



U.S. Department of Health and Human Services
Administration for Children and Families
Administration on Children, Youth and Families
Family and Youth Services Bureau

***Report to Congress on the Youth Programs
of the Family and Youth Services Bureau***

for

Fiscal Years 2000 and 2001

The Report to Congress on the Youth Programs of the Family and Youth Services Bureau for Fiscal Years 2000 and 2001 was developed by Johnson, Bassin & Shaw, Inc., for the Family and Youth Services Bureau; Administration on Children, Youth and Families; Administration for Children and Families; U.S. Department of Health and Human Services, under Contract No. 105-97-1734 to manage the National Clearinghouse on Families & Youth.

Table of Contents

Chapter 1

Introduction	1
--------------------	---

Chapter 2

Family and Youth Services Bureau Youth Programs	6
---	---

Chapter 3

Family and Youth Services Bureau Support System	15
---	----

Appendix A

Requirements of Basic Center Grantees.....	30
--	----

Appendix B

Requirements of Transitional Living Program Grantees	32
--	----

Appendix C

Requirements of Street Outreach Program Grantees	34
--	----

Appendix D

Data on National Runaway Switchboard Callers for Fiscal Years 2000 and 2001.....	36
--	----

Chapter 1

Introduction

The mission of the Family and Youth Services Bureau (FYSB) is to provide national leadership on youth issues and to assist individuals and organizations in providing effective, comprehensive services for youth in at-risk situations and their families. The goals of FYSB programs are to provide positive alternatives for youth, ensure their safety, and maximize their potential to take advantage of available opportunities. FYSB is a Bureau within the Administration on Children, Youth and Families (ACYF); Administration for Children and Families; U.S. Department of Health and Human Services.

FYSB administers three major grant programs¹ that support locally-based youth services:

- Through the Basic Center Program, FYSB provides financial assistance to establish or strengthen community-based programs that address the immediate needs of runaway and homeless youth and their families. The central purpose of these programs is to provide youth with emergency shelter, food, clothing, counseling, and referrals for health care. The Basic Centers seek to reunite young people with their families, whenever possible, or to locate appropriate alternative placements.
- Transitional Living Program (TLP) for Older Homeless Youth grantees assist older homeless youth in developing skills and resources to promote their independence and prevent future dependency on social services. TLPs provide housing and a range of services for up to 18 months to youth ages 16–21 who are unable to return to their homes for safety reasons or other factors.
- The Education and Prevention Services To Reduce Sexual Abuse of Runaway, Homeless, and Street Youth Program (Street Outreach Program) funds local youth service providers to conduct street-based education and outreach and offer emergency shelter and related services to young people who have been, or who are at risk of being, sexually abused or exploited. The goal of these efforts is to inform young people about services that can help them find suitable housing and address the problems that led them to be on the street.

FYSB also encourages communities to support young people through a youth development approach. That approach suggests that the best way to prevent young people's involvement in risky behavior is to help them achieve their full potential. Youth development strategies, therefore, focus on giving young people the chance to exercise leadership, build skills, and become involved in their communities. The youth development approach also acknowledges

¹The three FYSB-funded programs are authorized through the Runaway and Homeless Youth Act (RHYA), Title III of the Juvenile Justice and Delinquency Prevention Act (JJDPA) of 1974 (Public Law 93–415), as amended by the Missing, Exploited, and Runaway Children Protection Act (Public Law 106–71).

that helping young people requires strengthening families and communities.

FYSB Accomplishments in Fiscal Years 2000 and 2001

FYSB administers programs designed to meet young people's immediate needs and assists organizations and communities in translating youth development principles into practice.

To that end, FYSB activities during these two Fiscal Years (FYs) focused on (1) promoting the Bureau's youth development approach and providing tools to assist organizations and communities in implementing that approach and (2) strengthening its systems for collecting information on the youth served and services provided by its programs. The following sections discuss FYSB activities in these areas during FYs 2000 and 2001.

1. Promoting the Youth Development Approach

Development of the Blueprint for Youth. During FYs 2000 and 2001, ACYF and FYSB developed a Blueprint for Youth initiative designed to serve as a national call to action that can guide governments, organizations, and individuals in promoting positive outcomes for young people through the youth development approach. ACYF and FYSB intended the Blueprint to be a catalyst for bringing people together to do the following:

- Develop a vision for supporting the Nation's young people;
- Set community goals for helping young people achieve positive outcomes;
- Design strategies for implementing the youth development approach nationwide.

FYSB and ACYF began discussing the development of the Blueprint in January 2000 with representatives from other Federal agencies that serve young people, including the U.S. Departments of Labor, Education, and Justice. These discussions soon grew to include representatives of national youth-related resource organizations, public interest groups, and foundations.

The Blueprint group developed a set of principles that convey their vision of the youth development approach. These principles were endorsed by 8 Federal agencies,¹ including the U.S. Departments of Labor and Agriculture; 44 national-level youth-serving organizations, including the YMCA and Boys & Girls Clubs of America; 3 public interest groups, such as the National League of Cities and U.S. Conference of Mayors; and several foundations, including the W.K. Kellogg Foundation and the David and Lucile Packard Foundation.

The principles were published in a brochure called *Toward a Blueprint for Youth: Making Positive Youth Development a National Priority*, which is currently being disseminated through

¹The eight Federal agencies include the Corporation for National Service and the U.S. Departments of Agriculture, Education, Health and Human Services, Housing and Urban Development, Justice, Labor, and Transportation.

the Blueprint partners' networks. During FY 2001, FYSB and the members of the Blueprint group continued to meet to explore the next steps in developing a blueprint for action.

Further, FYSB continued to promote the youth development approach and the work of the Blueprint group. The Bureau, through its National Clearinghouse on Families & Youth (NCFY), for example, disseminated more than 7,500 copies of *Toward a Blueprint for Youth* to national youth-related resource organizations, local youth service providers, and others interested in youth-related issues. Moreover, NCFY supported FYSB in promoting the youth development approach to professionals, parents, and young people by disseminating more than 4,600 copies of the NCFY-produced *Reconnecting Youth & Community: A Youth Development Approach*, nearly 11,500 copies of *Supporting Your Adolescent: Tips for Parents*, and nearly 80,000 copies of NCFY's newest publication, *Express Yourself: A Teenager's Guide to Fitting In, Getting Involved, Finding Yourself*.

2. Strengthening FYSB Systems

Streamlining of the Runaway and Homeless Youth Management Information System.

During FYs 2000 and 2001, FYSB implemented a collaborative process for streamlining its Runaway and Homeless Youth Management Information System (RHYMIS). RHYMIS is an automated management information tool for collecting data on the youth served and services provided by FYSB-funded programs.

FYSB designed a new system, RHYMIS-LITE, to facilitate data collection by FYSB grantees and thereby improve the quality of the data collected. RHYMIS-LITE reduces grantee staff time required to input data into the system by including a smaller number of questions than appeared in RHYMIS, incorporates questions that enhance tracking of critical outcomes at young people's exit from FYSB-funded programs, and is operated on a software platform that is easier to use than that of the previous version of the system.

Through RHYMIS-LITE, FYSB will collect information on the number of young people entering Basic Centers whose immediate needs (such as for food, shelter, and counseling) are addressed and on the number of youth whom Basic Centers assist either in being reunited with their families or in locating alternative living situations. RHYMIS-LITE also will provide data about FYSB's TLP, such as the number and characteristics of youth served through the program, the TLP services youth receive to prepare them for self-sufficiency, and young people's education and employment situations at exit from a TLP.

RHYMIS-LITE also captures critical new data, including the following:

- The quantity of "brief services" (services to or on behalf of young people who do not stay overnight or occupy a bed space) provided through the FYSB Basic Center Program and TLP;
- The number of young people turned away from Basic Centers and TLPs because there was no bed space;

Chapter 1: Introduction

- The number of youth contacted and materials distributed through the FYSB Street Outreach Program.

FYSB used a collaborative process to develop the new system. During FYs 2000 and 2001, the Bureau did the following in designing RHYMIS-LITE:

- Revised the existing RHYMIS instruments, with input from a range of partners, including its Support System components, the Administration for Children and Families (ACF) Regional Offices, and the FYSB grantees;
- Beta tested the new system;
- Tested a prototype of the new system (Version 1.0) with all of the FYSB grantees, beginning in April 2001;
- Through NCFY, collected input from the FYSB grantees on the prototype and used that input to revise the prototype system;
- During the third and fourth quarters of FY 2001, provided training to the FYSB grantees on using RHYMIS-LITE;
- In September 2001, provided its grantees with the revised RHYMIS-LITE instrument (Version 1.1) to begin using on October 1, 2001.

To enhance the reliability of the RHYMIS data, one of FYSB's goals in designing the new system was to increase the proportion of FYSB grantees who submit data. Early indications are that almost all of the grantees have used the prototype of RHYMIS-LITE (Version 1.0) and are planning to submit the data generated by the prototype system.

Obviously, however, as is true for many system improvements, a transition period will be necessary to allow the grantees to become familiar with reporting under the new system. The first year in which a full 12 months of RHYMIS-LITE data will be reported, therefore, is FY 2002.

Enhancement of the Runaway and Homeless Youth Program Monitoring System. Through the Runaway and Homeless Youth Program Monitoring System, the ACF Regional Office staff and peer reviewers assess the quality and performance of FYSB-funded grant projects. Monitoring reviewers identify both effective program practices and areas that might be improved through technical assistance.

FYSB began the process of assessing its monitoring system in late FY 2000. Because monitoring activities are managed by the ACF Regional Offices, staff from several Regions formed a task group to update the existing monitoring instrument and enhance the monitoring process.

Conclusion

At the core of FYSB's activities during these two Fiscal Years was a focus on promoting the youth development approach and building capacity to monitor services provided through FYSB programs. Through these activities, FYSB seeks to help communities give all young people access to what they need to grow into healthy adults, particularly by strengthening the services provided through FYSB-funded programs.

Chapter 2 of this *Report to Congress* provides a description of the services offered by the FYSB-funded youth programs. Chapter 3 provides additional information on the activities undertaken by FYSB-funded support services and demonstration projects during FYs 2000 and 2001.

Chapter 2

Family and Youth Services Bureau Youth Programs

During Fiscal Years (FYs) 2000 and 2001, the Family and Youth Services Bureau (FYSB) administered three grant programs to support local efforts to assist youth who had run away or were homeless: the Basic Center Program, the Transitional Living Program (TLP) for Older Homeless Youth, and the Education and Prevention Services To Reduce Sexual Abuse of Runaway, Homeless, and Street Youth Program (Street Outreach Program). This chapter describes the services provided with funding allocated through these three programs and gives FYs 2000 and 2001 funding information for each.

The Basic Center Program

The Basic Center Program was created by the Runaway and Homeless Youth Act (RHYA), Title III of the Juvenile Justice and Delinquency Prevention Act (JJDP) of 1974 (Public Law 93–415). The program currently is authorized through Part A of the RHYA, as amended by the Missing, Exploited, and Runaway Children Protection Act (Public Law 106–71).

Through the Basic Center Program, FYSB provides financial assistance to establish or strengthen community-based programs that address the immediate needs of runaway and homeless youth and their families. FYSB funded 362 Basic Centers in FY 2000: 230 continuations and 132 new starts. In FY 2001, FYSB funded 369 Basic Centers: 235 continuations and 134 new starts. The average annual FYSB grant to Basic Centers was approximately \$108,000 in FY 2000 and \$117,000 in FY 2001. Most Basic Centers were managed by nonprofit, community-based agencies. Table 1 at the end of this chapter shows Basic Center Program funding for FYs 2000 and 2001.

The U.S. Congress created the Basic Centers to be emergency shelters that would meet the immediate needs of runaway and homeless youth while staff attempted to reunite them with their families or assisted them in finding appropriate alternative living situations. To that end, RHYA includes specific requirements of shelters (see appendix A on page 30). FYSB built on those requirements by creating program performance standards designed to ensure high-quality care.

The original RHYA sought, for example, to ensure that shelters would be accessible to runaway and homeless youth, specifying that they be located in areas “frequented by or easily reachable by” such youth. FYSB’s program performance standards expanded on this guarantee of access, requiring that shelter services be available to youth 24 hours a day.

To ensure that the community is aware of shelter services, the program performance standards require shelters to conduct promotional activities. Programs do so in a variety of ways, including announcements and publications, linkages with local school systems and other public or private agencies that come in contact with youth, media campaigns, presentations to community groups,

Chapter 2: FYSB Youth Programs

and street outreach. Through street outreach, shelter staff seek to make contact with youth in public places who may need assistance.

When runaway and homeless youth arrive at a shelter, shelter staff must follow minimum procedures specified in the program performance standards. At intake, project staff identify young people's immediate needs for food, clothing, medical assistance, or other services and provide for these either directly or by referral to another community-based agency or individual. Intake staff explain shelter services to young people and secure their voluntary agreement to participate in services. They also record basic background information on each youth, and a staff member is assigned to oversee the provision of services to each young person.

Congress intended that runaway services be provided in facilities that offer youth adequate support in a homelike atmosphere. For that reason, RHYA mandates that federally funded runaway and homeless youth shelters may house no more than 20 youth and must have an adequate ratio of staff to young people; applicants must provide a rationale for the number of staff proposed. FYSB's program performance standards require that at least one adult be on the premises at all times when youth are present. Further, since RHYA intended that these services be transitional, program regulations allow shelters to house youth for a maximum of 15 days.

During their stay, youth receive services that meet their immediate needs. In addition, they receive counseling and services that help reunite them with their families (when appropriate) or assist them in determining what alternative living arrangements will be in their best interest. To ensure that young people's basic needs are met, shelters provide temporary housing, at least two meals per day, and individual and group counseling in compliance with the program performance standards. Shelters also must identify young people's other immediate needs, such as for psychological or psychiatric services, and meet these needs, either directly or by referral to another community-based agency or individual.

To assist in reuniting youth with their families when appropriate, the program performance standards stipulate that shelter staff must contact young people's parents within the timeframe established by State law. If no State requirement exists, shelter staff must contact a young person's parents within 72 hours (and preferably 24 hours) after the youth's arrival at the shelter. Once parents have been contacted, shelters must provide family counseling for youth and parents, if appropriate and requested.

Chapter 2: FYSB Youth Programs

Shelter staff must work with runaway and homeless youth and, as appropriate, their parents or legal guardians to decide what living arrangements are in the young people's best interest, including returning home or being placed in an appropriate alternative living situation. Once a solution has been agreed upon, shelter staff must arrange transportation if the young people live in the area served by the shelter. If the youth live outside the area, the shelter must ensure transportation by a third party and confirm the young people's safe arrival.

RHYA specifies that shelters also must provide youth and their families or legal guardians with aftercare services and counseling after departure from the shelter. Programs can offer these services either directly or by referral to other agencies and individuals.

In addition, RHYA and the program performance standards address outreach and networking activities by shelters. Shelters are required to network with law enforcement agencies, the juvenile justice system, school systems, and other community agencies. Linkages with law enforcement and juvenile justice system personnel help ensure that staff from these agencies are aware of and will use shelter services when assisting runaway and homeless youth who cannot immediately be reunited with their parents. Linkages with school systems allow shelters to coordinate with schools to which runaway and homeless youth return and assist young people in staying current with their studies. Linkages with community agencies give youth access to services that are not provided directly by the shelter.

Finally, the program performance standards require shelters to actively involve youth in the ongoing planning and delivery of services. Shelters can, for example, invite young people to serve on their boards of directors or provide opportunities for them to work as peer counselors. Shelters also can establish mechanisms for obtaining feedback from young people about the quality of services in the shelter.

The Basic Center Program in Action

Jamie, age 16, came to a Basic Center from a home where she was being emotionally and physically abused. The center provided her a safe place to stay and the support she needed to make it through the crisis. Shelter staff assisted her in being placed in a program that helps youth who do not have a home to return to get the skills they need to live independently. While there, she also enrolled in an academic program.

Today, Jamie has her high school diploma and is taking classes at a community college. She also is giving back to the shelter by volunteering her time on the shelter's entrepreneurial garden project.

The Transitional Living Program for Older Homeless Youth

Through TLP, created by amendments to RHYA in 1988 (Public Law 100–690), FYSB supports projects that provide longer term residential services to older, homeless youth ages 16–21 for up to 18 months. The program currently is authorized through Part B of RHYA, as amended (Public Law 106–71). These services are designed to help homeless youth make a successful transition to self-sufficient living. In FY 2000, FYSB funded 114 TLPs: 41 continuations and 73 new starts. In FY 2001, FYSB funded 112 TLPs: 74 continuations and 38 new starts. The average annual FYSB grant to TLPs was approximately \$179,000 in FY 2000 and \$195,000 in FY 2001. Table 2 at the end of this chapter shows TLP funding for FYs 2000 and 2001.

The TLP grantees are required to provide youth with stable, safe living accommodations and services that help them develop the skills necessary to move to independence (see appendix B on page 32). Living accommodations may be host family homes, group homes, or supervised apartments. In all three cases, TLP facilities may house not more than 20 youth at one time. Grantee program staff are required to maintain contact with youth in these facilities, although staff are not required to live on site.

In the host home approach, youth live with families in the community who have volunteered to participate in the program. While young people are participating in TLP services, host families make sure that their basic needs are met and provide support and supervision, with assistance from TLP project staff.

Group homes give youth the opportunity to move toward independence in a structured environment while living with other young people. The group is responsible for planning menus, preparing food, doing housekeeping tasks, and resolving issues that naturally arise in a shared-housing arrangement. The TLP project staff provide continuous onsite supervision and hold regular meetings with youth to discuss current issues.

TLPs also use several forms of supervised apartments to house young people. A grantee agency, for example, may own an apartment building and house youth in individual units. A staffperson stays on the premises to assist youth as needed. Other TLPs use “scattered-site” apartments: single-occupancy apartments rented directly by young people, with the sponsorship of a TLP. Youth rent an apartment in a neighborhood and location that they choose and, depending on program policies, are responsible for all or part of the rent. Youth work or go to school while continuing to participate in TLP services. The TLP staff visit these young people periodically, generally more often when they first move into the apartment and less often as they move toward independence. Some program models allow youth to keep the apartment upon completing program services.

Chapter 2: FYSB Youth Programs

In all three models, youth live in a supported, structured environment in which project staff are available to advise them as they develop the skills needed to move to full independence. These skills include budgeting, maintaining a house or apartment, paying rent, planning menus, preparing food, and building constructive relationships. In addition, many programs use a phase system that enables youth to move from a more supervised to a less supervised environment as they learn to live on their own. Upon entering the program, TLP participants might, for example, live in group homes with other youth and a project staffperson. As they demonstrate increased decisionmaking skills, responsibility, and goal orientation, young people move into apartment buildings on agency property before finally moving into individual scattered-site apartments.

To complement these practical experiences in moving toward independent living, TLP grantees also offer (either directly or by referral) programs providing more formal, structured opportunities for learning, as well as services that meet basic needs:

- **Basic life-skill building:** Develops or enhances skills in budgeting, using credit, housekeeping, menu planning, and food preparation, and provides consumer education;
- **Interpersonal skill building:** Develops or enhances young people's ability to establish positive relationships with peers and adults, make decisions, and manage stress;
- **Educational advancement:** Offers opportunities to attain a General Educational Development (GED) credential, postsecondary training, or vocational education;
- **Job preparation and attainment:** Provides career counseling, guidance on dress and grooming, and job placement;
- **Mental health care:** Provides individual and group counseling and drug abuse education and prevention;
- **Physical health care:** Provides routine physicals, health assessments, and emergency treatment;
- **Individualized planning:** Allows staff and young people to work together to develop individual transitional living plans and decide how services should be provided.

The TLP grantees will continue to carry out these required program activities in the next 2 Fiscal Years.

TLPs in Action

Shannon entered a TLP after she and her sister relocated to the Dallas area and found themselves homeless. She completed the program, which gave her the skills she needed to live on her own. The program required her to pay a modest rent, half of which was later returned to her to use in establishing permanent housing.

Shannon applied her funds to a down payment on a home. Today, at age 19, she is a longstanding employee of a local hotel, a student at the local community college, and a homeowner.

The Street Outreach Program

In July 1996, FYSB began implementing a new Street Outreach Program. The program was created as part of the Violence Against Women Act of the Violent Crime Control and Law Enforcement Act of 1994 (Public Law 103–322). The program currently is authorized through Part E of RHYA, as amended (Public Law 106–71).

FYSB first awarded Street Outreach Program grants in FY 1997 to existing FYSB grantees and other agencies that offered emergency shelter and other appropriate services (a total of 80 grants). In FY 2000, FYSB funded 129 Street Outreach Programs: 76 continuations and 53 new starts. In FY 2001, FYSB funded 143 Street Outreach Programs: 52 continuations and 91 new starts. The average annual FYSB grant to Street Outreach Programs was approximately \$93,000 in FY 2000 and \$94,000 in FY 2001. Table 3 at the end of this chapter shows Street Outreach Program funding for FYs 2000 and 2001.

FYSB requires the Street Outreach grantees to offer services on the street during the hours young people tend to be out, including late afternoons, evenings, nights, and weekends (see appendix C on page 34). The programs also must use staff whose gender, ethnicity, and life experiences are similar to those of the young people to be served. Further, given the intensity of street work, FYSB requires applicants to provide staff with supportive training on issues relevant to street life. Applicants also must provide staff with street-based supervision, including guidance on the boundaries of their job responsibilities and strategies for helping youth who are survivors of sexual abuse.

Moreover, agencies funded under the Street Outreach Program need to meet two key requirements. First, they must provide outreach services from a youth development

perspective. They are required to involve youth in the design, operation, and evaluation of the program. Second, grantees are required to develop a plan for coordinating services funded under the program with their State or local sexual assault coalitions or other agencies providing services to youth who have been, or who are at risk of being, sexually abused or exploited.

The Street Outreach Program in Action

A series of events put Travis, age 19, on the streets: he lost his job at the same time that his father lost his house and source of income. Travis found himself seeking shelter in building hallways or sleeping on park benches. Then he met the Street Outreach Program staff from a local FYSB grantee agency, who steered him to a youth center that helped him locate shelter, food, and shower facilities and provided him with advice and support regarding his circumstances.

Today, Travis is employed by the youth center and is reaching out to other youth to let them know about center services. He also worked with others in his State to advocate for legislation that provides funds for programs like the ones that helped him.

Funding Mechanisms of the FYSB Youth Programs

FYSB solicits separate grant applications for the Basic Center Program, TLP, and Street Outreach Program through a *Federal Register* announcement, and applications are reviewed by peer panels. The Basic Center Program, TLP, and Street Outreach Program provide new-start grants on a competitive basis for 1-year budget periods. After the first year of the project, agencies may apply for continuation funding on a noncompetitive basis for up to 2 more years.

All continuation grants are subject to the availability of funds and satisfactory progress of the grantee. The maximum grant for a 3-year project period for the Basic Center Program and TLP is \$600,000; for the Street Outreach Program, the maximum grant is \$300,000.

Funds for the Basic Center Program are allocated on the basis of each State's population under age 18. RHYA, as amended, however, requires that, beginning in FY 1995, each State receive a minimum of \$100,000 in Basic Center funding and each Territory a minimum of \$45,000. (Congress, however, did not allocate funding for the Trust Territory of the Pacific Islands.) If, as a result of applying these minimums, any State would receive less funding than it received in FY 1992, the amendments require reducing other States' and Territories' minimums proportionately. In carrying out these reductions, however, no State may receive less funding than it received in FY 1992. Funds for the TLP and the Street Outreach Program are competed nationally and are not based on a State's population under age 18. The Basic Center Program, TLP, and Street Outreach Program grantees are required to provide a non-Federal match of 10 percent of the grant amount. Thus, a grantee receiving \$200,000 must provide \$20,000 in non-Federal funds.

Table 1. Basic Center Program Funding, FYs 2000 and 2001

Category	FY 2000 (\$ in millions)	FY 2001 (\$ in millions)
Total funding appropriated	\$43.6	\$48.6
Total funds disbursed for Basic Center grants	\$39.2	\$43.2
Number of Basic Center grants	362	369
Total funds disbursed for new-start grants	\$14.3	\$15.7
Number of new-start grants	132	134
Total funds disbursed for continuation grants	\$24.9	\$27.5
Number of continuation grants	230	235
Total funding for administrative expenses, logistics, support systems, and collaboration with other Federal agencies	\$4.4	\$5.4

Table 2. Transitional Living Program Funding, FYs 2000 and 2001

Category	FY 2000 (\$ in millions)	FY 2001 (\$ in millions)
Total funding appropriated	\$20.4	\$20.7
Total funds disbursed for TLP grants	\$18.4	\$18.6
Total number of TLP grants	114	112
Total funds disbursed for new-start grants	\$12.1	\$6.4
Number of new-start grants	73	38
Total funds disbursed for continuation grants	\$6.3	\$12.2
Number of continuation grants	41	74
Total funding for administrative expenses, logistics, support systems, and collaboration with other Federal agencies	\$2.0	\$2.1

Table 3. Street Outreach Program Funding, FYs 2000 and 2001

Category	FY 2000 (\$ in millions)	FY 2001 (\$ in millions)
Total funding appropriated	\$15.0	\$15.0
Total funds disbursed for Street Outreach Program grants	\$13.5	\$13.5
Total number of Street Outreach Program grants	129	143
Total funds disbursed for new-start grants	\$4.9	\$8.8
Number of new-start grants	53	91
Total funds disbursed for continuation grants	\$8.6	\$4.7
Number of continuation grants	76	52
Total funding for administrative expenses, logistics, support systems, and collaboration with other Federal agencies	\$1.5	\$1.5

Chapter 3

Family and Youth Services Bureau Support System

The Family and Youth Services Bureau (FYSB) created its national support system to help local youth service agencies enhance their capacity to assist young people and their families. Through this system, FYSB supports a national hotline and referral system for runaway youth; offers conferences, trainings, peer monitoring, and onsite technical assistance; and documents effective practices and disseminates these to the youth service field. The system includes the following:

- Training and Technical Assistance Component
 - National Communications System;
 - National Clearinghouse on Families & Youth;
 - Runaway and Homeless Youth Program Monitoring System;
 - Regional Training and Technical Assistance Provider System.
- Research and Evaluation Component
 - Runaway and Homeless Youth Management Information System;
 - Research and Demonstration Program.

The FYSB support system is designed to assist grantee programs in delivering services that make a difference in the lives of young people. Highlights of support system activities during Fiscal Years (FYs) 2000 and 2001 appear on the following pages.

The National Communications System

The U.S. Congress authorized the establishment of a “national communications system to assist runaway and homeless youth in making contact with their families and service providers,” through the Runaway and Homeless Youth Act (RHYA), Title III of the Juvenile Justice and Delinquency Prevention Act (JJDP) of 1974, as amended (Public Law 96–509). Funding for the system was first authorized in FY 1980. The system currently is authorized through Part C, Section 331, of RHYA, as amended by the Missing, Exploited, and Runaway Children Protection Act (Public Law 106–71).

Today, FYSB funds the National Runaway Switchboard (NRS) to serve as that communications system. NRS assists runaway youth and their families by linking them to crisis counseling, programs and resources, and each other, as appropriate. The goal of the system is to ensure that young people in crisis have one central place to turn for information on the help available to them.

The NRS toll-free hotline (800-621-4000), the central element of the communications system, operates 24 hours a day, 365 days a year. Hotline volunteers and staff typically respond to 100,000 to 120,000 calls a year. In FY 2000, the Switchboard handled more than 117,000 calls, and in FY 2001, more than 117,500.

NRS has two special functions to ensure that its services are accessible to all young people: a special phone line for helping hearing-impaired youth and access to AT&T’s language line translation service. Additionally, NRS has an automated system for responding to noncrisis callers requesting NRS materials, statistics on runaway and homeless youth, or other general information. This system ensures that phone lines are available at all times to respond to callers in crisis.

NRS staff and volunteers provide callers with referrals to community-based programs and services. NRS currently has online data on more than 16,500 youth-related agencies across the country, and this information is updated twice a year. In addition, crisis line staff have access to information about more than 200,000 organizations through hard-copy resource directories. NRS also has more than 1,700 “Agency Affiliation Agreements” with local youth organizations to strengthen its link to agencies offering services to runaway and homeless youth and other young people in difficult situations. The three-year Affiliation Agreements commit agencies to ongoing communication with NRS and to providing services to youth and families who are referred to them by NRS.

NRS staff also facilitate conference calls to agencies so that runaway youth who are away from their communities are connected to appropriate services, such as shelter care; all other young people and families are referred to services in their home communities.

Chapter 3: FYSB Support System

Conference calls with the parents of runaway youth also play a large part in initiating the process of family reunification. Table 1 in appendix D shows the number of conference calls offered and placed on behalf of youth callers in FYs 2000 and 2001.

NRS staff also reach out to youth and parents through the NRS Web site (<<http://www.nrscrisisline.org>>), launched in FY 1998 and redesigned in FY 2001. Through the Web site, NRS promotes its services and highlights its collaborations and partnerships. The site provides information for youth, their parents, school personnel, and service providers. Further, it has a feature that allows youth, family members, and others who are in crisis to send e-mails to NRS; they also can request prevention materials. In FY 2000, the NRS Web site received more than 1.8 million “hits,” and in FY 2001 that figure was 1.85 million.

In FYs 2000 and 2001, NRS also continued or initiated a number of activities designed to leverage additional resources on behalf of enhanced services for runaway youth and continued to conduct promotional efforts designed to raise awareness of NRS services. The following are highlights of NRS project activities during these two Fiscal Years:

- Continued to operate the “HomeFree” program, a 6-year-old collaboration with Greyhound Bus Lines, Inc. Through the program, runaways who wish to reunite with their families are provided transportation to their homes free of charge. Young people served by the program have access to the full array of Switchboard services, including conference calls to service providers, mediation calls between youth and their families, and family referrals to service providers in their home communities.

Through this program, NRS offered family reunification services to 1,522 youth in FY 2000, with 919 youth receiving free bus tickets to return home to their families and/or guardians. In FY 2001, the corresponding figures were 1,126 and 954.

- Used the AT&T language line to communicate with an increasingly diverse population of hotline callers, including Spanish, Samoan, Hmong, Laotian, Mongolian, Ukrainian, and Dutch populations.
- Developed or updated promotional materials about NRS services and distributed these, including NRS brochures (50,000), the *Parent Information Guide* in English (61,000) and Spanish (30,000), the *Youth Information Guide* in English (77,000) and Spanish (30,000), wallet information cards (60,000), NRS pencils (100,000), and bookmarks (through library systems in New Mexico, Illinois, and Virginia).

In addition to these activities, during these two Fiscal Years, through its management information system (MIS), NRS continued to expand knowledge about the young people and families that it serves. The NRS MIS complements the FYSB Runaway and Homeless Youth Management Information System (RHYMIS) (see page 25). Through the NRS system, volunteers document information about each hotline crisis call, including a caller profile (age/gender), the caller's problems, the focus of the call, referrals offered during the call, and followup that may be needed.

The NRS MIS data showed that in FYs 2000 and 2001, the Switchboard responded to approximately 117,000 and 117,500 calls, respectively. Of those calls, 45 percent (FY 2000) and 42 percent (FY 2001) were from youth and 35 percent (FY 2000) and 36 percent (FY 2001) from parents, with the remainder from young people's relatives and friends or from youth professionals or another adult (appendix D, table 2).

The NRS MIS also collected information on the reasons that youth contacted the Switchboard. It is important to note that youth may be reluctant to share highly sensitive information (such as about physical, sexual, or emotional abuse) with someone they do not know. Data on these issues, therefore, typically underreport the incidence rate of highly sensitive issues such as child sexual abuse. Of youth callers, 42 percent (FY 2000) and 43 percent (FY 2001) said they contacted the Switchboard because of family dynamics, and 15 percent (FYs 2000 and 2001) because of peer/social issues (appendix D, table 3). Of the remaining problems and issues cited, the most frequent were physical, sexual, or emotional abuse or neglect (9 percent in FYs 2000 and 2001), school-related issues (7 percent in FY 2000; 6 percent in FY 2001), and youth service issues (7 percent in FY 2000; 6 percent in FY 2001).

Of youth callers in FY 2000, 77 percent were female, 23 percent male, and 44 percent age 11–17 (appendix D, table 4). In FY 2001, the corresponding figures were 78 percent, 22 percent, and 42 percent. In addition, the majority of youth who called the Switchboard were runaway youth (59 percent in FY 2000; 57 percent in FY 2001) or in other crisis situations (27 percent in FY 2000; 26 percent in FY 2001) (appendix D, table 5). Of youth callers who had run away, nearly two-thirds (65 percent in FY 2000; 66 percent in FY 2001) had been away from home 1 week or less (appendix D, table 6). Additional NRS MIS data for FYs 2000 and 2001 are shown in tables 7–9 in appendix D.

The National Clearinghouse on Families & Youth

FYSB established the National Clearinghouse on Families & Youth (NCFY) in 1992 as a resource for communities, organizations, and individuals interested in developing new and effective strategies for supporting young people and their families. NCFY seeks to assist those

Chapter 3: FYSB Support System

interested in youth issues in finding the resources they need to better serve young people, families, and communities. As a free information source for youth service professionals, policymakers, and the general public, NCFY offers the following:

- **Information sharing:** NCFY conducts research in response to information requests regarding youth programming and policy, available resources, national youth-related initiatives, and a range of other youth-related topics. The NCFY library contains free or low-cost publications on youth-related issues and abstracts of thousands of other documents.
- **Publications development:** NCFY produces a range of publications designed to assist those working with youth and families or youth policy. These include community education guides and technical assistance publications, publications for parents and young people, and summaries of FYSB-funded evaluations or research and demonstration projects.
- **Outreach:** NCFY supports FYSB in working with other Federal agencies and national organizations to develop improved practices for strengthening programs for youth and families.

NCFY worked closely with FYSB during FYs 2000 and 2001 to accomplish the Bureau's goals through these activities. Highlights of these activities are listed below:

- Responded in FY 2000 to 134,035 information requests for funding sources, statistics, program models, research findings, and referrals through the NCFY Information Service and Web site; the corresponding figure for FY 2001 was 215,680;
- Maintained a literature database containing abstracts of more than 9,500 publications on youth and family issues;
- Assisted FYSB in hosting meetings that brought together the FYSB-funded State Youth Development Collaboration Project grantees, the FYSB-funded Runaway and Homeless Youth Program grantees, and the 10 FYSB Regional Training and Technical Assistance (T/TA) Providers;
- Conducted an analysis of RHYA, as amended by the Missing, Exploited, and Runaway Children Protection Act, and incorporated revisions from the U.S. Department of Health and Human Services (DHHS) Office of the General Counsel;

Chapter 3: FYSB Support System

- Produced the following publications:
 - *Express Yourself! A Teenager’s Guide to Fitting In, Getting Involved, Finding Yourself*, May 2000 (in both English and Spanish);
 - *Youth Who Turned Their Lives Around and the Programs That Helped Them*, May 2000;
 - *Preventing Tragedy Involving Young People: What You Can Do To Help*, June 2000;
 - *The Exchange: “Putting Real Youth Participation Into Practice”*;
- Created new designs and frameworks for the FYSB, NCFY, and DHHS “YouthInfo” Web sites, and maintained these sites (the NCFY site was visited more than 91,300 times during FY 2001);
- Developed speeches and provided background information to assist the Bureau in preparing for a number of meetings and events, such as the Assistant Secretary for Children and Families’ presentation to the National Academy of Sciences’ Committee on Adolescent Health and Development and the FYSB staff’s presentations at the Connecticut Youth Funders Conference and the 8th Transition to Independent Living Conference;
- Prepared materials to support FYSB’s role in developing the Blueprint for Youth (see chapter 1) and analyzed youth development initiatives and programs supported by Federal agencies and national organizations to produce the *Report of the Analysis of Federal Youth Development Programming*;
- Assisted FYSB in revising the existing RHYMIS instruments by restructuring the instruments; reviewing these after programming was completed; collecting, analyzing, and developing a report on grantee feedback on the new instrument; and working collaboratively with the RHYMIS technical contractor (see chapter 1);
- Assisted FYSB in exploring possible approaches to revising the Runaway and Homeless Youth Program Monitoring System (see chapter 1);

- Conducted outreach activities, including the following:
 - Exhibited at eight national conferences in FY 2000 and five in FY 2001, and distributed NCFY materials to an additional 85 events;
 - Conducted 30 special outreach mailings in each Fiscal Year, including distributing NCFY-produced publications to the FYSB grantees and national organizations working on youth and family issues.

The Runaway and Homeless Youth Program Monitoring System

FYSB created the Runaway and Homeless Youth Program Monitoring System to assess its grantee projects, including visiting each grantee on site not less frequently than once every three years. The system currently is authorized through Part F, Section 386, of RHYA, as amended (Public Law 106–71).

In FYs 2000 and 2001, FYSB conducted 71 and 70 monitoring visits, respectively. Site visits are conducted by monitoring teams comprising Administration for Children and Families (ACF) Regional Office staff and peer monitors from FYSB grantee agencies. There were 256 peer monitors in FY 2000 and 297 in FY 2001. (See table 1 on the following page for the characteristics of the peer monitors.) Every other year, new peer monitors attend a 2-day National Peer Monitor Training focusing on skill development and peer monitor roles and responsibilities. Peer monitors also receive instruction on how to document visit findings in the monitoring instrument, and each trainee completes a monitoring visit at a local FYSB grantee agency.

Monitoring visits typically involve an entrance conference; several days of interviews, inspection of the facilities, and reviews of case files and other agency documents; and an exit conference. Grantees typically conduct a self-assessment before the visit to allow reviewers to obtain factual information, leaving time during the site review for interaction and interviews.

Financial and compliance issues are addressed by Federal reviewers, while peer monitors address program issues, including providing technical assistance and sharing best practices. (See also page 25 for examples of how FYSB's T/TA Providers provided followup support to grantees on the basis of monitoring visit reports.) The monitoring team then prepares a written report that identifies strengths and areas that require corrective action within a specified timeframe. Grantees are provided an opportunity to review and respond to draft monitoring reports.

Table 1. Characteristics of Peer Monitors

Characteristic		FY 2000 (%)	FY 2001 (%)
Gender:	Male	37	37
	Female	63	63
Race:	Caucasian	78	78
	African American	15	15
	Asian American	2	1.5
	Latino/Hispanic	4	4
	American Indian	1	1.5
Age:	18–25	0	0
	26–40	45	40
	Over 40	55	60
Education:	Undergraduate	25	35
	Postgraduate	69	60
	Doctorate	6	5

FYSB’s Regional Training and Technical Assistance Providers

FYSB funds 10 regionally-based organizations to provide T/TA to local youth service agencies receiving Bureau funding. Each organization serves FYSB-funded projects in one of the 10 U.S. DHHS Regions.

The regionally-based T/TA Provider network was first established by Congress as “coordinated networks” through amendments to RHYA in 1977 (Public Law 95–115). The system currently is authorized through Part D, Section 342, of RHYA, as amended (Public Law 106–71).

Today, FYSB funding supports several types of services to the grantees through the T/TA Provider system:

- Conferences;
- Workshops and trainings;
- Technical assistance (routine and following monitoring visits, telephone, on site, and information sharing).

Each T/TA Provider offers technical assistance through different vehicles, depending on the needs and geographic distribution of the FYSB grantees in their region. Most provide this

Chapter 3: FYSB Support System

service to the majority of grantees in their Region each year. In FY 2000, one T/TA provider, for example, conducted 16 onsite consultations and 300 telephone consultations; that provider also responded via e-mail to an additional 200 requests for technical assistance. Below are highlights of other activities conducted by the FYSB Regional T/TA Providers in FYs 2000 and 2001:

- Sponsored or cosponsored more than 26 regional or statewide conferences in FY 2000, and 33 in FY 2001;
- Sponsored more than 190 trainings or workshops in FY 2000, and 169 in FY 2001;
- Produced and distributed newsletters and other materials such as the following:
 - *MANY Messages*;
 - *Newsline*;
 - *Community Roadmaps*;
 - *Peer Pages*;
 - *SENews*;
 - *Youth Services Journal*;
 - *Directory of Youth Involvement Resources and Skills*;
 - *LACCA News*;
 - *Information Sharing*;
 - *Ninth Wave*;
 - *ConnecXion*;
 - *NEN Administration and Public Policy*;
 - *NEN Clinical Theory and Practice*;
 - *West Central Hub-Bub*.

Chapter 3: FYSB Support System

The T/TA providers also periodically conduct special projects designed to test new project models and enhance their capacity to meet the T/TA needs of FYSB grantee agencies. The following are examples of special projects conducted by T/TA Providers during FYs 2000 and 2001:

- Operated a youth development service corps at four FYSB grantee agencies, through which young people served by the grantees worked in community programs with other volunteers, such as in runaway shelters, Transitional Living Programs (TLPs), Street Outreach programs, and afterschool and mentoring programs;
- Developed a database that tracks information about the grantees, including the conferences and trainings they attend and the information they request. The database is designed to provide information that will allow T/TA Providers to better meet grantees' needs;
- Conducted a national research study of spiritual and religious practice in work with adolescents;
- Convened a Community Youth Development Learning Resource Team that brings together, on an ongoing basis, youth and adults who work in partnership in their communities;
- Developed and field-tested a protocol for conducting street surveys of homeless youth;
- Began disseminating findings from a project designed to document the correlation between youth in foster care and young people who are homeless, explore the reasons for runaway behavior and homelessness among youth in foster care and those who have aged out of foster care, and identify policies that may reduce runaway behavior among youth in foster care.

In addition, in these two Fiscal Years, many T/TA providers used the results of the FYSB Runaway and Homeless Youth Program Monitoring System visits to further tailor their activities to the specific needs of each FYSB-funded program in their region (see page 21). Examples include the following:

- The Region II T/TA provider attended several monitoring site visits each Fiscal Year and conducted followup technical assistance activities responsive to needs identified during the visits. The T/TA Provider offered resource materials, informed agency staff about relevant training opportunities, and provided experts in areas in which the agency required assistance or referred the agency to experts.

- The Region IV T/TA provider received copies of all monitoring reports and immediately arranged technical assistance with grantees in areas identified during the monitoring visits. T/TA Provider staff then followed up to evaluate outcomes and offer further T/TA if needed; they then reported to the ACF Regional Office regarding grantee progress.
- The Region VI T/TA provider offered guidance to a grantee about community youth development, an area of need that was identified during a monitoring visit. Grantee staff attended a training at which they developed partnerships with other community youth service organizations to promote community youth development efforts.

The Runaway and Homeless Youth Management Information System

In 1992, Congress authorized FYSB to implement a national reporting system through RHYA (Public Law 93–415). The system currently is authorized through Section 302 of RHYA, as amended (Public Law 106–71). In response, FYSB launched the RHYMIS in 1992. The system is designed to capture data on the number of runaway and homeless youth being served by FYSB grantee programs, demographic information on those youth, and the types of services being offered by the programs they turned to for assistance. (See chapter 1 for information on FYSB’s streamlining of RHYMIS during FYs 2000 and 2001.) The RHYMIS project team is responsible for maintaining and enhancing the system, providing T/TA on RHYMIS to the FYSB grantees, and collecting and maintaining data.

The following are highlights of RHYMIS project activities during FYs 2000 and 2001:

- Worked with FYSB to develop the programming for RHYMIS-LITE (see chapter 1);
- Provided ongoing technical assistance through the FYSB-supported, toll-free RHYMIS technical support hotline, including expanding the helpline hours and continuing to provide technical support via e-mail;
- Provided special assistance to increase data submissions, including hands-on training, to new grantees and grantees experiencing difficulty submitting the RHYMIS data;
- Maintained the RHYMIS Web site, which includes user tips, answers to frequently asked questions, and information on obtaining RHYMIS technical assistance;
- Prepared materials about RHYMIS-LITE and distributed those materials and

demonstrated the new RHYMIS-LITE software at the National Network for Youth Symposium in Washington, D.C., February 2001;

- Maintained the national database of RHYMIS data (including integrating approximately 620 grantee data submissions into the national database) and disseminated the data to FYSB staff, the ACF Regional Office Youth Specialists, and the T/TA Providers;
- Responded to 2,282 information and technical assistance requests from FYSB grantees, researchers, the ACF Regional Offices, and other youth service professionals;
- Established a schedule for delivering training on RHYMIS-LITE, developed the training materials, and delivered the training to FYSB grantees in four States and through one T/TA Provider Conference.

Research and Demonstration Program

FYSB funds Research and Demonstration projects to enhance knowledge about key issues or to build capacity in the youth service field, as authorized by Part D, Section 343, of RHYA, as amended (Public Law 106–71).

In FY 1998, FYSB announced the award of more than \$1 million dollars to nine State Youth Development Collaboration Projects. FYSB awarded the funding (\$120,000 each for 5 years) to the following States to develop and support innovative youth development strategies: Arizona, Colorado, Connecticut, Iowa, Maryland, Massachusetts, Nebraska, New York, and Oregon. In FY 2001, FYSB awarded funding (\$120,000 each for 3 years) to an additional four States: Illinois, Indiana, Kentucky, and Louisiana. The grants are enabling the States to identify and develop new, or strengthen their existing, youth development strategies. Each project is promoting partnerships among FYSB grantees and community-based youth service organizations in each State; these partnerships are intended to result in increased focus on, and collaboration for, providing opportunities that support young people's positive development.

Each State has designed a unique plan for implementing the demonstration project on the basis of the identified needs of the State's young people and prior State activities related to youth development. States' efforts are focusing on all youth, including youth in at-risk situations such as runaway youth, youth leaving the foster care system, abused and neglected children, and other youth served by the child welfare and juvenile justice systems.

In FYs 2000 and 2001, the original State Youth Development Collaboration Project grantees built on the foundation of their first-year project planning activities. The projects strengthened their collaborative efforts, especially with and among State agencies focusing on young people; created public education campaigns; analyzed the States' approaches to administering youth programming; and, in the case of one State, created a significant legislative change for young

people who grew up in foster care.

Below are examples of the projects' FYs 2000 and 2001 activities:

- The Arizona Positive Youth Development Initiative designed, awarded, and administered contracts with the 15 Arizona counties to establish Youth Development Councils. The councils are intended to be vehicles for State and local collaboration to promote positive youth development statewide. The project also provided training and technical assistance in support of the councils' efforts.
- The Colorado Collaboration for Youth promoted the youth development approach in the context of community-based services. In Fiscal Year 2000, the project refocused its design to emphasize strengthening collaboration between existing service providers. In addition, Colorado is one of the 10 States selected to participate in the National Governors Association's Youth Policy Network. Participating States work collaboratively to examine best practices for supporting youth, to explore innovative ways of addressing youth issues, and to incorporate youth development principles into existing State initiatives.
- The Connecticut for Community Youth Development project steering committee, comprising 10 State agencies, was actively involved in planning professional development trainings. During FY 2000, the project conducted six two-day youth development workshops across the State for close to 200 participants, and offered two other courses: a 30-hour curriculum on youth development and a supervisor training. Information about the training and other project activities was shared through a project-developed newsletter that is distributed to 4,500 individuals and organizations in the State.
- The Iowa Collaboration for Youth Development continued its focus on youth policy alignment; representatives of nine State agencies with authority over programs affecting youth met regularly. The group developed a matrix comparing the requirements and parameters of nine State-mandated or State-directed community-planning processes that impact youth; the matrix will be used as a tool to analyze how to streamline the efforts of multiple youth-serving systems. The project also completed a "communications plan" that prioritized and will guide promotion of youth development principles and project activities. Iowa is one of the 10 States selected to participate in the National Governors Association's Youth Policy Network.
- The Massachusetts Youth Development State Collaboration Project, working in collaboration with young people in foster care, promoted the creation of two key new college financial aid programs targeted to youth currently or previously in foster care. The State Board of Higher Education voted to provide State college tuition waivers for all youth age 24 and under who were adopted through the State Department of Social Services and all foster youth, age 24 and under, who came into the system

under a Care and Protection petition and “aged out” of the system without being adopted or legally returned home. In addition, the Governor signed legislation authorizing \$1.2 million for the Foster Child Grant Program. The Program provides annual financial aid grants for foster youth who “aged out” of the system and are enrolled in a postsecondary educational institution. Massachusetts is one of the 10 States selected to participate in the National Governors Association's Youth Policy Network.

- The Nebraska Youth Development State Collaboration Project created a project team comprising youth and adults who represent State and local agencies, and other groups and communities from across the State. In addition, the Nebraska Department of Health and Human Services established working teams to focus on the continuum-of-care transitional housing and placement options and on enhancing collaboration between service providers to improve outcomes for young people. The project worked closely with the Governor, who agreed to work with his Youth Advisory Council to further integrate youth development strategies into the work of agencies in his administration. The project also collaborated with the Independent Living Program and other partners to provide specialized computer camps for youth, and continued its networking, training, Web site development, and information dissemination activities.
- In New York, the Office of Children and Family Services created an Office of Youth Development, continued an Integrated County Planning process in 15 counties and New York City, held training events for participating counties, and arranged with Cornell University to provide youth development capacity-building training to the State's youth bureaus. The New York Youth Development Partners Project also completed *Promoting Positive Youth Development: Moving From Dialogue to Action*, a discussion paper representing the State's collective support for the youth development framework. New York is one of the 10 States selected to participate in the National Governors Association's Youth Policy Network.
- The Oregon Youth Development Collaboration Project established the Youth Development Policy Council, with a mission and structure that would support youth development activities. The project conducted several statewide and regional youth development training events and arranged with a public relations firm to design the “Get Real” public awareness campaign. The goal of the campaign is to create positive interaction between youth and adults.

FYSB regularly convenes its Research and Demonstration grantees to identify project learnings, develop strategies for overcoming barriers, and promote cross-project information sharing. During these two Fiscal Years, FYSB held two forums that brought together the State Youth Development Collaboration Project grantees. Through the February 2000 Forum of the State Youth Development Collaboration Projects, grantees shared information about their project activities, discussed evaluation strategies, and planned ways to enhance linkages with other youth development initiatives. In February 2001, FYSB convened the grantees to discuss

Chapter 3: FYSB Support System

lessons learned, identify project challenges, and clarify project goals and strategies for reaching those goals.

Appendix A

Requirements of Basic Center Grantees

Part A, Section 312(b) of the Runaway and Homeless Youth Act (RHYA), as amended by the Missing, Exploited, and Runaway Children Protection Act (Public Law 106–71), requires that Basic Center grantees shall do the following:

“(1) shall operate a runaway and homeless youth center located in an area which is demonstrably frequented by or easily reachable by runaway and homeless youth;

(2) shall use such assistance to establish, to strengthen, or to fund a runaway and homeless youth center, or a locally controlled facility providing temporary shelter, that has—

(A) a maximum capacity of 20 youth; and

(B) a ratio of staff to youth that is sufficient to ensure adequate supervision and treatment;

(3) shall develop adequate plans for contacting the parents or other relatives of the youth and ensuring the safe return of the youth according to the best interests of the youth, for contacting local government officials pursuant to informal arrangements established with such officials by the runaway and homeless youth center, and for providing for other appropriate alternative living arrangements;

(4) shall develop an adequate plan for ensuring—

(A) proper relations with law enforcement personnel, health and mental health care personnel, social service personnel, school system personnel, and welfare personnel;

(B) coordination with personnel of the schools to which runaway and homeless youth will return, to assist such youth to stay current with the curricula of those schools; and

(C) the return of runaway and homeless youth from correctional institutions;

(5) shall develop an adequate plan for providing counseling and aftercare services to such youth, for encouraging the involvement of their parents or legal guardians in counseling, and for ensuring, as possible, that aftercare services will be provided to those youth who are returned beyond the State in which the runaway and homeless youth center is located;

(6) shall develop an adequate plan for establishing or coordinating with outreach programs designed to attract persons (including, where applicable, persons who are members of a cultural minority and persons with limited ability to speak English) who are eligible to receive services for which a grant under subsection (a) may be expended;

(7) shall keep adequate statistical records profiling the youth and family members whom it serves (including youth who are not referred to out-of-home shelter services), except that records maintained on individual runaway and homeless youth shall not be disclosed without the consent of the individual youth and parent or legal guardian to anyone other than another agency compiling statistical records or a government agency involved in the disposition of criminal charges against an individual runaway and homeless youth, and reports or other documents based on such statistical records shall not disclose the identity of individual runaway and homeless youth;

(8) shall submit annual reports to the Secretary detailing how the center has been able to meet the goals of its plans and reporting the statistical summaries required by paragraph (7);

(9) shall demonstrate its ability to operate under accounting procedures and fiscal control devices as required by the Secretary;

(10) shall submit a budget estimate with respect to the plan submitted by such center under this subsection;

(11) shall supply such other information as the Secretary reasonably deems necessary; and

(12) shall submit to the Secretary an annual report that includes, with respect to the year for which the report is submitted—

(A) information regarding the activities carried out under this part;

(B) the achievements of the project under this part carried out by the applicant; and

(C) statistical summaries describing—

(i) the number and characteristics of the runaway and homeless youth, and youth at risk of family separation, who participate in the project; and

(ii) the services provided to such youth by the project”

Appendix B

Requirements of Transitional Living Program Grantees

Part B, Section 322(a) of the Runaway and Homeless Youth Act (RHYA), as amended by the Missing, Exploited, and Runaway Children Protection Act (Public Law 106–71), requires Transitional Living Program for Homeless Youth (TLP) grantees to do the following:

“(1) to provide, directly or indirectly, shelter (such as group homes, host family homes, and supervised apartments) and services (including information and counseling services in basic life skills which shall include money management, budgeting, consumer education, and use of credit, interpersonal skill building, educational advancement, job attainment skills, and mental and physical health care) to homeless youth;

(2) to provide such shelter and such services to individual homeless youth throughout a continuous period not to exceed 540 days;

(3) to provide, directly or indirectly, on-site supervision at each shelter facility that is not a family home;

(4) that such shelter facility used to carry out such project shall have the capacity to accommodate not more than 20 individuals (excluding staff);

(5) to provide a number of staff sufficient to ensure that all homeless youth participating in such project receive adequate supervision and services;

(6) to provide a written transitional living plan to each youth based on an assessment of such youth’s needs, designed to help the transition from supervised participation in such project to independent living or another appropriate living arrangement;

(7) to develop an adequate plan to ensure proper referral of homeless youth to social service, law enforcement, educational, vocational, training, welfare, legal service, and health care programs and to help integrate and coordinate such services for youths;

(8) to provide for the establishment of outreach programs designed to attract individuals who are eligible to participate in the project;

(9) to submit to the Secretary an annual report that includes information regarding the activities carried out with funds under this part, the achievements of the project under this part carried out by the applicant and statistical summaries describing the number and the characteristics of the homeless youth who participate in such project, and the services provided to such youth by such project, in the year for which the report is submitted;

(10) to implement such accounting procedures and fiscal control devices as the Secretary may require;

(11) to submit to the Secretary an annual budget that estimates the itemized costs to be incurred in the year for which the applicant requests a grant under this part;

(12) to keep adequate statistical records profiling homeless youth which it serves and not to disclose the identity of individual homeless youth in reports or other documents based on such statistical records;

(13) not to disclose records maintained on individual homeless youth without the informed consent of the individual youth to anyone other than an agency compiling statistical records; and

(14) to provide to the Secretary such other information as the Secretary may reasonably require.”

Appendix C

Requirements of Street Outreach Program Grantees

The Family and Youth Services Bureau's (FYSB's) Fiscal Year 2001 Runaway and Homeless Youth Program Final Program Priorities and Request for Applications required that each applicant for funding under the Street Outreach Program do the following:

- “1. . . . describe its youth development approach to serving street youth, including how youth will be involved in the design, operation and evaluation of the program.
2. . . . describe its current or proposed street outreach effort, including framework and philosophy, hours of operation, staffing pattern and staff support, services provided and efforts to deal with sexual abuse and exploitation.
3. . . . describe a plan to provide street-based outreach services where street youth congregate and during hours when youth will most likely avail themselves of those services (late afternoon, evenings, nights and weekends). . . .
4. . . . show that there is guaranteed access to emergency shelter services that can be made available to street youth. . . .
5. . . . describe the range of services that will be offered to street youth and how those services will be provided. At a minimum, plans should be provided for street-based outreach and education, survival aid, individual assessment, counseling, prevention and education activities, information and referral services, crisis intervention and follow-up support. . . .
- 6..... discuss the expected impact of the SOP on the organization's capacity to effectively provide other services to runaway and homeless youth in the community, such as temporary shelter and transitional living services, if the organization is funded by FYSB to provide these services as well.
7. Applicants proposing to serve a specific RHY population (e.g. single sex programs, gay and lesbian youth, a particular ethnic group, etc.) must explain why the population requires focused services, how the services to be provided will meet the special needs of the population, and how the applicant will make referrals or otherwise address the needs of otherwise eligible runaway, homeless and street youth who are not in the population the applicant intends to serve.

8. . . . demonstrate that supportive training and appropriate street-based outreach supervision is provided to street outreach staff and volunteers. . . .
9. . . . show that staff and volunteer gender, ethnicity and life experiences are relevant to those of the young people being served.
10. . . . describe how the project has established or will establish formal service linkages with other social service, law enforcement, educational, housing, vocational, welfare, legal service, drug treatment, health care and other relevant service agencies in order to ensure appropriate service referrals for the project clients. . . .
11. . . . describe current or anticipated barriers to effective delivery of services and actions the program will take to overcome these barriers to serving this population. . . .
12. . . . describe procedures for maintaining confidentiality of records on the youth and families served. . . .
13. . . . describe how the activities implemented under this project will be continued by the agency once Federal funding for the project has ended and . . . describe specific plans for accomplishing program phase-out in the event the applicant cannot obtain new operating funds at the end of the 36-month project period.
14. . . . agree to gather and submit program and client data required by FYSB through the Runaway and Homeless Youth Management Information System (RHYMIS). . . .
15. . . . agree to cooperate with any research or evaluation efforts sponsored by the Administration for Children and Families.
- 16.....agree to submit the required Basic Center (BC) or Transitional Living Program (TLP) Annual Report to the Secretary of HHS as a Basic Center and other required program and financial reports, as instructed by FYSB.”

Appendix D

Data on National Runaway Switchboard Callers for Fiscal Years 2000 and 2001¹

Table 1. Conference Calls the National Runaway Switchboard (NRS) Offered and Placed on Behalf of Youth

Conference Call Type	FY 2000	FY 2001
Calls to Basic Centers or other youth shelters	Calls Offered: 18,788 Calls Placed: 1,667	14,276 1,154
Calls to parents/legal guardians	Calls Offered: 1,532 Calls Placed: 769	2,056 1,661
Messages taken from youth for relay to their parent or guardian	Message Relays Offered: 915 Message Relays Taken*: 1,207	1,027 790

* The number of “message relays taken” is larger than the number of “message relays offered” because some youth leave messages for relay to their parent or guardian without having been offered this service.

Table 2. Relationship of Caller to Youth

Relationship of Caller to Youth	FY 2000 (%)	FY 2001 (%)
Youth caller	45.1	41.9
Parent of youth	34.6	36.3
Relative	7.1	7.4
Youth’s friend	4.0	4.6
Youth professional	2.3	7.0
Other adult	6.5	2.3
Other	0.4	0.5

¹Percentages listed in the tables have been rounded; therefore, the totals may not equal 100 percent.

Table 3. Problems and Issues Cited by Youth Callers

Problem/Issue	FY 2000 (%)	FY 2001 (%)
Family dynamics (communication/conflict)	42.4	43.1
Peer/social issues (including peer pressure, gangs)	14.7	14.5
Physical/sexual/emotional abuse or neglect	8.9	8.9
Youth service issues	6.8	6.0
School-related issues	6.5	6.4
Mental health issues (including depression, suicide)	6.2	6.2
Drugs/alcohol (personal or familial use and abuse)	4.3	4.3
Transportation	3.4	3.4
Legal issues (including emancipation, probation, custody, crime involvement)	3.3	3.2
Sexual identity	1.9	2.3
Health issues (including teen pregnancy)	1.7	1.7

Table 4. Caller Characteristics

Characteristic	FY 2000 (%)	FY 2001 (%)
Female	76.5	77.6
Male	23.4	22.4
Age 10 or younger	4.0	2.2
Age 11–13	3.7	3.5
Age 14–17	40.1	38.6
Adult (parent, law enforcement, counselor, agency staff, etc. *)	52.3	55.7

* This category includes young people age 18 or older who call NRS for assistance.

Table 5. Status of Youth Callers to NRS

Status of Youth Caller	FY 2000 (%)	FY 2001 (%)
Runaway youth	58.6	57.4
Youth in crisis	27.2	26.2
Contemplating running away	9.2	11.1
Throwaway youth	3.6	3.5
Homeless youth	1.4	1.8

Table 6. Average Amount of Time Youth Are Away From Home Before Calling NRS

Average Amount of Time Away From Home	FY 2000 (%)	FY 2001 (%)
1–3 days	42.6	42.3
4–7 days	22.5	23.4
1–4 weeks	15.0	16.4
1–2 months	10.2	10
2–6 months	5.0	4
>6 months	4.7	3.9

Table 7. Types of Calls Received by NRS

Type of Call	FY 2000 (%)	FY 2001 (%)
Crisis with youth focus	81.7	85
Crisis with adult focus	16.0	13.6
Request promotional materials	2.3	1.4

Table 8. Call Origination

Call Origination	FY 2000 (%)	FY 2001 (%)
Region 1 (Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont)	4.13	5.1
Region 2 (New Jersey, New York, Puerto Rico, Virgin Islands)	9.79	9.1
Region 3 (Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, West Virginia)	9.77	9.2
Region 4 (Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina)	15.57	15.6
Region 5 (Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin)	15.35	19.9
Region 6 (Arkansas, Louisiana, New Mexico, Oklahoma, Texas)	10.10	9.7
Region 7 (Iowa, Kansas, Missouri, Nebraska)	4.47	5.1
Region 8 (Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming)	4.04	4.9
Region 9 (American Samoa, Arizona, California, Guam, Hawaii, Nevada)	17.31	16.3
Region 10 (Alaska, Idaho, Oregon, Washington)	4.76	5.1
Unknown	4.71	0

Table 9. Where Callers Obtained NRS Toll-Free Number

Callers Report Getting Toll-Free Number From:	FY 2000 (%)	FY 2001 (%)
Phone company	37.0	37.0
Social service agency	14.4	14.0
Word of mouth	10.2	10.2
Previous call	10.0	10.0
Police	6.2	6.2
Media	4.5	4.5
National Center for Missing and Exploited Children	3.9	4.0
School	3.3	3.3
NRS promotional material	2.5	2.5
Community education	1.8	2.1
Greyhound	1.7	2.0
Advertising	0.4	0.4
HomeFree	0.4	0.4
Other	3.3	3.4