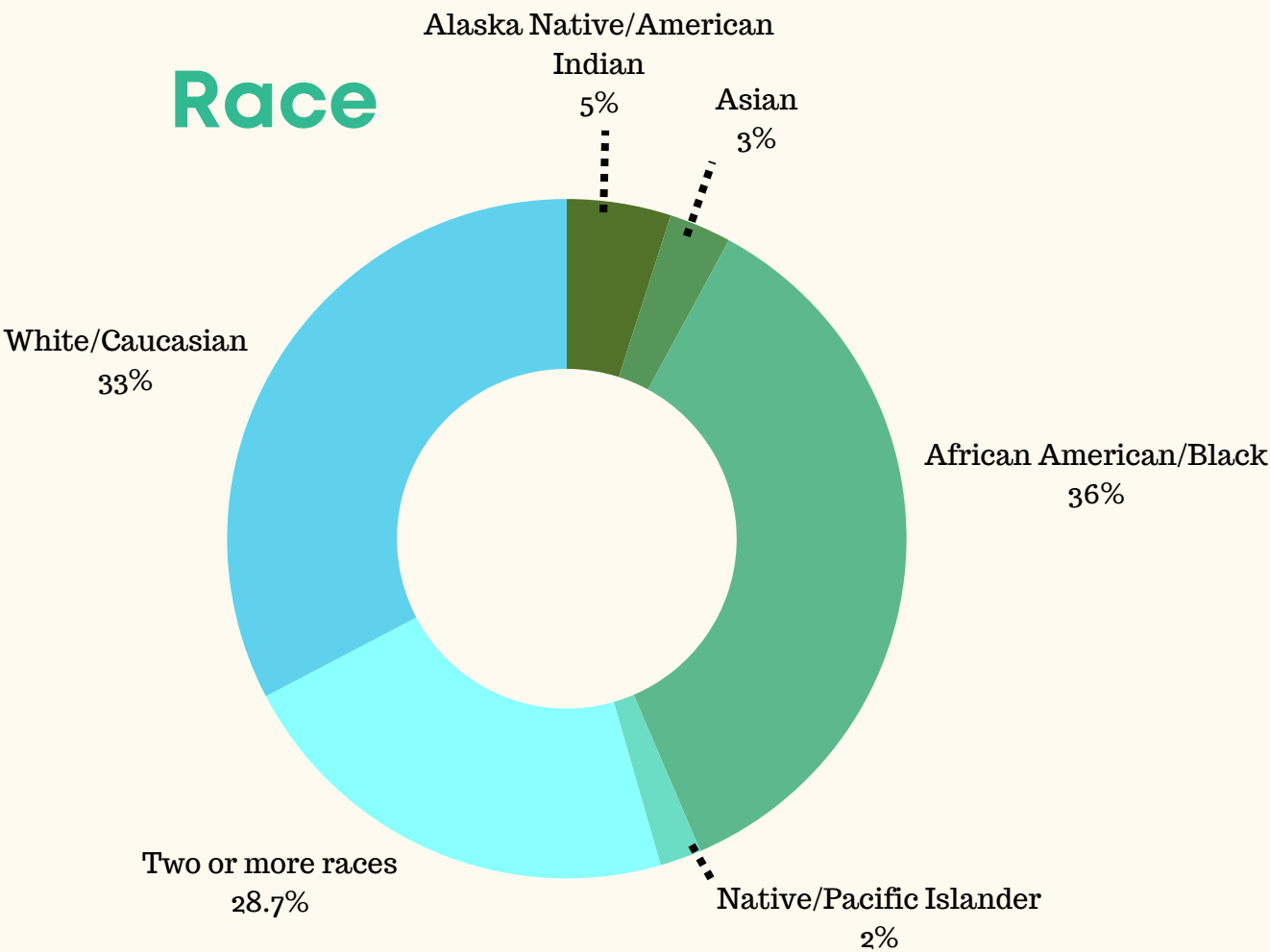
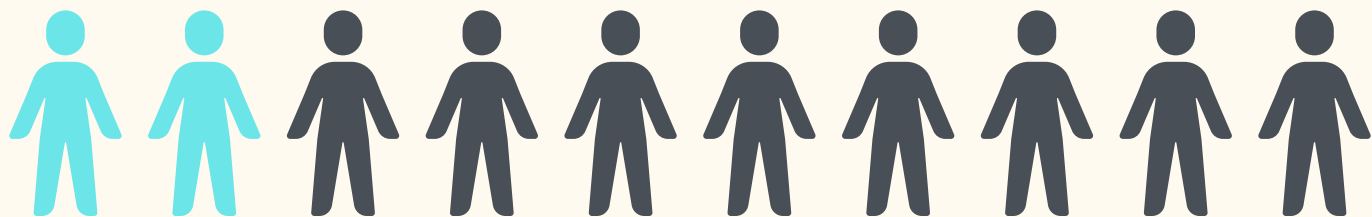
426 clients accessed 2+ YouthCare programs in 2022

Duplicated Clients Served by Department 2022 YTD

2021 Client Demographics

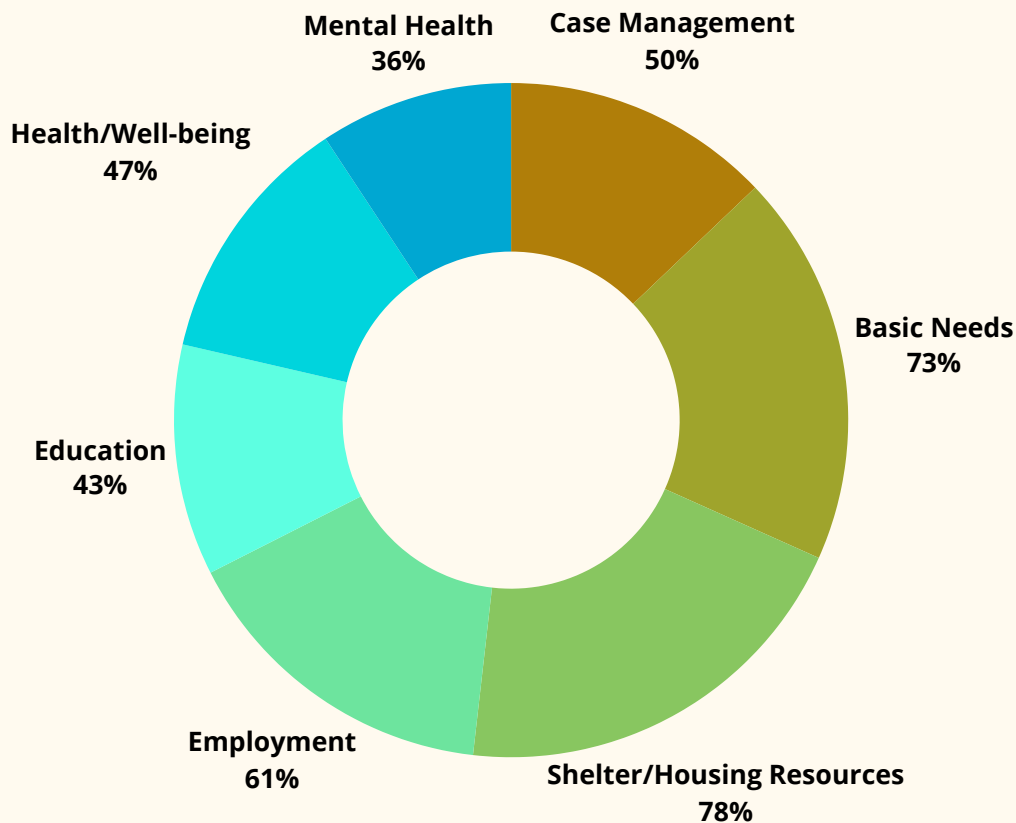


24% of YouthCare clients identify their Ethnicity as Hispanic/Latinx(a)(o)



WHAT ARE YOUNG PEOPLE ASKING FOR?

Of clients served so far in 2022, this chart demonstrates the percentages that asked for the following supports



WHAT DOES THE COMMUNITY NEED? ¹

1

Support for BIPOC and LGBTQIA+ youth who disproportionately experience homelessness

2

Advocates for youth who are experiencing discrimination in jobs and housing

3

Advocates for youth to receive equal access to educational and economic opportunities, regardless of identity or experience with incarceration system

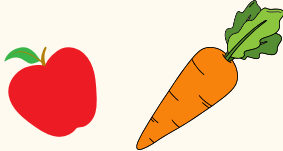
Youth Voice

Seattle YYA state their engagement is fueled by shared power, fluid and youth-friendly spaces, compensation for time, closing the feedback loop, and creating long term leadership opportunities

2022 Program Level Data
ENGAGEMENT CENTERS

8,572

MEALS SERVED AT ALL
ENGAGEMENT CENTERS



287

CLIENTS FED @ ORION

145

CLIENTS FED @ UDYC

112

CLIENTS FED @ SSYC



610

CLIENTS ACCESSED
SERVICES

CORE PROGRAMMING

289

YOUNG PEOPLE
RECEIVED FLEXIBLE,
SPECIALIZED CASE
MANAGEMENT

70

TRAFFICKING SPECIFIC CASE
MANAGEMENT

147

ENGAGEMENT CENTER BASED CASE
MANAGEMENT

72

EARLY INTERVENTION CASE
MANAGEMENT

85

SERVED THROUGH
SECONDARY EDUCATION
SUPPORTS

50

YOUNG PEOPLE
PARTICIPATED IN JOB
TRAINING PROGRAMS

65

YOUTH HAVE
ATTENDED JOB CLUB

- 68% - Male
- 26% - Female
- 6% Non-Binary

41 youth

SERVED IN UNDER-18
HOUSING

90 young adults

SERVED AT SSYC
SHELTER



45 young adults

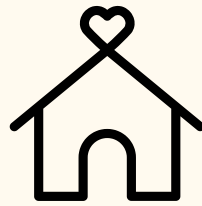
SERVED IN TRANSITIONAL LIVING
PROGRAMS

97 young adults

SERVED IN COMMUNITY HOUSING
PROGRAMS

Centralized
Client Services
Workforce
Services
Housing &
Shelter

ENDING YOUTH HOMELESSNESS



Housing

61%

EXITED TO
SAFE/STABLE
HOUSING

32%

EXITED TO
PERMANENT
HOUSING

31% of exits to permanent housing

ATTAINED HOUSING THROUGH CENTRALIZED
CLIENT SERVICES

41% of exits to permanent housing

WERE SUPPORTED BY COMMUNITY BASED
HOUSING CASE MANAGERS

So far in 2022, YouthCare has moved **26** clients from
homelessness to safe and stable housing.

Employment & Education

52%

OF YYA ARE
EMPLOYED OR
LOOKING FOR WORK
AT EXIT

Programs most successful with
exiting clients with work
placements

1. Community Based Housing
2. Centralized Client Services
3. Workforce Development

54

CLIENTS WERE IN SCHOOL
AT EXIT

7 youth

HAVE ATTAINED THEIR

GED

Well Being

79%

OF YYA REPORTED
MAINTAINED OR
IMPROVED HEALTH AT
EXIT

18

CLIENTS WERE REFERRED TO MENTAL
HEALTH COMMUNITY PARTNERS

24

UNDER-18 YOUTH RECEIVED DIRECT
SUPPORT FROM YOUTHCARE'S
BEHAVIORAL HEALTH THERAPIST

18

CLIENTS WERE REFERRED TO KAISER FOR
ADDITIONAL MEDICAL SERVICES

Networks of Support

49%

OF YYA REPORT
HAVING COMMUNITY
CONNECTIONS @ EXIT

112

YOUTH REPORTED HAVING A
POSITIVE ADULT
CONNECTION
AT PROGRAM EXIT

108

REFERRALS TO
COMMUNITY
PARTNERS

EVALUATION & IMPACT PRIORITIES



Evaluation

- Program Evaluation
Outcomes focused performance management and decision making
- Strategic Plan Evaluation
Evaluate prior Strategic Plan, inform new Strategic Plan
- Contract Evaluation
Build evaluation structure for future contracts, build contract specific dashboards for program managers/directors

Impact

- Communicate Impact
Partner with development department to regularly communicate impact
- Define Impact
Create shared language about impact and evaluation systems for all stakeholders
- Engage youth voice
Engage youth in communication of impact, collect narrative, first-hand account of impact

References

- 1 Cardera. (2022). Transforming Youth and Young Adult Homelessness in King County: Enhancing the Service Delivery and Sustainability of the Youth and Young Adult Homelessness System (pp. 1-52). Seattle, WA.

OUR STRATEGIC PRIORITIES

1

Client Outcomes

Deepen Our Impact through High-Quality, High-Impact Services

1. Comprehensive Employment Programming Supporting Long-Term Stability for Youth
2. Re-engaging Youth in Education through Integrated Supports and Services
3. Centralized Case Management – a Cornerstone of a System of Integrated Care
4. Housing Services Leading to Self-Sufficiency
5. Reducing Disproportionality through Service Excellence

2

Employee Retention Agency Operations

Strengthen Business Practices to Support High Performance

1. Cultivating a Culture of Learning: Outcomes Focused Performance Management
2. New Systems that Enhance Care Coordination and Support Program Refinement
3. Building Towards a Livable Wage
4. Train and Develop High-Performing Staff
5. Bolster Information Technology Infrastructure to Support High-Quality Service Delivery
6. Strategic Thought Leadership and Advocacy
7. Financial Stability and Sustainability with a Focus on Strategic Growth

IMPACT - STRATEGIC PLAN

Action steps, measurable intended impact areas, progress to date on client outcomes.

1.

GOAL	IMPACT MEASURES	OUTCOME
Comprehensive Employment Programming Supporting Long-Term Stability for Youth	<ul style="list-style-type: none">• A consistent understanding across YouthCare of the role of employment services in achievement of organizational long-term outcomes• A shared understanding of the programming available within YouthCare to engage youth toward achievement of employment goals• Increased capacity to provide employment support services to housing participants• Increased accountability among staff for youth progress toward employment goals• Increased capacity to provide employment and job training services through additional program site• Increased capacity to leverage partnerships with employer• Participants will graduate from YouthCare having achieved the organizational level employment goal• 90% of Mid- and Long-Term housing residents will be linked to an Employment and Education Specialist	<p>58%</p> <p>OF YOUTH WHO COMPLETED A EMPLOYMENT PROGRAM ATTAINED JOBS - 3 YR. AVERAGE</p> <p>37%</p> <p>OF HOUSING RESIDENTS (MID AND LONG TERM) EXITED WITH JOB</p> <p><u>OPPORTUNITIES</u></p> <ul style="list-style-type: none">• Measure understanding of employment services• More integration of Workforce Navigators in Housing programs• Continue to grow and funnel resources to Workforce Services to do this important work

GOAL

IMPACT MEASURES

OUTCOME

Re-engaging Youth in Education through Integrated Supports and Services

- A consistent understanding across YouthCare of the role of education services in achievement of organizational long-term outcomes
- A shared understanding of the programming available within YouthCare to engage youth toward achievement of education goals
- Increased number of participants enrolled in post-secondary institutions
- Increased capacity to provide education services to housing participants
- Increased capacity to provide formalized and curricularized education services through additional program site
- 90% of Mid- and Long-Term housing residents will be linked to an Employment and Education Specialist

Reducing Disproportionality through Service Excellence

- Equitable access to YouthCare services, particularly core programming
- Equity in outcomes across demographic markers, and particularly for youth of color and youth who identify as LGBTQ+

Hiring Priorities

Strategic Plan Designation	FTE	Evolution of Role	Completed?
Job Developer	1 FTE	Employer Engagement Specialist	✓
Employment & Education Specialists	2 FTE	Workforce Navigators	✓
Education Coordinator	1 FTE	Education Coordinator	No
Centralized Case Management Team Manager	1 FTE	Program Manager – Case Management Services	✓
Centralized Case Managers	2 FTE	Centralized Case Managers	In Progress
Life Skills Coordinator *	1 FTE	Life Skills Coordinator	✓

* Intention of adding LSKs to Over-18 housing with potential public funding