

**Runaway and Homeless Youth Program Network (RHYPN) Meeting**  
Meeting Notes for Friday, May 11, 2018

**Attendees:**

**FYSB**

- Karal Busch

**RHYTTAC**

- Tammy Hopper
- Mark Wolf

**RHY Clearinghouse**

- Nina Corin
- John Ligan
- Susan Long

**AIR**

- Kathleen Guarino

**NRS**

- Maureen Blaha
- Katy Walsh
- Gordon Vance
- Linda Manering

**Agenda** (sent in advance)

- Review of logistic chart (attachment)
- Partner updates and immediate needs
- Status on gathering data for resource
- Update on uploading things to the forum
- Overview and feedback on resource responsibilities chart (attachment)
- Next call scheduled for June 8<sup>th</sup>, 2018

**Kick off and miscellaneous**

Tammy opened the meeting and referred to the agenda, which had been included in the meeting invitation. The meeting continued with Tammy facilitating.

**Review of logistic chart** (attachment)

Meeting participants reviewed the “RHYPN Logistics Chart” provided as an attachment prior to the meeting. It was agreed RHYTTAC (Tammy Hopper and Mark Wolf) will continue facilitating the balance of the meetings through October 12. NRS (Linda Manering) will take notes as scheduled for July 13 and September 14. RHY Clearinghouse will take notes for the June 8, August 10 and October 12 meetings. Regarding overall logistics, RHYTTAC is providing a forum on their website and the teleconference line. RHYTTAC will draft each agenda and provide invites for each meeting, after which RHYTTAC will review submitted notes and forward to FYSB for approval.

**Partner updates and immediate needs**

*RHY Clearinghouse:* Susan Long said they’re still working on the report to Congress and shared her thanks to everyone for providing information. On Monday, May 7, RHY Clearinghouse launched a new

website design with a nice, fresh look. Others on the call agreed the redesign looks good and is relatable. Susan noted there are a few tweaks left to be done.

Nina asked if RHYTTAC could share news of the new Clearinghouse website. As soon as Nina sends the preferred language, RHYTTAC can run it past Angie, and as soon as she approves it, RHYTTAC can distribute.

*NRS:* Gordon Vance reported the National Runaway Safeline has been working on three webinars, going through the approval process with FYSB, to educate the general public on runaway and homeless youth issues scheduled for July, August and September, on the last Wednesday of the month. Webinar topics: Runaway Reality, *Let's Talk: Runaway Prevention Curriculum*, and National Runaway Prevention Month (NRPM). Looking ahead, staff has reached out to 15 past NRPM partners to invite them to participate again this year and to update them on the new plan. The annual hotline evaluation was recently completed. NRS has been conducting an annual hotline evaluation for many years. During a one-week period, NRS surveys everyone on the hotline itself; and if they agree, NRS transfers that call to a neutral, third-party, so callers can be completely candid in the evaluation of their experience with NRS. Among the significant statistics, which will be posted on NRS' portal:

- 91% are first-time callers, (in the past it averaged 85%), a reminder about the impact of crisis intervention, youth and their families reaching out in desperation for the first time
- 96% say NRS was effective in helping them
- 99% say they would refer others to NRS

*RHYTTAC:* Mark Wolf reported that RHYTTAC has been working on 10 regional one-day meetings – in April, meetings were held in Dallas, Atlanta, and Philadelphia. The meetings have gone very well and have been well received. FYSB leadership has been present at all meetings. FYSB and RHYTTAC are gathering helpful information that will inform us with training and technical assistance needs moving forward. In May, meetings will be held in Boston, Kansas City and New York City. In June, meetings will be held in Seattle, Denver, San Francisco and Chicago. Planning is underway for the national training which will be held October 30 – November 2 in Austin, Texas. October 30<sup>th</sup> will be the pre-training institutes. A hotel has been secured and information will be disseminated in June. One of the pre-conference institutes will be conducted by AIR on “putting data to work for you”.

*AIR:* Kathleen Guarino, nationally recognized subject matter expert on trauma-informed care, has worked with RHYTTAC and is part of today's conversation.

*FYSB:* Karal Busch, nothing to report on the FYSB side. Karal does want to encourage everyone to work with RHY Clearinghouse on data, in partnership, and Q&A to have feedback from RHY Clearinghouse, NRS, AIR and RHYTTAC as well.

*RHYTTAC:* Tammy noted another update from RHYTTAC's perspective, MSG took over the RHY Clearinghouse contract this year in October. One of the gaps is they were left without access to the Positive Youth Development overview webinars that had been available and which grantees and the general public appreciate. Angie has approved RHYTTAC doing an updated version of the Positive Youth Development overview. That will be a priority and RHYTTAC will work on timeline.

*RHY Clearinghouse:* John Ligan mentioned a similar gap that the Clearinghouse has experienced in the loss of trauma-informed care webinars. The Clearinghouse is trying to find an outside resource to fill in,

but it needs to be the right one. The Clearinghouse would welcome any suggestions from RHYPN network for courses they recommend or like.

*AIR:* Kathleen provided an update on the RHYTTAC/AIR partnership to provide trauma-informed care capacity building activities to the grantees. One piece is using AIR's Trauma Informed Care instrument designed to assess the extent to which organizations are providing trauma-informed care. AIR is hoping to do a webinar on the assessment for the RHY grantees and offer grantees access to the tool as Step 1. From there, the hope is to implement this approach more fully across the programs. Another component is developing an online module around trauma-informed care.

Tammy noted that, among all the other things that AIR does for the data collection for the FYSB side, AIR also works very closely with RHYTTAC and doing a lot of its trauma-informed care as part of the approved work plan. Kathleen, in due diligence, called attention to update on behalf of John McGah, RHY Clearinghouse is currently uploading 2018 data and the mission window is open until May 25.

Tammy added that John is doing an overview of some of the AIR RHY upload and data processes at each of the regional meetings and answering questions grantees may have.

Grantees and the federal government don't realize the number of people that are working specifically on products for RHY grantees is low. Even with limited numbers of staff people, all staff are doing nationally, and the professionalism in the way RHYPN members represent FYSB and the needs of these RHY agencies and youth is commendable.

### **Status on gathering data for resource**

Tammy said Gordon gets the "trier of the year" award, attempting to upload information from the forms so we could start gathering that data. As a reminder, the group talked about what data was available for the calendar year 2017 that could be shared to build out the resource for the community. Gordon was having a very difficult time connecting to the forum. Elizabeth has made some technical changes, so that should be easier for everyone. Tammy asked if any of the organizations had data to share, or should this call serve as a reminder.

Gordon is happy to report the information was posted this morning. Information includes crisis contacts and Home Free, and about six or seven bullets of NRS' hotline evaluation. NRS assumes this is the kind of data needed to place into the "Communication Creative Brief." Is this what you're looking for from the National Runaway Safeline? Yes, responded Tammy, the story of how you work and do what you do. As an example, regarding an overview of Home Free usage, that would be very helpful. Statistics posted include: straight calendar year report of how many tickets, age, issues raised, etc. Crisis contact data is what NRS posts on the website, and Katy has a "10-Year Trend Report" in front of FYSB for approval right now, so that would be something else we are eager to share. NRS can also do short, three-to-four-paragraph stories, vignettes from various formats – phone, chat, forum, email – different platforms that youth and families in crisis use to contact us.

Katy Walsh added that on NRS' blog we have a series each month featuring "Runaway Reality," which are stories from the line. To avoid creating more work, if there is a way to add a link to the forum, Katy could provide the links to Runaway Reality stories.

Tammy agreed, as discussed last month, that we want this document to be streamlined and clean and provide a good overview of those areas that are on the resource outline. Then link them out to other reports. The new resource can also include links to websites. The intent is not to duplicate or create new information. The group is asked to gather what information is available and then see how that works for inclusion in the products and to see if there are any gaps.

Addressing Kathleen, with AIR, Tammy acknowledged that John was working to get FYSB permission to look at that period of time and think about the number of safe exits and the types of presenting issues that uploaded into the reporting system so that RHYPN could take some of that information as sort of a national snapshot of what was going on with kids in that time period, and will work with Gloria on that. Tammy is not anticipating a quick turnaround on that, but that's what's going on from the AIR side.

Maureen asked whether the group really understands who the target audience is, so that it is something that is really useful and not overwhelming in terms of data. All of the data, from an NRS perspective, is already on our website – not that it can't be built into what we're talking about this product – but, did we confirm who the audience was on our call last time? Tammy responded its interesting Maureen raised this question for a couple of reasons. The group had previously affirmed this is a tool for RHYPN members post on our websites and for grantees to use **to educate the general public** about who the kids are, what the programs do, and the impact we make. It's not for educating grantees. It's not really for funders. It's not really for federal agencies. It's for Joe Q. Public who sees an RHY program or an RHY staff who's doing a community education event and encounter the challenge "I don't know why you exist," or "What do you do," or "What difference does it make," "Is there really a problem?" It is about that user, and it was aligned with the task that we have to increase community awareness. Tammy agreed that she doesn't think the intent is to publish information that is already on website in this format.

Tammy reminded each RHYPN participant of the question. If you could look at five to seven data points, elements that really encapsulate the work that you do or the impact that you have on kids, what are those pieces that can be shared from all of this available data?

Tammy credited Nina as being really helpful because she shared a resource "Communications Creative Brief," that was forwarded to everyone, that lists key points (Goal, Target Audience, Main Message, etc.) It's something they use internally at RHY Clearinghouse. It's a great tool, a variation on a branding/marketing tool. It may be that we take the next couple of weeks and if each organization in the RHYPN Network can use this tool internally to talk about what you think the product should be or what your perception of it is, if you're willing to send that to Tammy, one from the Clearinghouse, one from Safeline, and RHYTTAC does one, then Tammy can coalesce those opinions into what the group think it is and present it to FYSB to make sure that what we think it is, is aligned with what Karal and Angie and Ana and Toyin think it is, before we get too far into the creation of the product.

Katy suggested it might be easiest on all of us if FYSB came up with the bullet points and gave it to us. Tammy spoke to it from the grantee side. Her experience with FYSB so far has been, especially with the new administration and leadership, they trust our expertise, and they trust our knowledge of the grantees, and they really do want us to take the lead on what we think is useful out in the community, so they can then respond, rather than being the other way around. Karal spoke to it from the FYSB side. Karal definitely agrees with what Tammy is saying. But it's still important to have the RHY regional staff involved or at least the regional managers. We don't have to have all staff, but at least input from regional leadership. One of the concerns is that they feel left out, that they're not part of the process.

Susan said sometimes it's useful to think in two sections, to make sure we have all established and agreed on the preliminary things. One is the main message, RHYPN members are pretty much agreed on that: homelessness among youth and young people is a problem, and it's a problem in this community. That's what we want them to know. And then what do we want them to believe? That they can help eliminate homelessness in their community. Or what do we want them to be able to believe about themselves and their community after they take a look at it? And then what's the Call to Action? Once that's all established, and we all agree, we can move on to the strategies for developing the product and getting it out in the world.

Maureen responded that's interesting, that really mirrors the principles and purpose of National Runaway Prevention Month (NRPM), which is to share what it is, the issues that runaway and homeless youth face, to educate the public about it, educate the public about the resources, and engage the public in what they can do to prevent youth from running away and becoming homeless. So that is very much what NRPM is all about.

(Tammy) One of the concerns as we move forward is that we have started to follow kind of HUD and the whole idea of homelessness and all of the issues around homelessness and we forget about the runaway youth who are not yet qualified as homeless, in the sense of runaway in and of itself is a behavior. How do you address that? Separately, the consequences of running away, which might very well be that youth end up becoming homeless. That's where the Safeline has such great data, because they have a lot of runaway data, and the programs have a lot of homeless data. We can tell a comprehensive story. RHYPN is expected to create a community resource tool, a one-pager, a mini-brochure, something that captures the story behind the "so what" of what we do. And this is driven by FYSB's desire to shine a light on the value of runaway and homeless youth programs.

In the information we were provided, it was about engaging the general public in understanding the value of providing services to runaway and homeless youth and investing taxpayer dollars and making sure that people understood that FYSB is doing really good work through the RHY program. If a product exists that does this, please share with the group.

Mark's additional comments: Some of the things coming through loud and clear from grantees is their struggle with educating, informing, gaining the support and understanding of their communities about the issues of runaway and homeless youth, but also what services runaway and homeless youth programs are providing, the positive outcomes they are seeing, and finally, a Call to Action, how can communities get on board and support. So what the grantees are asking for is assistance and support and a tool, if you will, to help them provide this information and advocacy on a community level. What are the issues and the scope of the problem? What is the runaway and homeless youth system about? And what are they doing, and how are they doing it? If it's been effective, how has it been effective, and how can the community get on board and help with it? A Call to Action. Mark knows from grantees, firsthand, that it would be very helpful for them to have some kind of a tool, a resource, an outline, a tool kit, here's how you get the word out in your community.

For Kathleen, Janet and Linda, you are new to this series of conversations, though not to the shared mission. For our purposes this year, RHYPN is talking about something that can be created to meet this FYSB deliverable, help grantees and educate the community **by September 30<sup>th</sup>**. And so the group

focusing in more on one overview, easy brochure, tip sheet, something that will meet this immediate need. And to Maureen's point this isn't something we've written into any of our applications, in terms of funding the time to create this new resource. So at least now it's about being streamlined and focused and trying to meet this basic need of educating the community. Feedback from Kathleen: It sounds like that's where some of that data could come in handy.

Tammy asked everyone to look down the "Communications Creative Brief" that Nina had shared, we talked about the goal and the target audience. We don't have the main message down to one sentence. We talked about the resource draft. And there's the three areas we want to focus on. Part of the thought was, if we have the audience for this kind of thing, that when we hand the information over to the design team, that we then trust that they are thinking about the look and the color and what we want that to be, that I think we don't have to decide all that. One of the things we talked about in a very early call, we don't want the form to dictate what we're putting inside it. We want to come up with the best content that everyone agrees to move forward on, then create the look to match that content and meet FYSB's directive. To some degree on the Creative Brief we're not yet ready to answer.

### **Overview and feedback on resource responsibilities chart (attachment)**

For this call, at this point, Tammy shifted the conversation to the chart sent around central responsibilities and timelines and see if we're ready to discuss this, or if it needs to be put off while we continue to hone our message and make sure we know what we're talking about. What are people's thoughts?

In response, Maureen, in looking at the NRS piece, are you imagining what Gordon has put together for uploading to the forum, are you saying we should streamline that to make it a little more poignant or that's just what you want, that overall data that is on our website and also sent to you? Tammy noted NRS doesn't have to upload any more data. Given all the data that NRS has, for 2017, if I could only tell you five to seven things, about RHY from the Safeline's perspective, these are the five to seven things I would really want you to know, that verifies there is a need out there. It's the story piece, not the anecdotal story, the data story demonstrating there is a real need. Example, the number of runaway and homeless youth who contacted National Runaway Safeline in 2017. The number of youth and families that were connected through your service in some way, because a lot of people are really connected to the importance of family reunification. Is that a data point you would want out in the world to represent NRS in this document? That's the piece that Tammy needs.

Katy observed that this sounds a lot like what NCFY, when it was JVS International, created last year at FYSB's request, and that was based on our crisis statistics for 2016. They came up with a beautifully designed, flashy brochure that talked about runaway and homeless, youth using our data, but also making it much more story-telling. Tammy agreed that might be where we pull some of the information instead of reinventing the wheel.

Maureen suggest that might be a model that everyone needs to take a look at and provide their piece of it? That can certainly be uploaded, and people can have that conversation. Since that source is no longer the contractor, Tammy wasn't sure whether we even have access to that as a tool to update. If we look at it, we could identifying things we like and things that could be changed, that might be a helpful exercise. We shouldn't be trapped into this is what it looked like, and therefore, that's what this new item should look like.

MSG is new and has their new views on things and may want to do it differently, and we weren't involved in that at all, which is representative of why we have RHYPEN now. It's interesting a document that went out about runaway and homeless youth, RHYTTAC wasn't involved at all. I think we're trying to create something that truly represents everything we truly feel is important. Katy noted, for clarity, NRS wasn't involved in that document either. And the way some of the language is, is troublesome to Katy. FYSB drove that. They wanted that, and they proofed it all, and we were just ancillary, at best.

Susan at the Clearinghouse said she wasn't quite sure which document or product we're talking about. (Kara was briefly away from the call, unavailable to clarify.) Katy pointed out that NRS has it on their website and is happy to share with everybody. Tammy asked Katy to send out the link and she will share it with everyone so they can take a look at it. There's lots of good information, and what do we want to highlight for the general public to understand about our services? And if there's information in this resource that we can help tell our story, that's fantastic; we're part of the way there. And what else do we need to create to meet this need?

Kathleen, I don't know if you have it; John, I'm hoping it was shared with you; but one of the things we talked about over the last couple of calls was that the focus of this document would really focus on three areas. And I think after this call, adding a fourth.

- 1) One, was the need, which was the overview of the data;
- 2) Another was the response; what are RHY programs doing. Why do they exist? What do the programs actually do?
- 3) Third section is the impact, making a difference. That's where we talked about outcomes, the number of safe exits, the number of kids connected to their families; the number of kids with jobs, anything we can get out of RHY-HMIS.
- 4) Fourth is a Call to Action. How can you help? Connect with the programs. Volunteer your services. Offer to be a mentor for a young person in crisis.

So if this might be a 4-panel brochure, each section is a panel, something very simple, so that's what we've been talking about creating.

The group was next directed to the timeline document (one of the attachments). Ana had asked Tammy to put together an overview of where we go from here, which is one of Kara's favorite things. Who's going to do what by when? Who's going to contribute, and in what way? This was a draft that was sent out on Monday. Have people had a chance to look at it, and have any thoughts, or not? One of the call participants indicated she hadn't had a chance to look at it. Gordon commented he thinks it's a great chart, from where we've had a lot of discussion, and put down on paper, especially when you have this deadline of September 30<sup>th</sup>, being able to work backwards on that. It looks fine. Gordon highlighted some of the areas NRS had, and we've been working feverishly to post that data online and at least cover some of those initial bases as we move forward.

Tammy noted the idea was that each of the rows start with a partner in this process and kind of what they do. And then the row underneath that is the timeline for that partner. FYSB is the first two rows; NRS is the second two rows; the Clearinghouse follows; then RHYTTAC, and AIR. And it has what your role is in terms of content development. Then there is some review support and design contribution.

If you haven't had a chance to look at it, it would be really helpful if by Friday next week you could look at it and let Tammy know if there's some element you have questions about, or doesn't fit, or you'd like

to discuss. Elizabeth from RHYTTAC's team will be running point on the design of the document, and she doesn't want to do it by herself because it's one view, it's one perspective; and she really would like some trusted colleagues to say this is what moves me, or this is what I think. So, on this document, Tammy took a guess, based on her own knowledge of people and identified Katy from the Safeline; and John has an artistic eye, with the Clearinghouse; but you may have other people that aren't even on the calls, that would be better to do that, or that you would want to do that, so that's something to consider. Who would like to participate with her on a few calls and look at the design and throwing some ideas back and forth?

Once RHYTTAC has all the data from everyone uploaded, or your ideas uploaded, then the RHYTTAC team will try crafting some draft content. Tammy would like to get that out to everyone before the next call on June 8, and get feedback on whether this the right content, does this tell the right story. So this timeline takes you on your path in terms of what we do for the overall product. So if you haven't looked at it, you can't necessarily speak to it today. But if you feel good about having an opportunity to discuss it as a team and then come back with alternate suggestions, or agreement, by next Friday? That's fine, from NRS' perspective. Clearinghouse is also fine with that. Angie was good with it. Tammy sent it as a Word document that you can change, and return to Tammy to coordinate it and send it on to Angie. Once we have an approved version, we can move forward.

If any of you are having trouble posting to the forum, Elizabeth has fixed it, and Gordon's information should be posted now.

Next call is scheduled for the second Friday in June, on June 8<sup>th</sup>, 2018.

The meeting was adjourned at 1:01 p.m.