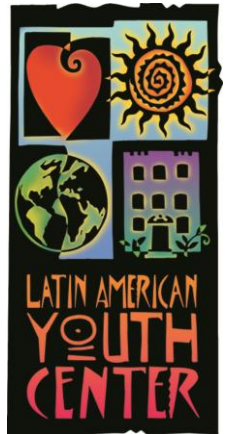


**HOST HOMES, MD  
BASIC CENTER GRANT  
LATIN AMERICAN YOUTH CENTER/MARYLAND  
MULTICULTURAL YOUTH CENTERS**



**Funded By:  
Department of Health  
& Human Services**



# OUTLINE

- ✓ Our Organization
- ✓ Overview of Host Homes
- ✓ Crisis Response
- ✓ Recruitment/Outreach
- ✓ Challenges

# LAYC/MMYC

- ✓ We are a regional network of youth centers, school-based sites, and public charter schools.
- ✓ We serve a diverse population of over 4,000 youth (age 12-24) and families annually across:

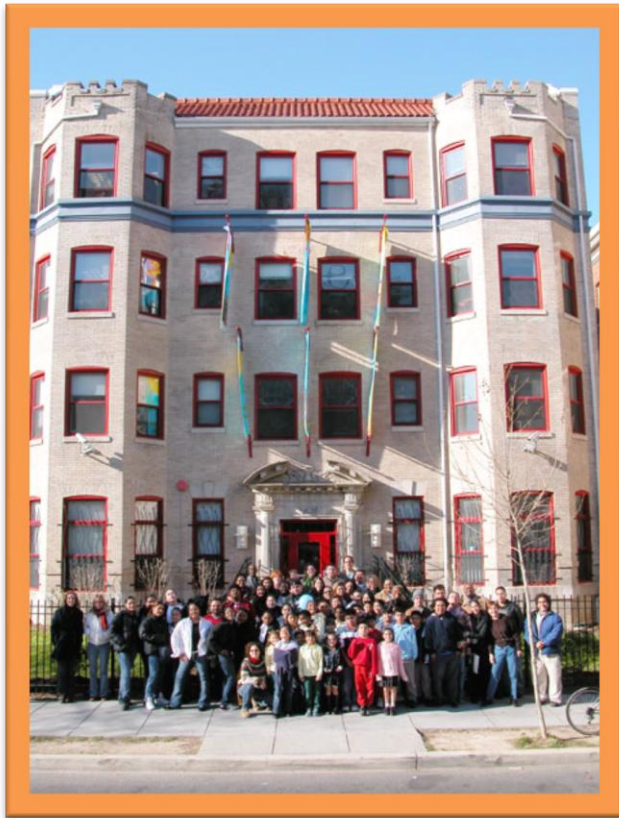
- DC since 1968
- MD since 2005, 4 sites:

Silver Spring

Germantown

Riverdale

Langley Park



Our Headquarters  
1419 Columbia Rd, NW, DC

# HOST HOMES

- ✓ Goal: Safety, well-being and permanency
- ✓ Serves youth 12-17 years of age dealing with homelessness or at risk of running away
- ✓ Demographics:
  - We have served over 160 youth since 2011
  - 50 % 15-18 yrs. old; 50% 19-24 yrs. old
  - 47% female, 53 % male
  - 70% PG County, 24% MOCO, other 6%

# CRISIS RESPONSE

- ✓ Suspicion of abuse or neglect – CPS
- ✓ Food, clothing, transportation
- ✓ Emergency Shelter for up to 21 days with a certified and trained host family. Family receives daily stipend.
- ✓ Bilingual individual and family counseling
  - Mental health assessment
  - Provide ongoing counseling, after 12 sessions reassess progress and goals.
  - Referral to specialized services and resources
  - Counselor also available to assist host families and staff

# CRISIS RESPONSE

## ✓ Case Management

- 1 Bilingual Case Manager/25 cases at a time.
- Family preservation meetings
- Connection to Homeless Education Office
- Communication and work with host family
- After care plan – 90 days
- Recreation and life skills

## ✓ Referrals

- Within LAYC and external organizations/institutions

# RECRUITMENT/OUTREACH

- ✓ Referrals from school counselors, social workers, community organizations, other LAYC programs.
- ✓ Outreach events, mainly effective to build connections with partners who refer clients.
- ✓ Participate in community groups, parent groups to build trust and educate.
- ✓ Offer life skills workshops and recreation activities for youth to build trust and explain services.







# RECRUITMENT/OUTREACH

- ✓ Fundraisers and retention events
- ✓ Working on collaborating with PG county street outreach team
- ✓ Participation in PG County Homeless Service Partnership  
HSP/Continuum of Care



# Challenges

- ✓ Limited services for youth population over 18 years of age
  - Solutions: assist youth with finding a place to rent, connect with extended family, host family and youth arranged for extended stay after program exit.
- ✓ High numbers of unaccompanied minors migrating into the area, family reunification issues
  - Solutions: Prevention work such as family reunification workshops, family dinners program, family preservation meetings

# Challenges

- ✓ Increased gang activity safety issues for staff, youth and families
  - Solutions: find safe places to meet with families, provide support to families to move to another area, violence prevention programs for youth
- ✓ Participation in coordinated point of entry, important to ensure culturally sensitive services and effective intake and referral.
  - Solutions: continue communication with HSP and county officials

Thank you!  
Angela Gonzalez  
Host Homes  
Program Manager  
202-247-7073  
[a.gonzalez@layc-dc.org](mailto:a.gonzalez@layc-dc.org)





# LIGHTHOUSE YOUTH SERVICES

## UNDERSTANDING STREET OUTREACH WORK



### Lighthouse Sheakley Center for Youth

This publication was supported by a Victim of Crime Act (VOCA) and/or State Victim Assistance Act (SVAA) grant award administered by the Ohio Attorney General's Office. Victims of federal crimes will be served.



# LIGHTHOUSE YOUTH SERVICES



**One homeless youth  
is one too many.**

Every night in Cincinnati  
there are hundreds.

Together we can end this.





# LIGHTHOUSE YOUTH SERVICES

EXPECTATIONS FOR OUTREACH WORKERS

**HITTING THE STREETS:**

ENGAGING YOUTH WHEN AND WHERE IT'S MOST NEEDED

# LIGHTHOUSE YOUTH SERVICES



<http://www.cincinnati.com/story/news/2014/09/21/closing-regions-largest-shantytown/16029997/>

# LIGHTHOUSE YOUTH SERVICES

## PURPOSE OF OUTREACH

**To meet basic needs, build trust and rapport with homeless youth and young adults who do not access traditional services, and connect them with housing, services and supports.**



# LIGHTHOUSE YOUTH SERVICES

## OUTREACH DEFINED

**Outreach is face-to-face interaction with people experiencing homelessness. Outreach takes place on the streets, in camps, under bridges, in temporary motels, shelters, meal sites, and wherever else homeless youth might be located. In active outreach, workers seek out and connect with individuals who are homeless.**

# LIGHTHOUSE YOUTH SERVICES

## GEOGRAPHICAL ASSESSEMENT

**The best and safest Outreach work begins with an in-depth and thoughtful assessment or “environment study” of the area or areas in which outreach work is delivered.**

- ☐ **Visit targeted Neighborhoods at Varied Times**
- ☐ **Observe Different Patterns of Activity**
- ☐ **Check Out Community Centers and Familiarize Self with Staff**
- ☐ **Observe Youth Congregation Patterns**
- ☐ **Be Visible in the Community**
- ☐ **Develop Site-Based Locations**
- ☐ **Always have a Safety Plan**

# LIGHTHOUSE YOUTH SERVICES

## PROCEDURES FOR INTERACTION WITH LAW ENFORCEMENT

- ✓ **Outreach Workers Should Be Prepared to Speak to Law Enforcement**
- ✓ **Make Contact with Juvenile Law Enforcement**
- ✓ **Act Respectfully and Follow Directives of Police Personnel**
- ✓ **Calmly do Whatever the Officer Requests**
- ✓ **Any Issues Should Be Reported to Your Supervisor**
- ✓ **Always Be Respectful and Represent the Agency in a Professional Manner**
- ✓ **Law Enforcement Officers Work Hand In Hand with Lighthouse Sheakley Center**



# LIGHTHOUSE YOUTH SERVICES

## APPROACH, ENGAGEMENT AND RAPPORT (EAR)

### Rapport:

- ☐ Aid in Making Safer Choices
- ☐ Making Positive Changes in Lifestyle
- ☐ Help Youth Feel Good About Themselves
- ☐ Overcome Obstacles
- ☐ Begin the Healing Process
- ☐ Be There When You Say You Will
- ☐ Work with them as Partners in their Homelessness
- ☐ Feed them, Listen to them, and Respect them

# LIGHTHOUSE YOUTH SERVICES

## OUTREACH METHODOLOGY

How Do I Conduct My Work?

- ☐ Work as a Member of the Larger Team
- ☐ Clearly Identify Yourself for Everyone's Safety
- ☐ Coordinate Limited Resources to Cover a Wide Area and Large Range of Hours
- ☐ Be Flexible in Hours – Finding Youth is Like a Surfer Finding the Wave
- ☐ Don't have 'turf' but connect with Community Partners
- ☐ Provide Basic Needs and Harm Reduction Supplies
- ☐ Engage Youth and Build Trust
- ☐ Involve Youth in Their Plan
- ☐ Involve Community Volunteers
- ☐ Commit to Constantly Evaluating Practices

# LIGHTHOUSE YOUTH SERVICES

## UNDERLYING CULTURE OF OUTREACH METHODOLOGY

- We Approach and Are Open about being Approached
- We are Patient and Nonjudgmental
- We abide by the Code of Ethics and the Agency Mission and Vision
- We Remain Respectful of Individual Differences
- We are Safe People. We do not have a Code of Silence.
- We are Engage in the Craft that Affects Human Lives in Making New Choices
- We are Agents of Political and Systems Change

# LIGHTHOUSE YOUTH SERVICES

## YOUTH OUTREACH GOALS

### **Client-Centered Goals:**

- 1. Assess, approach, and engage youth**
- 2. Respond to immediate crisis for basic needs**
- 3. Practice a harm reduction approach to abusive, violent behavior**
- 4. Develop tolerance**
- 5. Help youth to exit the street**
- 6. The Outreach Workers themselves are a resource for youth**

# LIGHTHOUSE YOUTH SERVICES

## YOUTH OUTREACH GOALS

### **Partnership-Centered Goals:**

- 1. Give all youth immediate or priority assistance in connecting them with referral resources**
- 2. Locate areas where youth assemble**
- 3. Attempt to ensure non-duplication of outreach services**
- 4. Allow partnering agencies to remain accessible**
- 5. Allow each agency to reach a larger geographical area – NO TURF**
- 6. Approach all youth from a strength-based, trauma-informed approach**
- 7. Strive to achieve outcomes of youth making safer choices**

# LIGHTHOUSE YOUTH SERVICES

## THE ROLE OF THE OUTREACH WORKER AS RAPPORT BUILDER

- ASK**
- DON'T MAKE A DECISION FOR YOUTH BUT WITH YOUTH**
- OUTREACH WORKERS DON'T LABEL YOUNG PEOPLE**
- FOLLOW-UP**
- BE YOU AND BE REAL**



# LIGHTHOUSE YOUTH SERVICES

## SAFETY PROTOCOLS

### **Responding to Unsafe Conditions**

- **Drop any unnecessary backpacks, bags and run away from the unsafe condition**
- **If street fighting is observed, get away from the scene**
- **DO NOT interrupt the sale of sex or drugs for money**
- **Report any unusual incidents or danger zones back to the team and supervisor**

### **Don't Become A Target**

- **Don't carry personal information or valuables with you.**
- **Have a walkie-talkie on and on the proper channel**
- **Keep cash in your pocket, shoe, etc. for emergency**
- **Don't be critical of your partner in public**
- **Carry you work ID**
- **Avoid wearing expensive jewelry – always wear work uniform**

# LIGHTHOUSE YOUTH SERVICES

## ESTABLISH COORDINATED PARTNERSHIPS

- **Health Care Entities**
- **Social Service Entities**
- **Behavioral Health Entities**
- **Housing Entities**
- **Community Volunteers**
- **Advocacy Groups**
- **Business Owners**
- **Law Enforcement Agencies**



# LIGHTHOUSE YOUTH SERVICES

## ESTABLISH COORDINATED PARTNERSHIPS



<http://local12.com/m/news/features/top-stories/stories/New-CPD-recruits-spend-first-week-on-job-serving-community-98490.shtml#.VRQ-hPzF9fw>

# LIGHTHOUSE YOUTH SERVICES

- Hamilton County Sheriff Jim Neil



<https://www.youtube.com/watch?v=G4-T7DILWvc>



# LIGHTHOUSE YOUTH SERVICES

*“Throughout my career in public service, my priority has been to protect children and families. Homelessness has far reaching and long-term consequences – especially for youth. Often, youth become homeless after aging out of very systems designed to protect them or after running away from an abusive or neglectful home environment. I am happy to support Lighthouse Youth Services’ mission of ending youth homelessness by providing funding to the Sheakley Youth Center and partnering with them on policy initiatives to help keep our kids safe from further victimization.”*

**- Mike Dewine, Ohio Attorney General**



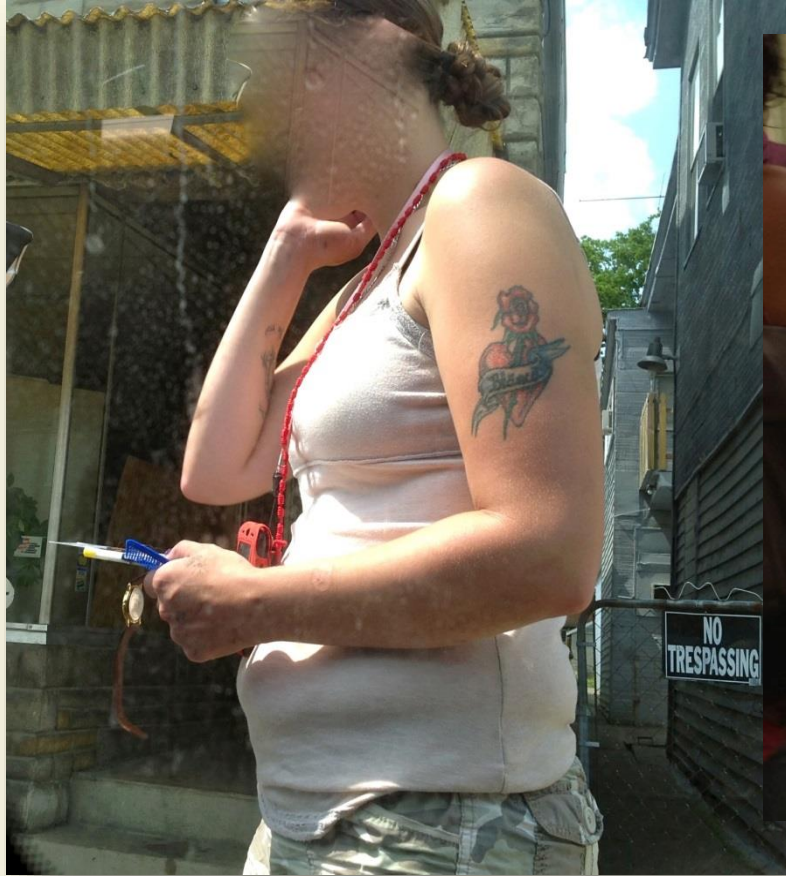
**LIGHTHOUSE**  
YOUTH SERVICES

# LIGHTHOUSE YOUTH SERVICES





# LIGHTHOUSE YOUTH SERVICES



**TRANSITION FROM ENGAGEMENT TO SERVICES**

# LIGHTHOUSE YOUTH SERVICES

## CHARACTERISTICS OF EFFECTIVE OUTREACH WORKERS

- **Flexible**
- **Team Player**
- **Non-Judgmental**
- **Tactful**
- **Resourceful**
- **Patient**
- **Calm and Clear**
- **Cautious and Alert**
- **Assertive**
- **Independent**



# LIGHTHOUSE YOUTH SERVICES

## TIPS FOR MAINTAINING SAFETY

- **Be Alert and Aware of Your Location and Surroundings.**
- **Always Let Your Teammate Know Your Location.**
- **Go in Pairs when Possible.**
- **Don't Approach People Who Are "Giving Signs" that they Don't Want to be Approached.**
- **Don't Interrupt Sales of Drugs or Sex – TRUST your gut!**
- **Introduce yourself and Inform People What You're Doing and Why.**

# LIGHTHOUSE YOUTH SERVICES

- **Improved Communication & Transparency**
  - **Developed Human Trafficking Card**





# LIGHTHOUSE YOUTH SERVICES

- **Improved Communication & Transparency**

- **Developed Human Trafficking Card**

Lighthouse Sheakley Center For Youth (18—24)	513-569-9500
Lighthouse Youth Crisis Center (10—17)	513-961-4080
YWCA of Greater Cincinnati	513-361-2150
PATH Outreach (GCBH)	513-352-6364
Off the Streets (Cincinnati Union Bethel)	513-378-2534
Talbert House: Ask for Pathway & TAP Program	513-751-7747
The Salvation Army - 24 hours Human Trafficking Hotline	513-800-1863
Central Access Point: Emergency Shelter Assistance	513-381-SAFE
Hamilton County Jobs & Family Services	513-241-KIDS



/sheakleycenterforyouth



@sheakley2522



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# LIGHTHOUSE YOUTH SERVICES

- **Improved Communication & Transparency**
  - **Developed Human Trafficking Poster for Businesses and PD's**



The poster features a young person in a blue hoodie and scarf, crouching in a dark, urban setting. The background is dark with some blurred lights. The text is in yellow and white. Logos for Cincinnati Police, Lighthouse Youth Services, and Engaging Communities are present.

**ENGAGING COMMUNITIES  
EMPOWERING VICTIMS**

**One homeless youth  
is one too many.**

**Every night in Cincinnati there are  
hundreds and they are victimized.**

**Together, we can end this.**

**CINCINNATI  
POLICE**

**LIGHTHOUSE  
YOUTH SERVICES**

**IF YOU OR SOMEONE YOU KNOW  
IS A VICTIM OF CRIME,  
HELP IS AVAILABLE.**

**NATIONAL CRIME  
VICTIMS' RIGHTS WEEK  
APRIL 19-25, 2015**

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**SAFE SPACE**

**GLSEN GLSEN.org**





# LIGHTHOUSE YOUTH SERVICES

- **Clandestine Human Trafficking Work**



# LIGHTHOUSE YOUTH SERVICES

## BRIEF HISTORY OF OUTREACH

**VERSION 1.0**

**ENGAGEMENT-FOCUSED**

**VERSION 2.0**

**SERVICE-FOCUSED**

**VERSION 3.0**

**HOUSING-FOCUSED**

# LIGHTHOUSE YOUTH SERVICES

HOW DOES OUTREACH AND HOUSING CONNECT

**HOUSING + SERVICES**  
**= MAKING A DIFFERENCE**

# LIGHTHOUSE YOUTH SERVICES

Francis of Assisi, Outreach Worker, Circa 1200

“We have been called to heal wounds, to unite what has fallen apart, and to bring home those who have lost their way.”

# LIGHTHOUSE YOUTH SERVICES



**Empowering Homeless Youth**

No One Should Be Bought & Sold

You Matter to Us. 513-569-9500

ENGAGING COMMUNITIES EMPOWERING VICTIMS

STREET OUTREACH

LIGHTHOUSE YOUTH SERVICES

Cincinnati Justice Project

CINCINNATI POLICE

SAFE SPACE

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**Empowering Homeless Victims**

No One Should Be Sold For Sex.

You Matter to Us. 513-569-9500 TEXT HELP TO #233733

ENGAGING COMMUNITIES EMPOWERING VICTIMS

LIGHTHOUSE YOUTH SERVICES

Cincinnati Justice Project

CINCINNATI POLICE

SAFE SPACE

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you can't comfort  
the afflicted  
without afflicting  
the comfortable  
Princess Dana



**LOVE BOMB**

**WHAT'S A LOVE BOMB EVENT?**

It's a gathering of caring people who come to love and not to judge. To let those who feel invisible know they are seen and loved.

**COME JOIN US FOR A LOVE BOMB EVENT**

**FRIDAY, APRIL 24TH 11A.M.—12NOON**

SPEAKERS FROM  
Cincinnati Police, Hamilton County Sheriff's Department, Lighthouse Youth Services and The Cincinnati Justice Project

106 W. McMicken Street, Cincinnati, OH 45202

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ENGAGING COMMUNITIES EMPOWERING VICTIMS

LIGHTHOUSE YOUTH SERVICES

Cincinnati Justice Project

CINCINNATI POLICE

SAFE SPACE

<http://www.wlwt.com/news/groups-love-bomb-homeless-youth-in-cincinnati/32549036>



# LIGHTHOUSE YOUTH SERVICES



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# **HOMELESS YOUTH:**

## **OUTREACH AND SERVICE CONNECTION**

**NATASHA SLESNICK**

PROFESSOR AND FOUNDER

**STAR HOUSE**

THE OHIO STATE UNIVERSITY

**THIS WORK WAS SUPPORTED BY NATIONAL INSTITUTE  
ON DRUG ABUSE GRANT NO. R34DA032699**



**THE OHIO STATE  
UNIVERSITY**

COLLEGE OF  
EDUCATION AND HUMAN ECOLOGY

# YOUTH HOMELESSNESS

## Each year:

- Up to two million homeless youths
- One child in eight runs away prior to age 18
- 5,000 street-living youth die each year
- An estimated 1,500 in central Ohio

## Also:

- Mortality ratio is 11.67% compared to the expected mortality ratio of 0.86%
- Leading causes for death:
  - *Suicide for males*
  - *Drug overdose for females*



# Not all homeless youth are alike.



Findings from our research

# SOME COMPARISONS (14-17)

	Drop –in Youth	Shelter Youth
Average # lifetime runs	9	3
Age of first run	13.2	13.7
Ever in foster care	30%	17%
Ever in group home	33%	18%
Ever ward of the state	26%	15%
Ever in shelter	38%	100%
Ever stayed on streets		7.8%
Enrolled in school	39%	49%

# SOME COMPARISONS (14-24 YEARS)

	Drop-in Center Recruited	Street Recruited
Average Age	19.9	20.8
Gender (Female)	59%	47%
Have at least one child	29.8%	36.7%
Ever arrested	58.2%	73.4%
Ever attempted Suicide	27.9%	43%
Experienced childhood sexual abuse	30.2%	41.8%
Experienced childhood physical abuse	43.3%	45.6%
Average BDI Score	14.4	22.4

# SOME COMPARISONS (14-24 YEARS)

	Drop –in Center Recruited	Street Recruited
Sex work	7.8%	12.5%
Ever injected drugs with a needle	4.1%	27.5%
Spent some time outside	15.3%	57.5%
Longest period of time without shelter	113 days	146 days
Problem getting enough to eat	50.4%	82.2%
Problem getting clothes	53.4%	77.5%
Problem getting medical care	41.4%	60%
Problem finding a place to clean up	29.1%	66.2%



# STAR HOUSE

**Drop-in center** | 1220 Corrugated Way Columbus, OH 43201

- Drop-in center for homeless youth, ages 14-24
- Open 24/7
- Serves 60-90 kids per day
- Served 805 unduplicated youth in 2015



# SERVICES PROVIDED

- Basic Needs
  - Food
  - Hygiene items
  - Laundry
  - Showers
- Therapy and case management
- Link to community partners and providers (e.g. healthcare)
- Direct access Benefit Bank site (e.g. food stamps, Medicaid)
- Use of phone and address for receiving mail
- Access to computers, internet, and other resources

# ENGAGEMENT STRATEGIES

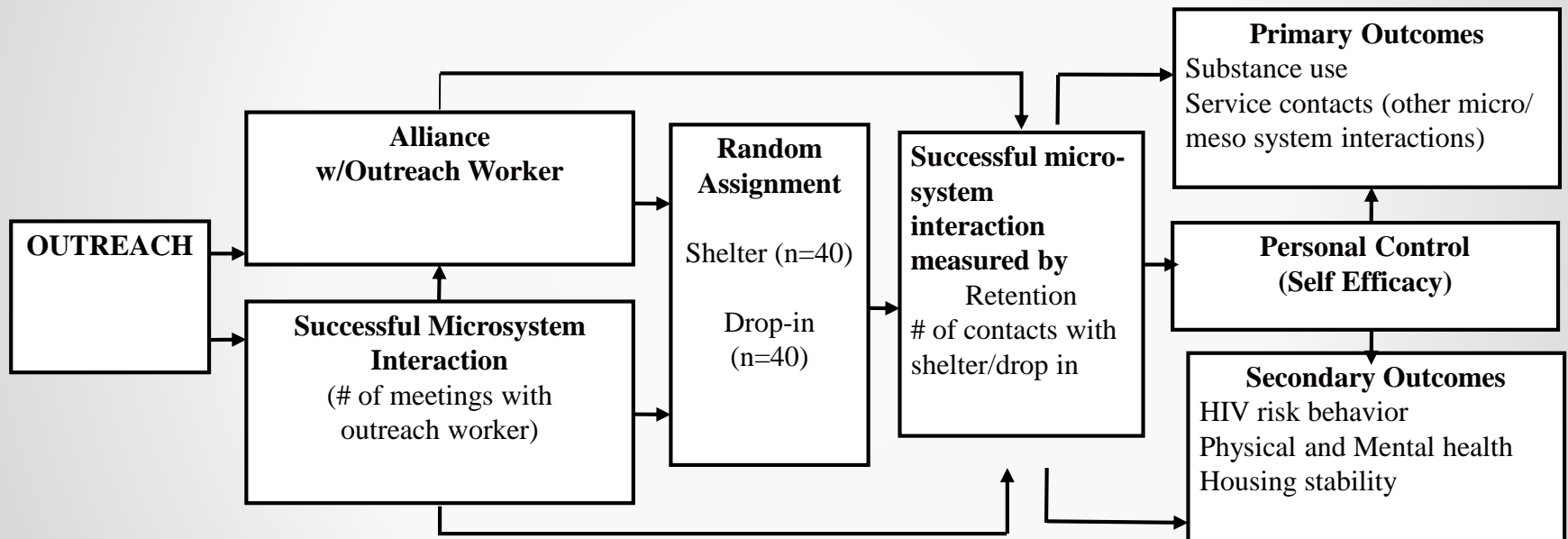
**Unconditional  
positive  
regard**

**Build  
trust**

**Open door/  
come as you  
are policy**

# OUTREACH STUDY

## Research Model



# **STRENGTHS-BASED OUTREACH AND ENGAGEMENT**

**The strengths-based outreach approach includes the following features:**

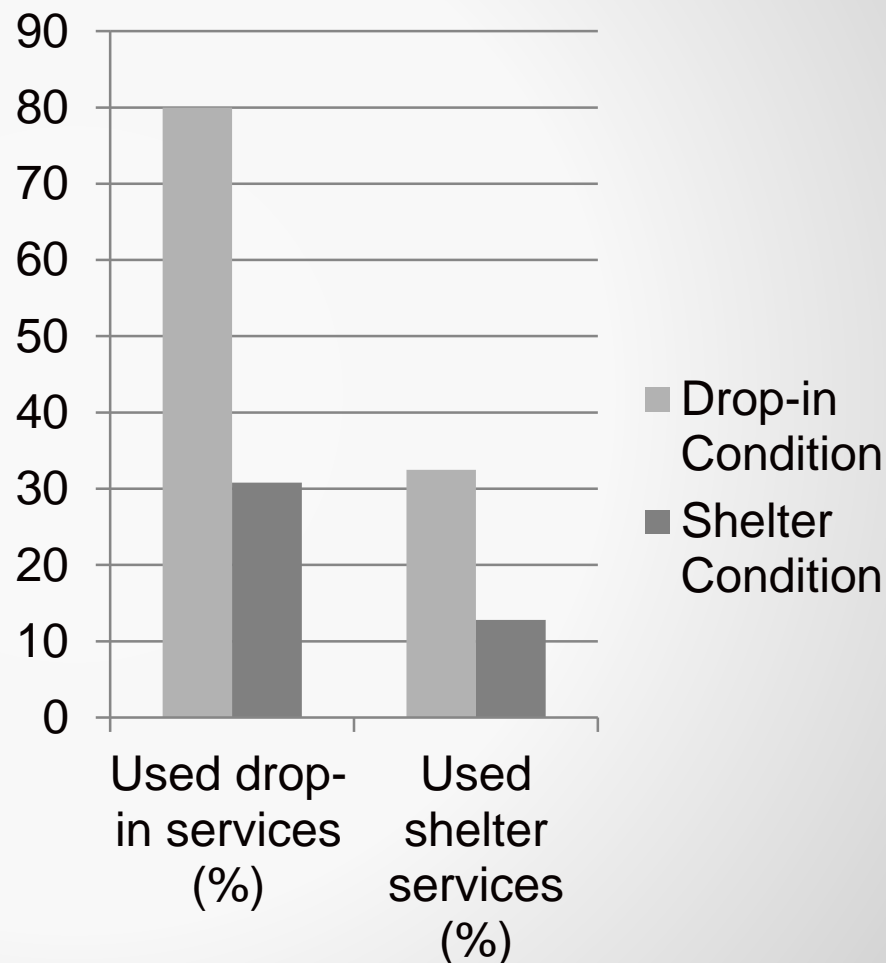
- dual focus on client and environment,
- use of paraprofessional personnel,
- a focus on client strengths rather than deficits,
- a high degree of responsibility given to the client in directing and influencing the intervention that he/she receives from the system and the outreach worker.



# RESEARCH FINDINGS: DROP-IN'S VERSUS SHELTERS

**80% of youth in the drop-in linkage condition accessed the drop-in, while 12.8% youth in the shelter condition accessed a shelter.**

**- In fact, more youth in the drop-in condition accessed shelter services (32.5%) than youth assigned to the shelter condition (12.8%).**



# **DROP-INS PREFERRED BUT SO WHAT?**

**Compared to shelter linkage condition, drop-in linkage was associated with:**

- More service use overall (14 v. 10).**
- Better alcohol use outcomes (50% less).**
- Increased HIV knowledge.**

# **OVERALL HOUSING OUTCOMES**

**At 9 months:**

- 33% reported stable housing in the prior 3 months.**

- Number of youth sleeping outdoors (in park, under a bridge, in the woods) decreased from 57% to 21%.**

# **OTHER OUTCOMES**

**Significantly reduced at 9 month follow-up:**

- Alcohol/Marijuana/Drug use**
- Depressive symptoms**
- Physical and mental health symptoms**

**Significantly improved:**

- Self-efficacy**
- Service linkage: 19% received substance use treatment and 37% received mental health treatment. More service linkage predicts better outcomes.**

**Not improved: HIV risk behavior**

# **CONCLUSIONS**

- 1. Connection to services is critical.**
- 2. Increase funding for drop-in centers and for strengths-based outreach and engagement.**



# QUESTIONS?

**NATASHA SLESNICK**

PROFESSOR AND FOUNDER

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