



Enhancing a transition program through process and outcome data: Methodology and findings

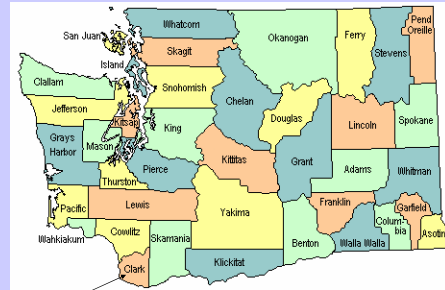
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Tampa, Florida 2005



Just where is Clark County, Washington?????



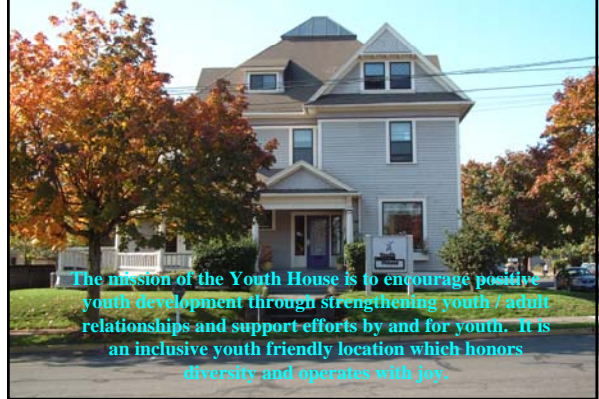
Here we are!!!

What does Clark County look like?

- There are 8 cities/towns in Clark County with a total population of 345,238 (2000)
- Out of 39 counties in Washington State, Clark County is ranked #5 in total population (2000)
- Median income \$47,353 (1999 preliminary estimate)

(Consensus 2000 Public Law 94-171 Redistricting Data
Washington State Local Government Areas)

We are located at the Youth House



The mission of the Youth House is to encourage positive youth development through strengthening youth / adult relationships and support efforts by and for youth. It is an inclusive youth friendly location which honors diversity and operates with joy.



Current Status of Options

- Third year of grant funding
- 47 youth in services
- 7 youth in the TACT program
- Working on housing
- Working on sustainability
- Youth have created name and logo





Options staff

- Three (now four) full-time transition specialists
- One full-time job developer
- One (now zero) employment specialist
- One part time youth coordinator
- Two part time supervisors



Criteria for admission

- Youth 14-21* with mental health diagnosis and at imminent risk of out-of-home placement
- Referred by Connections program, Catholic Community Services, Mental Health Northwest TACT team, other community providers

*(once admitted, youth can stay in program through age 25)

Current Numbers of Youth

Referred and attempting to engage	19
Open	47
Referred but not engaged	11
Closed	19
Wait list	5
Total Referrals	101

Domains*

Education	26
Employment	27
Housing	11
Community Life Adjustment	47
Employed	6

*Youth can identify goals in multiple domains

	Core Nov.04	Core Dec.04	Educational Nov.04	Education Dec.04	Housing Nov.04	Housing Dec.04	Employment Nov.04	Employment Dec.04	CLF Nov.04	CLF Dec.04	Total Nov.04	Total Dec.04
Janice	6	9	5	1	0	0	1	10	24	32	36	52
Tina	45	42	4	1	1	3	2	2	10	6	62	54
Leo	17	26	1	6	0	0	11	14	147	42	176	88
Betty	4	1	0	0	0	0	27	26	7	2	38	29
Etaine	0	n/a	10	n/a	0	n/a	8	n/a	136	n/a	154	n/a
Total Hours (% of total)	72 (15%)	78 (35%)	20 (4%)	8 (4%)	1 (.2%)	3 (1%)	49 (11%)	52 (23%)	323 (69%)	62 (37%)	465 (100%)	223 (100%)



Evaluation methodology

- Outcome evaluation
 - Transition specialists conduct interviews using paper-based versions of NTACYT-TAP at intake and every 3 months
- Process evaluation
 - Youth and family member focus groups
 - Staff interviews
 - Community provider survey
 - Meetings, observations and informal conversations



Transition-aged youth have voice in the evaluation:

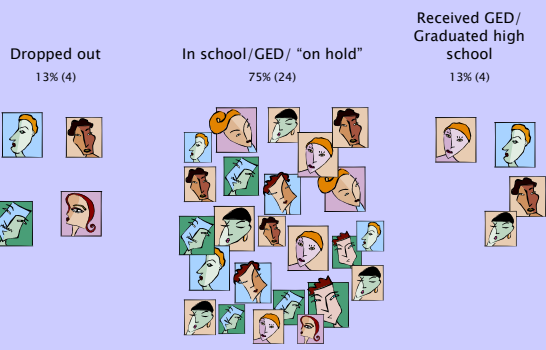
- Youth and families helped design the evaluation
- Youth evaluators help conduct focus groups and interviews
- Youth and families help analyze, make sense of, and present findings.



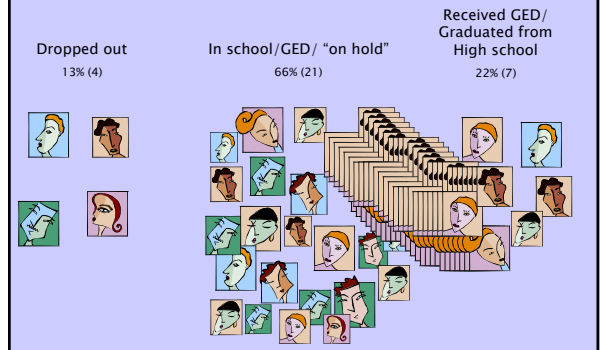
Recent Findings

- We look at **overall** changes in the group of youth in Options.
- We mostly look at Education, Employment, Juvenile Justice involvement, and Living situation.
- We also report on preliminary youth satisfaction data.

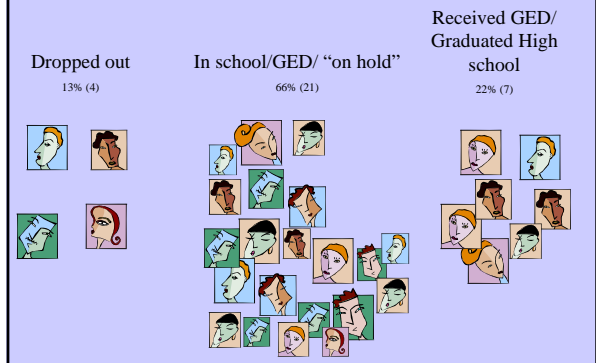
Education (at intake)



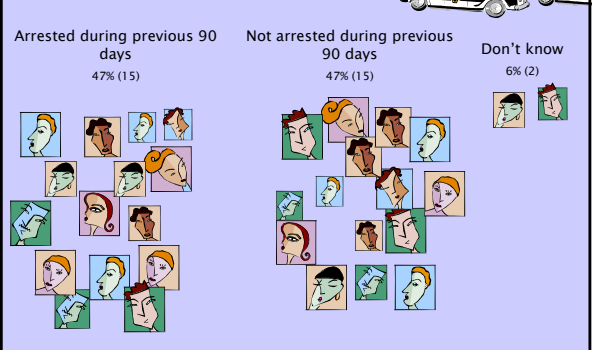
Education (3 month followup)

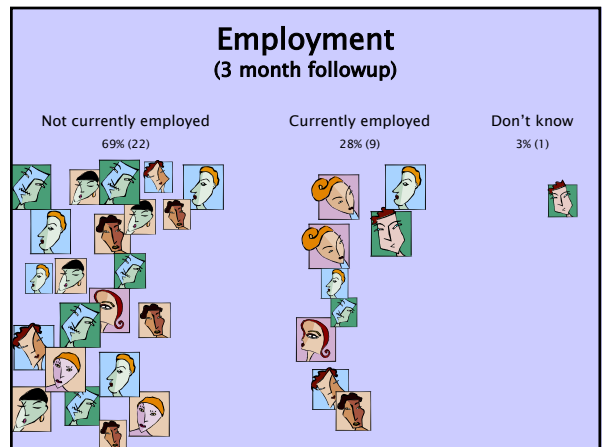
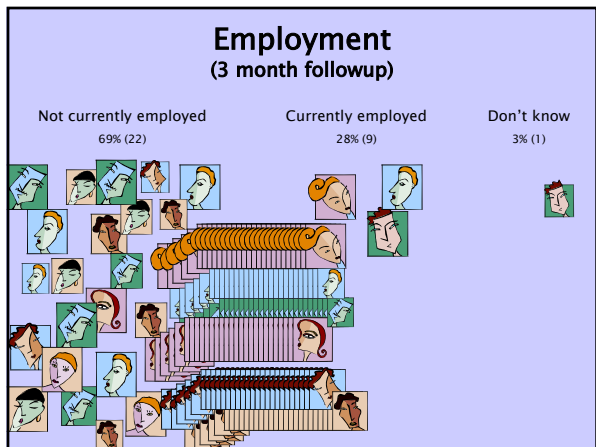
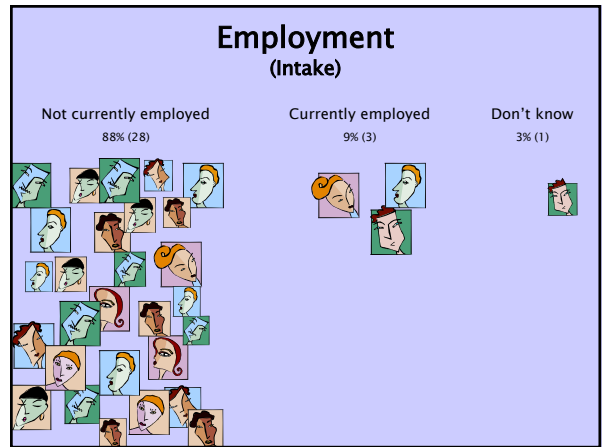
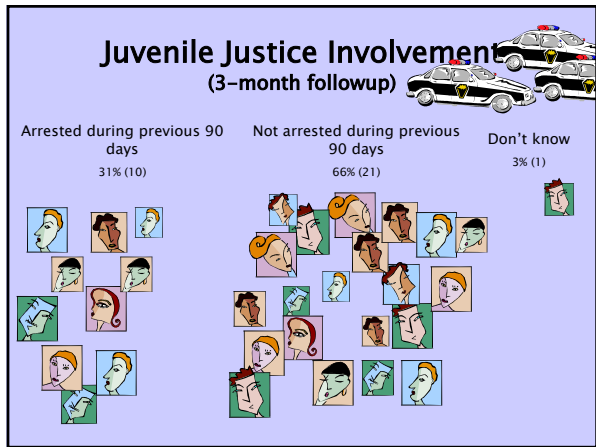
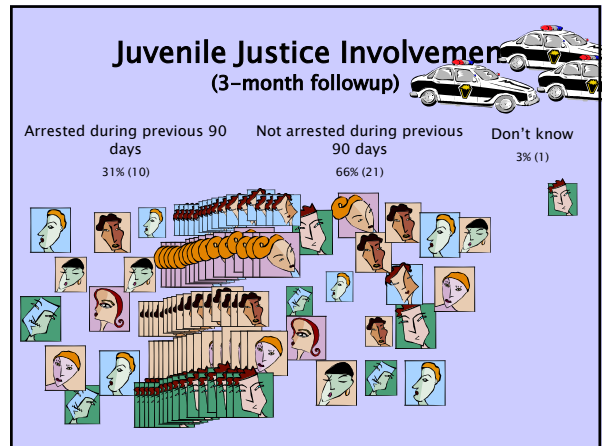
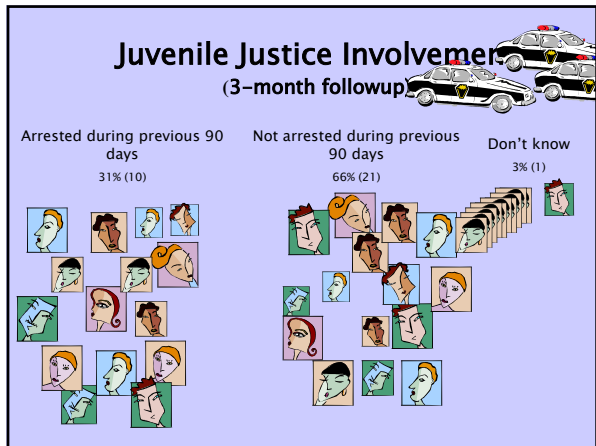


Education (3 month followup)



Juvenile Justice Involvement (Intake)







Living Situation

	Intake	3-month followup
With family involved in upbringing	66% (21)	63% (20)
With spouse/partner	-	6% (2)
Friends home (temporary)	9% (3)	3% (1)
Treatment foster care	-	3% (1)
Regular foster care	6% (2)	-
With extended family	3% (1)	6% (2)
Non-treatment group home	-	3% (1)
Substance abuse residential treatment	-	3% (1)
Corrections setting	3% (1)	13% (4)
Homeless	6% (2)	-
Don't know/missing	6% (2)	-



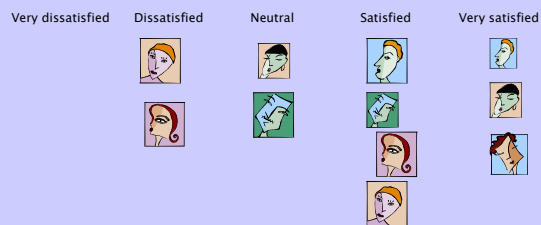
Satisfaction

- Every three months (upon completion of a Quarterly Transition Assessment), youth in Options were given satisfaction surveys.
- They could mail completed satisfaction questionnaires (YSQs) to PSU for a \$5 gift certificate.
- Now, youth in Options will be called to do the satisfaction survey over the phone.



Satisfaction (3 month followup)

How satisfied have you been with your progress?



Satisfaction (3 month followup)

Overall, how helpful have the services you received from Options been?



Satisfaction (3 month followup)

- What was the **most helpful** aspect of Options?
 - "Helped me discover what I want in life and got me involved in things in the community."
 - "They are always there to help me."
 - "They listen to me and give me a place to go when I'm having a hard time."
 - "Taught me basic ways to apply for a job, what to wear, etc."



Satisfaction (3 month followup)

- What was the **least helpful** aspect of Options?
 - "Nothing. Everything in this program is helpful." (This was an overwhelming response)
 - "Not getting a job yet."



Focus groups

- Youth focus groups
 - Conducted by a youth and adult evaluator
 - Two focus groups with twelve participants who were in or had been in Options
- Adult focus groups
 - Conducted by a family member and university-based evaluator
 - One focus group with seven family members and two individual interviews



Youth focus groups

- Youth were overwhelmingly positive about Options' staff employment, educational, and emotional support.
- Almost all youth felt they had a voice in planning their services.

"They're the cool kind of counselors because they'll take you out to coffee and stuff like that, and they just want to hang out with you. It's not all professional where you sit in a chair than they're behind their desk; it's more relaxed, like you are their buddy."



Youth focus groups

- Several youth mentioned that the transition specialists were sometimes too busy.
- Several youth did not want their family involved in Options.

"I don't like it when they try and get involved with my family... I don't really have a family, so I like to 'disclude' them, disown them, you know."



Family focus groups

- Family members were overwhelmingly positive about Options.
- Most felt that Options staff were safe, supportive, helpful, and encouraging of both youth and caregiver.

"So it's been really, really helpful to us as a family, and it's a relief to me, because I see other people working with him to help him stay or get on the right track again."



Family focus groups

- Some family members felt that Options staff did not communicate with them as often or as thoroughly as they wanted, and that they did not have enough say in their child's participation.

"...when [the Transition Specialist] came in and said, 'Well, if that's what your child wants to do—it's up to him', it was kind of a shock, like, 'Okay, I guess I have no say in this.' It just kind of shut the door."



Focus groups

- The focus groups and staff interviews revealed a challenge related to family involvement. Options strives to be youth driven and to assist youth in adulthood and independence, respecting youth self-determination while simultaneously not shutting out family members.



Staff interviews

- Formal semi-structured interviews were conducted with all Options staff and management.



Staff interviews

- Interviews revealed some confusion concerning staff and management roles.



Comments and questions?

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www.rri.pdx.edu/CCTransitions/CCTranhome.htm