

CRP/CFSA Aftercare Follow-Up Responses (11/25/14)

1. Up-to-date data re timeliness of aftercare referrals

In one of our preliminary recommendation to Brenda (Recommendation#2), we cited data regarding the timeliness of referrals for aftercare services found in the Agency's responses to the Council Human Services Committee's Oversight Questions (see Oversight Question 20(b)). This data covered all of FY13 and the first quarter of FY14. During the meeting with Brenda, we asked for more recent data, provided in the same format as Oversight Response#20(b), so that we could see if timeliness of referrals improved over the course of FY14. If you could provide this data, covering January 1, 2014 through September 30, 2014, it would help us determine whether timeliness of referrals continues to be a problem.

a. Youth who turned 19.5 (January 1 – September 30, 2014):

Number of youth age 19.5 during FY 14 Quarters 2 - 4: **91**

b.

	# of Youth referred for Youth Aftercare services	# of referrals within 1 month of turning 20?	# of referrals within 3 months of turning 20?	# of referrals within 6 months of turning 20?	# of referrals within 9 months of turning 20?	# of referrals within 12 months of turning 20?	# of referrals longer than 12 months of turning 20?
FY14 2 nd – 4 th Quarter	50	4	20	19	7	0	0

FY 14

In FY14 Quarters 2 - 4, 91 youth transitioned from care. Of the 91 youth, 50 youth were referred to one of the HFTC Collaboratives for Youth Aftercare services between January 1, 2014 – September 30, 2014. All of the referrals submitted to one of the Collaboratives were able to be verified as being submitted 1, 3, 6, 9 month intervals prior to transition from care. For FY14, OYE has begun to track the dates the referrals are received and the date the referrals are sent to the Collaboratives.

Youth are not assigned to a collaborative for reasons such as abscondence, incarceration, 25 miles outside of the DC area, assigned to the DC CASA Youth Aftercare program or a Youth refuses services. However, youth are able to access YAC services up to age 23.

FY14 2nd – 4th Quarters (1/1 – 9/30/14) - Collaboratives

91 youth aged out of care 2nd – 4th Quarter FY14. Of that number, 50 were assigned to a collaborative for youth aftercare services (Please see the chart above for timelessness of those referrals). Of the 91 youth aged out, a total of 41 were not assigned for the following reasons: 15 youth connected to CASA; 12 youth connected to DDS; 3 youth were on abscondence; 4 youth were residing out of state; 1 youth was incarcerated; 2 youth cases were closed early; and 4 youth refused youth aftercare services.

FY14 2nd – 4th Quarters (1/1 – 9/30/14) - CASA

CASA does not receive Youth Aftercare referrals through CFSA/OYE, as youth are transitioned into the DC CASA Youth Aftercare program at age 21. In total for the 2nd – 4th Quarters of FY14, 15 youth transitioned into the DC CASA Youth Aftercare program

Office of Youth Empowerment did not take over the lead for the Youth Aftercare program until February 2013, at which time this data started being tracked. Prior to FY13, the Collaborative Council was in charge of reporting this data. However, the Council no longer tracks this information.

CFSA/OYE tracks the date a Youth Aftercare referral is received; submitted to the Collaborative; and when the Social Worker is notified of the collaborative assignment. OYE does not track outcome of youth referred for services.

The CFSA Licensing/monitoring unit conducts a youth aftercare record review on a quarterly basis. The record review process entails the review of the ETO as well as the client record. The monitoring unit reviews each Family Development Plan created for the youth as well as the closing summaries to determine if a service has been provided or a goal is met. The monitoring unit reads the ETO case notes and looks for supporting documentation in the case record. If the documentation in the ETO or the case record is not clear, does not speak to the service requested being provided, or the goal identified being met credit is not given.

2. Summary of the 21 Jumpstart Process

During the meeting, Sarah mentioned the 21 Jumpstart process as a way of ensuring that youth's transition needs are met prior to aging out. We asked for any policy or other documents describing how 21 Jumpstart works.

OYE conducts 21 Jumpstart Reviews for all youth who are 20 years of age, continuing up until the youth reaches independence or turns 21. The reviews use a transitional readiness tool that is conducted with the results categorized in three ways: **Green** – the youth is ready and prepared for independence and the recommendation is to maintain the youth's current path, **Yellow** – there are some challenges that need to be ameliorated in order for the youth to be ready for independence, or **Red** – the youth is not ready and barriers to independence are fully explored with specific plans of how the team will address (barriers are typically systemic in nature). These reviews are facilitated by OYE and require participation by the ongoing social worker and supervisor.

Although transition planning begins at 15 and may continue through age 20, social workers must work to affect positive permanency as soon as possible. Again, CFSA prioritizes permanency options first through reunification, then guardianship or adoption.

3. Review of Timeliness of Rapid Housing Approvals & Release of Funds

In our preliminary recommendations (Recommendation#5), we expressed concern that, during our review of case files at the Collaboratives, we noticed cases in which there were delays either in the approval of Rapid Housing applications or in the release of funds following approval. In order to determine how widespread this problem is, we asked that CFSA review recent Rapid Housing Applications to determine: (1) How long it took each application to be approved or denied and (2) for each approved application, the length of time between approval and the release of funds. We asked that the results of the review be shared with us so we could have further discussions with you if it turns out that timeliness of Rapid Housing approvals/payments is a recurring problem.

YOUTH RAPID HOUSING

OYE Rapid Housing

During the 2nd Quarter of FY 13, OYE assumed responsibility of the rapid housing program for transitioning/transitioned youth. When this change occurred, OYE re-implemented the rapid housing interview as part of the process for all youth applications in order to be considered for rapid housing funds. The full process is that interviews are scheduled within 5-10 business days of receiving the application and supporting documents, but can occur outside this time frame for various reasons, such as: a youth's work/school schedule, missing scheduled interviews, waiting for supporting documents, etc.

Once the youth completes the rapid housing interview with the OYE Rapid Housing Liaison, a recommendation is submitted to the OYE Program Administrator for review for approval/denial. If approved by the Program Administrator, the rapid housing application packet is then submitted to the Agency Director for final review for approval/denial. Therefore, youth are informed at the interview that a decision could take up to 45 days.

If approved for rapid housing funds by the Agency Director, the youth are informed of the decision and approval amount and then must work with their social worker/collaborative worker to sign/complete the required rapid housing spending plan or one-time assistance document in order for the payment to be processed. Often times youth are approved for funds, but still needed to locate housing, which can often times take several months. Therefore, there can be a gap between the approval dates and the date of the first payment disbursement.

Also, during the 2nd – 4th Quarters of FY14, the Community Partnership for the Prevention of Homelessness was in charge of distributing the Rapid Housing payments on behalf of CFSA. It was their policy that any new rapid housing spending plans must be received by the 15th of each month in order for the following month's payment to be processed on time. Any rapid housing documents received after the 15th of the month, payments were processed on an off-cycle schedule. This too often caused a delay in payments. However, as of 10/1/14, CFSA has

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transitioned to a new fiduciary agency, DC Housing Authority, who will disperse rapid housing payments via electronic payments.

RAPID HOUSING (JAN 1– SEPT. 30, 2014)

Total number of youth rapid housing applications received during 2nd – 4th Quarters of FY14: **54**

Total number of youth approved: **33**

Total number of youth denied: **12**

Total number of youth applications withdrawn by worker: **5**

Total number of youth applications awaiting decision/interview: **4**

	Total # of rapid housing applications approved	# applications approved within 1 month?	# applications approved more than 1 month?	Total # of rapid housing applications denied	# applications denied within 1 month?	# applications denied more than 1 month?
FY14 2 nd – 4 th Quarter	33	32	1 – Youth needed to provide additional details/documents	12	12	0

FY14 (2nd – 4th Quarters)

During the 2nd – 4th Quarters in FY14, 54 youth rapid housing applications were received by OYE Rapid Housing Liaison. Of the applications received, 33 were approved; 12 were denied; 5 were withdrawn prior to the interview; and 4 are awaiting decisions/interviews.

Of the 33 approved applications, all but 1 was approved within 30 days of their application and interview. This was due to additional information/documents needed from the youth/Social Worker before the application packet could be submitted for a final decision.

Of the 12 rapid housing denials, all applications were denied within 1 month or less of receiving the application and completing the rapid housing interview. Youth were denied for various reasons such as insufficient income, lack of realistic housing plan, etc. However, youth can apply for and be approved for rapid housing funds up to age 23, even if they were previously denied funds.

Due to changes in the youth’s circumstances, 5 rapid housing applications were withdrawn prior to the interview. For example, one youth lost her employment prior to her application being submitted and one youth was able to obtain on-campus housing and did not need the assistance.

Currently there are 4 youth awaiting a decision/interview. Of the 4, 1 application has been submitted for the next level of review; 1 youth is scheduled for her interview in the next week; and 2 youth still must provide supporting documents to finalize the applications for review.

Building off of FY 2014 Rapid Housing lessons learned, OYE and the Community Partnership Administration have commenced a strategic planning process with the goal of revamping the Rapid Housing program for youth and families. In addition, to transitioning to a new fiduciary agency, as referenced above, the team has commenced the process of designing a new consumer friendly rapid housing on line application process and proactively designing Rapid Housing data reports to be rendered by Housing Authority to CFSA.

4. Strategic Housing Plan

During the meeting, Darryl Middlebrook mentioned a strategic housing plan that would provide new housing options for former foster youth. We asked for a summary of this housing plan (I'm not sure whether the DBH transitional housing that you mentioned at the retreat is part of this housing plan, but either way, it would be helpful to have an understanding of what the overall plan looks like).

Feel free to get in touch with me if you have any questions, or if any of these items is unclear. I also know that during the meeting, we identified some follow-up items (e.g. coordination of employment services, a questionnaire for youth about their experiences, changes to ETO to capture outcome data, and an exploring foster youth alumni board) on which CRP and CFSA should be working jointly, so we should touch base about those things.

Please see the attached report entitled "Strategic Housing Plan Overarching Goals of CFSA Strategic Housing Plan: End Homelessness Among CFSA Involved Families.

In an effort to establish improved Youth After Care FY 2015 program outcomes the OYE team participated in CFSA and Collaborative joint contract development work group meetings. As a result of these meetings, OYE recommended the following new outcomes that will be monitored by CFSA's Contract Management and Performance Improvement Administration.

85% of YAC (Youth After Care) referred clients shall have housing upon successful case closure. (Note for this Outcome OYE is defining housing as (stable housing, transitional shelter or residing with others).

75% of Youth After Care clients shall participate in a vocational training and/or education program.

65% of Youth After Care referred clients shall have employment.

CFSA has provided additional funding to the Collaboratives to enhance their current data base system-Effort To Outcomes (ETO) and to retain highly skilled Quality Assurance Specialist. An expected consequence of the enhancements and the new staff is to ensure the Collaborative's quality assurance system can accurately collect and provide to CFSA comprehensive reports.

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The CFSA Community Partnership Administration provided the CRP with copies of draft YAC program report templates and new ETO YAC data fields that are currently being considered as part of the ETO upgrade.

The CFSA Community Partnership Administration has made it a priority to support the OYE team in increasing their efforts of partnering with the Collaboratives not only to track YAC data but to enhance service delivery. Instrumental to this increased partnership will entail OYE's inclusion at the monthly Collaborative Leadership meetings. The Collaborative leadership meeting is hosted and facilitated by the Community Partnership Administration and we anticipate OYE's participation at these meetings will promote improved coordination of supportive services.