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# Street Outreach Program Learning Lab

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## EXECUTIVE SUMMARY

According to the King County Committee to End Homelessness (CEHKC), up to 5,000 young people are homeless in King County at some point each year. The National Network for Youth reports that youth who experience homelessness face an increased risk of mental health problems, substance abuse issues, criminal activity and victimization, unsafe sex, teen pregnancy, and poor educational opportunities. Without assistance, most homeless youth are at extremely high risk of chronic or episodic homelessness, unemployment, and poverty as adults. Therefore, engagement of homeless youth and early intervention are critical.

In King County, Auburn Youth Resources (AYR), Friends of Youth, and YouthCare previously received Family and Youth Services Bureau (FYSB) funding for street outreach. AYR had FYSB SOP funding from October 2008 – September 2011; Friends of Youth from October 2006 – October 2012; and YouthCare from October 2010 – December 2013.

In response to a county-wide loss of federal funding to support street outreach services by the end of 2013, AYR, Friends of Youth, and YouthCare sought funding from the Raikes Foundation, Ballmer Family Giving, and Thomas V. Giddens Jr. Foundation for an SOP Learning Lab. Through support from these funders, AYR, Friends of Youth, and YouthCare staff came together to share best practices, discuss challenges, and brainstorm solutions through a combination of outreach leadership meetings, collaborative trainings, and best practice seminars. The monthly outreach leadership meetings were designed to provide staff with an opportunity to expand their network of support and increase collaboration across the three agencies.

In June 2013, Cardea was engaged to implement an exploratory and descriptive, field-based evaluation of street outreach and drop-in services as part of the SOP Learning Lab. The objectives of this evaluation were to:

1. Describe street outreach and drop-in services provided by the collaborating agencies, including county-wide coordination, overall implementation and best practices
2. Develop methods and materials to better define and describe runaway and homeless youth and young adults who are engaged in outreach
3. Assess youth and young adults engaged in the continuum of services, when possible
4. Build the collaborating agencies' capacity to use data to inform program/service improvement

During this effort, Cardea conducted 15 semi-structured key informant interviews with agency staff and key stakeholders, held three focus groups with youth, analyzed retrospective data from YouthCare to examine drop-in clients' entry into the continuum of services, and worked with the three agencies to develop and pilot new standardized data collection instruments.

## Key Findings — Street Outreach

### Outreach staff are connecting with a wide range of youth across the region

Collectively, AYR, Friends of Youth, and YouthCare connected with more than 1,500 youth during the three-month pilot period, and more than one-third were youth who outreach staff were connecting with for the first time. Outreach staff estimated that youth ranged from adolescents to young adults and that more than one-third were between 16-20 years.

The three agencies engaged in street outreach across King County, with AYR and Friends of Youth extending outreach to geographic locations far beyond their drop-in centers. More populated outreach locations yielded higher numbers of youth overall and “new faces,” but less populated locations were an important source of “new faces.”

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Please see references 1, 3 and 4 in the main report.

## Youth engaged during street outreach are extremely vulnerable

Across agencies, outreach staff observed risky behaviors/ situational factors and other concerns, most notably sleeping outdoors and drug and/or alcohol use. While reported less frequently, outreach staff, as well as those who participated in key informant interviews, observed violence/gang involvement and prostitution or sexual exploitation. Key informants added that drug use is one of the barriers to connecting and engaging with youth.

*We see sexually exploited youth on Pac Highway or 99. Just the last couple of weeks, it's taking place now in smaller communities. More grooming of young girls is taking place, but it's not as much in your face. [We've] seen an explosion of heroin and meth use [and] very heavy gang activity now in the cities we cover.*

— Outreach Staff at Auburn Youth Resources

## Street outreach facilitates entry into the continuum of services

During the pilot period, outreach staff made nearly 800 referrals during street outreach. They most commonly referred youth to case management, but shelter, drop-in services, and meals were also common referrals. In addition, outreach staff linked youth directly to services such as shelters, drop-in services, and clinics/medical care.

*He was here to talk to me. He was always giving me a card, a sack lunch; eventually, I came through and asked for help. Since I knew him, I took him as my case manager. I got my ID through him, drug/alcohol counselor. He's been supporting me and helping me out with everything I need....My first relationship with this organization was with street outreach. It took a lot of times, with them talking to me. I saw them a lot, I definitely hit them up.*

— Friends of Youth/Redmond Service Center

## Data collection during street outreach can be challenging, but is clearly feasible

Outreach staff initially indicated that data collection can compromise their relationships with youth, citing that a majority of youth they encounter distrust adults and formal processes. Yet, they were able to successfully implement the Street Outreach Encounter Summary Form, which allowed for a finer level of data and analysis than the outreach tracking forms that the agencies historically used.

## Key Findings — Drop-in

### Drop-in services support a diversity of youth

While demographic data were missing for a substantial number of drop-in clients across some measures during the pilot period, the retrospective analyses of YouthCare data and data from both the Drop-in Log and Meaningful Engagement Form indicated that a diverse group of youth access drop-in services. Data from the log showed that there are more male clients than clients of other genders and that these clients range in age from 10-25 years. In addition, data from the retrospective analyses of YouthCare data and data from the Meaningful Engagement Form indicated that youth of color and LGBT youth are disproportionately represented among drop-in clients.

### Youth who access drop-in services face multiple challenges

Based on data from the Drop-in Log, youth accessed drop-in services to meet basic needs, including meals, a safe place to hang out, and, to a lesser extent, employment or education services. Similarly, youth who were meaningfully engaged by outreach staff most commonly reported that they experienced challenges around meeting basic needs, as well as feeling isolated/lonely and grappling with drugs and alcohol. In addition, the retrospective analyses of YouthCare data indicated that youth faced a multitude of other challenges, including long-term homelessness, history of involvement with the legal system, mental health challenges, fair/poor health status, and developmental disabilities. Outreach staff commonly distributed basic needs supplies to the youth. As key informants noted, providing basic needs items not only opened the door for engagement, but demonstrated true compassion.

### Methods to streamline data collection and analysis are critical

As with street outreach, data collection during drop-in can be challenging. The three agencies were not able to systematically capture many demographic characteristics and housing status measures from all drop in-clients, and, given data completion issues, it appears that it may not be practical to track referrals during drop-in.

## Key Findings — Outreach and the Continuum of Services

### Outreach connects youth with services

Key informant interviews and focus groups revealed that street outreach and drop-in services help youth feel safe and accepted and gradually build relationships that facilitate transition to stability. In addition, the retrospective analyses of YouthCare data indicated that youth connect with drop-in services, shelter, case management, and other services via outreach services. Once youth have meaningfully engaged with staff through outreach, data indicate that about three-quarters of youth receive supplies and referrals to services, and more than half are directly linked to services.

### Facilitating connections for youth of color, LGBT youth, and youth under 18 should continue to be a priority

The three agencies are connecting with and engaging with a diversity of youth, including youth of color, LGBT youth, and youth under 18. Data from the Meaningful Engagement Form suggested that agencies are linking youth of color to services at similar or higher rates as other youth. While data were limited, LGBT youth, and youth under 18 may be somewhat less likely to be linked to services. Therefore, facilitating connections should continue to be a priority to ensure that these youth are supported in connecting with service systems that are responsive to their cultural/developmental needs.

## Considerations

One of the objectives of this evaluation was to develop methods and materials to better define and describe runaway and homeless youth and young adults who are engaged in outreach. With that in mind, Cardea worked with the three agencies to develop and pilot four new data collection instruments:

1. Street Outreach Encounter Summary Form
2. Drop-in Log
3. Meaningful Engagement Form
4. Additional retrospective questions

The three agencies were able to successfully implement the Street Outreach Encounter Summary Form and Meaningful Engagement Forms. Implementation of the Drop-in Log proved to be more challenging, but still yielded valuable information about the large number of clients served. None of the agencies were able to implement the additional retrospective questions. Overall, the data collected through these new instruments provided richer detail and allowed for a finer level of data analysis than the outreach tracking forms that the agencies historically used. Importantly, all three agencies reported that the instruments provided them with valuable information for program improvement and funding opportunities.

To address data collection and completion challenges and ensure sustainability, the following are adjustments to consider:

- Review data collection instruments and procedures for opportunities to streamline
- Invest in data systems that enhance agency capacity to track program outcomes
- Dedicate resources for routine data entry, until better data systems are available
- Routinize staff training and data monitoring/quality assurance procedures to help improve accuracy of future data collection efforts.

## Conclusion

Through the SOP Learning Lab, AYR, Friends of Youth, and YouthCare continued their important work to connect and engage with youth throughout King County. In addition, the SOP Learning Lab evaluation provided a forum for these agencies to better align data collection and report the impact of their work to public and private partners.

All three agencies piloted new instruments to help them learn more about the youth they connect and engage with during street outreach and drop-in services. During the pilot period, outreach staff were able to use these instruments to collect more robust data that can inform current and future work with youth. In addition, the pilot data contributes to the knowledge base about how youth experiencing homelessness and housing instability engage in the continuum of services in King County.

The partnership among the three agencies is critical to supporting a region-wide model aimed at improving outreach and service provision for homeless and unstably housed youth. The agencies' collaborative approach to sharing best practices from the field has increased their collective capacity to engage youth and connect them with the services they need to gain greater stability and prepare for life.

*Three months ago, I was shooting up meth, heroin; I am 9 days clean. They do a lot of support, not just the staff. It's also GED teachers, case managers, students, a bunch of people. It's changed my life for the better; giant family that gets bigger every time.... You find your real friends and family.*

— YouthCare/Orion Center

## BACKGROUND

According to the King County Committee to End Homelessness (CEHKC), up to 5,000 young people are homeless in King County at some point each year.<sup>1</sup> Since 2011, a steering committee consisting of staff from CEHKC, City of Seattle, United Way of King County, and agencies serving youth has organized *Count Us In*, an annual effort to count youth, ages 12-25 years, who are unstably housed or homeless. *Count Us In* complements the *One Night Count* of all homeless people that is mandated by the U.S. Department of Housing and Urban Development (HUD). On the night of January 22, 2014, community partners identified 779 homeless or unstably housed youth in King County. Of these youth, 50% were female, 22% identified as LGBTQ, 12% were under age 18, and 51% were youth of color.<sup>2</sup>

The National Network for Youth reports that youth who experience homelessness face an increased risk of mental health problems, substance abuse issues, criminal activity and victimization, unsafe sex, teen pregnancy, and poor educational opportunities.<sup>3</sup> Without assistance, most homeless youth are at extremely high risk of chronic or episodic homelessness, unemployment, and poverty as adults.<sup>4</sup> Therefore, engagement of homeless youth and early intervention are critical.

### Evidence Base and Need for Street Outreach

Street outreach to homeless youth is an essential step to facilitate entry into the developmentally appropriate service continuum.<sup>5</sup> The National Alliance to End Homelessness (NAEH) identified outreach as one of the 10 essential steps for preventing homelessness among youth. The NAEH notes that outreach and engagement reduce barriers and encourage homeless youth to connect with housing and other essential services that facilitate independence.<sup>6</sup> In addition, a 2012 review revealed that direct outreach to street-involved youth is an effective strategy for getting the youth to later utilize services.<sup>7</sup>

The Street Outreach Program Data Collection Project is an 11-city data collection effort funded by the Family and Youth Services Bureau (FYSB) branch of the U.S. Department of Health and Human Services, Administration for Children and Families. The project aims to learn more about the lives and service needs of homeless and runaway young people ages 14-21 years. From March – July 2013, 62 youth, ages 16-21 years who were experiencing homelessness in Seattle, were interviewed for this project. When asked to name the most important service or support in their community that they use right now, the most important service/support was the drop-in center (43.9%). In addition, the top three service needs identified by interviewees were: 1) access to laundry facilities; 2) access to shower facilities; and 3) assistance with transportation. Interviewees also expressed a desire for help with transportation; clothing; job training/help finding a job; a place to rest, study, or hang out during the day; and help with education.<sup>8</sup>

### Family and Youth Services Bureau — Street Outreach Program

To prevent the sexual abuse and exploitation of young people who are surviving on the streets and to provide them with services that help them leave the streets, Congress established the Education and Prevention Services to Reduce Sexual Abuse of Runaway, Homeless, and Street Youth Program—now known as the Street Outreach Program (SOP)—through the Violence Against Women Act of the Violent Crime Control and Law Enforcement Act of 1994 (Public Law 103-322). The legislation funds street-based outreach and education for runaway and homeless youth. FYSB has funded SOP since 1996 to enable agencies throughout the country to build relationships between street outreach workers and runaway and homeless youth and provide targeted services that meet the needs of this diverse population.<sup>9,10</sup> The goals of the program are to promote young people's social and emotional well-being, keep youth safe, and help youth leave the streets.<sup>11</sup>



The report to Congress on runaway and homeless youth programs for fiscal years 2012 and 2013 sheds light on the value and impact of SOP. Across the county, outreach staff provide youth living on the street with basic needs supplies, support, advice, and referrals to shelter, health care, and other services. Outreach staff model best practices for engaging youth by gradually and respectfully building relationships with youth. Many programs partner with other youth-serving providers to have extra eyes and ears on the ground that will help staff connect with youth. Data from the Runaway and Homeless Youth Management Information System (RHYMIS) indicate that outreach resulted in 22,835 and 19,936 youth leaving the streets for shelter for at least one night during the 2012 and 2013 fiscal years, respectively.<sup>11</sup>

## Region-Wide Model — Street Outreach and Drop-in Services

### Street Outreach

In King County, Auburn Youth Resources (AYR), Friends of Youth, and YouthCare historically received funding for outreach, including street outreach and drop-in services. While each SOP-funded agency tailors outreach to its specific population, there are similarities in strategy. At all three agencies, outreach staff work in teams and travel to areas where homeless youth often gather (e.g., community centers, encampments, libraries, parks, transit centers), following a consistent, regular schedule to build trust. They also connect with local agencies (e.g., alternative schools, food banks, free health clinics) where youth seek services.

In addition, outreach staff use positive youth development, trauma-informed, harm reduction, and restorative justice approaches to engage youth. Through these best practices, they empower youth to make safe, well-informed decisions that will lead them toward self-sufficiency, without re-traumatizing or shaming them. As part of building trust and credibility, outreach staff also bring flyers with information about available services and offer youth basic need supplies, including food, clothing/warmth items, first aid kits, hygiene packs, and safer sex kits.

Geography also helps local organizations set boundaries while maximizing the return on resources invested in outreach. AYR serves South King County and conducts outreach in 10 cities—Algona, Auburn, Burien, Covington, Des Moines, Enumclaw, Federal Way, Kent, SeaTac, and Tukwila. Friends of Youth works in East and North King County, covering 17 cities—Bellevue, Bothell, Carnation, Covington, Duvall, Fall City, Issaquah, Kenmore, Kirkland, Maple Valley Newcastle, North Bend, Redmond, Renton, Sammamish, Snoqualmie, and Woodinville. Given the large geographic areas that AYR and Friends of Youth cover, outreach staff use mobile vans to cover all cities within a week. YouthCare provides services and conducts outreach in West and Central King County, covering Seattle and parts of the greater Seattle area. Unlike AYR and Friends of Youth, YouthCare's street outreach is mostly on foot, as staff cover the areas near YouthCare's James W. Ray Orion Center (Orion Center) and Seattle's Capitol Hill neighborhood, occasionally driving to other locations south of the city, such as community centers.

### Drop-in Services

Each agency offers drop-in services where youth can access basic needs and other services. During drop-in, youth can take a shower, do their laundry, eat a meal, and access a computer in a safe and supportive environment.

AYR has two drop-in centers—Arcadia House in Auburn and Enumclaw Youth and Family Services—that offer a range of supportive services, including access to case management, basic needs and other services, tutoring, GED support, recreational activities, and community involvement.

Friends of Youth also has two drop-in centers—Youth Service Centers in Kirkland and Redmond—that offer a range of supportive services, including access to case management, basic needs, and other services, and referrals to emergency shelter services, as available and appropriate. During drop-in, staff talk with youth about staying overnight at one of their shelters. Staff also explore family reunification options; discuss enrollment in the PRO Youth case management program; review housing referrals

through Youth Housing Connection; and suggest opportunities for on-site mental health counseling.

As with AYR and Friends of Youth's drop-in centers, YouthCare's Orion Center offers a range of supportive services. During meal times and drop-in hours, outreach staff connect with youth and young adults. Orion Center is a hub for a comprehensive range of services, including case management, counseling, housing referrals, and education and employment services. Sexual exploitation, sexual identity, and gender identity are specifically addressed throughout all of these services Youth receive counseling and support services from YouthCare staff who specialize and have extensive training in trauma and abuse issues related to sexual exploitation. Most importantly, outreach staff provide access to safe and stable housing, and the long-term support services needed to leave street life.

## SOP Learning Lab

In King County, AYR, Friends of Youth, and YouthCare previously received FYSB funding for street outreach. AYR had FYSB SOP funding from October 2008 – September 2011; Friends of Youth from October 2006 – October 2012; and YouthCare from October 2010 – December 2013.

In response to a county-wide loss of federal funding to support street outreach services by the end of 2013, AYR, Friends of Youth, and YouthCare sought funding from the Raikes Foundation, Ballmer Family Giving, and Thomas V. Giddens Jr. Foundation for an SOP Learning Lab. Through support from these funders, AYR, Friends of Youth, and YouthCare staff came together to share best practices, discuss challenges, and brainstorm solutions through a combination of outreach leadership meetings, collaborative trainings, and best practice seminars. The monthly SOP Learning Lab meetings were designed to provide staff with an opportunity to expand their network of support and increase collaboration across the three agencies. In addition, Cardea was engaged to support the agencies in better aligning data collection and reporting the impact of their work to public and private partners.

## Purpose of this Report

In December 2013, Cardea was engaged to implement an exploratory and descriptive, field-based evaluation of street outreach and drop-in services, as part of the SOP Learning Lab. The objectives of this evaluation were to:

1. Describe street outreach and drop-in services provided by the collaborating agencies, including county-wide coordination, overall implementation and best practices
2. Develop methods and materials to better define and describe runaway and homeless youth and young adults who are engaged in outreach
3. Assess youth and young adults engaged in the continuum of services, when possible
4. Build the collaborating agencies' capacity to use data to inform program/service improvement

# OVERVIEW OF METHODS

## Key Informant Interviews and Focus Groups with Youth

From February – April 2014, Cardea conducted 15, semi-structured key informant interviews. The purpose of the key informant interviews was to describe youth encountered during street outreach and drop-in services, strategies for connecting with and engaging youth, and barriers and facilitators to outreach. Outreach staff were also asked to share successful experiences with youth during outreach and core elements of effective outreach.

In April and May 2014, Cardea conducted three focus groups with youth who were accessing outreach and other services at AYR, Friends of Youth, and YouthCare. The purpose of the focus groups was to determine how youth got connected with the agencies, learn about their experiences with agency staff and services, and hear about the difference/impact the agencies have made in their lives. Qualitative instruments are included in **Appendix A**.

Cardea staff took notes, audio recorded all of the discussions, and analyzed the interviews for key themes across the three agencies and among key stakeholders.

## Retrospective Analyses — FYSB SOP Data Collection and YouthCare Data

To provide context for this evaluation, Cardea summarized data collected under FYSB SOP. In addition, since YouthCare used a unique identifier for individual youth that was consistent across programs, Cardea analyzed retrospective data collected by YouthCare during the 17-month period from January 2013 – May 2014. The purpose of these analyses was to explore youth progression across a continuum of services over a longer time period than the pilot.

## Enhanced Data Collection during Street Outreach and Drop-in

To better align data collection and report the impact of their work to public and private partners, as well as improve agency capacity to use data to inform program/service improvement, Cardea worked with the three agencies to develop and pilot four new data collection instruments:

1. *Street Outreach Encounter Summary Form*— aggregate/summary data for all youth approached at a given location during street outreach
2. *Drop-in Log*—individual-level data for all youth accessing drop-in services
3. *Meaningful Engagement Form*—individual-level data for the subset of youth with whom outreach staff had more extensive interaction during street outreach or at drop-in. A “meaningful engagement” was defined as having learned something about the youth’s needs.
4. *Additional retrospective questions* — questions to be added to intake forms for all in-house programs/services, to identify how youth first connected with the agency

These piloted instruments and accompanying instructions are included as **Appendix B**.

Cardea developed all instruments, in partnership with leadership at the three agencies, and introduced the instruments and data collection protocols to outreach staff during an SOP Learning Lab meeting in early June 2014. Agencies were then encouraged to review the forms with all levels of staff and work with Cardea to make any modifications needed prior to rolling out the forms.

Cardea designed all instruments and data collection protocols to minimize interference with service provision. Outreach staff were asked to fill out the forms after completing their interaction with youth and returning to a private location.

From June – September 2014, outreach staff piloted the new instruments. None of the agencies implemented the additional retrospective questions, due to challenges with cross-program coordination within the short timeframe for the project. In September, Cardea requested all pilot data collected since June and administered a survey to leadership at the three agencies to solicit feedback on their respective agency's experience with each form, including successes and challenges encountered.

### **Data Management and Cleaning**

For the retrospective analyses, YouthCare de-identified intake and exit data, exported the data to Excel from its YES data system to Excel, and sent the data to Cardea via secure, encrypted email. For enhanced data collection, Cardea entered all data sent by the agencies in hard copy into Excel. Data collected directly in Excel (i.e., drop-in logs at Friends of Youth and YouthCare) were reformatted by Cardea, as needed. All Excel files were then imported into SPSS version 19 for further data management and analysis. In some cases, significant data management was required to reformat the data and to differentiate duplicated, unduplicated, and new client records.

### **Analysis Methods**

Retrospective data and data from the enhanced data collection were analyzed separately. Frequencies were run on all measures and are presented for overall number of forms, unique clients, and new clients, as appropriate. Means and medians were computed for continuous measures. Crosstabs and multivariate logistic regression analyses were conducted where sample sizes and item frequencies for outcome measures were sufficient to warrant these analyses. Analyses were run for the three agencies combined, as well as individually. Agency-specific results are presented in **Appendix C**.

# QUALITATIVE ANALYSES — KEY INFORMANT INTERVIEWS AND FOCUS GROUPS WITH YOUTH

## KEY INFORMANT INTERVIEWS

### Overview

The key informant interviews with agency staff and key stakeholders offered insights into the diversity of youth encountered during street outreach and drop-in services, as well as strategies for connecting with and engaging youth. These interviews documented that outreach staff face a multitude of challenges in connecting with and engaging homeless youth, but, through compassion and tailored interactions that help youth feel safe and accepted, they are able to gradually build relationships that facilitate transition to stability.

- Outreach staff are connecting and engaging with a diverse group of youth in King County through both street outreach and drop-in services.
- Best practices in outreach include addressing basic needs, meeting youth where they are, and demonstrating consistency and equity.
- Drug use, illegal activities, insufficient services (e.g., limited shelter capacity, long wait lists for housing), and geography are often barriers to connecting and engaging with youth.
- Data collection is critical, but can be a barrier to engagement.
- Teamwork among outreach staff and with other agencies that interact with homeless youth is critical to success.

### Methods

From February – April 2014, Cardea conducted 15, semi-structured key informant interviews. Cardea asked each agency to identify three staff—including at least one program manager and one outreach staff—and two key stakeholders to be interviewed. Key stakeholders included staff from other youth-serving organizations and health and human service providers, as well as contract managers from the City of Seattle and City of Tukwila.

Cardea developed separate key informant interview protocols for program managers, outreach staff, and key stakeholders, in consultation with the three agencies. Cardea reached out to the key informants identified by each agency via email to schedule the in-person interviews. Interview participation was voluntary and confidential. Key informants provided verbal consent to participate. All interviews were conducted in English. Cardea staff took notes, audio recorded all of the discussions, and analyzed the interviews for key themes across the three agencies and among key stakeholders. After completing the analysis, Cardea destroyed the audio recordings and interview notes.

## Findings/Themes

### Youth Encountered during Street Outreach and Drop-in Services

When program managers and outreach staff were asked to describe youth encountered during street outreach versus drop-in services, many reported that there were no noticeable demographic differences and, in some cases, were hesitant to “label” youth. However, they described differences in situational factors among youth engaged during street outreach versus drop-in services.

Staff from AYR indicated that youth encountered during street outreach tend to be primarily older females, age 15-18 years, who are involved in gang activity or prostitution, whereas drop-in clients tend to be primarily younger males, age 13-15 years.

*We see sexually exploited youth on Pac Highway or 99. Just the last couple of weeks, it's taking place now in smaller communities. More grooming of young girls is taking place, but it's not as much in your face. [We've] seen an explosion of heroin and meth use [and] very heavy gang activity now in the cities we cover.*

— Outreach Staff at Auburn Youth Resources

Friends of Youth staff indicated that transportation barriers often prevent youth from accessing drop-in services. Both AYR and Friends of Youth staff characterized youth encountered during drop-in as more motivated and committed to changing their situation than youth encountered during street outreach.

*We...work with a diverse population.... For the most part, our clients are 18-22. We do all races, all genders, all sexual orientations, and all legal statuses. One big difference [between street outreach vs. drop-in] is their readiness to come out of homelessness, more so in the rural areas. They are just not at that stage of change.*

— Program Manager at Friends of Youth

YouthCare staff described commonalities among homeless youth, regardless of whether they were encountered during street outreach or drop-in services. They indicated that the majority of youth have experienced problems at home (e.g., physical abuse, substance abuse), struggled with mental illness, and/or are involved in the foster care system. Most staff indicated that they had seen a rise in the number of “raver kids,” age 12-16 years, during street outreach, as well as transient youth who traveled to Seattle for events such as Northwest Folklife and Hempfest. One staff member expressed frustration about seeing African American youth during street outreach in South Seattle, but rarely at drop-in. The staff member attributed this to a perception among African American youth that Orion Center is “just for white kids.”

Outreach staff in all three agencies reported heavy heroin and methamphetamine use among youth encountered during street outreach. They expressed particular concern about risky behaviors (e.g., needle sharing, prostitution, theft) that youth engage in to access drugs.



## Strategies for Connecting and Engaging with Youth

When asked to describe strategies for connecting and engaging with youth, nearly all of the interviewees talked about offering basic needs items and building a trusting relationship.

*Even if they don't remember who I am,  
I want to be remembered as an adult  
who was kind, considerate, and respectful and  
also someone they can come back to and say,  
"This really screwed up thing happened to me"  
and understand that they can share,  
without me showing pity.*

— Outreach Staff at YouthCare

Interviewees stressed that providing youth with basic need items (e.g., food, clothing, blankets, hygiene kits, safer sex kits) was critical for building trust and credibility. In the eyes of the interviewees, supplies not only opened the door for engagement, but demonstrated true compassion.

Program managers and outreach staff from all three agencies consistently used the phrase “meeting youth where they are” to describe the first step toward building connection. They talked about the importance of not only meeting youth where they are gathering and living, but also recognizing their emotional state and tailoring interactions to help them feel safe and accepted. In addition, outreach staff noted that consistency and equity are fundamental strategies for engaging youth. By maintaining a regular outreach schedule and offering referrals to services in an equitable way, they felt that they were able to provide youth with a sense of stability that facilitated trust.

*One strategy is that our outreach team is  
one lead outreach worker and one peer leader  
who has been homeless themselves.  
Our main goal is to reach as many  
homeless youth as possible and  
provide those basic needs—  
to approach them and let them know we are safe,  
that we will meet them where they are at  
with no judgment. We are there to help them.  
Building that trusting relationship  
by letting them take the lead.*

— Program Manager at Friends of Youth

Outreach staff mentioned the vital role that youth who have been on the street longer play in facilitating connections between them and newly homeless youth. Established relationships between outreach staff and leaders within groups of homeless youth allow outreach staff to connect with new youth who may otherwise be reluctant or too shy to engage.

Interviewees highlighted the value of teamwork. By working in teams, outreach staff are able to approach groups of youth and travel to areas that would be unsafe for an individual outreach worker. Interviewees also highlighted the importance of connecting with other agencies that interact with homeless youth (e.g., community centers, food banks, libraries) because these agencies can serve as additional resources.

*Relationship building has to start first.  
Youth are not so trusting of strangers....  
So building a relationship with them,  
building trust, and letting them know  
you're not going to judge them—  
that you really have their best interest at heart  
and that you want to help them move  
from the streets to a lifestyle  
that's more sustainable for them.*

— Executive Director of the Auburn Food Bank

### Facilitators of Outreach

Interviewees' ideas about factors that facilitated connecting and engaging with youth closely mirrored their reported engagement strategies. They repeatedly mentioned trust, provision of basic needs items, consistency, and empathy, and stressed that these factors laid the foundation for building rapport and moving youth toward stability.

Outreach staff shared factors specific to drop-in that facilitate connecting and engaging with youth. Program managers and outreach staff in all three agencies emphasized that the predictable structure of drop-in and the array of services offered (e.g., food, laundry, shower, GED and resume support) encouraged youth to access drop-in services. Several outreach staff noted that the majority of homeless youth have not had stability, so a place with regular services and consistent rules offered comfort.

*Because we have GED and Barista  
[programs] here, there is something to give  
the people—something that they can  
strive for other than the drugs.*

*We want to help folks exit out of homelessness....  
We have folks that have never had any structure  
their entire life, but they do have that here.*

— Outreach Staff at YouthCare

### Barriers to Outreach

Program managers and outreach staff reported that drug use, illegal activities, and insufficient services are the main barriers to connecting and engaging with youth during street outreach and drop-in services. In some cases, shelter sobriety requirements prevent youth who are addicted from accessing services. Outreach staff reported that situations in which youth are clearly engaged in drug sales, gang activity, and prostitution are missed opportunities for connection because they are wary of safety concerns for themselves and the youth.

Key stakeholders stressed that simply finding youth can be a major challenge, due to police activity that forces the youth to continually move. With the exception of one Friends of Youth outreach staff, this concern was generally not reflected among the barriers identified by program managers and outreach staff.

Outreach staff identified limited shelter capacity, long wait lists for housing, and insufficient local services as additional barriers. They noted that youth get discouraged by these issues and simply give up on the possibility of moving out of homelessness.

AYR and Friends of Youth staff also identified geography as a barrier to connecting and engaging with youth. Given their large service areas, staff must rotate outreach services to various cities in South, East, and North King County, making it difficult to immediately meet youth's needs.

*One of the barriers would be that we have such a  
large area to cover.... Shelter is another one. We  
have one shelter that takes four youth,  
and another shelter takes only six.  
A lot of them call needing shelter.  
That is a big one; we try to facilitate  
what we can, perhaps sending them to Seattle.*

— Program Manager at Auburn Youth Resources

*Pretty much the only reason [the youth] are not in drop-in is that they're further away....*

*A lot of them have jobs [or] they volunteer, but don't have transportation.*

*They'd rather sleep outside or in other places.... If we had a station (drop-in) in Renton or North Bend, they would access it.*

— Outreach Staff at Friends of Youth

YouthCare staff highlighted the challenges of meeting legal requirements like the Becca Bill, which requires agencies to contact authorities if a youth accesses drop-in and has a missing persons report on file. They noted that youth who are aware of these legal requirements and come from an abusive home situation will sometimes avoid drop-in because of the risk of being found. Key stakeholders echoed concerns about the balance between complying with parental notification laws and protecting youth who do not want to return to their families.

Friends of Youth and YouthCare staff also mentioned the challenges associated with data collection. While they acknowledged that data collection is critical for describing the population served through outreach and securing continued funding, staff indicated that youth often withdraw from conversation and sometimes avoid subsequent interactions, when they are asked too many personal questions (e.g., name, date of birth). An AYR staff member commented that additional data collection at drop-in increased suspicion among youth who were distrusting of formal processes and kept youth from accessing services.

## Successful Experiences during Outreach

Outreach staff in all three agencies shared a wide range of success stories. While most talked about getting youth off the streets, others also shared successes such as counseling youth to leave an abusive relationship or successfully coaching youth through the college and job application process.

*I met a kid outside the library.*

*We opened a pilot shelter in Snoqualmie; this youth was first to show [and] was able to talk to other shelter staff about getting into treatment.*

*We drove him home the last time before going to detox—went to rehab [and] now volunteering. He says that we are the reason why he is doing so well.*

— Outreach Staff at Friends of Youth

Two outreach staff had been previously homeless and credited their current stability with the fact that outreach staff engaged them in their time of need.

*Street outreach is so incredibly important.*

*That was how I found out about Orion, when I was homeless. I didn't have anywhere to go.... The outreach is what really makes the connection and gets [youth] through the door.*

— Outreach Staff at YouthCare

## FOCUS GROUPS

### Overview

The focus groups with youth confirmed the critical role of street outreach and drop-in services in engaging homeless youth and connecting them with services that promote stability. Whether youth initially connected with outreach staff on the street or accessed drop-in services, time and time again, they credited success to a positive relationship with at least one caring staff member.

- Consistent, positive, and respectful interactions with staff are important to youth.
- The continuum of services at each agency supports youth in building skills for independence and self-sufficiency.
- Youth report that connecting with these agencies changed their life for the better.
- Longer drop-in center and shelter hours would better support youth's needs.

### Methods

In April and May 2014, Cardea conducted three focus groups with youth who were accessing outreach and other services at AYR, Friends of Youth, and YouthCare. Cardea developed a brief participant survey and focus group questions, in consultation with AYR, Friends of Youth, and YouthCare. Each agency recruited focus group participants via word-of-mouth. The focus groups were held at three sites—AYR/Arcadia House, Friends of Youth/Redmond Service Center, and YouthCare/Orion Center. A total of 22 youth participated in the focus group discussions; six from AYR, seven from Friends of Youth, and nine from YouthCare. Each participant was given a small gift card, and lunch or dinner was provided at all focus groups.

All participants completed an anonymous, brief survey before the focus groups began. Survey and focus group participation was voluntary, and participants provided verbal consent prior to completing the surveys.

A consultant with Cardea, facilitated the focus groups. All focus groups were conducted in English. Cardea staff took notes and audio recorded the discussions at AYR/Arcadia House and YouthCare/Orion Center. Participants from Friends of Youth/Redmond Service Center did not want the discussion recorded.

Cardea staff compiled survey results and analyzed the focus groups for key themes across the three agencies. After completing the analysis, Cardea destroyed the audio recordings and focus group notes.

### Findings/Themes

#### Demographics

Of the 22 youth who participated in the focus groups, 15 (68.2%) identified as male, 4 (18.2%) identified as female, and 3 (13.6%) identified as other. The mean age of participants was 19.1 years.

More than half (61.9%) of the youth identified as straight. About 15% (14.3%) identified as bisexual, followed by lesbian/gay (9.5%) and pansexual (9.5%). Nearly 5% (4.8%) identified as questioning or undecided.

Youth were from diverse racial and ethnic backgrounds. About 41% (40.9%) of participants identified as non-Hispanic white, followed by American Indian/Alaskan Native (22.7 %) and Hispanic/Latino (22.7%). Approximately, 9.1% and 4.5% of participants reported that they were more than one race and Native Hawaiian/Other Pacific Islander, respectively.

Nearly all (90%) youth reported completing at least some high school. Of these, nearly two-thirds (61%) graduated from high school or earned their GED.

### Connection with the Agencies

The majority of youth across the three focus groups indicated that they learned about the agencies from close contacts (e.g., parents, friends) or through other youth shelters. Two participants from YouthCare reported that they walked in to the Orion Center because of the welcoming environment.

*I just walked in.  
It says “youth” on it!*  
— YouthCare/Orion Center

Youth expressed how important it was to have consistent, positive, and respectful interactions with staff, whether during street outreach or drop-in.

*He was here to talk to me. He was always giving me a card, a sack lunch; eventually, I came through and asked for help. Since I knew him, I took him as my case manager. I got my ID through him, drug/alcohol counselor. He’s been supporting me and helping me out with everything I need....My first relationship with this organization was with street outreach. It took a lot of times, with them talking to me. I saw them a lot, I definitely hit them up.*

— Friends of Youth/Redmond Service Center

Participants in the YouthCare focus group agreed that the diversity of the agency’s staff (e.g., gender, race/ethnicity, personal experience with living on the streets) facilitated connecting with at least one staff member and helping them feel welcome and comfortable at the Orion Center.

Similarly, participants in the AYR focus group indicated that they appreciated the ease of connecting with staff. Youth reported that AYR staff helped them feel comfortable and accepted, because staff offered support, without pressuring them to immediately access services.

*When you meet them, you don’t think they’re outreach people. They’re not in your face about “We’re here to help you.” Just, “We’re here, if you need us.” It’s no pressure.*

— Auburn Youth Resources/Arcadia House

Youth also mentioned that drop-in center staff were hospitable and respectful, helping them feel safe.

*It was very surprising to me, actually—how respectful and kind everybody was. They didn’t judge you or anything; I really liked that part. I checked it [Arcadia] out. I really like it here.*

— Auburn Youth Resources/Arcadia House

## Experience with Staff and Services

Overall, youth were positive about their experiences with the agencies and shared stories about how the continuum of services at each agency supported them in building skills for independence and self-sufficiency. Youth indicated that drop-in centers were places to get their basic needs met (e.g., hot meal, shower, laundry) and that they were also able to receive support in finding housing, strengthening their resumes, applying for jobs/college, and getting connected to drug/alcohol treatment and mental health counseling.

When asked about the impact of the agencies on their lives, the majority of youth reported that connecting with these agencies changed their lives for the better. A number of youth emphasized how easy access to food and clothing provided a sense of comfort at a very stressful time in their lives.

*I was so depressed right before I came here. I just came here from the hospital after trying to commit suicide. I was really rock bottom. It's been a long time coming, but I am picking [myself] up. You find people here that are really willing to give you a hand.*

— YouthCare/Orion Center

Several youth credited easy connections to drug/alcohol treatment and shelter rules requiring sobriety with helping them address their addictions and, in some cases, with saving their lives.

*The support I get here...If they weren't here, I probably wouldn't even be alive. They help me stay sober and clean.*

— Friends of Youth/Redmond Service Center

## Recommendations for Services

Despite numerous stories about how the agencies made positive impacts on their lives, youth also offered recommendations for improving services to better meet their needs. For the most part, youth expressed a desire for longer drop-in center and shelter hours and for expansion of services. Participants in the AYR focus group agreed that expanding the number of shelters in the area would be helpful.

*More resources like a bit more staff at Arcadia, especially on weekends, because weekends are hard for people that don't have anywhere else to go. Have to wait for the library to open; it opens at like 1 [p.m.]. We have to get out [of the shelter] at like 7 a.m., so maybe there should be like people there to just be there with the people who don't have anywhere else to go—to just chill out with them.*

— Auburn Youth Resources/Arcadia House

Participants in the Friends of Youth and YouthCare focus groups consistently listed employment programs, including job search skills training and opportunities to network with employers, as services they would like to see offered more.



# RETROSPECTIVE ANALYSES — FYSB SOP DATA COLLECTION AND YOUTHCARE DATA

## FYSB SOP DATA COLLECTION IN KING COUNTY

Under the FYSB-funded SOP, AYR, Friends of Youth, and YouthCare developed instruments to collect data during street outreach and drop-in services and reported on required measures. The agencies consistently reported on three measures: 1) number of duplicated contacts, 2) number of contacts who accessed case management, and 3) number of contacts who accessed shelter (**Table 1**). Data were generally recorded via aggregate methods, tracking the number of contacts per month, for example, rather than by outreach site. In addition, each agency collected limited information on services provided, but did not consistently link that information with more comprehensive data collected during enrollment/intake for other services (e.g., case management).

The three agencies also had other measures on which only a single agency would report. The data that agencies historically reported for the FYSB-funded SOP are included in **Appendix D**. However, even for measures collected by multiple agencies, each tracked and defined these measures in disparate ways. Historical data collection instruments for each agency are included as **Appendix E**.

### Data Collection and Reporting — Auburn Youth Resources

AYR used a “Street Tracks” Outreach Activity Log to track street outreach on a daily basis. On the front of the log, outreach staff recorded location of outreach, number of youth present, and supplies distributed at each location (e.g., flyers, food, hygiene, warmth); total number of referrals made per day (e.g., shelter/housing, case management, medical, other); and a field for general comments/problems encountered. On the back of the log, staff could record notes about individual youth they engaged in meaningful conversation. There was no formal definition of an “engaged youth.”

Outreach staff stored the logs in binders in the mobile van. Aggregate daily totals were computed and entered into an Excel spreadsheet, but data entry was not done consistently after SOP funding ended in September 2011. Data on engaged youth were not entered into Excel.

AYR also tracked data on youth served and services provided during drop-in. Outreach staff tracked youth demographics and the number of basic needs items distributed. These data were totaled on a monthly basis and entered into RHYMIS, but were not stored at AYR. RHYMIS data could only be extracted by FYSB.

**Table 1. FYSB SOP data collection – selected measures**

Measure	AYR		FoY		YC	
	Years	#	Years	#	Years	#
Unduplicated contacts	2008-2011	5,537	2009-2011	4,394	2010-2013	36,076
Number in case management	2008-2011	261	2009-2011	182	2010-2013	794
Number sheltered	2008-2011	54	2009-2011	644	2010-2013	1,809

\*AYR = Auburn Youth Resources; FoY = Friends of Youth; YC = YouthCare  
FoY and YC are only used as abbreviations in tables to streamline presentation.

## Data Collection and Reporting — Friends of Youth

Like AYR, Friends of Youth used a log to track street outreach. Outreach staff used a log to record each client encountered, including identifying information such as date of outreach encounter, name, phone number, and email. They also tracked whether the client was new, the types of items distributed (e.g., snack pack, bus tickets, clothing, hygiene, food), and the types of referrals or transports (e.g., counseling, drug/alcohol, sexual assault, employment, education, transitional living, shelter, clinic) made. Outreach staff stored the logs in binders and laptops in the mobile van or in a backpack. They also carried a notebook during outreach to handwrite notes, in order to minimize the impact of data collection efforts.

During drop-in, outreach staff tracked date, client name, age, whether or not the client was new, whether the youth “qualified” for services (i.e., confirmation that the youth was homeless and between the ages of 15-22 years), whether the youth was currently enrolled in case management, and whether the staff explained Community Sign In to the client. They also tracked the number of basic needs items distributed and the types of referrals made to agency and local services. If client identifiers were not provided, outreach staff would enter “unknown.” Referrals were only documented, if follow-up was required. Data were entered into Friends of Youth’s YouthForce data system. Data on street outreach and drop-in services were entered as aggregate monthly summaries.

## Data Collection and Reporting — YouthCare

Like AYR and Friends of Youth, YouthCare used a log with individual client-level information (e.g., name, date of birth, age). Outreach staff tracked whether youth were new to the agency, the number and type of supplies provided (e.g., clothing/socks, hygiene/condoms, food, flyers) and the types of referrals (e.g., shelter/housing, mental health, chemical dependency, education, work, case management, or other services). They typically had paper to document notes, but often did not ask for client identifiers, unless they knew at least one of the youth in the group.

In December 2013, YouthCare began implementing an Excel-based log at drop-in. Outreach staff used the daily log to track client identifiers (e.g., first name, last name, street name, date of birth, gender), whether it was the client’s first time visiting the Orion Center, whether the client consented to Community Sign In, was without a stable place to live, was interested in talking with someone about family reconciliation, and what services the client had come in for. Data were entered into Excel. Supply distribution and referrals were not tracked on this form, due to the high numbers of youth at Orion Center.

Since January 2013, YouthCare has tracked more extensive client demographics, housing history, referrals, and other information through a standard intake form they use across all programs. Given the length of this form and the high numbers of youth at Orion Center, it does not have a standard protocol for when youth are asked to provide this information. In general, outreach staff waited until a youth accessed Orion Center several times and they had built a relationship, before asking them to complete the form. Data are entered into YouthCare’s YES data system.

## RETROSPECTIVE ANALYSES — YOUTHCARE DATA

### Overview

Demographic, housing status, and service data were available for a sample of YouthCare clients who completed program intake forms when accessing drop-in and other programs at YouthCare. These analyses describe the characteristics and trajectories of clients who first entered YouthCare's continuum of services via drop-in and compares them to clients who entered the continuum of services via other services.

- About one-third of clients who entered YouthCare's continuum of services via drop-in later enrolled in another YouthCare service. Nearly half of these clients enrolled in a second service within seven days, with half enrolling in case management and nearly 40% entering emergency shelter.
- Half of all clients who entered services via drop-in were currently living outside or in a place not meant for habitation, and one in four had been living on the streets for a year or more. Compared to other clients, those who entered services via drop-in were four times more likely to report homelessness and had experienced long-term homelessness nearly twice as often.
- Clients who entered services via drop-in were more likely to be older, LGBT-identified, non-Hispanic white, out-of-school, and high school graduates.
- Among clients who entered services via drop-in, LGBT youth and youth of color were more likely to enroll in additional services, compared to other clients.

Note: While descriptive outcomes for clients who first entered YouthCare's continuum of services via drop-in services are reliable, the comparison group may not be fully accurate because some of these clients likely accessed drop-in services without completing an intake form.

### Methods

Cardea analyzed retrospective data collected by YouthCare during the 17-month period from January 2013 – May 2014.

Based on historical program entry and exit data, Cardea identified new clients since January 2013. Data were restructured in SPSS to align each client with an ordered trajectory of services they accessed at YouthCare. Programs were categorized into service types, with support from YouthCare staff.

Twenty (20) clients entered more than one type of service on the same day. For cases in which a client accessed drop-in at Orion Center and another type of service on the same day, drop-in was considered the first service accessed. Otherwise, the first service accessed was determined alphabetically.

New clients and their service trajectories were merged with intake and exit data in the YES data system. Data were analyzed using descriptive, univariate, and multivariate statistical methods to adjust for factors such as age and race, where possible.

## Results

### Clients Accessing Drop-In Services

From January 2013 – May 2014, 791 unique, new clients accessed YouthCare services. For 144 (18.2%) of these clients, drop-in was the first service accessed (**Table 2**). Only emergency shelter and case management services were more frequent points of first contact with YouthCare.

**Table 2. First service/program accessed by new clients (N=791)**

Service	#	%
Emergency shelter	267	33.8
Case management	185	23.4
Drop-in	144	18.2
Education or employment programs	135	17.1
Housing transitional living program	46	5.8
Case management and education/employment	12	1.5
Permanent housing/rental assistance	2	0.3

### Demographic Characteristics of New Clients

The median age for new clients at YouthCare was 19 years. On average, clients who accessed drop-in services first were older than those who accessed other services first, with a median age of 20 years (mean = 19.8 years) compared with a median age of 19 years (mean = 19.2 years). The age distribution for clients accessing drop-in first was more narrow (SD=2.0 years) than for those accessing other services first (SD=3.0 years).<sup>1</sup> Eighty percent (80.0%) of clients who accessed drop-in first were 19 years and older, compared with 58.4% of clients accessing other services first (**Table 3, next page**).

Clients who accessed drop-in first were more likely to identify as male than those accessing other services first. Clients whose first point of contact was drop-in were also more likely to identify as lesbian or gay, bisexual, and pansexual than those whose first point of contact was another type of service, even after adjusting for age and race.<sup>2</sup> Nearly half of clients who accessed drop-in first identified as lesbian or gay, bisexual, and pansexual, compared with 16.3% of those who accessed other services first.

Clients who accessed drop-in first more often identified as non-Hispanic white (67.4% vs. 42.0%) and less often identified as black/African American (9.8% vs. 29.9%) and Hispanic/Latino (11.7% vs. 19.2%) than those who accessed other services first.

Clients who accessed drop-in first were also less likely to report being in school (18.5% vs. 43.8%) and more likely to report having a high school diploma or GED (53.4% vs. 44.0%) than those who accessed other services first. Although age was a significant factor in whether a youth was in school, clients who accessed drop-in first were still less likely to be in school than those who accessed other services first, after adjusting for age.

Although clients who accessed drop-in first were less likely to report that their last permanent residence was in Seattle (55.6%) than those who accessed other services first (70.8%), they were just as likely to have slept in Seattle the night before accessing services at YouthCare. Nearly half (45%) of new clients were missing information on their last permanent residence, and one-quarter were missing information on their current location. However, clients who accessed drop-in first were more likely to be missing information than those who accessed other services first, potentially influencing results.

<sup>1</sup> Standard deviation (SD) estimates the extent to which the observed values in a sample cluster around the estimate of the mean, or average, value. Smaller SDs indicate a more narrow, highly clustered distribution.

<sup>2</sup> For this analysis, sexual orientation data was missing for approximately one-quarter of new clients. Youth may underreport identities other than straight/heterosexual or fail to answer this question because of social desirability and/or reasons related to internalized stigma.

**Table 3. Demographic characteristics of new clients by first service**

Characteristic	Drop-in First		Other Service First	
	#	%	#	%
<b>Age range (N=714)</b>				
15 years and younger	2	2.0	65	10.6
16-17 years	11	11.0	112	18.2
18-20 years	49	49.0	214	34.9
21 years and older	38	38.0	223	36.3
<b>Gender (N=711)</b>				
Male	60	61.2	318	51.9
Female	32	32.7	279	45.5
Trans*	2	2.0	12	2.0
<b>Sexual orientation (N=580)</b>				
Straight/Heterosexual	43	50.6	388	78.4
Bisexual	25	29.4	60	12.1
Lesbian or Gay	10	11.8	19	3.8
Asexual (n/a)	1	1.2	4	0.8
Questioning	1	1.2	4	0.8
Pansexual	4	4.7	2	0.4
<b>Race(s) (N=680)</b>				
White	62	67.4	247	42.0
Black/African American	9	9.8	176	29.9
American Indian/ Alaska Native	4	4.3	31	5.3
Asian	0	0.0	16	2.7
Native Hawaiian/ Other Pacific Islander	2	2.2	7	1.2
More than one race	15	16.3	111	18.9
<b>Ethnicity (N=687)</b>				
Hispanic/Latino	11	11.7	114	19.2
<b>Education level (N=645)</b>				
High school diploma or GED	39	53.4	133	44.0
In school	17	18.5	242	43.8
<b>Prior geographic location (N=435)</b>				
Seattle	25	55.6	276	70.8
King County	45	100.0	390	100.0
<b>Current geographic location (N=589)</b>				
Seattle	72	85.7	432	85.5
King County	84	100.0	505	100.0

## Living Situations and Experiences of New Clients

Among clients with known prior living situations, those who accessed YouthCare's drop-in services first were more likely to be living outside or in a place not meant for habitation (50.5%) than those who accessed other services first (12.5%). Clients who accessed drop-in first also experienced more transient housing situations, with more than half (53.5%) reporting that they had been at their current locations for less than one month, compared with about one-third (36.5%) of clients who accessed other services first. Nearly half of clients who accessed drop-in first reported long-term homelessness lasting a year or more, compared with about one-quarter (24.9%) of those who accessed other services first. However, there was no significant difference in whether clients had experienced four or more episodes of homelessness in the last three years (**Table 4, next page**). Although clients who accessed drop-in first displayed different patterns of living situation experiences than clients who accessed other services first, all clients reported similar patterns of life experiences and challenges.

**Table 4. Living situation for new clients by first service**

Living Situation	Drop-in First		Other Service First	
	#	%	#	%
<b>Currently staying on street (N=708)</b>	50	50.5	76	12.5
<b>Time in current living situation (N=702)</b>				
<3 months	53	53.5	220	36.5
1-3 months	18	18.2	109	18.1
More than 3 months	25	25.3	221	36.7
<b>Homeless for a year or more (N=637)</b>	45	47.9	150	24.9
<b>At least 4 episodes of homelessness in last 3 years (N=644)</b>	25	26.9	117	23.5

Among those who were asked about their experiences with foster care, clients who accessed drop-in first were less likely to have had a history of involvement in foster care (15.3%) than those who accessed other services first (25.0%). Reported histories of involvement in the legal system were similar across clients who accessed drop-in first and those who accessed other services first. This continued to be true, even when examining reported type of involvement in the legal system (e.g., arrests, convictions, felonies, misdemeanors) (Table 5).

All clients reported similar perceptions of the quality of their health with approximately one-third each reporting above average, average, and below average health among those who accessed drop-in first and those who accessed other services first. All clients also reported similar patterns of experiences with mental health challenges, drug or alcohol challenges, and domestic/intimate partner violence. New clients who accessed drop-in services first were more likely to report developmental (dis)abilities (25.8% vs. 13.1%) and physical (dis)abilities (14.6% vs. 9.1%).

**Table 5. Experiences and challenges reported by new clients by first service**

Experience/Challenge	Drop-in First		Other Service First	
	#	%	#	%
<b>Experience with foster care (N=311)*</b>	13	15.3	56	25.0
<b>History of involvement with the legal system (N=386)*</b>	38	44.2	139	46.6
<b>Health status (N=678)</b>				
Excellent or very good (above average)	32	32.3	200	34.5
Good (average)	30	30.3	198	34.2
Fair or poor (below average)	32	32.3	162	28.0
<b>Developmental (dis)ability (N=663)</b>	25	25.8	74	13.1
<b>Mental health challenges (N=670)</b>	36	36.4	192	33.6
<b>Drug or alcohol challenges (N=662)</b>	22	22.9	114	20.1
<b>Physical (dis)ability (N=665)</b>	14	14.6	52	9.1
<b>Domestic/intimate partner violence (N=669)</b>	28	28.3	158	27.7

\*Questions on foster care and history of involvement with the legal system were implemented midway through the analytical timeframe.



## Experiences with YouthCare after First Service

More than one-quarter of new clients during the period January 2013 – May 2014 accessed a different type of service at YouthCare before the end of May 2014. The median time it took for clients to access a second type of service was 21 days. Therefore, when appropriate, analyses excluded new clients who entered services after May 10, 2014.

Clients who accessed drop-in first were more likely to access a second type of service than clients who accessed other programs first (34.0% vs. 26.0%). Excluding clients who accessed their first service after May 10, 2014, these percentages remained similar (35.3% vs. 26.8%). Clients whose first point of contact was drop-in continued to access a third type of service at marginally higher rates

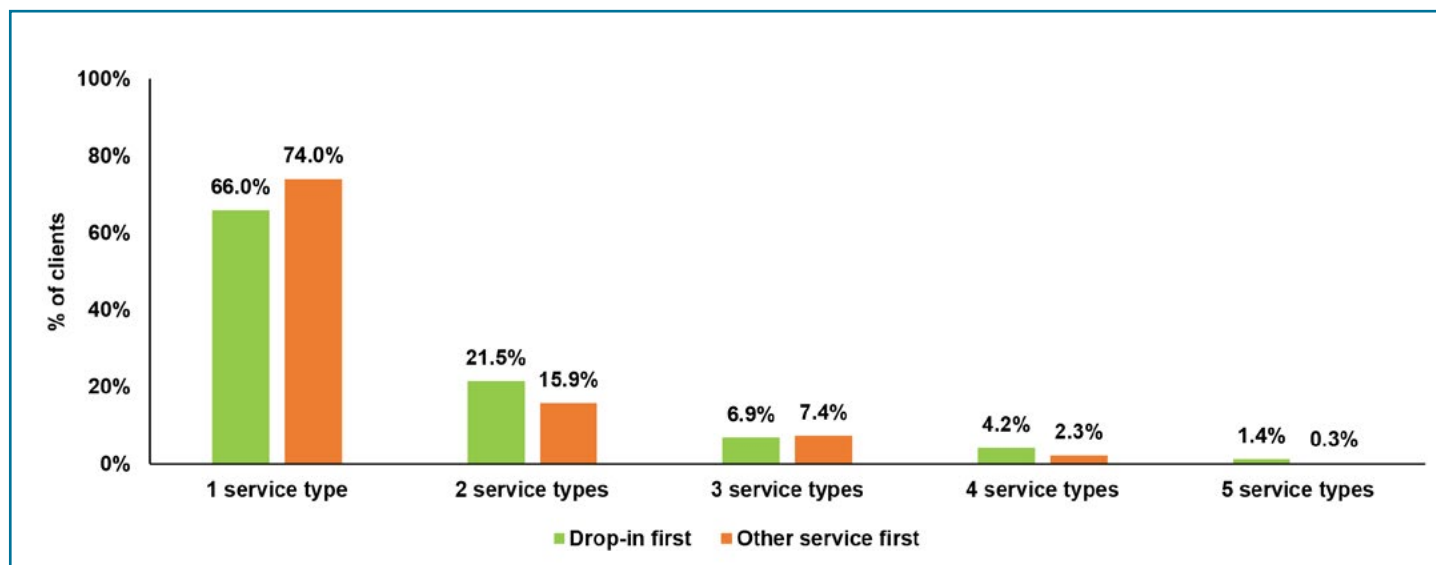
than those who accessed other programs first. Of those who entered on or before May 10, 2014, 17.8% of clients who accessed drop-in first and 14.0% of those who accessed other services first were successfully linked to other services (**Table 6**).

The most commonly accessed second services for clients who had their first point of contact at drop-in were case management (50.0%), followed by emergency shelter (39.6%) and education/employment programs (8.3%). For clients who accessed other services first, the most commonly accessed second services were case management (33.5%), drop-in (17.7%), and emergency shelter (16.5%) .

**Table 6. Access to other service types after first point of contact by first service**

	Drop-in First		Other Service First	
	#	%	#	%
<b>Accessed second type of service</b>				
Entry on or before May 10, 2014	48	35.3	164	26.8
All new clients (entry thru May 31, 2014)	49	34.0	168	26.0
<b>Accessed third type of service</b>				
Entry on or before May 10, 2014	18	17.8	65	14.0
All new clients (entry through May 31, 2014)	18	12.5	65	10.0
<b>Time to access second service, among those who accessed second service</b>				
<i>Entry on or before May 10, 2014</i>				
Seven days or less	22	45.8	40	24.4
Between one and two weeks (14 days)	6	12.5	20	12.2
Between two weeks and one month (30 days)	4	8.3	33	20.1
Between one and two months (60 days)	5	10.4	22	13.4
From two up to six months (180 days)	7	14.6	34	20.7
<b>Second service type</b>				
<i>Entry on or before May 10, 2014</i>				
Drop-in	n/a	n/a	29	17.7
Case management	24	50.0	55	33.5
Emergency shelter	19	39.6	27	16.5
Housing transitional living program	0	0.0	25	15.2
Education or employment programs	4	8.3	21	12.8
Case management and education/employment	1	2.1	4	2.4
Permanent housing/rental assistance	0	0.0	1	0.6

**Figure 1. Number of service types new clients ever accessed by first service (N=791)**

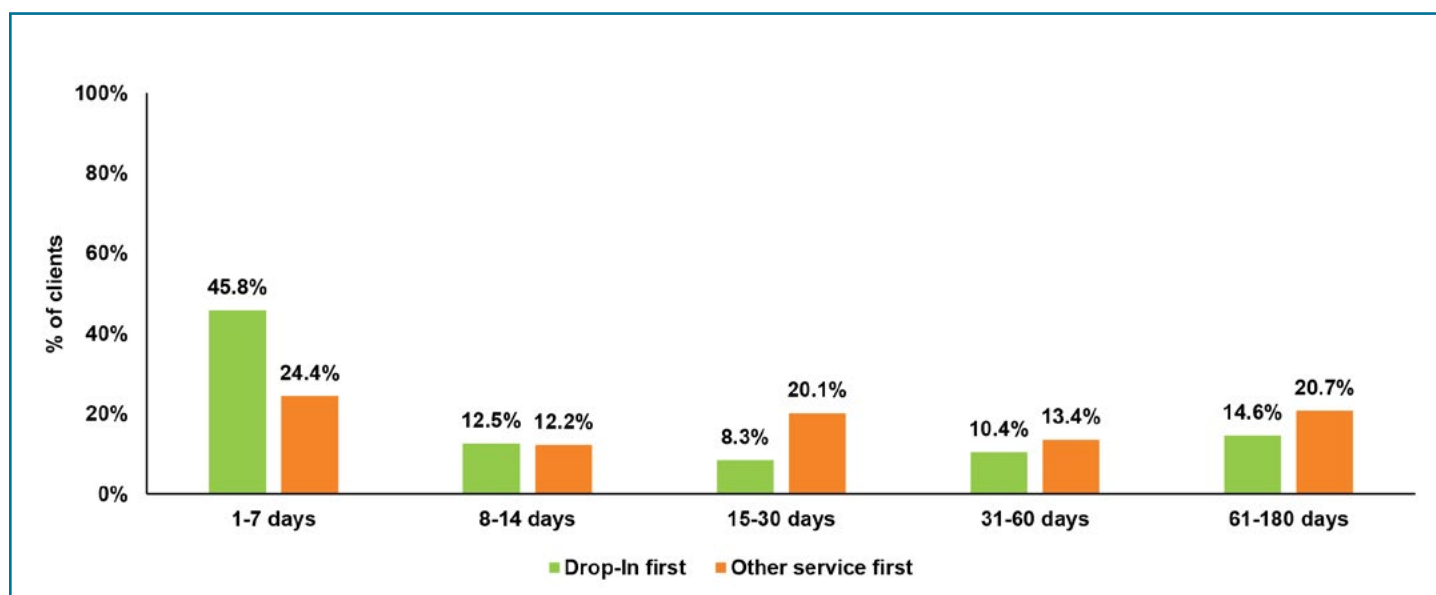


Clients who accessed drop-in first also accessed fourth and fifth types of services at about double the rate of clients who accessed other services first (**Figure 1**).

For clients who accessed their first service after May 10, 2014 and then accessed a second type of service at YouthCare, more than half of those whose first point of contact was drop-in (58.3%) entered a second type

of service within two weeks, compared with 36.6% of those whose first point of contact was other services. Approximately 20% of clients who accessed drop-in services first and 10% of those who accessed other services first were successfully enrolled in other types of services provided by YouthCare in two weeks or less (**Figure 2**).

**Figure 2. Days until new clients accessed second type of service by first service (N=212)**



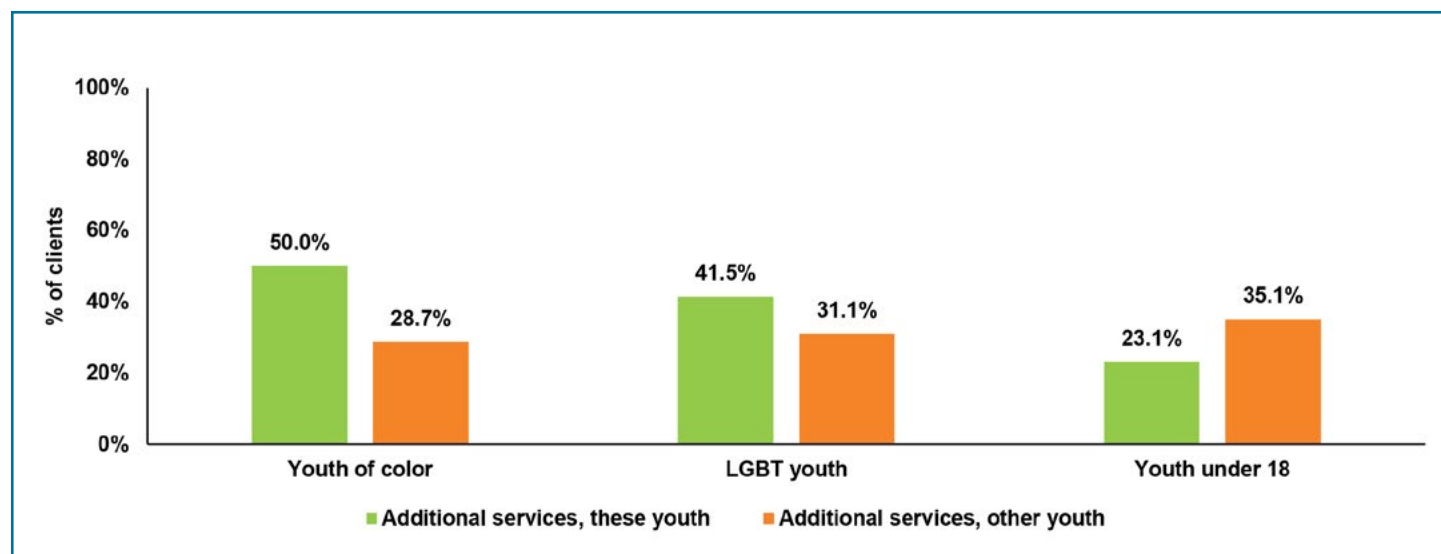
**Table 7. Services new clients who accessed drop-in services first ever accessed**

	#	% Drop-in First (N=144)	% Drop-in First & Accessed Other Services (N=49)
Case management	32	22.2	65.3
Emergency shelter	27	18.8	55.1
Education or employment programs	11	7.6	22.4
Case management and education/employment	4	2.8	8.2
Housing transitional living program	3	2.1	6.1
Permanent housing/Rental assistance	0	0.0	0.0

For clients whose first point of contact was drop-in, 22.2% later accessed case management services, 18.8% later accessed emergency shelter services, and 7.6% later accessed education or employment programs. For those who enrolled in or used more than drop-in services, this corresponds to 65.3%, 55.1%, and 22.4% for case management, emergency shelter, and education or employment programs, respectively (Table 7).

The rate of enrollment in other services for youth of color, LGBT youth, and youth at the intersection of these identities was favorable (Figure 3).<sup>3</sup> Youth of color accessed at least one additional service at YouthCare half the time, compared with less than one-third of non-Hispanic white youth (28.7%). LGBT youth entered other services about 40% of the time (41.5%), compared with less than one-third of youth who did not identify as LGBT (31.1%).

**Figure 3. Percent of youth of color, LGBT youth, and youth under age 18 who accessed drop-in followed by additional services (N=791)**



<sup>3</sup> Youth of color were considered to be any youth who either identified as non-white and/or Hispanic/Latino. LGBT youth were considered to be any youth who identified as lesbian, gay, bisexual, pansexual, queer, or trans\*. To be conservative in estimates, youth who identified as questioning or asexual were not considered as LGBT.

Finally, LGBT youth of color accessed other services about half the time (46.7%), compared with other youth who accessed other services about one-third of the time (32.6%) (**Table 8**).

Although there were very few records for clients 18 years and younger who accessed drop-in services first, younger clients appeared to have lower rates of entry into a second service at YouthCare (23.1%) than older clients (35.1%). In addition, youth who were both 18 years and younger and either identified as a person of color or as LGBT had lower rates of enrollment in second types of services at YouthCare.

**Table 8. Access to additional services among youth of color, LGBT youth, and youth under 18 whose first point-of-contact was drop-in**

	#	%
<b>Youth of color</b>		
Youth of color (N=36)	18	50.0
Non-Hispanic, white youth (N=108)	31	28.7
<b>LGBT youth</b>		
LGBT youth (N=41)	17	41.5
Youth not identified as LGBT (N=103)	32	31.1
<b>Youth, 18 years and younger</b>		
Youth 18 years and younger (N=13)	3	23.1
Youth 18 years and older (N=131)	46	35.1
<b>Intersection of race/ethnicity and sexual/gender identity</b>		
Youth of color who identify as LGBT (N=15)	7	46.7
Other youth (N=129)	42	32.6
<b>Intersection of race/ethnicity and age</b>		
Youth of color, 18 years and younger (N=3)	0	0.0
Other youth (N=141)	49	34.8
<b>Intersection of sexual/gender identity and age</b>		
LGBT youth, 18 years and younger (N=7)	1	14.3
Other youth (N=136)	48	35.3

## Retrospective Analyses — Implementation Successes and Challenges

The retrospective analyses of YouthCare data on new clients gains strength from its comparison of the trajectories of clients who access drop-in first vs. other services. The YES data system's systematic linkage to client IDs throughout YouthCare's continuum of services allowed examination of richer and more detailed information about clients than can typically be collected during drop-in or outreach.

However, youth typically do not complete intakes at drop-in the first time they access the service, and these data represent only a subset of drop-in clients. The

analyses rest on the assumption that youth completed intakes at drop-in before accessing other services at YouthCare. In reality, youth who were considered to access other services first may have accessed drop-in first, but did not complete an intake form. Similarly, there are likely youth who accessed drop-in and never accessed any other services at YouthCare for whom there is no information in the YES data system. Therefore, the analysis is conservative in its approach, but still likely underestimates the number of youth who access drop-in first and then go on to access other services.

# ENHANCED DATA COLLECTION DURING STREET OUTREACH AND DROP-IN

From December 2013 – January 2014, Cardea gathered and reviewed historical instruments and data from the FYSB-funded SOP and had conversations with program and data managers from each agency. Cardea also attended several SOP Learning Lab meetings and solicited input from outreach staff about the feasibility of data collection during street outreach and drop-in services, as well as measures that outreach staff thought would be most valuable and feasible to collect. The information gathered during this initial planning phase was used to guide the development and piloting of instruments and analyses of pilot data. These piloted instruments are included in **Appendix B**.

## STREET OUTREACH ENCOUNTER SUMMARY FORM

### Overview

Despite concerns about the feasibility of data collection during street outreach, outreach staff successfully implemented the Street Outreach Encounter Summary form. Through the form, outreach staff documented the broad geographic spread and large number of outreach locations they visit during street outreach.

- During the pilot period, outreach staff connected with 1,538 youth in 247 outreach events across at least 19 cities in King County.
- Nearly 40% of youth were “new faces,” suggesting that they were likely not connected to other programs/services at the agency. More populated outreach locations yielded higher numbers of youth overall and “new faces,” but less populated locations were an important source of “new faces.”
- Youth engaged during street outreach are extremely vulnerable. During nearly two-thirds of outreach events, youth were sleeping outdoors or in places not intended for habitation. Drug or alcohol use was reported in nearly half of outreach events. Outreach staff also reported violence or gang involvement and prostitution or sexual exploitation.
- Outreach staff distributed both flyers/information about the agency and food/snack packs to about three-quarters of youth.
- Outreach staff made nearly 800 referrals, during the pilot period.

### Development and Piloting

During SOP Learning Lab meetings, outreach staff described the difficulties of collecting individual-level information, including client identifiers. During street outreach, they often approach a youth or group of youth and share information about available services.

Cardea developed the Street Outreach Encounter Summary Form based, to some extent, on AYR’s existing “Street Tracks” Outreach Activity Log. Outreach staff used the form to collect data on outreach location, date, number of youth encountered (both overall and “new faces”) and their approximate age ranges, number of supplies distributed, number of referrals made, and any transportation



they provided. They were also asked to indicate any risky behaviors/situational factors they observed at that location (e.g., youth who appear to be sleeping outdoors, drug or alcohol use). Cardea asked outreach staff to complete a separate form for each outreach location they visited.

## Methods

AYR and YouthCare launched the Street Outreach Encounter Summary Form in the second week of June. Friends of Youth launched the form in the beginning of July. All agencies implemented identical versions of the form and indicated that they could collect all measures.

Outreach staff at all three agencies collected data on hard copies of the form and stored the completed forms in a binder or file, until they were sent to Cardea for data entry. Cardea entered data into Excel before importing into SPSS version 19 for analysis. Some outreach staff had difficulty providing consistent estimates of the numbers of youth per outreach location. For example, in some cases, the number of “new faces” encountered exceeded the total number of youth encountered, or the number of youth in each age group added up to more than the total number of youth reported. Cardea adjusted for these factors during data analysis.

## Results

The three agencies submitted a total of 247 Street Outreach Encounter Summary Forms detailing street outreach events. Collectively, outreach staff connected with a total of 1,538 youth. AYR reached the largest number of youth, followed by Friends of Youth and YouthCare (**Table 9**). However, Friends of Youth reached a proportionately higher number of new youth.

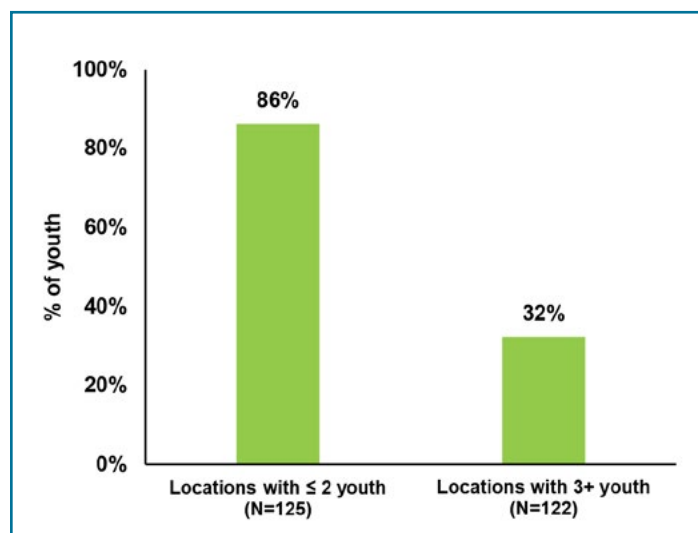
Of the 247 street outreach events, AYR connected with 0–37 youth at each event, with a median of two youth per event. However, AYR had 29 forms with missing information on the number of youth with whom they connected. Friends of Youth connected with 1–9 youth at each event, with a median of four youth per event, and YouthCare connected with 2–40 youth at each event, with a median of eight youth per event.

**Table 9. Number of street outreach events and youth connections by agency**

	AYR	FoY*	YC*	Total
<b>Number of events</b>	178	55	14	247
<b>Number of youth</b>	1,173	195	170	1,538
<b>Number of new youth</b>	361	156	50	567
<b>Median number of youth per event</b>	2	4	8	2

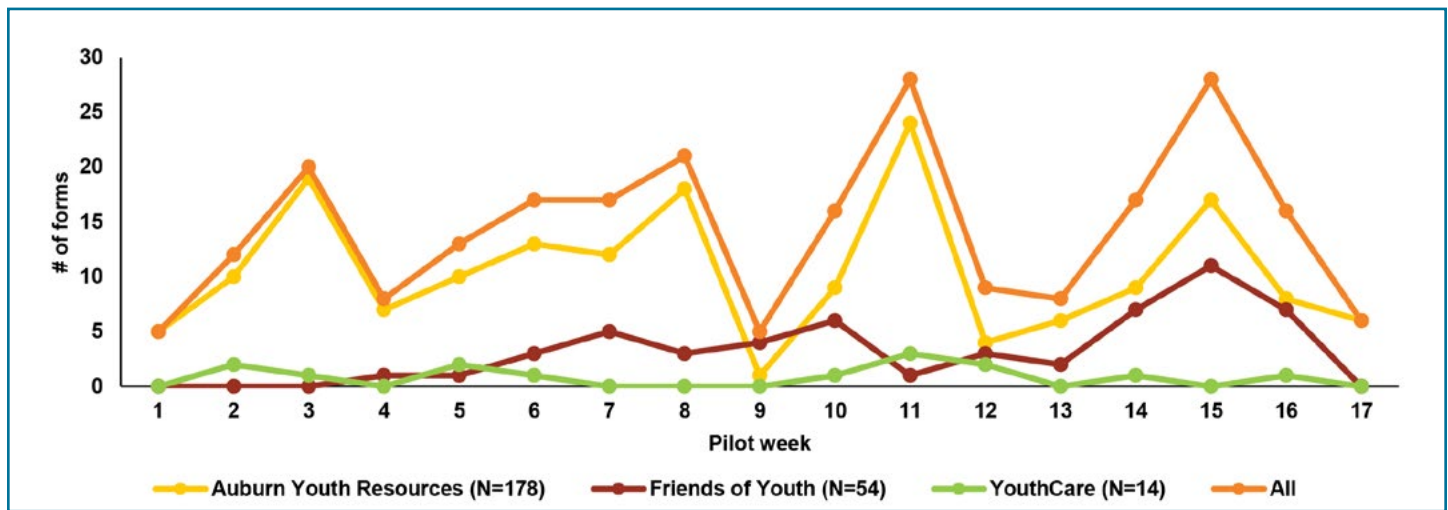
Overall, outreach staff reached a median of two youth per location. Less populated locations yielded a much higher proportion of new youth (**Figure 4**).

**Figure 4. Percent of youth that were “new faces” (N=247)**



AYR consistently had the greatest number of forms completed each week, with the maximum number of forms (24) completed in week 11 and the minimum (1) during week nine. Friends of Youth was the only agency to show a slight increasing trend in the number of forms completed over the 17 weeks, with the greatest number of forms (11) completed during week 15. During weeks 1 through 3 and week 17, Friends of Youth did not complete any forms. YouthCare consistently had the fewest number of forms completed each week, with the maximum number (3) completed during week 11. It did not complete any forms during eight weeks of the pilot (**Figure 5, next page**).

Figure 5. Number of encounter summary forms completed per week by agency (N=246)



Of the 247 outreach events, 79 events (32.0%) were in Auburn, followed by 29 events (11.7%) in Federal Way, and 22 events (8.9%) in Renton. The remaining 114 events occurred across 16 cities. In three events (1.2%), the city was not specified (Table 10).

Table 10. Outreach events by city (N=247)

City	#	%
Auburn	79	32.0
Federal Way	29	11.7
Renton	22	8.9
Kent	16	6.5
Seattle	13	5.3
Tukwila	11	4.5
Bellevue	10	4.0
Covington	10	4.0
Issaquah	10	4.0
Maple Valley	10	4.0
SeaTac	8	3.2
Des Moines	5	2.0
North Bend	5	2.0
Woodinville	5	2.0
Bothell	4	1.6
Burien	4	1.6
Fall City	1	0.4
Kenmore	1	0.4
Snoqualmie	1	0.4
City unspecified	3	1.2
<b>Total</b>	<b>247</b>	<b>100.0</b>

Outreach staff were asked to approximate age ranges. Of the 1,538 youth encountered during street outreach, they reported that more than half (57.7%) were 16 years and older and that about one-third (35.1%) were age 16-20 years. While AYR reached the highest number of youth among the three agencies (76.3% of total youth encountered), outreach staff did not capture age for nearly one-third of youth (39.4%) (Table 11).

Among the 567 new youth encountered during street outreach, outreach staff were most likely to report that youth were age 16–20 years (44.4%), followed by youth 21 years and older at AYR (33.8%) and Friends of Youth (42.9%). YouthCare reported that 28% of youth were under 15. Across all agencies, age was missing for 12.5% of new youth.

Table 11. Approximate age ranges of youth encountered

	All Youth (N=1538)		New Faces (N=567)	
	#	%	#	%
<b>Age Range</b>				
Under 15 years*	186	12.1	49	8.6
16 to 20 years	540	35.1	252	44.4
21 years and older	347	22.6	195	34.4
Missing	465	30.2	71	12.5

\*Category was mislabeled on the data collection form. The category should have been 15 years and younger.

Overall, outreach staff most commonly distributed flyers or information about the agency (74.1% of youth) and food or snack packs (73.3% of youth). AYR and Friends of Youth followed this pattern, while YouthCare most commonly distributed food or snack packs, followed by hygiene packs or items. YouthCare documented more youth having received food or snack packs than the total number of youth (Table 12).

**Table 12. Number of youth given supplies (N=1,538)**

	#	%
<b>Supply</b>		
Flyers or information	1,140	74.1
Food or snack packs	1,127	73.3
Hygiene packs or items	280	18.2
Clothing or warmth item	118	7.7
Bus tickets	7	0.5
Other	421	27.4

AYR was the only agency that documented providing transport as part of outreach. Outreach staff provided one transport to a clinic or medical setting and three transports to other locations.

During the 247 outreach events, outreach staff observed a range of risky behaviors/situational factors and other concerns. They most frequently reported observing youth sleeping outdoors (60.7%) and drug or alcohol use (49.0%), followed by violence or gang involvement (23.9%). Prostitution or sexual exploitation was the least commonly reported situational factor. Outreach staff reported a range of other concerns, including family violence, lack of food, mental illness, and unstable housing or couch surfing (Table 13).

**Table 13. Number of events by risky behavior/situational factor (N=247)**

	#	%
<b>Risky behavior/situational factor</b>		
Sleeping outdoors	150	60.7
Drug or alcohol use	121	49.0
Violence or gang involvement	59	23.9
Prostitution or sexual exploitation	16	6.5
Other	34	13.8

Overall, outreach staff most commonly referred youth to case management services, but referrals varied by agency. AYR's top three referrals were: 1) case management (12.7%), 2) shelter (10.6%), and 3) drop-in (6.6%). Friends of Youth shared the same three referrals, but had more referrals to drop-in vs. shelter: 1) case management (23.1%); 2) drop-in (21.0%), and 3) shelter (19.5%). YouthCare's top three referrals were: 1) meals (11.8%); 2) drop-in (7.6%), and 3) other services (10.6%), which may reflect referrals to outside agencies (Table 14).

**Table 14. Number of youth referred to services (N=1,538)**

	#	%
<b>Service</b>		
Case management	202	13.1
Shelter	164	10.7
Drop-in	132	8.6
Meals	72	4.7
Employment	52	3.4
Transitional living	40	2.6
Drug or alcohol treatment	31	2.0
Education	24	1.6
Clinic or medical	16	1.0
Other	45	2.9

## Street Outreach Encounter Summary Form — Implementation Successes and Challenges

The three agencies were able to successfully implement the Street Outreach Encounter Summary Form. Data completion was high across all measures, and the level of summary data collected allowed for a finer level of data analysis than the outreach tracking forms that the agencies historically used.

Based on feedback received during the SOP Learning Lab meetings, ongoing communication with program managers and outreach staff, and feedback surveys, the agencies did not report major difficulties in implementing the form. However, they indicated that estimating age was somewhat challenging, since it did not come up naturally in conversations, particularly with groups of youth. AYR and Friends of Youth reported that the form provided valuable insight and helped to foster better communication among staff. YouthCare reported that the form was duplicative of another form they continued to use that included client identifiers and is used to determine precise unduplicated counts of youth.

To some extent, agencies had difficulty providing consistent estimates of the numbers of youth across different fields in the form (e.g., total number of new youth as a subset of the total number of youth). Clarifying instructions and the design of the form may help address this issue. In addition, the three agencies interpreted outreach locations somewhat differently.

For example, AYR considered two different stores in the same shopping mall to be different outreach locations, while Friends of Youth considered a shopping mall to be a single outreach location. In most cases, the description of the outreach location and outreach staff's notes were not sufficient for Cardea to recode the data using a more consistent definition. In many cases, the outreach location was simply the city in which outreach took place. Clarifying the definition of "outreach location" and providing closed-ended response options (e.g., library, park, shopping mall) may help address this issue.

The youngest age group on the encounter summary form was unintentionally listed as "under 15" instead of "15 and under". Further discussion of feasible yet developmentally appropriate age categories could also help to standardize age reporting across instruments.

Finally, outreach staff noted that data on risky behaviors/situational factors and other concerns would be more accurate, if the form allowed them to document the number of youth involved in various situations, rather than assigning situational factors and concerns to all youth in a particular outreach location. While this may be helpful, the value of more specific data would need to be weighed against the challenges of consistently documenting the number of youth at a given outreach location.

## DROP-IN LOGS

### Overview

Although there were challenges with data completion, the Drop-in Log highlighted the large numbers of youth who regularly access drop-in services for meals and a safe place to hang out. Client demographics, housing status measures, and referrals were not systematically documented, due, in part, to the high volume of clients.

- Overall, the proportion of new clients at drop-in was relatively small, but somewhat higher for AYR.
- During the pilot period, there were 7,616 client visits to drop-in centers, with 1,087 unduplicated clients and 130 new clients.
- About three-quarters of all clients and a similar percentage of new clients accessed drop-in for meals. Over half of all clients and nearly two-thirds of new clients accessed drop-in to have a safe place to hang out.

### Development and Piloting

Cardea modeled the Drop-in Log on an instrument that YouthCare began implementing in December 2013. Original fields were modified to track client identifiers, demographic characteristics and situational factors, new/returning clients, supplies distributed, and referrals to services. Check boxes for supplies distributed and referrals to services were included to cover the items that all three agencies had been tracking on historical data forms.

Cardea encouraged the agencies to review the log and suggest additional measures and/or modifications to suit their respective agencies. AYR requested a customized version of the log to accommodate hard-copy data collection, integrate additional measures required for another funder, and streamline the amount of data that clients were asked to provide at each visit. Cardea ultimately developed two separate logs—one with full demographic characteristics and situational factors that clients would be asked to provide only once and a shorter log that could be used to record subsequent drop-in visits by clients that had already filled out the longer form. These modified logs are included as **Appendix B**.

### Methods

AYR provided hard copies of the completed Drop-In Logs to Cardea for data entry. At Friends of Youth, as youth checked in for drop-in services, staff entered data directly into an Excel template that Cardea created specifically for the log. Friends of Youth did not collect data on how the client heard about the agency, interest in family reunification, where the youth had been spending the night, or referrals made. It also did not document consent for Community Sign In, since this is entered in its YouthForce data system. YouthCare also entered data directly into Excel as youth checked in to Orion Center, continuing the system it had in place since December 2013. YouthCare informed Cardea that consistently collecting data on supplies distributed and referrals made would not be feasible, due to the high volume of clients at the Orion Center. YouthCare did not consistently collect data on a few other measures (e.g., race/ethnicity, whether it was the client's first time visiting Orion Center).

Friends of Youth and YouthCare electronically transferred data to Cardea. After entering data from AYR's completed logs and transferring YouthCare's data into the Excel template created specifically for the log, Cardea imported

data into SPSS. Cardea used back-end data management strategies to accurately identify new and unique clients. In addition, demographic measures were aggregated to the client level, in order to minimize missing data.

## Results

The three agencies logged a total of 7,616 client visits to drop-in centers. The total number of unduplicated clients was 1,087, reflecting the number of clients who regularly used drop-in services during the pilot period; the total number of new clients was 130 across the three agencies. YouthCare had the highest client volume, with an average of 73 clients per day. AYR averaged 14 clients per day, and Friends of Youth averaged 12 clients per day (Table 15).

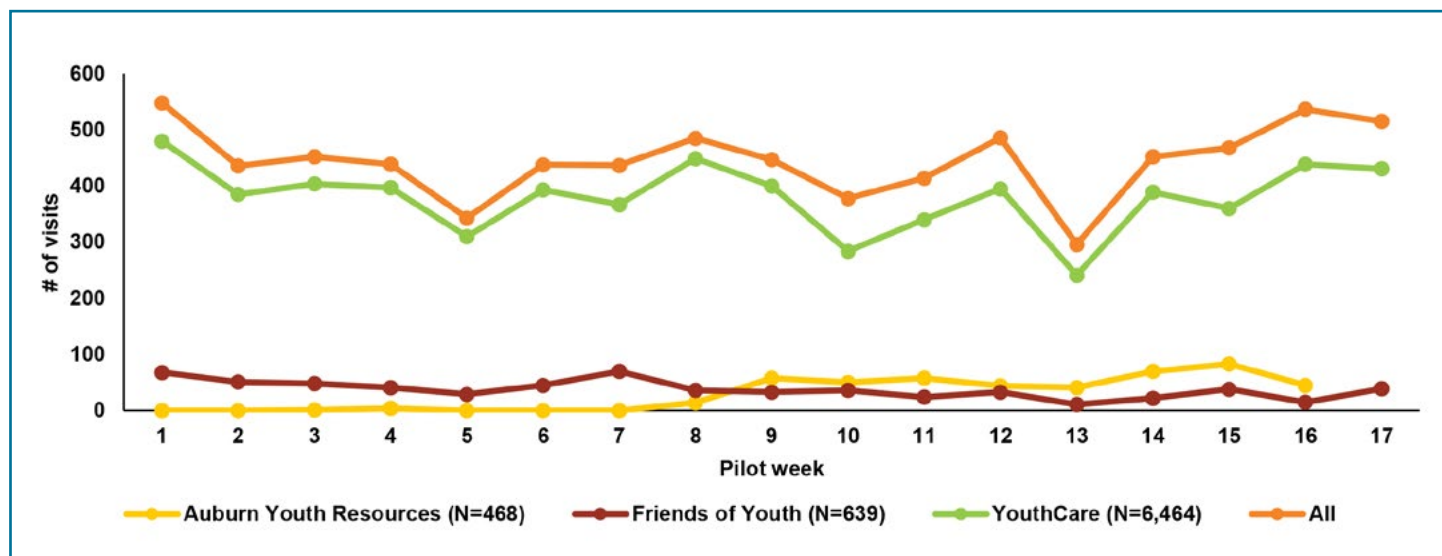
**Table 15. Counts of visits, clients, and new clients at drop-in centers**

	AYR	FoY	YC	Total
<b>Count of Clients</b>				
Visits (duplicated clients)	513	639	6464	7,616
Unduplicated clients	254	67	766	1,087
New clients	27	8	95	130
Median # of clients/day	14	12	73	64

YouthCare logged the majority of drop-in visits, and, after initiating implementation, the number of logs completed remained fairly stable. The number of logs that Friends of Youth completed declined slightly from August-September 2014, due to staffing transitions. Due to additional time spent customizing logs and training staff, AYR did not initiate data collection until August 2014 (Figure 6).

AYR and Friends of Youth tracked the number of clients who received various supplies during drop-in. Overall, more than two-thirds (69.5%) of clients received supplies, with the most common supplies being snack packs or food items (54.9%). Friends of Youth provided supplies to the vast majority of clients (87.9%), while AYR provided supplies to about half of clients (46.6%) (Table 16, next page).

**Figure 6. Number of drop-in visits per week by agency (N=7,571)**





**Table 16. Number of clients who received supplies (N=1,152)**

	#	%
<b>Supply</b>		
Any item(s)	562	69.5
Snack pack/Food item*	632	54.9
Hygiene	186	16.1
Meal*	137	11.9
Clothing/Warmth	99	8.6
Bus pass	9	0.8
Other	3	0.3

\*There may be some differences in the way “food items” vs. “meals” were tracked. The log indicated “hot meal,” and Friends of Youth never marked this item. AYR requested that the item be changed to “hot meal.”

## Demographic Characteristics

The three agencies collected demographic data on drop-in clients. Demographic data are presented for unduplicated clients. In some cases, demographic data were missing for a substantial number of clients.

The vast majority of drop-in clients ranged in age from 10–25 years, with a median age of 20 years; one client was reported to be 29 years old. AYR clients were somewhat younger, with a median age of 18 years, while Friends of Youth clients had a median age of 21 years (**Table 17**).

Of the 1,087 unduplicated clients, 40.3% of clients were male, and 24.9% were female; gender was missing for nearly one-third (32.8%) of clients. Friends of Youth had valid data on gender for all clients, and YouthCare had valid data on gender for 82.9% of clients. AYR was missing data on gender for 86.6% of clients.

Across all three agencies, the most commonly reported race was white, followed by black/African American and more than one race. Friends of Youth had valid data on race for 82.1% of clients and on ethnicity for 89.6% of clients. AYR and YouthCare were missing data on race and ethnicity for over 85% of clients.

**Table 17. Demographic characteristics of unduplicated drop-in clients (N=1,087)**

	#	%
<b>Age Group</b>		
15 years and younger	86	7.9
16-17 years	123	11.3
18-20 years	406	37.4
21+ years	391	36.0
Missing	81	7.5
<b>Gender</b>		
Male	438	40.3
Female	271	24.9
Transgender	6	0.6
Other	15	1.4
Missing	357	32.8
<b>Race</b>		
White	120	11.0
Black/African American	29	2.7
Asian	4	0.4
Native Hawaiian/Other Pacific Islander	4	0.4
American Indian/Alaska Native	4	0.4
Other	11	1.0
More than one race	13	1.2
Missing	892	82.1
<b>Hispanic/Latino</b>		
Yes	66	6.1
No	138	12.7
Missing	883	81.2

## Reasons for Visit

Clients’ reason for visit was documented in the logs. About three-quarters of all clients (75.7%) and nearly three-quarters of new clients (72.3%) accessed drop-in for meals. Over half of all clients (56.4%) and nearly two-thirds of new clients (60.0%) accessed drop-in to have a safe place to hang out. About 20% of all clients (21.5%) sought employment or education services; this reason for visit was less common among new clients (10.0%) (**Table 18, next page**).

Having a safe place to hang out was the most common reason for visit at both Friends of Youth (98.4%) and AYR (48.9%), while meals were the most common reason for visit at YouthCare (86.0%). At Friends of Youth, over 30% of visits were for shower/laundry facilities.

**Table 18. Reasons for visiting drop-in, all visits and new clients**

Reason for visit*	All Visits (N=7,616)		New Clients (N=130)	
	#	%	#	%
Meals	5,762	75.7	94	72.3
Drop-in (safe place to hang out)	4,299	56.4	78	60.0
Resume/Job help**	1,634	21.5	13	10.0
Shower/Laundry	210	2.8	3	2.3
Other	390	5.1	10	7.7
Missing	264	3.5	13	10.0

\*Clients could specify multiple reasons for visit.

\*\*AYR and Friends of Youth documented “resume/job help”; YouthCare documented “education” and “employment” separately.

## Other Measures

Other measures on the log were not consistently collected. The log included fields to document whether the client was homeless or without a stable place to live, how they heard about the agency, where they were spending the night, and whether they were interested in speaking with staff about family reunification. However, these fields were missing data for over 85% of clients.

YouthCare documented that 64.0% of clients (unduplicated) consented to Community Sign In as of their first visit. Friends of Youth documented whether the client was homeless or without a stable place to live for all clients, but neither AYR nor YouthCare collected data for this measure. AYR documented where the client was spending the night in 86.4% of cases. Spending the night at a parent/guardian’s home was the most common location (33.9%), followed by outdoors or a place not intended for habitation (9.1%); “other” was indicated for nearly a fifth of clients, but no further detail was available. However, multiple responses were marked for a number of clients, indicating that the utility of this measure may be limited (Table 19).

**Table 19. Where AYR clients spent the night (N=254)**

	#	%
<b>Location</b>		
Parent/guardian’s home	86	33.9
Outdoors or place not intended for habitation	23	9.1
With a friend	13	5.1
With other relatives	8	3.1
Moving around/couch surfing	5	2
Other	45	17.7
Multiple responses marked	14	6.0
Missing	60	23.6

Across all three agencies, only 65 referrals were documented—35 by YouthCare, 16 by Friends of Youth, and 14 by AYR. Given the small number of referrals from AYR and Friends of Youth, consistent documentation of referrals may not have occurred, due to the high volume of clients, as was the case at YouthCare.

## Drop-in Log — Implementation Successes and Challenges

All three agencies implemented the Drop-in Log, but data completion was a major challenge. Using data management procedures, Cardea was able to compute counts of visits, unduplicated clients, and new clients for all agencies and to minimize missing data for client demographics.

AYR's implementation of this form was delayed until early August. AYR requested two modified hard-copy versions of the drop-in log, because they did not have a computer available to use at drop-in sign-in and wanted to minimize duplicative data collection for returning clients. However, subsequent staff surveys indicated difficulty determining which form to administer. Staff reported that the daily sign-in sheets were favored because they were easier to complete, but these forms did not capture client demographic and housing data.

Date of visit was complete for Friends of Youth and YouthCare, but was a challenge for AYR. New client status was captured, but multiple visits listed the same client as "new," so Cardea used data management procedures to identify each new client's first visit record. AYR and Friends of Youth collected data on supplies distributed, but YouthCare could not, due to the heavy volume of clients and low staff-client ratio at the Orion Center.

The three agencies successfully captured client age. YouthCare and Friends of Youth captured gender, but AYR struggled with this measure. Friends of Youth was the only agency that successfully captured race and ethnicity. AYR was successful in collecting both housing indicators. Friends of Youth collected only unstable housing, and YouthCare did not collect either indicator. Very few referrals were documented across the three agencies.

Many youth at AYR reported that they were spending the nights in multiple, distinct locations. Alternative measures of housing status should be explored to more accurately represent youth's circumstances. For example, the youth's response to "Do you have a safe place to sleep?" may be the best indicator available for housing stability. The question "Where did you sleep last night?" may provide a useful cross-sectional estimate of how many youth are in shelter vs. on the streets on any given night, but outcomes for individual youth may not be correlated with this measure, as youth with unstable housing situations change locations frequently.

The high level of missing data on the Drop-in Log is somewhat surprising. It appears that each agency implemented a different subset of the measures on the original log, and, thus, there is insufficient information to determine which measures may have been successful had the log been implemented in its entirety. Additional staff training and data enhancements may help to improve data completion in the future.

# MEANINGFUL ENGAGEMENT FORM

## Overview

While outreach staff often capture more detailed information about youth in outreach notes, the Meaningful Engagement Form provided a tool to more systematically collect detailed information on youth with whom they have more extensive interactions.

- During the pilot period, youth with whom outreach staff meaningfully engaged were commonly older (~19 years), male, and youth of color.
- Less than half of youth reported that they had a safe place to stay; 45% were staying outdoors or in a place not meant for habitation. LGBT youth and youth of color reported having safe places to stay less often than other youth.
- Youth reported a variety of situations and needs. Nearly two-thirds experienced challenges around meeting basic needs; nearly one-third felt isolated/lonely; about one-third needed shelter and a similar percentage needed permanent housing; and nearly one-quarter needed employment.
- Outreach staff referred about three-quarters of youth to services, including shelter, case management, and drop-in services, and gave supplies to a similar percentage of youth. They linked more than half directly to services.

## Development and Piloting

Cardea developed the Meaningful Engagement Form for outreach staff to collect more detailed information from a subset of youth with whom they have more extensive interactions and learn more about the youth's situation and needs, whether through street outreach or drop-in. The three agencies implemented this form starting in June. However, each agency implemented the forms in different ways. Staff at AYR reported that they often took the form into the field during street outreach. Staff at Friends of Youth and YouthCare reported that they attempted to complete the forms as soon as possible after returning from the field. YouthCare also implemented a quota system for the form.

## Methods

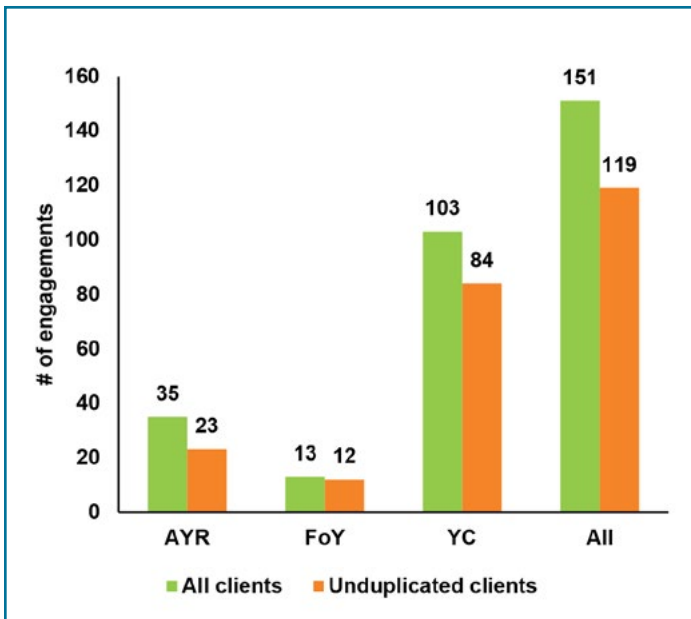
AYR and Friends of Youth provided hard copies of the completed Meaningful Engagement Forms to Cardea for data entry. YouthCare entered data from the completed forms into Excel and electronically transferred the data to Cardea. After entering data from AYR and Friends of Youth's completed forms and transferring YouthCare's data into the Excel template created specifically for the Meaningful Engagement Form, Cardea imported data into SPSS and conducted descriptive analyses. Univariate and multivariate analyses could not be conducted, due to the limited number of forms collected during the pilot period.

In some cases, agencies completed more than one form per youth. To adjust for this, Cardea used data management techniques to aggregate multiple records for the same youth. When there was conflicting information about youth, conservative estimates or rounded means were calculated (i.e., highest estimate of grade in school or rounded average age).

## Results

The three agencies submitted a total of 151 completed Meaning Engagement Forms (**Figure 7**). Of the 151 forms, 68.2% were submitted by YouthCare, 23.2% by AYR, and 8.6% by Friends of Youth. The total number of unduplicated clients was 119—70.6% from YouthCare, 19.3% from AYR, and 10.1% from Friends of Youth.

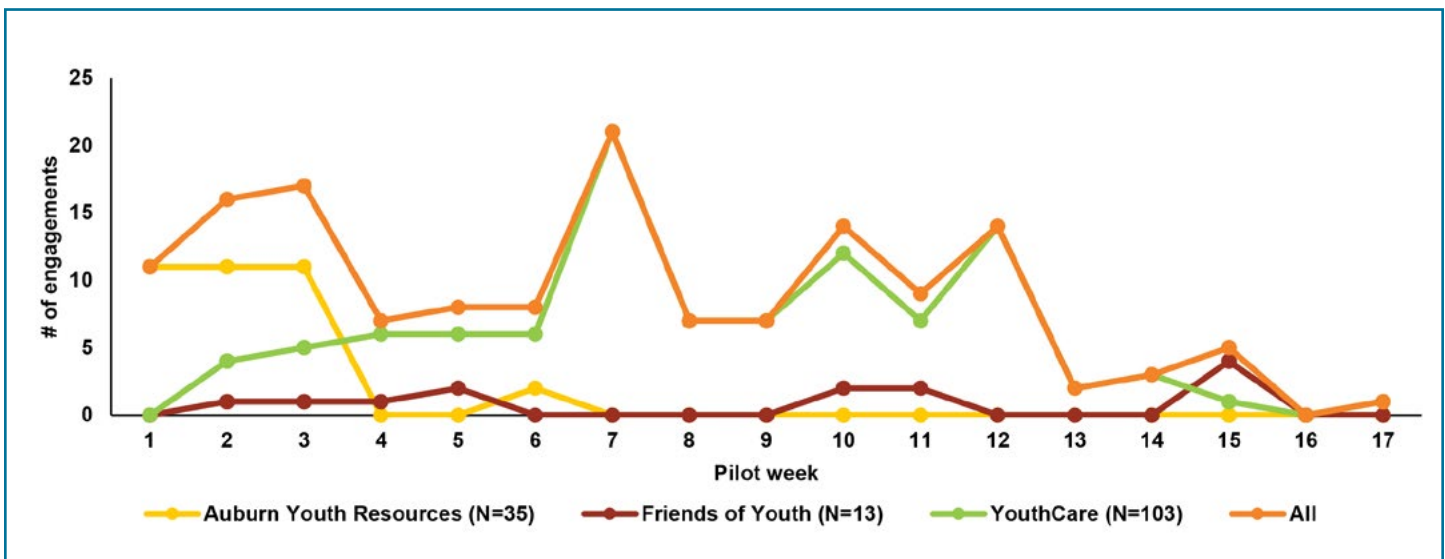
**Figure 7. Number of meaningful engagement forms by agency (N=151)**



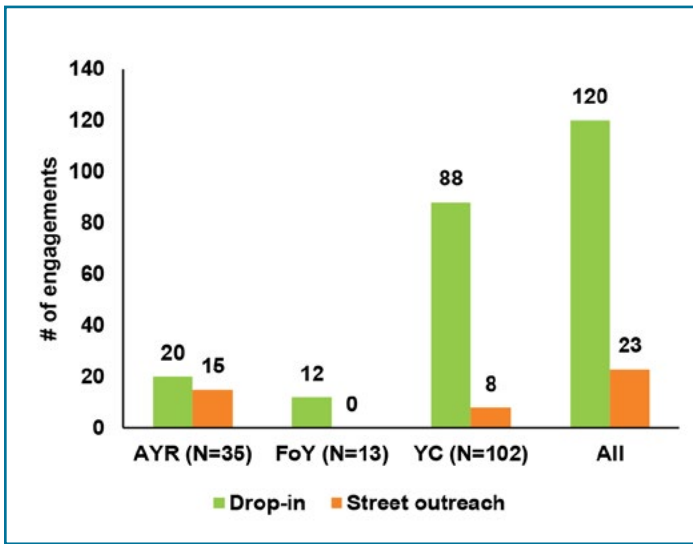
Overall, the agencies submitted forms for youth who were meaningfully engaged through street outreach and drop-in from June 9 – September 25, 2014. There were fluctuations in submissions both across and within agencies, with the weekly number of forms submitted generally declining from the start of implementation until the end of the pilot (**Figure 8**). AYR began implementing the forms first, tapering off after about three weeks of implementation. Friends of Youth submitted a small, but relatively stable, number of forms throughout the pilot. YouthCare rolled out implementation relatively slowly, completing the greatest number of forms in the middle of the pilot, before tapering off in September.

Overall, 80% of meaningful engagements took place at drop-in, with Friends of Youth and YouthCare reporting that the vast majority of their meaningful engagements took place at drop-in. AYR reported a more even distribution, with 42.9% of meaningful engagements occurring during street outreach (**Figure 9, next page**).

**Figure 8. Number of meaningful engagements per week by agency (N=151)**



**Figure 9. Distribution of meaningful engagements by agency and venue (N=143)**



### Demographic Characteristics

The following analyses focus on the 119 unduplicated youth across the three agencies. Overall, outreach staff estimated an average of 8.5 (standard deviation=13.2) and a median of three (3) interactions, before youth meaningfully engaged. Mean and median numbers of interactions before meaningful engagement varied by agency, with AYR estimating a median of 15 interactions, and Friends of Youth and YouthCare estimating a median of one (1) and three (3) interactions before meaningful engagement, respectively. AYR reported a higher proportion of meaningful engagements through street outreach, compared with the other agencies, and this may explain some of the differences in median numbers of interactions.

Across all three agencies, outreach staff engaged most commonly with youth between the ages of 18 and 20 years (48.7%), with a median age of 19 years. AYR generally engaged with more youth under the age of 18 (median age=17) than Friends of Youth (median age=19) and YouthCare (median age=20), respectively (**Table 20, next page**).

Of the 119 unduplicated youth, about two-thirds (67.5%) identified as male. Gender identity was similar across agencies. Although data were only available for 44% of youth, there appeared to be more diversity in sexual orientation among youth engaged by YouthCare; at least 16 youth identified as lesbian, gay, bisexual, queer, questioning, or other identity.

The majority of youth across and within agencies identified as non-Hispanic white. However, nearly half identified as youth of color (46.4%), most frequently identifying as black/African American (16.5%), American Indian (6.2%), more than one race (12.4%), and Hispanic/Latino (12.4%).

Slightly more than half (55.0%) of youth shared information about their educational status, and 18.2% of these youth were currently in school. A higher percentage of youth engaged by AYR reported that they were still in school (38.5%), compared with Friends of Youth and YouthCare, which may be related to the younger age of youth engaged by AYR. Less than half (49.0%) of youth shared information about their current or highest completed grade in school, and nearly two-thirds (62.1%) of these youth were in or had completed 12<sup>th</sup> grade, received a GED, or had completed some post-secondary education. Youth engaged by Friends of Youth and YouthCare generally had higher levels of education than at AYR, which, again, may be related to the younger age of youth engaged by AYR.



**Table 20. Demographic characteristics of meaningfully engaged youth**

	#	%
<b>Age (N=117)</b>		
15 years or younger	7	6.0
16-17 years	19	16.2
18-20 years	57	48.7
21 years or older	34	29.1
<b>Gender (N=114)</b>		
Male	77	67.5
Female	36	31.6
Other (not trans*)	1	0.9
<b>Sexual Orientation (N=52)</b>		
Heterosexual/Straight	36	69.2
Bisexual	4	7.7
Gay or Lesbian	2	3.8
Queer	2	3.8
Questioning	2	3.8
Other	6	11.5
<b>Race (N=97)</b>		
White	53	54.6
Black/African American	16	16.5
American Indian/Alaska Native	6	6.2
Native Hawaiian/ Other Pacific Islander	2	2.1
Asian	1	1.0
More than one race	12	12.4
<b>Ethnicity (N=97)</b>		
Hispanic/Latino	12	12.4
<b>Currently in School (N=66)</b>	12	18.2
<b>Highest Grade Completed (N=58)</b>		
10 <sup>th</sup> grade or less	13	22.4
11 <sup>th</sup> grade	9	15.5
12 <sup>th</sup> grade or GED	28	48.3
Post-secondary or other	8	13.8

### Living Situations, Experiences, and Needs

Most commonly, youth were staying outdoors or in a place not meant for habitation (45.0%) or in a shelter (17.1%). Youth engaged by Friends of Youth and YouthCare were more likely to be staying outdoors or in a shelter than those engaged by AYR. Youth engaged by AYR were more commonly staying with parents/guardians, relatives, and friends than those at Friends of Youth and YouthCare (Table 21).

Outreach staff were most likely to engage youth within their respective agency's geographic area. AYR primarily engaged youth in South King County, and Friends of Youth exclusively engaged youth in East King County. YouthCare primarily engaged youth in Seattle.

Less than half of youth (47.0%) reported that they had a safe place to stay. Youth engaged by YouthCare were least likely to report that they had a safe place to stay (27.7%), and those engaged by AYR were most likely to report that they had a safe place to stay (66.7%).

**Table 21. Living situations of meaningfully engaged youth**

	#	%
<b>Where Youth Is Staying (N=111)</b>		
Outdoors or place not meant for habitation	50	45.0
Shelter	19	17.1
Parent/Guardians' home	15	13.5
Couch surfing	6	5.4
With relatives	5	4.5
With a friend	2	1.8
Other	14	12.6
<b>Geographic Area Where Youth is Staying (N=66)</b>		
Seattle	37	56.1
South King County (Auburn, Federal Way, Renton, Tukwila)	19	28.8
East King County (Bellevue, Redmond, Woodinville)	9	13.6
<b>Youth Has a Safe Place to Stay (N=78)</b>	31	47.0

Across all three agencies, youth most commonly reported that they experienced challenges around meeting basic needs, like food and warmth (60.5%), feeling isolated/lonely (30.3%), and grappling with drugs/alcohol (18.5%). Youth engaged by AYR often noted mental health challenges (21.7%). In addition, youth commonly reported other issues (28.6%), such as immigration and documentation challenges and difficulty finding stable work (Table 22, next page).

**Table 22. Youth-reported experiences (N=119)**

	#	%
<b>Experiences</b>		
Basic needs	72	60.5
Isolated/lonely	36	30.3
Drugs/alcohol	22	18.5
Physical assault	9	7.6
Mental health	6	5.0
Sexual exploitation	4	3.4
Injury or illness	4	3.4
Sexual assault	3	2.5
Other	34	28.6
Median number of reported experiences	1	

Overall, youth most often reported that they needed shelter (32.8%), permanent housing (31.1%), and employment (23.5%). They also identified needs for education (14.3%) and medical care (11.8%). Youth engaged by Friends of Youth reported a greater median number of needs (median needs=3) than youth engaged by AYR and YouthCare (median needs=1) (Table 23).

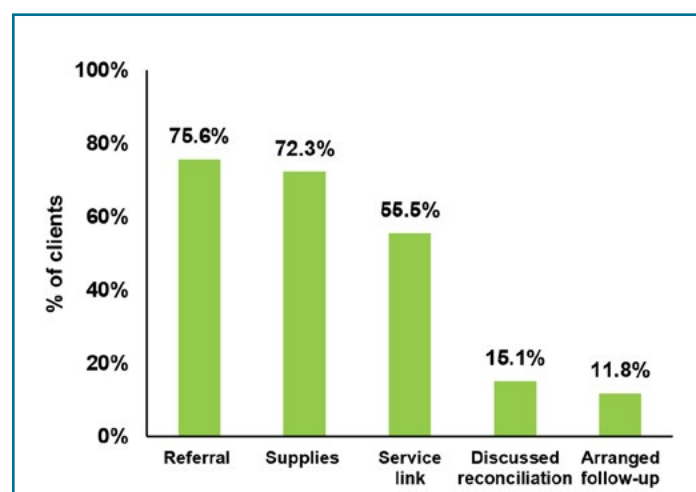
**Table 23. Youth-reported needs (N=119)**

	#	%
<b>Needs</b>		
Shelter	39	32.8
Permanent housing	37	31.1
Employment	28	23.5
Education	17	14.3
Medical care	14	11.8
Family reconciliation	7	5.9
Mental health counseling	4	3.4
Other	18	15.1

## Services Provided during Meaningful Engagement

Overall, outreach staff at the three agencies referred 75.6% of youth to services, gave supplies to 72.3% of youth, linked 55.5% of youth to services, discussed family reconciliation with 15.1% of youth, and arranged follow-up calls or meetings with 11.8% of youth (Figure 10). Outreach staff at AYR and Friends of Youth reported linking youth to services more often than at YouthCare, and Friends of Youth and YouthCare reported giving supplies to more youth than AYR.

**Figure 10. Percent of clients receiving services during meaningful engagement (N=119)**



Most commonly, outreach staff referred youth to services. They referred 37.0% of youth to shelter, 35.3% to case management, 35.3% to drop-in services; 29.4% to meals, and 25.2% to a clinic/medical care (Table 24, next page). Outreach staff at Friends of Youth commonly reported providing about six referrals to each youth, compared with two referrals for AYR and one for YouthCare.

**Table 24. Referrals made for meaningfully engaged youth (N=119)**

	#	%
<b>Referral</b>		
Shelter	44	37.0
Case management	42	35.3
Drop-in	42	35.3
Meals	35	29.4
Clinic/medical care	30	25.2
Transitional living	25	21.0
Employment	24	20.2
Education	21	17.6
Drug/alcohol treatment	14	11.8
Other	19	16.0
Median referrals per youth	2	

Often, outreach staff linked youth to services (i.e., accompanied/transported them directly to services or helped them make appointments). Overall, they linked 18.5% of youth to shelters, drop-in services, or clinics/medical care (Table 25). Outreach staff also linked 17.6% of youth to meals, 15.1% to case management, 14.3% to transitional living, and 13.4% to employment. Types of services varied by agency. YouthCare provided linkages to a diverse array of services, whereas AYR and Friends of Youth provided linkages to a narrower range of services. For example, AYR provided linkages to a clinic/medical care, drop-in

services, and meals most frequently, while Friends of Youth provided linkages to a clinic/medical care, drop-in services, meals, and transitional living most frequently.

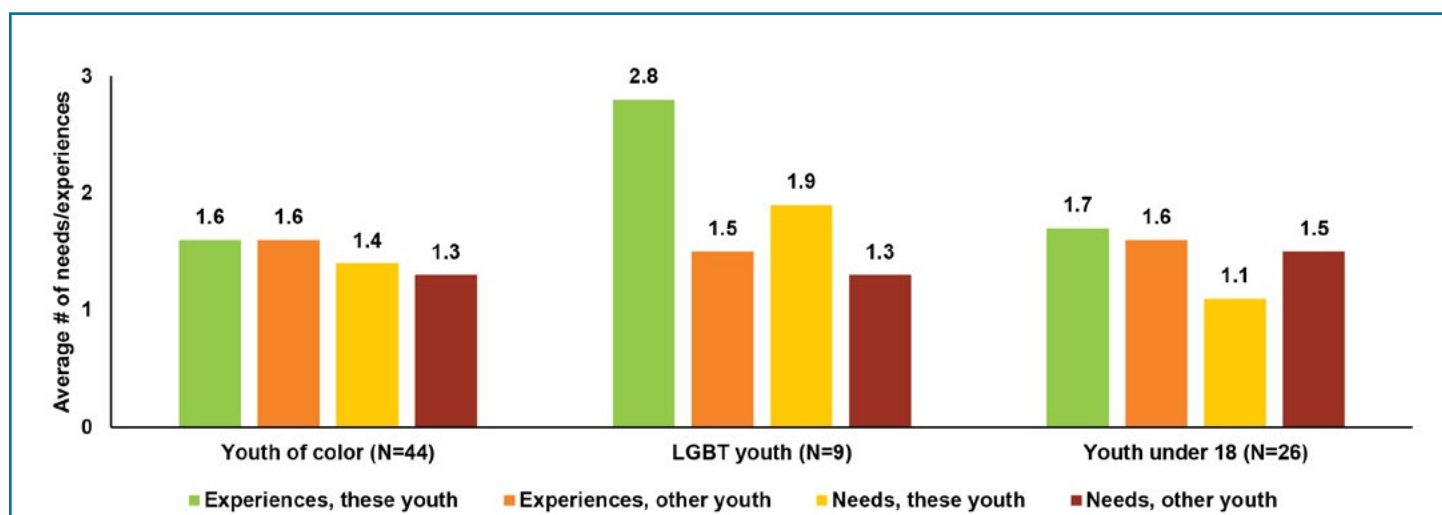
**Table 25. Linkages made for meaningfully engaged youth (N=119)**

	#	%
<b>Linkage</b>		
Clinic/medical care	22	18.5
Drop-in	22	18.5
Shelter	22	18.5
Meals	21	17.6
Case management	18	15.1
Transitional living	17	14.3
Employment	16	13.4
Drug/alcohol treatment	12	10.1
Education	7	5.9
Other	9	7.6
Median linkages per youth	1	

### Services Provided to Youth of Color, LGBT Youth, and Youth under 18

Youth under 18 more frequently reported that they had a safe place to stay (68.2%) than older youth (28.6%). However, youth of color reported that they had a safe place to stay only 34.1% of the time, and only one of the nine LGBT youth reported having a safe place to stay.

**Figure 11. Average number of experiences/needs reported by youth of color, LGBT youth, and youth under age 18 (N=119)**



**Table 26. Services provided to meaningfully engaged youth of color, LGBT youth, and youth under 18**

	Youth of Color (N=44)		LGBT Youth (N=9)		Youth Under 18 (N=26)	
	#	%	#	%	#	%
Gave supplies	28	63.6	7	77.8	20	76.9
Referred to services	34	77.3	7	77.8	18	69.2
Linked to services	29	65.9	4	44.4	16	61.5
Discussed family reconciliation issues	13	29.5	0	0.0	6	23.1
Arranged for a follow-up	5	11.4	1	11.1	3	11.5

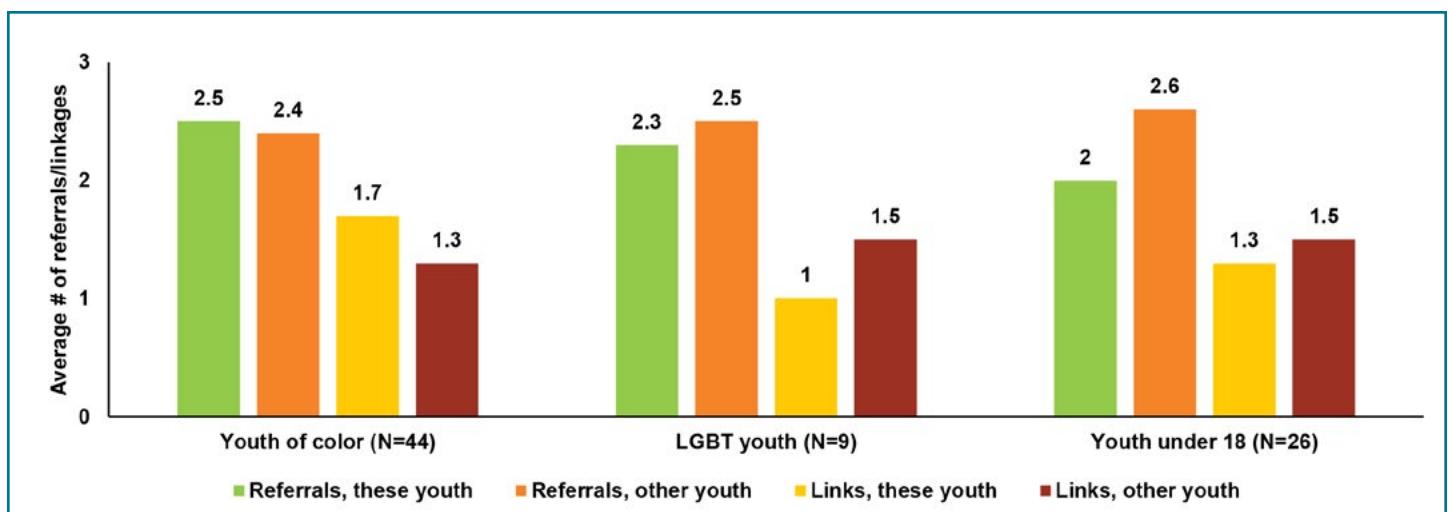
On average, youth of color reported about the same number of experiences and needs as non-Hispanic white youth. Although the sample size was small, LGBT youth reported a greater number of experiences and needs than other youth, and youth under 18 reported the same or fewer challenges and needs as older youth (**Figure 11, previous page**).

Youth of color and LGBT youth were referred to services at about the same rate as other youth (**Table 26**). However, youth under 18 were referred to services a little less frequently than older youth. The average numbers of referrals were roughly the same for youth of color and LGBT youth as for other youth, but youth under 18 received an average of 0.6 fewer referrals than older youth (**Figure 12**).

Youth of color received supplies from staff a little less frequently than non-Hispanic white youth. Family reconciliation was more frequently addressed with youth of color than white youth (29.5% vs. 6.7%) and with youth under 18 than older youth (23.1% vs. 12.9%). Outreach staff arranged for follow-ups with youth of color, LGBT youth, and youth under 18 at approximately the same rate as for other youth.

Youth of color were linked to services about two-thirds (65.9%) of the time, while the small number of LGBT youth were linked to services about 45% (44.4%) of the time. This finding is complicated by the small number of LGBT youth and the fact that most LGBT youth were engaged by YouthCare, which reported lower rates of linkage than the other two agencies.

**Figure 12 . Average number of referrals/linkages reported by youth of color, LGBT youth, and youth under age 18 (N=119)**



## Meaningful Engagement Form — Implementation Successes and Challenges

The three agencies reported that the Meaningful Engagement Form provided valuable information for program improvement and funding opportunities. While the form captured rich detail about youth characteristics and situations and about services provided, more guidance is needed to clarify at what point, in their relationships with youth, staff should complete the form and that the form should be completed after, not during, interactions with youth.

Outreach staff requested some modifications to the form such as providing ranges to reflect an estimated number of interactions with youth and additional options for where youth have been staying. Cardea also noticed some common write-in responses that it coded during data analysis (e.g., mental health challenges, counseling needs).

There was a relatively large amount of missing data on sexual orientation and educational status, suggesting that these measures may be more difficult to collect. Modifications to these questions or adjustments in framing might improve data completion. For example, to improve data completion on sexual orientation and other sensitive questions, agencies might consider developing best practices for posing these questions, particularly to youth who are questioning. To improve data completion on educational status, questions could be simplified to whether the youth is currently in school and, if not, whether they finished high school or received a GED. Any additional information could be documented in notes.

## DISCUSSION

The objectives of this evaluation were to:

1. Describe street outreach and drop-in services provided by the collaborating agencies, including county-wide coordination, overall implementation and best practices
2. Develop methods and materials to better define and describe runaway and homeless youth and young adults who are engaged in outreach
3. Assess youth and young adults engaged in the continuum of services, when possible
4. Build the collaborating agencies' capacity to use data to inform program/service improvement

### Key Findings — Street Outreach

#### **Outreach staff are connecting with a wide range of youth across the region**

Collectively, AYR, Friends of Youth, and YouthCare connected with more than 1,500 youth during the three-month pilot period, and more than one-third were youth who outreach staff were connecting with for the first time. Outreach staff estimated that youth ranged from adolescents to young adults and that more than one-third were between 16 – 20 years.

The three agencies engaged in street outreach across King County, with AYR and Friends of Youth extending outreach to geographic locations far beyond their drop-in centers. Outreach locations included cities as far north as Bothell and Kenmore, as far south as Auburn and Federal Way, and as far east as North Bend and Snoqualmie. More populated outreach locations yielded higher numbers of youth overall and “new faces,” but less populated locations were an important source of “new faces.”

#### **Youth engaged during street outreach are extremely vulnerable**

Across agencies, outreach staff observed risky behaviors/ situational factors and other concerns, most notably sleeping outdoors and drug and/or alcohol use. While reported less frequently, outreach staff, as well as those who participated in key informant interviews, observed violence/gang involvement and prostitution or sexual exploitation. Key informants added that drug use is one of the barriers to connecting and engaging with youth.

#### **Street outreach facilitates entry into the continuum of services**

During the pilot period, outreach staff made nearly 800 referrals during street outreach. They most commonly referred youth to case management, but shelter, drop-in services, and meals were also common referrals. In addition, outreach staff linked youth directly to services such as shelters, drop-in services, and clinics/medical care.

#### **Data collection during street outreach can be challenging, but is clearly feasible**

Outreach staff initially indicated that data collection can compromise their relationships with youth, citing that a majority of youth they encounter distrust adults and formal processes. Yet, they were able to successfully implement the Street Outreach Encounter Summary Form, which allowed for a finer level of data and analysis than the outreach tracking forms that the agencies historically used. Outreach staff documented few meaningful engagements during street outreach. Further discussions with agencies about logistical or staffing capacity challenges to collecting this level of detail during street outreach may help address this issue in the future.



## Key Findings — Drop-in

### Drop-in services support a diversity of youth

While demographic data were missing for a substantial number of drop-in clients across some measures during the pilot period, the retrospective analyses of YouthCare data and data from both the Drop-in Log and Meaningful Engagement Form indicated that a diverse group of youth access drop-in services. Data from the log showed that there are more male clients than clients of other genders and that these clients range in age from 10 – 25 years. In addition, the retrospective analyses of YouthCare data and data from the Meaningful Engagement Form indicated that youth of color and LGBT youth are disproportionately represented among drop-in clients.

### Youth who access drop-in services face multiple challenges

Based on data from the Drop-in Log, youth accessed drop-in services to meet basic needs, including meals, a safe place to hang out, and, to a lesser extent, employment or education services. Similarly, youth who were meaningfully engaged by outreach staff most commonly reported that they experienced challenges around meeting basic needs, as well as feeling isolated/lonely and grappling with drugs and alcohol. In addition, the retrospective analyses of YouthCare data indicated that youth faced a multitude of other challenges, including long-term homelessness, history of involvement with the legal system, mental health challenges, fair/poor health status, and developmental disabilities. Outreach staff commonly distributed basic needs supplies to the youth. As key informants noted, providing basic needs items not only opened the door for engagement, but demonstrated true compassion.

## Methods to streamline data collection and analysis are critical

As with street outreach, data collection during drop-in can be challenging. The three agencies were not able to systematically capture many demographic characteristics and housing status measures from all drop in-clients, and, given data completion issues, it appears that it may not be practical to track referrals during drop-in. Only 65 referrals were documented across the three agencies, but this is most likely an underestimate of the actual number of referrals.

## Key Findings — Outreach and the Continuum of Services

### Outreach connects youth with services

Key informant interviews and focus groups revealed that street outreach and drop-in services help youth feel safe and accepted and gradually build relationships that facilitate transition to stability. In addition, the retrospective analyses of YouthCare data and data from the Meaningful Engagement Form indicated that youth connect with drop-in services, shelter, case management, and other services via outreach services. Once youth have meaningfully engaged with staff through outreach, data indicate that about three-quarters of youth receive supplies and referrals to services, and more than half are directly linked to services.

### Facilitating connections for youth of color, LGBT youth, and youth under 18 should continue to be a priority

The three agencies are connecting with and engaging with a diversity of youth, including youth of color, LGBT youth, and youth under 18. Data from the Meaningful Engagement Form suggested that agencies are linking youth of color to services at similar rates or higher as other youth. While data were limited, LGBT youth, and youth under 18 may be somewhat less likely to be linked to services. Therefore, facilitating connections should continue to be a priority to ensure that these youth are supported in connecting with service systems that are responsive to their cultural/developmental needs.

## Considerations

One of the objectives of this evaluation was to develop methods and materials to better define and describe runaway and homeless youth and young adults who are engaged in outreach. With that in mind, Cardea worked with the three agencies to develop and pilot four new data collection instruments:

1. Street Outreach Encounter Summary Form
2. Drop-in Log
3. Meaningful Engagement Form
4. Additional retrospective questions

The three agencies were able to successfully implement the Street Outreach Encounter Summary Form and Meaningful Engagement Forms. Implementation of the Drop-in Log proved to be more challenging, but still yielded valuable information about the large number of clients served. None of the agencies were able to implement the additional retrospective questions. Overall, the data collected through these new instruments provided richer detail and allowed for a finer level of data analysis than the outreach tracking forms that the agencies historically used. Importantly, all three agencies reported that the instruments provided them with valuable information for program improvement and funding opportunities.

To address data collection and completion challenges and ensure sustainability, the following are adjustments to consider:

- ▶ **Review data collection instruments and procedures for opportunities to streamline**

In the “Implementation Successes and Challenges” sections, Cardea offers some suggestions for further standardization of instruments. Agencies were encouraged to customize instruments, as needed, to accommodate logistical and programmatic differences. While Cardea could easily accommodate minor modifications (e.g., list of supplies distributed), agencies that made structural changes to the formatting of instruments encountered implementation challenges and data management issues.

- ▶ **Invest in data systems that enhance agency capacity to track program outcomes**

Given the differences in format and structure of each agency’s data system, it is extremely challenging to track ongoing engagement with clients, as well as short-term (e.g., referrals and linkages to services) and longer term (e.g., housing, education, employment) outcomes. In light of this challenge, Cardea initially developed additional retrospective questions to collect a few basic longer term outcome measures. However, none of the agencies were able to implement these measures, due to the cross-program collaboration required to collect, manage, and extract these measures.

- ▶ **Dedicate resources for routine data entry, until better data systems are available**

Data completion and accuracy could be improved by using standardized data entry templates with built-in data validation features. This would also reduce the level of expertise and time needed for data management.

- ▶ **Routinize staff training and data monitoring/quality assurance procedures to help improve accuracy of future data collection efforts**

While some degree of missing data is expected, a common challenge in implementing the new data collection instruments was staff turnover. Agencies could document standards and practices related to data collection and entry and incorporate training and support in implementing data collection, as part of new staff orientation and ongoing training. Agencies might also examine best practices for framing questions about sexual orientation and race/ethnicity to ensure complete and accurate collection of these data that will contribute to efforts to make services inclusive for all youth, particularly those that might experience the synergistic impacts of race/ethnicity, sexual orientation, and age.

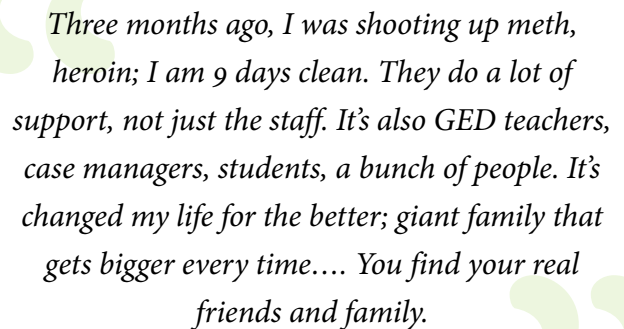
## CONCLUSION

The National Alliance to End Homelessness (NAEH) identified outreach as one of the 10 essential steps for preventing homelessness among youth and young adults. The NAEH notes that outreach and engagement reduce barriers and encourage homeless youth and young adults to connect with housing and other essential services that facilitate independence.<sup>6</sup>

Through the SOP Learning Lab, Auburn Youth Resources, Friends of Youth, and YouthCare continued their important work to connect and engage with youth throughout King County. In addition, the SOP Learning Lab evaluation provided a forum for these agencies to better align data collection and report the impact of their work to public and private partners.

All three agencies piloted new instruments to help them learn more about the youth they connect and engage with during street outreach and drop-in services. During the pilot period, outreach staff were able to use these instruments to collect more robust data that can inform current and future work with youth. In addition, the pilot data contributes to the knowledge base about how youth experiencing homelessness and housing instability engage in the continuum of services in King County.

The partnership among the three agencies is critical to supporting a region-wide model aimed at improving outreach and service provision for homeless and unstably housed youth. The agencies' collaborative approach to sharing best practices from the field has increased their collective capacity to engage youth and connect them with the services they need to gain greater stability and prepare for life.



*Three months ago, I was shooting up meth, heroin; I am 9 days clean. They do a lot of support, not just the staff. It's also GED teachers, case managers, students, a bunch of people. It's changed my life for the better; giant family that gets bigger every time.... You find your real friends and family.*

— YouthCare/Orion Center

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## APPENDIX A. QUALITATIVE INSTRUMENTS

### QUALITATIVE INSTRUMENTS

- Key Informant Interview Guide – Program Managers
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- Key Informant Interview Guide – Key Stakeholders
- Focus Group Guide



## Key Informant Interview Guide – Program Managers

### Key Informant Interview Program Managers

Thank you for taking the time to talk with me today.

My name is \_\_\_\_\_, and I'm with Cardea. We are working with YouthCare, Friends of Youth, and Auburn Youth Resources to talk with program managers, outreach staff, and other key stakeholders about outreach services. The purpose of this discussion is to hear about your experience with street outreach and drop-in services and the youth and young adults you serve. We also want to hear your thoughts about why outreach services are important and about best practices and lessons learned.

This discussion will take about an hour. Taking part in the discussion is completely voluntary. If you take part in the discussion, you may choose to answer some questions and not others. With your permission, I would like to audio record the discussion. If you do not give permission to tape the discussion, then it will not be taped. We will summarize what we learn in a final evaluation report, but will not identify you by name. Once the report has been written, the audio recording and written notes will be destroyed.

Do you have any questions?

Do you agree to participate?

YES

NO

Do I have your permission to record the discussion?

YES

NO

**IF INTERVIEWEE AGREES TO RECORDING, TURN ON RECORDER.**

## Key Informant Interview Guide – Program Managers

### Interview Guide for Program Managers

Name:

Title:

Organization:

Date:

Interviewer:

1. Please describe the evolution of outreach services—including street outreach and drop-in services—at <<insert agency>>.

#### *Probes*

- *How long has <<insert agency>> been providing outreach services (year that outreach started)?*
- *How have outreach services historically been funded? How are outreach services currently funded?*
- *How have outreach services historically been staffed? How are outreach services currently staffed?*
- *Where (cities/unincorporated communities and names of drop-in sites) and when (days of the week/times of day) is outreach provided?*
- *Has the focus of outreach services at <<insert agency>> changed over time, in terms of youth/youth adults' age, race or ethnicity, sexual orientation, etc.? Has the focus of outreach services at <<insert agency>> changed over time, in terms of engaging families, serving runaways, etc.? In what ways?*

2. Please describe street outreach and drop-in services at <<insert agency>>.

## Key Informant Interview Guide – Program Managers

3. Please describe the youth and young adults encountered through street outreach and drop-in services.

*Probes: What differences (demographic and situational) do you see between the youth and young adults encountered through street outreach vs. drop-in services? What trends have you observed in the youth and young adults encountered?*

4. During outreach, what strategies do staff use to connect with and engage youth and young adults?

*Probes: The term “engagement” is used a lot in the field, so would you please share your definition of “engagement”? What differences, if any, are there in engagement strategies for street outreach vs. drop-in services? What is the range of time that staff engage with youth and young adults, and how long is their “average” engagement? Does this vary for street outreach vs. drop-in services? Do strategies vary by age, race or ethnicity, sexual orientation, etc.? In what ways?*

5. What barriers do you face in connecting with and engaging youth and young adults? What factors facilitate connecting with and engaging youth and young adults?

*Probes: Do barriers and facilitating factors vary by age, race or ethnicity, sexual orientation, etc.? Do barriers and facilitators vary for street outreach vs. drop-in services? In what ways?*

6. What types of issues do staff discuss with youth and young adults during outreach? What types of referrals/services do staff offer?

*Probes: Why do you think these issues are important? Do issues vary by age, race or ethnicity, sexual orientation, etc.? In what ways? How do you know if youth were successfully referred (i.e., linked to services)?*

7. One of our tasks is to develop core questions for youth and young adults during initial or brief, episodic engagement. What types of questions are reasonable to ask?

*Probes: What types of questions are reasonable to ask about demographics (e.g., age, gender, race or ethnicity, sexual orientation, etc.)? What types of questions are reasonable to ask about the youth’s current situation (e.g., current housing status, substance use, etc.)?*

8. In your experience, what are the core elements of effective outreach?

*Probes: Do these core elements vary for street outreach vs. drop-in services? In what ways?*

## Key Informant Interview Guide – Outreach Staff

### Key Informant Interview Outreach Staff

Thank you for taking the time to talk with me today.

My name is \_\_\_\_\_, and I'm with Cardea. We are working with YouthCare, Friends of Youth, and Auburn Youth Resources to talk with program managers, outreach staff, and other key stakeholders about outreach services. The purpose of this discussion is to hear about your experience with street outreach and drop-in services and the youth and young adults you serve. We also want to hear your thoughts about why outreach services are important and about best practices and lessons learned.

This discussion will take about an hour. Taking part in the discussion is completely voluntary. If you take part in the discussion, you may choose to answer some questions and not others. With your permission, I would like to audio record the discussion. If you do not give permission to tape the discussion, then it will not be taped. We will summarize what we learn in a final evaluation report, but will not identify you by name. Once the report has been written, the audio recording and written notes will be destroyed.

Do you have any questions?

Do you agree to participate? YES NO

Do I have your permission to record the discussion? YES NO

**IF INTERVIEWEE AGREES TO RECORDING, TURN ON RECORDER.**

## Key Informant Interview Guide – Outreach Staff

### Interview Guide for Outreach Staff

Name:

Title:

Organization:

Date:

Interviewer:

1. Please describe your experience with street outreach and drop-in services.

*Probes: How long (months/years) have you been providing outreach services? What do you like best about providing outreach services? What do you find challenging about providing outreach services? Would you please share your definitions of “street outreach” vs. “drop-in services”?*

2. Please describe the youth and young adults you encounter through street outreach and drop-in services.

*Probes: What differences (demographic and situational) do you see between the youth and young adults you encounter through street outreach vs. drop-in services? What trends have you observed in the youth and young adults you encounter?*

3. During outreach, what strategies do you use to connect with and engage youth and young adults?

*Probes: The term “engagement” is used a lot in the field, so would you please share your definition of “engagement”? What differences, if any, are there in engagement strategies for street outreach vs. drop-in services? What is the range of time that you engage with youth and young adults, and how long is your “average” engagement? Does this vary for street outreach vs. drop-in services? Do strategies vary by age, race or ethnicity, sexual orientation, etc.? In what ways?*

4. What barriers do you face in connecting with and engaging youth and young adults? What factors facilitate connecting with and engaging youth and young adults?

*Probes: Do barriers and facilitating factors vary by age, race or ethnicity, sexual orientation, etc.? Do barriers and facilitators vary for street outreach vs. drop-in services? In what ways?*



## Key Informant Interview Guide – Outreach Staff

5. What types of issues do you discuss with youth and young adults during outreach?  
What types of referrals/services do you offer?

*Probes: Why do you think these issues are important? Do issues vary by age, race or ethnicity, sexual orientation, etc.? In what ways? How do you know if youth were successfully referred (i.e., linked to services)?*

6. One of our tasks is to develop core questions for youth and young adults during initial or brief, episodic engagement. What types of questions are reasonable to ask?

*Probes: What types of questions are reasonable to ask about demographics (e.g., age, gender, race or ethnicity, sexual orientation, etc.)? What types of questions are reasonable to ask about the youth's current situation (e.g., current housing status, substance use, etc.)?*

7. Tell me about a successful experience that you had with a youth or young adult during outreach. Tell me about an outreach experience that didn't go as well as you hoped.

*Probes: What contributed to making that a successful experience? What contributed to making that an experience that didn't go as well as you hoped? How have these "lessons learned" informed your outreach work?*

8. In your experience, what are the core elements of effective outreach?

*Probes: Do these core elements vary for street outreach vs. drop-in services? In what ways?*



## Key Informant Interview Guide – Key Stakeholders

### Key Informant Interview Key Stakeholders

Thank you for taking the time to talk with me today.

My name is \_\_\_\_\_, and I'm with Cardea. We are working with YouthCare, Friends of Youth, and Auburn Youth Resources to talk with program managers, outreach staff, and other key stakeholders about outreach services. The purpose of this discussion is to hear your perspective on street outreach and drop-in services for runaway and homeless youth. We also want to hear your thoughts about why outreach services are important and about best practices and lessons learned.

This discussion will take about an hour. Taking part in the discussion is completely voluntary. If you take part in the discussion, you may choose to answer some questions and not others. With your permission, I would like to audio record the discussion. If you do not give permission to tape the discussion, then it will not be taped. We will summarize what we learn in a final evaluation report, but will not identify you by name. Once the report has been written, the audio recording and written notes will be destroyed.

Do you have any questions?

Do you agree to participate? YES NO

Do I have your permission to record the discussion? YES NO

**IF INTERVIEWEE AGREES TO RECORDING, TURN ON RECORDER.**

## Key Informant Interview Guide – Key Stakeholders

### Interview Guide for Key Stakeholders

Name:

Title:

Organization:

Date:

Interviewer:

1. Please describe your relationship to YouthCare, Friends of Youth, and/or Auburn Youth Resources and your interaction with program managers, outreach staff, runaway and homeless youth, and others who are connected to outreach services.  
*Probes: How long have you been working with <<insert agency/agencies>>? How do you feel about/would you characterize your relationship with <<insert agency/agencies>>? How has your relationship with << insert agency/agencies>> changed over time?*
2. There are terms that are commonly used in the field, so would you please share your definitions of...
  - Street outreach services
  - Drop-in services
  - Engagement (of runaway and homeless youth)
3. What strategies are important to connecting with and engaging runaway and homeless youth?  
*Probes: What differences, if any, are there in engagement strategies for street outreach vs. drop-in services? Do strategies vary by age, race or ethnicity, sexual orientation, etc.? In what ways?*

## Key Informant Interview Guide – Key Stakeholders

4. What barriers do outreach staff face in connecting with and engaging runaway and homeless youth? What factors facilitate connecting with and engaging runaway and homeless youth?

*Probes: Do barriers and facilitating factors vary by age, race or ethnicity, sexual orientation, etc.? Do barriers and facilitators vary for street outreach vs. drop-in services? In what ways?*

5. What issues are important to discuss with runaway and homeless youth and young adults during outreach?

*Probes: Why do you think these issues are important? Do issues vary by age, race or ethnicity, sexual orientation, etc.? In what ways?*

6. In your experience, what are the core elements of effective outreach services to runaway and homeless youth?

*Probes: Do these core elements vary for street outreach vs. drop-in services? In what ways?*

7. What types of feedback do you receive on outreach services that runaway and homeless youth receive from <<insert agency/agencies>>?

*Probe: Based on that feedback, how do you think <<insert agency/agencies>> can improve outreach services?*

## Focus Group Guide

### Focus Group Cover Sheet

Name of facilitator:

Name of notetaker/observer:

Date:

Location:

#### Introduction

Thank you very much for joining us today. Before we begin, we'd like to share the purpose of this discussion.

Cardea is working with YouthCare, Friends of Youth, and Auburn Youth Resources to talk with youth and young adults about their experience with outreach and other services. The purpose of this discussion is to hear how you connected to <<insert agency>> and to get your ideas about what's good about outreach and other agency services, and about how to improve these services. We will share what we learn with agency staff, but will not identify anyone by name.

This discussion will take about an hour and a half. Taking part in the discussion is completely voluntary. Your decision to participate will not have any effect on services you get at <<insert agency>>. If you take part in the discussion, you may choose to answer some questions and not others. You can also answer a question and then, later in the discussion, tell us to remove your comments, and we will do that. With your permission, we would like to audio record the discussion. If any of you do not want us to tape the discussion, then it will not be taped.

Does anyone not want us to tape the discussion?                      YES                      NO

[IF "YES"] Ok, <<insert notetaker's name>> will be taking written notes during our discussion.

[IF "NO"] Ok, we will start the recording in a few minutes and ask again if it's ok to tape the discussion.

We will summarize what is learned from the discussion and write a report. Neither your name nor any other identifying information will be used in any report.

[IF RECORDING] Once the report has been written, the audio recording will be destroyed.

## Focus Group Guide

For these types of discussions, we believe that it's important to have the following group agreements...

- Please support one person talking at a time.
- We're interested in hearing your thoughts. Please be honest and share your opinions.
- We'll ask everyone to share their thoughts and ideas. Please feel free to pass, if you aren't comfortable with the question or don't have an opinion to share.
- Please use respectful language. And, please remember and respect that people have different ideas and ways of looking at things.
- Please remember that what is said in this room should stay in this room.
- Please feel free to step out of the room and re-enter, as needed. When you re-enter, please do that respectfully.
- Please feel free to get more <<food and beverage>> during the discussion.
- If you have a cell phone, please turn it off or to vibrate / no texting please.

**Do you have any questions?** YES NO

[IF "YES," ANSWER QUESTIONS.]

[If "NO," PROCEED TO THE NEXT QUESTION.]

**Do you agree to participate?** YES NO

[IF "YES," PROCEED TO THE NEXT QUESTION.]

[IF "NO," THANK ANYONE WHO DOES NOT AGREE FOR THEIR TIME.]

**Finally, does anyone not want us to tape the discussion?** YES NO

[IF "YES"] Ok, <<insert notetaker's name>> will be taking written notes during our discussion.

[IF "NO"] Ok, we will start the recording now.

## Focus Group Guide

### Focus Group Guide

1. How did you hear about <<insert agency>>?
2. Tell me about your situation when you first connected with <<insert agency>>. When and how did you get connected?
3. Who was the first person you connected with at <<insert agency>>? How would you describe that first interaction?  
*Probes: How did <<insert staff>> help? What referrals/services did <<insert staff>> offer? Did you accept those referrals/services? What influenced that? How many times did you connect with <<insert staff>> or other staff at <<insert agency>> before you accepted referrals/services or felt like things might be different? What influenced that?*
4. How comfortable did you feel with <<insert staff>> when you first connected?  
*Probes: What influenced how you felt? What did you appreciate about your interaction with <<insert staff>>? How could <<insert staff>> have helped you feel more comfortable? Do you still have contact with <<insert staff>>?*
5. What programs and services have you accessed at <<insert agency>>? What programs and services have you received from other agencies?
6. What difference/impact has <<insert agency>> made in your life?  
*Probes: What has been most important for you about connecting with <<insert agency>>? How could <<insert agency>> improve its work with youth and young adults?*



## APPENDIX B. PILOTED INSTRUMENTS

### PILOTED INSTRUMENTS

- Standardized Data Collection Procedures
- Street Outreach Encounter Summary Form
- Drop-In Log
- Meaningful Engagement Form
- Additional Retrospective Questions
- Modified Drop-In Sign-In Log for AYR

## Standardized Data Collection Procedures

### STREET OUTREACH PROGRAM STANDARDIZED DATA COLLECTION PROCEDURES

Cardea has developed 4 forms to assist with data collection and reporting.

#### Description of forms:

- 1) **Street Outreach Encounter summary form** – this is to document summary data for ALL youth that you approach during street outreach. You are asked to report on the number of youth you approached in each outreach location and to take your *best guess* about how many you have seen before and how many were in each age group.
- 2) **Meaningful engagement form** – to be completed for the subset of youth with whom you had a more extensive interaction with either *during street outreach or at drop in*. This means you have listened to the youth's story and learned something about the youth's needs.
- 3) **Drop in sign in log** – This log incorporates community sign in info plus some additional measures of interest. Some of the items we've added may not be feasible for you to collect, so just do your best and we can make adjustments if there are challenges. This log is intended to be completed by agency staff, not by the youth directly.
- 4) **Additional retrospective questions** – these are questions we'd like to ask all agencies to add across the board to intake forms for any programs/services you offer, so we can get a snapshot history of trajectory through the agency. These questions should be built into your existing data forms/systems. These questions are intended to be completed by agency staff during conversation with the youth, not by the youth directly.

#### Q&A

##### **What counts as a referral?**

Referrals are when a youth tells you about a particular need and you recommend a place they can go to get help with that particular need.

If the youth did not state specific needs, but you handed out a flyer or give a verbal list the services your agency offers, this should be recorded under "items/info distributed".

##### **When should I fill out the meaningful engagement form?**

A meaningful engagement is when you have had a more extensive interaction with a youth either during street outreach or at drop in. This means you have listened to the youth's story and learned something about the youth's needs.

For Friends of Youth and AYR, we hope that you will be able to complete this information for all youth with whom you've had a meaningful engagement.

## Standardized Data Collection Procedures

### **STREET OUTREACH PROGRAM STANDARDIZED DATA COLLECTION PROCEDURES**

For YouthCare, you will need to discuss what is feasible with your agency leaders. We would like to see as many forms as possible for street outreach and a minimum of 3 forms per day for drop in.

#### **Data Entry Format**

Each of your agencies uses somewhat different methods for tracking data. Cardea is available to talk with each agency to determine the system that is best for you, and to help with customizing the forms/logs/data entry system. The options available are:

1. The data can be collected via paper and pencil and then entered into the excel worksheet.
2. The data can be entered directly into the excel worksheet if you have a laptop with you during outreach
3. Some data collected at drop in or other programs may be entered into an existing database such as YES (YouthCare) or YouthForce (Friends of Youth). Please contact us if you plan to use this option so we can ensure that the data can be easily extracted and reported in a consistent format.

#### **Why is there redundancy between the forms?**

These forms are designed to be quick and easy to complete. You may feel that there is a little bit of redundancy between different forms. This is intentional in order to make it easy and fast to report different required pieces of data for different purposes.

#### **Questions?**

Contact Sarah Salomon

Cardea Services

[sarah@cardeaservices.org](mailto:sarah@cardeaservices.org)

## Street Outreach Encounter Summary Form

*This form to be completed after leaving each street outreach location – may be multiple forms completed per day depending on # of locations visited.*

### STREET OUTREACH ENCOUNTER SUMMARY FORM

Street Outreach Date:  /  /  month / day / year

Approximate time  AM/PM

Staff name(s):

Outreach location:

Total # youth encountered:

Estimated # "new faces" encountered:

# Under age 15

# Under age 15

# 16-20

# 16-20

# 21+

# 21+

Total # of youth to whom you  
gave the following items:

Flyers/info about services:

Food/snack packs:

Hygiene packs/items:

Clothing/warmth items:

Bus tickets:

Other:

Total # of youth referred to:

Drop-in:

Meals:

Case management:

Education:

Employment:

Shelter:

Transitional Living:

Clinic/medical:

Drug/Alcohol treatment:

Other:

# of youth you transported to:

Drop-in:

Shelter:

Clinic/medical:

Other:

What risky behaviors are happening in this group?

☐ Sleeping outdoors or place not intended for habitation

☐ Drug or alcohol use

☐ Pimping/prostitution/sexual exploitation

☐ Violence/Gang involvement

☐ Other: \_\_\_\_\_

Notes (e.g. Name or other info you want to remember about youth you interacted with here):

## Drop-In Log

### DROP-IN LOG

This log was developed for in Microsoft Excel. Staff were instructed to input the data directly into Excel as clients check in for drop-in services.

Column Name/Question	Valid Values and Value Definitions	Example
Date	MM/DD/YYYY	11/19/2013
First Name		Joe
Last Name		Smith
Street Name		Battlecats
Date of Birth	MM/DD/YYYY	1/2/1993
Gender	1=Male 2=Female 3=Transgender 4=Don't Know/Refused	1
First Time Here?	1=Yes 2=No	1
Consent to Community Sign in?	1=Yes 2=No	1
Is client currently homeless or without a stable place to live?	1=Yes 2=No	1
Are you interested in talking with someone here about connecting with your family or another safe adult?	1=Yes 2=No	2
Race/Ethnicity	<i>Multiple responses allowed separate by commas</i> 1=white 2=black 3=Hispanic/Latino 4= Asian 5=Hawaiian/Pacific Islander 6=American Indian/Alaska Native 7=other	1,3
How did client first hear about us?	<i>Multiple responses allowed separate by commas</i> 1= outreach staff(s) 2=friend/family 3=someone from another organization 4=stranger 5=just saw the building 6=flyer 7=other	1
What is the client here for?	<i>Multiple responses allowed separate by commas</i> 1=Drop-In (safe place to hang out) 2=Meals 3= Help with resume/job application 4=Shower/laundry	1,2

*Continued, next page*

## Drop-In Log

Column Name/Question	Valid Values and Value Definitions	Example
Referrals made/ connected to services	<i>Multiple responses allowed separate by commas</i> 1=Case Management 2=Education 3=Employment 4= shelter 5=YHC/transitional living 6=clinic/medical 7=drug/alcohol 8=Mental Health 9=Other	2, 7
Items distributed	<i>Multiple responses allowed separate by commas</i> 1=flyers 2=Hot Meal 3=Snack Pack/food item 4=Hygiene packs/items 5=Clothing/warmth items 6=Bus Pass 7=Other	2,3
Which of the following best describes where client is spending the nights?	1= Parent/guardian's home 2=other relatives 3=friends 4=moving around every few days/couch surfing 5=outdoors or place not intended for habitation 6=other	4



## Meaningful Engagement Form

STREET OUTREACH/DROP-IN MEANINGFUL ENGAGEMENT FORM	
<p><b>Date of engagement:</b> <u>MM/DD/YYYY</u></p> <p><b>Approximate time</b> ____ AM/PM</p> <p><b>Staff name:</b> _____</p> <p>Estimated # of times you've interacted with this youth in the past year ____</p> <p><b>Location</b></p> <p><input type="checkbox"/> Street Outreach Specify Location: _____</p> <p><input type="checkbox"/> Drop-In</p> <p><b>Services you provided</b></p> <p><input type="checkbox"/> Gave supplies (e.g. food, hygiene, clothing, bus tickets)</p> <p><input type="checkbox"/> Listened to the youth's "story"</p> <p><input type="checkbox"/> Referred client to services directed to achieving youth's goals/stated needs:</p> <p><input type="checkbox"/> Drop In      <input type="checkbox"/> Shelter</p> <p><input type="checkbox"/> Meals      <input type="checkbox"/> Transitional Living</p> <p><input type="checkbox"/> Case management      <input type="checkbox"/> Clinic/medical</p> <p><input type="checkbox"/> Education      <input type="checkbox"/> Drug/alcohol treatment</p> <p><input type="checkbox"/> Employment      <input type="checkbox"/> Other</p> <p><input type="checkbox"/> Linked client to services (ie. brought them to agency or helped them make an appointment):</p> <p><input type="checkbox"/> Drop In      <input type="checkbox"/> Shelter</p> <p><input type="checkbox"/> Meals      <input type="checkbox"/> Transitional Living</p> <p><input type="checkbox"/> Case management      <input type="checkbox"/> Clinic/medical</p> <p><input type="checkbox"/> Education      <input type="checkbox"/> Drug/alcohol treatment</p> <p><input type="checkbox"/> Employment      <input type="checkbox"/> Other</p> <p><input type="checkbox"/> Discussed family reconciliation issues</p> <p><input type="checkbox"/> Arranged for a follow-up phone call or meeting</p> <p><b>Summary of youth's situation:</b></p> <div style="border: 1px solid black; height: 80px; width: 100%;"></div> <p><b>Additional Notes:</b></p> <div style="border: 1px solid black; height: 80px; width: 100%;"></div>	<p><b>Information about the youth</b></p> <p>Please complete any info you were able to get during conversation</p> <p><b>Street Name:</b> _____</p> <p><b>Full Name:</b> First: _____ Last: _____</p> <p><b>Age:</b> ____ years</p> <p><b>Age group:</b> <input type="checkbox"/> 10-13    <input type="checkbox"/> 14-17    <input type="checkbox"/> 18-19    <input type="checkbox"/> 20-24    <input type="checkbox"/> 25+</p> <p><b>Date of Birth</b> <u>MM/DD/YYYY</u></p> <p><b>Have a safe place to stay?</b> <input type="checkbox"/> No    <input type="checkbox"/> Yes</p> <p><b>Where is youth staying?</b></p> <p><input type="checkbox"/> Parents/guardians' home</p> <p><input type="checkbox"/> With other relatives</p> <p><input type="checkbox"/> With a friend → <input type="checkbox"/> check if "couch surfing"</p> <p><input type="checkbox"/> Outdoors or place not intended for habitation</p> <p><input type="checkbox"/> Other: _____</p> <p><b>City:</b> _____</p> <p><b>Issues youth reported experiencing:</b></p> <p><input type="checkbox"/> Isolated/lonely      <input type="checkbox"/> Prostitution/sexual exploitation</p> <p><input type="checkbox"/> Basic needs – hunger, cold, etc.      <input type="checkbox"/> Drugs or alcohol</p> <p><input type="checkbox"/> Sexual assault      <input type="checkbox"/> Injury or illness</p> <p><input type="checkbox"/> Physical assault      <input type="checkbox"/> Other _____</p> <p><b>Needs youth reported:</b></p> <p><input type="checkbox"/> Shelter      <input type="checkbox"/> Education</p> <p><input type="checkbox"/> Permanent housing      <input type="checkbox"/> Employment</p> <p><input type="checkbox"/> Family reconciliation      <input type="checkbox"/> Other _____</p> <p><input type="checkbox"/> Medical care      _____</p> <p><b>Gender:</b> <input type="checkbox"/> Male    <input type="checkbox"/> Female    <input type="checkbox"/> Transgender    <input type="checkbox"/> Other</p> <p><b>Sexual orientation:</b></p> <p><input type="checkbox"/> Heterosexual/straight    <input type="checkbox"/> Queer    <input type="checkbox"/> _____</p> <p><input type="checkbox"/> Lesbian or Gay      <input type="checkbox"/> Pan-sexual</p> <p><input type="checkbox"/> Bisexual      <input type="checkbox"/> Questioning/Undecided</p> <p><b>Race/Ethnicity (check all that apply):</b></p> <p><input type="checkbox"/> Hispanic/Latino      <input type="checkbox"/> Native Hawaiian or Pacific Islander</p> <p><input type="checkbox"/> Asian</p> <p><input type="checkbox"/> American Indian or Alaska Native      <input type="checkbox"/> white</p> <p><input type="checkbox"/> African American or black      <input type="checkbox"/> Other</p> <p><b>Still in school?</b> <input type="checkbox"/> No    <input type="checkbox"/> Yes</p> <p><b>Current year in school/highest completed grade if not currently in school:</b></p> <p><input type="checkbox"/> 5<sup>th</sup> grade      <input type="checkbox"/> 9<sup>th</sup> grade      <input type="checkbox"/> GED</p> <p><input type="checkbox"/> 6<sup>th</sup> grade      <input type="checkbox"/> 10<sup>th</sup> grade      <input type="checkbox"/> some college</p> <p><input type="checkbox"/> 7<sup>th</sup> grade      <input type="checkbox"/> 11<sup>th</sup> grade      <input type="checkbox"/> completed college</p> <p><input type="checkbox"/> 8<sup>th</sup> grade      <input type="checkbox"/> 12<sup>th</sup> grade</p> <p><input type="checkbox"/> Other, specify: _____</p>

## Additional Retrospective Questions

### ADDITIONAL RETROSPECTIVE QUESTIONS\*

**Additional questions to add to all program intake forms (e.g. Case Management, shelter, etc):**

*The last question may be tough for the youth to fill out themselves – our understanding is that a staff person asks the questions and filling out the form on behalf of the youth*

*The questions should be tailored to fit your organization's name and services you offer.*

1. To the best of your memory, when did you first access services at [YouthCare/FoY/AYR]?
  - ☐ Today
  - ☐ This week
  - ☐ This month
  - ☐ This year
  - ☐ 1-2 years ago
  - ☐ 3+ years ago
2. Thinking back on that first visit, how did you first hear about [YouthCare/FoY/AYR]?
  - ☐ Outreach staff(s)
  - ☐ Friend/acquaintance
  - ☐ Family/relative
  - ☐ At another organization; which agency? \_\_\_\_\_
  - ☐ Stranger
  - ☐ Saw written materials (e.g. bus ad, brochure, flyer, etc.)
  - ☐ Just saw the building
  - ☐ Other (please describe: \_\_\_\_\_)
3. Which of the following services have you accessed at [YouthCare/FoY/AYR], and in what order?  
(please number 1-10 to reflect order of services accessed)

___ Met [YouthCare/FoY/AYR] outreach worker	___ Shelter
___ on the street or at another agency	___ Transitional Living
___ Drop In	___ Clinic/medical
___ Meals	___ Drug/alcohol treatment
___ Case management	___ Other
___ Education	
___ Employment	

***\*Note: No agencies were able to implement this form***

## Modified Drop-In Sign-In Log for AYR


### Arcadia House Sign-In Date: MM/DD/YYYY



Street Name: _____		Full Name: First: _____ Last: _____	
Age ____ Date of Birth <u>MM/DD/YYYY</u>		Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Trans <input type="checkbox"/> Other	
Is this your first time here? <input type="checkbox"/> No <input type="checkbox"/> Yes			
Are you currently homeless or without a stable place to live? <input type="checkbox"/> No <input type="checkbox"/> Yes		What services are you here for?	
Are you interested in talking with someone here about connecting with your family or another safe adult? <input type="checkbox"/> No <input type="checkbox"/> Yes		<input type="checkbox"/> Drop-in (safe place to hang out) <input type="checkbox"/> Meals <input type="checkbox"/> Help with resume/job application <input type="checkbox"/> Shower/laundry <input type="checkbox"/> Other	
Race/Ethnicity (check all that apply):			
<input type="checkbox"/> white <input type="checkbox"/> African American or black <input type="checkbox"/> Asian <input type="checkbox"/> American Indian or Alaska Native		<input type="checkbox"/> Native Hawaiian or Pacific Islander <input type="checkbox"/> Hispanic/Latino <input type="checkbox"/> Other	
How did you first hear about AYR (check all that apply):			
<input type="checkbox"/> AYR outreach staff <input type="checkbox"/> friend/family <input type="checkbox"/> someone from another organization		<input type="checkbox"/> stranger <input type="checkbox"/> Just saw the building <input type="checkbox"/> flyer <input type="checkbox"/> Other	
<b>Staff Use Only</b>	Referrals made/connected to services:		Additional Info
	<input type="checkbox"/> CM <input type="checkbox"/> Education <input type="checkbox"/> Employment <input type="checkbox"/> Shelter		<input type="checkbox"/> YHC/trans living <input type="checkbox"/> Clinic/medical <input type="checkbox"/> drug/alcohol <input type="checkbox"/> Mental Health <input type="checkbox"/> Other
	Check Items Distributed		Education/work readiness, # of hours: ____
	<input type="checkbox"/> Flyers <input type="checkbox"/> Full Meal <input type="checkbox"/> Snack <input type="checkbox"/> Pack/food item <input type="checkbox"/> Hygiene items ____ <input type="checkbox"/> Survival items (eg. tent) ____ <input type="checkbox"/> Clothing/warmth items ____		<input type="checkbox"/> Bus pass <input type="checkbox"/> Other <input type="checkbox"/> Overnight participant <input type="checkbox"/> Community Sign-in

Street Name: _____		Full Name: First: _____ Last: _____	
Age ____ Date of Birth <u>MM/DD/YYYY</u>		Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Trans <input type="checkbox"/> Other	
Is this your first time here? <input type="checkbox"/> No <input type="checkbox"/> Yes			
Are you currently homeless or without a stable place to live? <input type="checkbox"/> No <input type="checkbox"/> Yes		What services are you here for?	
Are you interested in talking with someone here about connecting with your family or another safe adult? <input type="checkbox"/> No <input type="checkbox"/> Yes		<input type="checkbox"/> Drop-in (safe place to hang out) <input type="checkbox"/> Meals <input type="checkbox"/> Help with resume/job application <input type="checkbox"/> Shower/laundry <input type="checkbox"/> Other	
Race/Ethnicity (check all that apply):			
<input type="checkbox"/> white <input type="checkbox"/> African American or black <input type="checkbox"/> Asian <input type="checkbox"/> American Indian or Alaska Native		<input type="checkbox"/> Native Hawaiian or Pacific Islander <input type="checkbox"/> Hispanic/Latino <input type="checkbox"/> Other	
How did you first hear about AYR (check all that apply):			
<input type="checkbox"/> AYR outreach staff <input type="checkbox"/> friend/family <input type="checkbox"/> someone from another organization		<input type="checkbox"/> stranger <input type="checkbox"/> Just saw the building <input type="checkbox"/> flyer <input type="checkbox"/> Other	
<b>Staff Use Only</b>	Referrals made/connected to services:		Additional Info
	<input type="checkbox"/> CM <input type="checkbox"/> Education <input type="checkbox"/> Employment <input type="checkbox"/> Shelter		<input type="checkbox"/> YHC/trans living <input type="checkbox"/> Clinic/medical <input type="checkbox"/> drug/alcohol <input type="checkbox"/> Mental Health <input type="checkbox"/> Other
	Check Items Distributed		Education/work readiness, # of hours: ____
	<input type="checkbox"/> Flyers <input type="checkbox"/> Full Meal <input type="checkbox"/> Snack <input type="checkbox"/> Pack/food item <input type="checkbox"/> Hygiene items ____ <input type="checkbox"/> Survival items (eg. tent) ____ <input type="checkbox"/> Clothing/warmth items ____		<input type="checkbox"/> Bus pass <input type="checkbox"/> Other <input type="checkbox"/> Overnight participant <input type="checkbox"/> Community Sign-in

## Modified Drop-In Sign-In Log for AYR

Arcadia House Sign-In										
Date	First Name	Last Name	Nick Name	Date of Birth	New?	Where are you spending the nights?	Here for:	Services (Staff Use Only)		
								Refer	Items	Add'l
1				__/__/__	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Parent/guardians' home <input type="checkbox"/> With other relatives <input type="checkbox"/> With a friend <input type="checkbox"/> Couch surfing <input type="checkbox"/> Outdoors or place not intended for habitation <input type="checkbox"/> Other	<input type="checkbox"/> Drop in <input type="checkbox"/> Meal <input type="checkbox"/> Resume/job <input type="checkbox"/> Shower/laundry <input type="checkbox"/> Other	<input type="checkbox"/> CM <input type="checkbox"/> Educat <input type="checkbox"/> Employ <input type="checkbox"/> Shelter <input type="checkbox"/> YHC	<input type="checkbox"/> Flyer <input type="checkbox"/> Meal <input type="checkbox"/> Snack <input type="checkbox"/> Bus <input type="checkbox"/> Other	<input type="checkbox"/> E hrs <input type="checkbox"/> Night <input type="checkbox"/> CSI
2				__/__/__	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Parent/guardians' home <input type="checkbox"/> With other relatives <input type="checkbox"/> With a friend <input type="checkbox"/> Couch surfing <input type="checkbox"/> Outdoors or place not intended for habitation <input type="checkbox"/> Other	<input type="checkbox"/> Drop in <input type="checkbox"/> Meal <input type="checkbox"/> Resume/job <input type="checkbox"/> Shower/laundry <input type="checkbox"/> Other	<input type="checkbox"/> CM <input type="checkbox"/> Educat <input type="checkbox"/> Employ <input type="checkbox"/> Shelter <input type="checkbox"/> YHC	<input type="checkbox"/> Flyer <input type="checkbox"/> Meal <input type="checkbox"/> Snack <input type="checkbox"/> Bus <input type="checkbox"/> Other	<input type="checkbox"/> E hrs <input type="checkbox"/> Night <input type="checkbox"/> CSI
3				__/__/__	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Parent/guardians' home <input type="checkbox"/> With other relatives <input type="checkbox"/> With a friend <input type="checkbox"/> Couch surfing <input type="checkbox"/> Outdoors or place not intended for habitation <input type="checkbox"/> Other	<input type="checkbox"/> Drop in <input type="checkbox"/> Meal <input type="checkbox"/> Resume/job <input type="checkbox"/> Shower/laundry <input type="checkbox"/> Other	<input type="checkbox"/> CM <input type="checkbox"/> Educat <input type="checkbox"/> Employ <input type="checkbox"/> Shelter <input type="checkbox"/> YHC	<input type="checkbox"/> Flyer <input type="checkbox"/> Meal <input type="checkbox"/> Snack <input type="checkbox"/> Bus <input type="checkbox"/> Other	<input type="checkbox"/> E hrs <input type="checkbox"/> Night <input type="checkbox"/> CSI
4				__/__/__	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Parent/guardians' home <input type="checkbox"/> With other relatives <input type="checkbox"/> With a friend <input type="checkbox"/> Couch surfing <input type="checkbox"/> Outdoors or place not intended for habitation <input type="checkbox"/> Other	<input type="checkbox"/> Drop in <input type="checkbox"/> Meal <input type="checkbox"/> Resume/job <input type="checkbox"/> Shower/laundry <input type="checkbox"/> Other	<input type="checkbox"/> CM <input type="checkbox"/> Educat <input type="checkbox"/> Employ <input type="checkbox"/> Shelter <input type="checkbox"/> YHC	<input type="checkbox"/> Flyer <input type="checkbox"/> Meal <input type="checkbox"/> Snack <input type="checkbox"/> Bus <input type="checkbox"/> Other	<input type="checkbox"/> E hrs <input type="checkbox"/> Night <input type="checkbox"/> CSI
5				__/__/__	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Parent/guardians' home <input type="checkbox"/> With other relatives <input type="checkbox"/> With a friend <input type="checkbox"/> Couch surfing <input type="checkbox"/> Outdoors or place not intended for habitation <input type="checkbox"/> Other	<input type="checkbox"/> Drop in <input type="checkbox"/> Meal <input type="checkbox"/> Resume/job <input type="checkbox"/> Shower/laundry <input type="checkbox"/> Other	<input type="checkbox"/> CM <input type="checkbox"/> Educat <input type="checkbox"/> Employ <input type="checkbox"/> Shelter <input type="checkbox"/> YHC	<input type="checkbox"/> Flyer <input type="checkbox"/> Meal <input type="checkbox"/> Snack <input type="checkbox"/> Bus <input type="checkbox"/> Other	<input type="checkbox"/> E hrs <input type="checkbox"/> Night <input type="checkbox"/> CSI

**Staff Service Code Index**  
 CM= Case Management  
 Educat = education referral  
 Employ = employment referral  
 YHC = Youth Housing  
 Connections referral  
 D/A = Drug/alcohol  
 MH = Mental Health  
 Hyg = hygiene item  
 Surv = survival item  
 Cloth = clothing item  
 E hrs = Education or Work  
 Readiness # of hours  
 Night = Over-night participant  
 CSI = Community sign in

## APPENDIX C. AGENCY-SPECIFIC RESULTS

### APPENDIX C. AGENCY-SPECIFIC RESULTS

- Street Outreach Encounter Summaries
- Drop-In Logs
- Meaningful Engagement Forms

## Street Outreach Encounter Summaries

### Age of total youth encountered during street outreach by agency (N=1,538)

	AYR (N=1,173)		FoY (N=195)		YC (N=170)		All (N=1,538)	
	#	%	#	%	#	%	#	%
<b>Age</b>								
Under 15 years	127	10.8	10	5.1	49	28.8	186	12.1
16 to 20 years	373	31.8	99	50.8	68	40.0	540	35.1
21 years and older	211	18.0	86	44.1	50	29.4	347	22.6
Missing	462	39.4	0	0.0	3	1.8	465	30.2

### Age of new youth encountered during street outreach by agency (N=567)

	AYR (N=361)		FoY (N=156)		YC (N=50)		All (N=567)	
	#	%	#	%	#	%	#	%
<b>Age</b>								
Under 15 years	28	7.8	7	4.5	14	28.0	49	8.6
16 to 20 years	154	42.7	78	50.0	20	40.0	252	44.4
21 years and older	122	33.8	67	42.9	6	12.0	195	34.4
Missing	57	15.8	4	2.6	10	20.0	71	12.5

### Median number of youth served per outreach event by agency (N=247)

	Median	Minimum	Maximum
Auburn Youth Resources	2	0	37
Friends of Youth	4	1	9
YouthCare	8	2	40

AYR had 29 encounter summary forms with missing data for the number of youth reached.

#### Number of youth given supplies by agency (N=1,538)

	AYR (N=1,173)		FoY (N=195)		YC (N=170)		All (N=1,538)	
	#	%	#	%	#	%	#	%
<b>Youth given supplies</b>								
Flyers or information	924	78.8	175	89.7	41	24.1	1,140	74.1
Food or snack packs	875	74.6	49	25.1	203	119.4	1,127	73.3
Hygiene packs or items	122	10.4	21	10.8	137	80.6	280	18.2
Clothing or warmth item	35	3.0	10	5.1	73	42.9	118	7.7
Bus tickets	0	0.0	1	0.5	6	3.5	7	0.5
Other	419	35.7	2	1.0	0	0.0	421	27.4

#### Number of youth referred to services by agency (N=1,538)

	AYR (N=1,173)		FoY (N=195)		YC (N=170)		All (N=1,538)	
	#	%	#	%	#	%	#	%
<b>Referral type</b>								
Case management	149	12.7	45	23.1	8	4.7	202	13.1
Shelter	124	10.6	38	19.5	2	1.2	164	10.7
Drop in	78	6.6	41	21.0	13	7.6	132	8.6
Meals	29	2.5	23	11.8	20	11.8	72	4.7
Employment	10	0.9	33	16.9	9	5.3	52	3.4
Transitional living	14	1.2	25	12.8	1	0.6	40	2.6
Drug or alcohol treatment	11	0.9	16	8.2	4	2.4	31	2.0
Education	3	0.3	19	9.7	2	1.2	24	1.6
Clinic or medical	6	0.5	9	4.6	1	0.6	16	1.0
Other	24	2.0	3	1.5	18	10.6	45	2.9

#### Number of events at which risky behaviors were observed by agency (N=247)

	AYR (N=178)		FoY (N=55)		YC (N=14)		All (N=247)	
	#	%	#	%	#	%	#	%
<b>Risky behavior</b>								
Sleeping outdoors	122	68.5	17	30.9	11	78.6	150	60.7
Drug or alcohol use	92	51.7	21	38.2	8	57.1	121	49.0
Prostitution or sexual exploitation	14	7.9	2	3.6	0	0.0	16	6.5
Violence or gang involvement	52	29.2	7	12.7	0	0.0	59	23.9
Other	22	12.4	11	20.0	1	7.1	34	13.8



## Drop-In Logs

### Age distribution among drop-in clients (N=1,087)

	AYR (N=254)		FoY (N=67)		YC (N=766)		All (N=1,087)	
	#	%	#	%	#	%	#	%
<b>Age Group</b>								
15 years and under	65	25.6	0	0.0	21	2.7	86	7.9
16-17 years	47	18.5	3	4.5	73	9.5	123	11.3
18-20 years	41	16.1	29	43.3	336	43.9	406	37.4
21+ years	64	25.2	34	50.7	293	38.3	391	36
Missing	37	14.6	1	1.5	43	5.6	81	7.5
Median age	18		21		20		20	

### Racial/Ethnic distribution among drop-in clients by agency (N=1,087)

	AYR (N=254)		FoY (N=67)		YC (N=766)		All (N=1,087)	
	#	%	#	%	#	%	#	%
<b>Race</b>								
White	17	6.7	31	46.3	72	9.4	120	11.0
Black/African American	4	1.6	8	11.9	17	2.2	29	2.7
Asian	2	0.8	1	1.5	1	0.1	4	0.4
Native Hawaiian/Other Pacific Islander	0	0.4	3	4.5	1	0.1	4	0.4
American Indian/Alaska Native	1	2.4	2	3.0	1	0.1	4	0.4
Other	0	0.0	3	4.5	8	1.0	11	1.0
More than one race	6	11.0	7	10.4	0	0.0	13	1.2
Missing	224	88.2	12	17.9	656	85.6	892	82.1
<b>Ethnicity, Hispanic/Latino</b>								
Yes	5	2	51	76.1	10	1.3	66	6.1
No	29	11.4	9	13.4	100	13.1	138	12.7
Missing	220	86.6	7	10.4	656	85.6	883	81.2

### Gender distribution among drop-in clients by agency (N=1,087)

	AYR (N=254)		FoY (N=67)		YC (N=766)		All (N=1,087)	
	#	%	#	%	#	%	#	%
<b>Gender</b>								
Male	23	9.1	48	71.6	367	47.9	438	40.3
Female	11	4.3	18	26.9	242	31.6	271	24.9
Transgender	0	0.0	0	0.0	6	0.8	6	0.6
Other	0	0.0	1	1.5	14	1.8	15	1.4
Missing	220	86.6	0	0.0	137	17.9	357	32.8

### Number of clients that received supplies by agency (N=1,152)

	AYR (N=513)		FoY (N=639)		All (N=1,152)	
	#	%	#	%	#	%
<b>Supply</b>						
Any supply	239	46.6	562	87.9	801	69.5
Snack pack/Food item	78	15.2	554	86.7	632	54.9
Hygiene	44	8.6	142	22.2	186	16.1
Meal*	137	26.7	0	0	137	11.9
Clothing/Warmth	14	2.7	85	13.3	99	8.6
Bus pass	0	0	9	1.4	9	0.8
Other	3	0.6	0	0	3	0.3

\*FoY used "hot meal"/ AYR used "Full meal."

### Reason for visit\* by agency (all visits) (N=7,616)

	AYR (N=513)		FoY (N=639)		YC (N=6,464)		All (N=7,616)	
	#	%	#	%	#	%	#	%
<b>Reason</b>								
Meals	205	40.0	0	0.0	5,557	86.0	5,762	75.7
Drop-in	251	48.9	629	98.4	3,419	52.9	4,299	56.4
Resume/Job help (YC=education/employment)	9	1.8	0	0.0	1,625	25.1	1,634	21.5
Shower/laundry	17	3.3	193	30.2	0	0.0	210	2.8
Other	15	2.9	0	0.0	375	5.8	390	5.1
Missing	254	49.5	10	1.6	0	0.0	264	3.5

\*Clients could specify multiple reasons for visit.

### Reason for visit\* by agency (new clients, first visit) (N=130)

	AYR (N=27)		FoY (N=8)		YC (N=95)		All (N=130)	
	#	%	#	%	#	%	#	%
<b>Reason</b>								
Meals	11	40.7	0	0.0	83	87.4	94	72.3
Drop-in	14	51.9	8	100.0	56	58.9	78	60.0
Resume/Job help (YC=education/employment)	1	3.7	0	0.0	12	12.6	13	10.0
Shower/laundry	2	7.4	1	12.5	0	0.0	3	2.3
Other	1	3.7	0	0.0	9	9.5	10	7.7
Missing	13	48.1	0	0.0	0	0.0	13	10.0

\*Clients could specify multiple reasons for visit.

## Meaningful Engagement Forms

### Number of interactions in past year before meaningful engagement by agency (N=105)

	AYR (N=23)	FoY (N=11)	YC (N=71)	All (N=105)
Mean	14.8	4.8	5.5	7.4
Standard Deviation	12.5	8.5	12.5	12.7
Median	14	1	2	23

### Gender of unique clients by agency (N=114)

	AYR (N=23)		FoY (N=11)		YC (N=80)		All (N=114)	
	#	%	#	%	#	%	#	%
<b>Gender</b>								
Female/Woman/Girl	7	30.4	3	27.3	26	32.5	36	31.6
Male/Man/Boy	16	69.6	8	72.7	53	66.3	77	67.5
Other	0	0.0	0	0.0	1	1.3	1	0.9

### Age of unique clients by agency (N=117)

	AYR (N=23)		FoY (N=11)		YC (N=83)		All (N=117)	
	#	%	#	%	#	%	#	%
<b>Age</b>								
15 years and under	4	17.4	1	9.1	2	2.4	7	6.0
16-17 years	8	34.8	2	18.2	9	10.8	19	16.2
18-20 years	8	34.8	5	45.5	44	53.0	57	48.7
21+ years	3	13.0	3	27.3	28	33.7	34	29.1
Median age	17		19		20		19	

### Racial/ethnic distribution of unique clients by agency (N=97)

	AYR (N=19)		FoY (N=10)		YC (N=68)		All (N=97)	
	#	%	#	%	#	%	#	%
<b>Race</b>								
White	10	52.6	7	70.0	36	52.9	53	54.6
Black/African American	4	21.1	1	10.0	11	16.2	16	16.5
American Indian/Alaska Native	1	5.3	1	10.0	4	5.9	6	6.2
Native Hawaiian/ Other Pacific Islander	1	5.3	0	0.0	1	1.5	2	2.1
Asian	1	5.3	0	0.0	0	0.0	1	1.0
More than one race	0	0.0	0	0.0	12	17.6	12	12.4
<b>Ethnicity</b>								
Hispanic/Latino	2	10.5	1	10.0	9	13.2	12	12.4

### Sexual orientation of unique clients by agency (N=52)

	AYR (N=13)		FoY (N=6)		YC (N=33)		All (N=52)	
	#	%	#	%	#	%	#	%
<b>Sexual Orientation</b>								
Gay or Lesbian	0	0.0	0	0.0	2	6.1	2	3.8
Bisexual	1	7.7	0	0.0	3	9.1	4	7.7
Queer	0	0.0	0	0.0	2	6.1	2	3.8
Questioning	0	0.0	0	0.0	2	6.1	2	3.8
Heterosexual/straight	12	92.3	6	100.0	18	54.5	36	69.2
Other	0	0.0	0	0.0	6	18.2	6	11.5

### Educational status of unique clients by agency (N=66)

	AYR		FoY		YC		All	
	#	%	#	%	#	%	#	%
<b>Currently in school (N=66)</b>	5	38.5	2	28.6	5	14.7	12	18.2
<b>Highest grade completed (N=58)</b>								
10th grade or less	3	30.0	0	0.0	10	23.8	13	22.4
11th grade	1	10.0	2	33.3	6	14.3	9	15.5
12th grade or GED	4	40.0	4	66.7	20	47.6	28	48.3
Post-secondary or other	2	20.0	0	0.0	6	14.3	8	13.8

### Living situations of unique clients by agency

	AYR		FoY		YC		All	
	#	%	#	%	#	%	#	%
<b>Where unique client is staying (N=111)</b>								
Outdoors or place not meant for habitation	7	33.3	6	50.0	37	47.4	50	45.0
Shelter	4	19.0	2	16.7	13	16.7	19	17.1
Parent/Guardians' home	6	28.6	1	8.3	8	10.3	15	13.5
Couch surfing	0	0.0	2	16.7	4	5.1	6	5.4
With relatives	2	9.5	0	0.0	3	3.8	5	4.5
With a friend	2	9.5	0	0.0	0	0.0	2	1.8
Other	0	0.0	1	8.3	13	16.7	14	12.6
<b>Geographic area where unique client is staying (N=66)</b>								
Seattle	1	5.3	0	0.0	36	92.3	37	56.1
South King County (Auburn, Federal Way, Renton, Tukwila)	18	94.7	0	0.0	1	2.6	19	28.8
East King County (Bellevue, Redmond, Woodinville)	0	0.0	8	100.0	1	2.6	9	13.6
<b>Unique client has a safe place to stay (N=78)</b>	14	66.7	4	40.0	13	27.7	31	47.0

### Youth-reported needs by agency (N=119)

	AYR (N=23)		FoY (N=12)		YC (N=84)		All (N=119)	
	#	%	#	%	#	%	#	%
<b>Needs</b>								
Shelter	7	30.4	10	83.3	22	26.2	39	32.8
Permanent housing	9	39.1	10	83.3	18	21.4	37	31.1
Employment	5	21.7	5	41.7	18	21.4	28	23.5
Education	6	26.1	3	25.0	8	9.5	17	14.3
Medical care	2	8.7	1	8.3	11	13.1	14	11.8
Family reconciliation	0	0.0	1	8.3	6	7.1	7	5.9
Mental health counseling	0	0.0	0	0.0	4	4.8	4	3.4
Other	8	34.8	2	16.7	8	9.5	18	15.1
Median reported needs per youth	1		3		1		1	

### Youth-reported experiences by agency (N=119)

	AYR (N=23)		FoY (N=12)		YC (N=84)		All (N=119)	
	#	%	#	%	#	%	#	%
<b>Experiences</b>								
Basic needs—hungry, cold, etc.	19	82.6	7	58.3	46	54.8	72	60.5
Isolated/lonely	11	47.8	3	25.0	22	26.2	36	30.3
Drugs/alcohol	4	17.4	3	25.0	15	17.9	22	18.5
Physical assault	1	4.3	1	8.3	7	8.3	9	7.6
Mental health	5	21.7	1	8.3	0	0.0	6	5.0
Sexual exploitation	1	4.3	0	0.0	3	3.6	4	3.4
Injury or illness	0	0.0	0	0.0	4	4.8	4	3.4
Sexual assault	1	4.3	0	0.0	2	2.4	3	2.5
Other	10	43.5	2	16.7	22	26.2	34	28.6
Median reported experiences per youth	2		1		1		1	

### Services provided during meaningful engagement by agency (N=119)

	AYR		FoY		YC		All	
	#	%	#	%	#	%	#	%
<b>Services</b>								
Referred to services	19	82.6	11	91.7	60	71.4	90	75.6
Gave supplies	13	56.5	9	75.0	64	76.2	86	72.3
Linked to services	16	69.6	9	75.0	41	48.8	66	55.5
Discussed family reconciliation issues	1	4.3	3	25.0	14	16.7	18	15.1
Arranged for a follow-up	4	17.4	5	83.3	5	6.0	14	11.8

### Service referrals made by agency (N=119)

	AYR (N=23)		FoY (N=12)		YC (N=84)		All (N=119)	
	#	%	#	%	#	%	#	%
<b>Referral</b>								
Shelter	4	17.4	11	91.7	29	34.5	44	37.0
Case management	6	26.1	11	91.7	25	29.8	42	35.3
Drop-in	11	47.8	10	83.3	21	25.0	42	35.3
Meals	12	52.2	8	66.7	15	17.9	35	29.4
Clinic/medical	5	21.7	6	50.0	19	22.6	30	25.2
Transitional living	3	13.0	8	66.7	14	16.7	25	21.0
Employment	1	4.3	6	50.0	17	20.2	24	20.2
Education	5	21.7	4	33.3	12	14.3	21	17.6
Drug/alcohol treatment	3	13.0	2	16.7	9	10.7	14	11.8
Other	5	21.7	2	16.7	12	14.3	19	16.0
Median number of referrals	2		6		1		2	

### Linkages to services by agency (N=119)

	AYR (N=23)		FoY (N=12)		YC (N=84)		All (N=119)	
	#	%	#	%	#	%	#	%
<b>Link</b>								
Clinic/medical	4	17.4	4	33.3	14	16.7	22	18.5
Drop-in	10	43.5	5	41.7	7	8.3	22	18.5
Shelter	3	13.0	1	8.3	18	21.4	22	18.5
Meals	11	47.8	3	25.0	7	8.3	21	17.6
Case management	2	8.7	1	8.3	15	17.9	18	15.1
Transitional living	2	8.7	5	41.7	10	11.9	17	14.3
Employment	1	4.3	3	25.0	12	14.3	16	13.4
Drug/alcohol treatment	3	13.0	0	0.0	9	10.7	12	10.1
Education	1	4.3	0	0.0	6	7.1	7	5.9
Other	3	13.0	1	8.3	5	6.0	9	7.6
Median number of links	2		1.5		0		1	

## APPENDIX D. DATA HISTORICALLY REPORTED TO FEDERAL FUNDERS

Data historically reported to federal funders prior to the Street Outreach Project

	AYR		FoY		YC	
	Years	#	Years	#	Years	#
Number in case management	2008-2011	261	2009-2011	182	2010-2013	794
Number sheltered	2008-2011	54	2009-2011	644	2010-2013	1,809
Unduplicated contacts	2008-2011	5,537	2009-2011	4,394	2010-2013	36,076
Snacks distributed	2008-2011	709	2009-2011	1,666		
Hygiene supplies	2008-2011	504				
Duplicated contacts			2009-2011	10,585		
Clothing distributed			2009-2011	1,714		
Bus tickets distributed			2009-2011	5,369		
Outreach van visits			2009-2011	904		
Referrals to employment, education, and TLP			2009-2011	2,715		
Referrals to mental health/chemical dependency counseling			2009-2011	380		
Linkage to health clinic			2009-2011	110		
Brochures and flyers distributed			2009-2011	3,625		
Community presentations to referral sources			2009-2011	143		
Number of runaways served					2013	81
Number of trafficked youth served					2010-2013	75
Number of accepted referrals					2010-2013	5,403
Number of meals					2010-2013	75,251



## APPENDIX E. INSTRUMENTS (HISTORICAL)

### INSTRUMENTS (HISTORICAL)

- AYR Outreach Activity Log
- Friends of Youth Drop-In Log
- Friends of Youth Street Outreach Log
- YouthCare Street Outreach Log
- YouthCare Drop-In Log
- YouthCare Intake Form

## AYR Outreach Activity Log



### Outreach Activity Log

DATE: \_\_\_\_\_

STAFF: \_\_\_\_\_

#### STREET TRACKS

Location	# Youth	#Flyers	#Food	#Hygiene	#Warmth
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
Daily Total	_____	_____	_____	_____	_____

Referrals Made:

- \_\_\_\_\_ Shelter / Housing
- \_\_\_\_\_ Case Management
- \_\_\_\_\_ Medical
- \_\_\_\_\_ Other

General Comments / Problems Encountered:

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## AYR Outreach Activity Log



### Outreach Activity Log

#### Engaged Youth

Name: \_\_\_\_\_  
Age: \_\_\_\_\_  
Gender: \_\_\_\_\_  
Situation: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Plan to Follow Up** \_\_\_\_\_  
\_\_\_\_\_

Name: \_\_\_\_\_  
Age: \_\_\_\_\_  
Gender: \_\_\_\_\_  
Situation: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Plan to Follow Up** \_\_\_\_\_  
\_\_\_\_\_

Name: \_\_\_\_\_  
Age: \_\_\_\_\_  
Gender: \_\_\_\_\_  
Situation: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Plan to Follow Up** \_\_\_\_\_  
\_\_\_\_\_

## Friends of Youth Drop-In Log

[illegible]

## Friends of Youth Street Outreach Log

[illegible]

## YouthCare Street Outreach Log

YOUTHCARE STREET OUTREACH LOG

	Name	DOB	Age	New? Y/N	Clothing/ Socks	Hygiene/ Condoms	Food	Flyers	Shelter/ Housing	MH	CD	ED	Work	CM	Other
1															
2															
3															
4															
5															
6															
7															
8															
9															
10															
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38															
39															
40															
41															
42															
43															
44															
45															
46															

## YouthCare Drop-In Log

**YOUTHCARE - DROP-IN LOG**  
Data were entered directly into Microsoft Excel

[illegible]



## YouthCare Intake Form



The YouthCare Enrollment Form is to be completed for all participants enrolled in any YouthCare programs. YouthCare is required by funders to report the following data using Safe Harbors and other MIS database systems. All information provided by the participant will be kept secured and confidential. Data collected is used solely for reporting purposes.

### YouthCare Intake Form

Client ID Number:

<b>Intake Database</b> (Please check all that apply):	<input type="checkbox"/> Safe Harbors HMIS	<input type="checkbox"/> WebstaQ	<input type="checkbox"/> United Way (Ad Shelter only)
Bed Type (Adolescent Shelter Only):	<input type="checkbox"/> RHY	<input type="checkbox"/> HOPE State Dep.	<input type="checkbox"/> Hope Non-State Dep.
	<input type="checkbox"/> ASD	<input type="checkbox"/> ASD LE	<input type="checkbox"/> RLSP
Bed Type (Pathways/Passages Only):	<input type="checkbox"/> HUD	<input type="checkbox"/> RHY	<input type="checkbox"/> RLSP

<b>INTAKE DATE:</b> /    /    month / day / year		<b>STAFF NAME:</b>	
<b>SAFE HARBORS CONSENT SIGNED?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No		<b>SAFE HARBORS CONSENTED?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>CLIENT FIRST NAME:</b>		<b>CLIENT LAST NAME:</b>	
<b>DATE OF BIRTH:</b> /    /    month / day / year		<b>AGE:</b>	
<b>SSN:</b> -    -		<b>LOCATION/PROGRAM:</b>	
<b>GENDER</b> (Please check one of the following): <input type="checkbox"/> Female <input type="checkbox"/> Don't Know <input type="checkbox"/> Male <input type="checkbox"/> Refused <input type="checkbox"/> Transgender F to M <input type="checkbox"/> Transgender M to F <input type="checkbox"/> Other		<b>CITIZENSHIP &amp; RESIDENCY STATUS:</b> <input type="checkbox"/> US Citizen <input type="checkbox"/> Do Not Know <input type="checkbox"/> Permanent Resident <input type="checkbox"/> Temporary Resident  <b>ENGLISH PROFICIENCY:</b> Are you able to understand English? <input type="checkbox"/> Yes <input type="checkbox"/> Do Not Know <input type="checkbox"/> No, client needs interpreter	
<b>RACE</b> (Please check all that apply): <input type="checkbox"/> American Indian / Alaska Native <input type="checkbox"/> Asian <input type="checkbox"/> African American / Black <input type="checkbox"/> Hawaiian Native / Pacific Islander <input type="checkbox"/> White / Caucasian <input type="checkbox"/> Do Not Know <input type="checkbox"/> Refused  <b>ETHNICITY:</b> <input type="checkbox"/> Non-Hispanic <input type="checkbox"/> Don't Know <input type="checkbox"/> Hispanic <input type="checkbox"/> Refused		<b>SEXUAL ORIENTATION:</b> <input type="checkbox"/> Bisexual <input type="checkbox"/> Heterosexual <input type="checkbox"/> Questioning <input type="checkbox"/> Pansexual <input type="checkbox"/> Lesbian <input type="checkbox"/> Gay <input type="checkbox"/> Refused <input type="checkbox"/> Don't Know	
<b>CHILD WELFARE:</b> Have you ever been or are you currently in foster care? <input type="checkbox"/> Yes, Currently <input type="checkbox"/> Yes, Previous <input type="checkbox"/> No <input type="checkbox"/> Don't Know		<b>VETERAN STATUS:</b> Are you a Veteran? <input type="checkbox"/> Yes <input type="checkbox"/> Do Not Know <input type="checkbox"/> No	
		<b>HOUSEHOLD COMPOSITION:</b> Are you currently pregnant or parenting any children? <input type="checkbox"/> Pregnant <input type="checkbox"/> No <input type="checkbox"/> Parenting <input type="checkbox"/> Don't Know ➤ If parenting how many children do you have? ____	

# YouthCare Intake Form



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## YouthCare Intake Form

Client ID Number: \_\_\_\_\_

### LIVING SITUATION

#### GEOGRAPHIC REGION:

1. What is the Zip Code where you live currently (where you slept last night)?
2. Current City Name (if not in a city, write "Unincorporated"):
3. What is the Zip Code of your last permanent residence?

1. Are you currently homeless or without a stable place to live? ☐ Yes ☐ No ☐ Do Not Know  
 If yes, please answer the following questions:  
 ► How many times have you been homeless in the past 3 years? ☐ Less than 4 times ☐ Refused  
☐ At least 4 times ☐ Don't Know  
 ► Have you ever been continuously homeless for a year or more? ☐ Yes ☐ No ☐ Do Not Know

#### 1. Residence Prior to Program Entry (select one)?

- |   |  |
|---|--|
| <input type="checkbox"/> Emergency Shelter                          | <input type="checkbox"/> Place Not Meant for Habitation (outside, streets, etc...) |
| <input type="checkbox"/> Transitional Housing for Homeless          | <input type="checkbox"/> Permanent Housing for Formerly Homeless                   |
| <input type="checkbox"/> Substance Abuse Treatment Facility         | <input type="checkbox"/> Psychiatric Hospital or Facility                          |
| <input type="checkbox"/> Hospital (non-Psychiatric)                 | <input type="checkbox"/> Jail / Prison / Juvenile Detention Facility               |
| <input type="checkbox"/> Foster Care home or foster care group home | <input type="checkbox"/> Family member's room, apartment or house                  |
| <input type="checkbox"/> Safe Haven                                 | <input type="checkbox"/> Friend's room, apartment or house                         |
| <input type="checkbox"/> Hotel or Motel (paid for without voucher)  | <input type="checkbox"/> Rental by client, no-ongoing subsidy                      |
| <input type="checkbox"/> Do Not Know                                | <input type="checkbox"/> Rental by client, with other ongoing subsidy              |
| <input type="checkbox"/> Refused                                    |  |

#### 2. How long have you been at this location (select one)?

- |   |  |
|---|--|
| <input type="checkbox"/> Less than 1 week | <input type="checkbox"/> 1 week – less than 1 month              |
| <input type="checkbox"/> 1 – 3 months     | <input type="checkbox"/> More than 3 months but less than 1 year |
| <input type="checkbox"/> 1 year or more   | <input type="checkbox"/> Don't Know                              |

### EDUCATION INFORMATION

1. Currently in school? ☐ Yes ☐ No ☐ Do Not Know
2. What is the highest grade or degree that you have achieved?  
☐ Less than High School graduate  
 If less than High School graduate what was the last grade completed?  

<input type="checkbox"/> Less than Grade 5	<input type="checkbox"/> Grade 10
<input type="checkbox"/> Grade 5 or 6	<input type="checkbox"/> Grade 11
<input type="checkbox"/> Grade 7 or 8	<input type="checkbox"/> Grade 12 – no diploma
<input type="checkbox"/> Grade 9	

☐ High School Diploma  
☐ GED  
☐ Some college – no degree or certificate  
☐ Do Not Know
3. Have you received vocational training or apprenticeship certificates? ☐ Yes ☐ No ☐ Do Not Know

## YouthCare Intake Form



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### YouthCare Intake Form

Client ID Number: \_\_\_\_\_

#### EMPLOYMENT INFORMATION

##### EMPLOYMENT STATUS:

- ☐ Employed Full-Time (if employed please add EMPLOYMENT INCOME to income section)  
☐ Employed Part-Time  
☐ Not Employed

#### LEGAL INFORMATION

Have you ever been arrested and/or convicted of a: ☐ No Arrest, No Convictions ☐ Arrested, No Convictions  
☐ Felony ☐ Misdemeanor  
☐ Don't Know

If convicted of a misdemeanor or felony please describe the charges:

#### DISABILITY & HEALTH INFORMATION

- Do you have a developmental disability? ☐ Yes ☐ No ☐ Do Not Know
- Do you have a drug problem? ☐ Yes ☐ No ☐ Do Not Know
- Do you have an alcohol problem? ☐ Yes ☐ No ☐ Do Not Know
- Do you have a mental health problem? ☐ Yes ☐ No ☐ Do Not Know
- Do you have a physical disability? ☐ Yes ☐ No ☐ Do Not Know
- Do you have a chronic health condition? ☐ Yes ☐ No ☐ Do Not Know
- Do you have any other special needs? ☐ Yes ☐ No ☐ Do Not Know
- Compared to other people your age, would you say your health is:  
☐ Excellent ☐ Fair  
☐ Very Good ☐ Poor  
☐ Good ☐ Do Not Know
- Have you been a victim of domestic or intimate partner violence? ☐ Yes ☐ No ☐ Do Not Know
- Have you ever traded sex for money or for things you needed to survive (food, shelter, clothing, etc...)?  
☐ Yes ☐ No ☐ Suspected (staff report only)

#### INCOME INFORMATION

- What are your cash income source(s)?

Cash Income Source:	Amount
<input type="checkbox"/> Employment/Earned Income	
<input type="checkbox"/> TANF	
<input type="checkbox"/> Social Security Disability Income (SSDI)	
<input type="checkbox"/> Social Security Income (SSI)	
<input type="checkbox"/> General Public Assistance (GA)	
<input type="checkbox"/> Other (describe):	
<input type="checkbox"/> No Financial Resources (No Income)	<input type="checkbox"/> Don't Know

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## YouthCare Intake Form



The YouthCare Enrollment Form is to be completed for all participants enrolled in any YouthCare programs. YouthCare is required by funders to report the following data using Safe Harbors and other MIS database systems. All information provided by the participant will be kept secured and confidential. Data collected is used solely for reporting purposes.

### YouthCare Intake Form

Client ID Number: \_\_\_\_\_

INCOME INFORMATION			
2. Are you receiving any non-cash benefits?			
<input type="checkbox"/> Food Stamps	<input type="checkbox"/> Medicare	<input type="checkbox"/> Section 8 or Temp Housing Voucher	
<input type="checkbox"/> WA state Children's Insurance	<input type="checkbox"/> Medicaid	<input type="checkbox"/> Temporary Rental Assistance	
<input type="checkbox"/> Don't Know	<input type="checkbox"/> TANF Transportation	<input type="checkbox"/> TANF Child Care	
<input type="checkbox"/> No Non-Cash Benefits			
CONTACT INFORMATION –FOR PROGRAM USE ONLY			
Address: _____			
City: _____		State: _____	Zip Code: _____
Home Phone: (____) ____ - ____	Cell Phone: (____) ____ - ____	Other Phone: (____) ____ - ____	
Email: _____			
EMERGENCY CONTACT INFORMATION –FOR PROGRAM USE ONLY			
Name: _____		Relationship to client: _____	
Address: _____			
City: _____		State: _____	Zip Code: _____
Home Phone: (____) ____ - ____	Cell Phone: (____) ____ - ____	Other Phone: (____) ____ - ____	
Email: _____			
EMPLOYMENT INFORMATION: Complete if Client is employed at program intake			
Employer Name: _____			
Employer Address: _____		City: _____	State: _____ Zip Code: _____
Occupation Title (Optional) _____			
Start Date: _____ / _____ / _____		month / day / year	
FOR STAFF USE ONLY - (Signed Copy of Enrollment Form should be placed in Client Files)			
STAFF NAME – (please print) _____		Date: _____	
STAFF SIGNATURE: _____			