



Runaway and Homeless Youth Training & Technical Assistance Center

Street Outreach Program

Opening Remarks

Kimberly Waller,
Associate Commissioner of the Family and Youth Services Bureau



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Introductions

- Introduce yourself in the chat
 - Name
 - Organization Name

Regions

Region 1: VT, NH, ME, MA, RI, CT

Region 2: NY, NJ, Puerto Rico, Virgin Islands

Region 3: PA, WV, VA, MD, DC, DE

Region 4: GA, AL, SC, NC, KY, TN, MS, FL

Region 5: MN, IL, WI, OH, IN, MI

Region 6: NM, TX, OK, AR, LA

Region 7: MO, IA, NE, KS

Region 8: MT, ND, SD, WY, CO, UT

Region 9: CA, NV, AZ, HI, AS, Mariana, Micronesia, Guam, Palau, Marshall I

Region 10: AK, WA, OR ID

Housekeeping Items

- Please ensure your microphones are muted throughout the presentation
- Most questions will be answered in the chat throughout the training
- After the training, participants will receive a Q&A document with all questions and answers provided

Program Specific Training: Purpose

1. Understand and discuss key program specific requirements
2. Learn strategies to improve and enhance outcomes
3. Learn strategies for effectively serving the youth in your programs
4. Develop and strengthen partnerships with colleagues in the RHY field

Agenda

- Goal & Vision
- Legislative and Regulatory Requirements
- Important Definitions
- Project Requirements
- Administrative and National Policy Requirements
- Reporting

Poll Question

How long have you been providing street outreach services?

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SOP Project Goal and Vision

Goal

Provide street-based services to runaway, homeless, and street youth who are 21 years of age and younger and who have been subjected to, or are at risk of being subjected to, sexual abuse, sexual exploitation, and severe forms of trafficking; and to build relationships between street outreach workers and runaway, homeless, and street youth to move youth into stable housing and prepare them for independence.

Vision

Prevent the sexual abuse, human trafficking, or exploitation of young people living on the streets or in unstable housing.

Legislative Authority & Program Purpose

Title III, part E, section 351 of the Runaway and Homeless Youth (RHY) Act (34 U.S.C. 11261) states, “the Secretary may make grants to nonprofit private agencies for the purpose of providing **street-based services to runaway and homeless, and street youth**, who have been subjected to, or are at risk of being subjected to, sexual abuse, prostitution, sexual exploitation, severe forms of trafficking in persons (as defined in section 7102(9) of title 22), or sex trafficking (as defined in section 7102(10) of title 22).”



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RHY Regulations

Pursuant to the RHY Program federal regulations, referred to as the RHY Rule and codified at section 45 CFR 1351.27(a) and (b) projects, “shall provide services that are designed to assist clients in leaving the streets, making healthy choices, and building trusting relationships in areas where targeted youth congregate;” and projects, “shall directly or by referral, provide treatment, counseling, prevention, and education services to clients as well as referral for emergency shelter.”



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RHY Regulations

Pursuant to section 45 CFR 1351.23(d) of the RHY Rule, grantees shall perform outreach to locate runaway and homeless youth and to coordinate activities with other organizations serving the same or similar client populations, such as child welfare agencies, juvenile justice systems, schools and Continuums of Care (CoCs), as defined by the Department of Housing and Urban Development (HUD).



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Important Street Outreach Program Definitions

Important SOP Related Definitions

HOMELESS YOUTH: A youth, means an individual who is less than 21 years of age for whom it is not possible to live in a safe environment with a relative; and who has no other safe alternative living arrangement. (Section 387(3) of the RHY Act, 34 USC § 11279(3))

RUNAWAY YOUTH: An individual who is less than 18 years of age and who absents himself or herself from home or a place of legal residence without the permission of a parent or legal guardian. (Section 387(4) of the RHY Act, 34 U.S.C. § 11279(4))

STREET YOUTH: An individual who is a runaway youth or an indefinitely or intermittently a homeless youth who spends a significant amount of time on the street or in other areas that increase the risk to such youth for sexual abuse, sexual exploitation, prostitution, or drug and/or alcohol abuse. For the purposes of this definition, youth means an individual who is age 21 or less. (45 CFR 1351.1)



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Important SOP Related Definitions

STREET-BASED SERVICES: Services provided to runaway, homeless, and street youth in areas where they congregate, designed to assist those youth in making healthy personal choices regarding where they live and how they behave.

OUTREACH: Finding runaway, homeless, and street youth, or youth at risk of becoming runaway or homeless, who might not use services due to lack of awareness or active avoidance, providing information to them about services and benefits, and encouraging the use of appropriate services.

DROP-IN CENTER: A place operated and staffed for runaway and homeless youth that clients can visit without an appointment to get advice or information, to receive services or service referrals, or to meet other runaway or homeless youth.

Important SOP Related Definitions

CONTACT: The engagement between SOP staff and youth who are at risk of homelessness or runaway status, or homeless youth in need of services that could reasonably lead to shelter or significant harm reduction. Contact may occur on the streets, at a drop-in center, or at other locations known to be frequented by homeless, runaway, or street youth.

ENGAGEMENT: An interactive client relationship resulting in a deliberate client assessment or the beginning of a case plan.

DATE OF ENGAGEMENT: The date an interactive client relationship results in a deliberate client assessment or the beginning of a case plan.

Important SOP Related Definitions

CRISIS STABILIZATION SERVICES: Direct services which assist with deescalating the severity of a person's level of distress and/or need for urgent care associated with a substance use or mental health condition.

GATEWAY SERVICES: Services to provide food, drink, clothing, and hygiene-related items to meet basic needs and develop trust between a youth and youth outreach worker.

Important SOP Related Definitions

HARM REDUCTION: The provision of basic needs and services (e.g., education, referrals, case management, shelter) that aim to reduce adverse health, social, and economic consequences of high-risk behaviors, to include reducing the risk of sexual exploitation and human trafficking, assault, or substance use.

FOLLOW-UP SERVICES: The act of assessing youth progress after the youth has received safety and resource referrals or has agreed to shelter.

Questions

Project Requirements

Project Requirements

1. Conduct Street Outreach and Provide Access to Shelter
2. Comprehensive Youth-Centered Services Model
3. Street-Based Services to RHY Victims of Trafficking
4. Sustainability Plan



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Conduct Street Outreach and Provide Access to Shelter

Conduct Street Outreach and Provide Access to Shelter

Conduct outreach and engage youth

SOP Projects **conduct outreach and engage with runaway, homeless, and street youth/young adults** to keep them safe and help them leave the streets.

SOP Projects may utilize **Drop-In Centers**; however, drop-in centers supported through RHY funds must be accessible to youth and provide services such as showers, hot meals, laundry, e-mail, phone, and case management services.

Drop-in centers are not meant to replace required outreach and engagement efforts.

Conduct Street Outreach and Provide Access to Shelter

Shelter and licensing

SOP projects provide runaway, homeless, and street youth/young adults access to emergency shelter or safe and stable housing on a 24-hours-a-day basis. When referring youth to a shelter, the shelter must have a vacancy for the youth and meet the state requirement for licensing; it must be supervised and age-appropriate, with an atmosphere that youth will trust.



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Conduct Street Outreach and Provide Access to Shelter

Transportation and access to youth

SOP projects provide transportation to shelters, as needed. For shelter provided through referrals, shelter organizations must guarantee that street outreach staff can enter the shelter 24 hours a day to access clients in residence. Safe housing for youth victims of trafficking must be carefully considered when identifying emergency shelters.



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Chat Question

In this stage of the pandemic, where are you seeing youth congregate/re-emerge?

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Spotlight: Conducting Outreach to Youth On the Street and Engaging with them.

1. Street Outreach Efforts are Systematic, Coordinated, and Comprehensive
 - e.g., Street outreach is conducted on behalf of the community rather than one agency, requiring collaboration among multiple stakeholders
2. Street Outreach Efforts Are Housing Focused
3. Street Outreach Efforts Are Person-Centered, Trauma-Informed, and Culturally Responsive
4. Street Outreach Efforts Emphasize Safety and Reduce Harm

Spotlight: Conducting Outreach to Youth On the Street

Lifeworks in Austin, Texas: What has been working?

- Pivoted from indoor drop-in center to outdoor walk-up services
- Maintained access to basic services to include program referrals and one-on-one counseling services but also offered information about and access to COVID-19 vaccines
- Outdoor services less staff intensive, increasing outreach capacity. Allowed for focus on Coordinated Assessments, By-Name-List outreach, and Retention outreach (youth not seen in over 30 days)
- Visibility increased fundraising and resources for Cold Weather Shelter nights instead of communal sleeping situation on site. Clients offered overnight stay at a hotel
- Zero COVID-19 cases at Lifeworks among staff.



Spotlight: Conducting Outreach to Youth On the Street

Lifeworks in Austin, Texas: What has not worked?

- Collaboration among other programs was impacted because so many were working to remotely. Similarly, clients did not have constant access to computers/phone.
- Clients lost a safe indoor space where they could get out of the elements and not feel judged. Authentic client/staff relationship building was negatively impacted.
- Affordable housing in Austin became very limited and slowed the process of getting youth housed through Rapid Rehousing. And a general exhaustion among staff and clients with COVID.

lifeworks

Comprehensive Youth Centered Services Model

Comprehensive Youth-Centered Services Model

Social and emotional well-being and strength-based approach

SOPs utilize a trauma-informed approach, which involves understanding and responding to the symptoms of chronic, interpersonal trauma and traumatic stress, as well as the behavioral and mental health consequences of trauma and prevention of re-traumatization.

SOPs also utilize a Positive Youth Development (PYD) framework that includes healthy messages, safe and structured places, adult role models, skill development, and opportunities to serve others. PYD is an intentional, prosocial approach that engages youth within their communities, schools, organizations, peer groups, and families in a manner that is productive and constructive.



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Spotlight: PYD – Employing Youth with Lived Experience

YMCA of the North in Minneapolis/St. Paul, MN: What works?

- Ensuring youth with lived experience are fairly compensated for the time and effort asked of them. YMCA Youth Advisory Board Members are interns and compensated at \$20 per hour.
- Providing employment opportunities to youth who have experienced homelessness. As outreach workers, they can better locate youth on the street and gain their trust.
- Tailoring benefits to make them relevant and useful:
 - Flexible work schedules makes it easier to tend to personal appointments
 - Discounted childcare
 - Paid time off



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Spotlight: PYD – Employing Youth with Lived Experience

YMCA of the North in Minneapolis/St. Paul, MN: What does not work?

- Requiring a college education. Swapping education for lived experience can be invaluable – especially in client-centered roles, where a degree may be desired but not required.
- Focusing only on wages for recruitment. All employees need a living wage, but there is a lot of value in low/no-cost benefits such as paid-time off, scheduling flexibilities, and external professional development opportunities. Burnout is real.
- Focusing only on passion for retention. The work is important and inspires passion – especially for those who have personally experienced homelessness. But people stay where they are valued and cared for, so benefits, workplace culture, and team dynamic are crucial.



Comprehensive Youth-Centered Services Model

Outreach Implementation Strategy

Street Outreach: SOP projects employ strategies to locate youth where they congregate.

Community Education and Awareness: SOP projects inform the community about the organization's effort to identify youth/young adults and provide them services.

Spotlight: Community Education and Awareness

Youth Development Inc. in Albuquerque, New Mexico combines street-based services with education and awareness.

- Street-based outreach 5 days per week in teams of 2-3
- Community Mapping - Truck Stops, parks, main thoroughfares, light rail system, university area, libraries, bus depots, freeway underpass
- Street-based services prioritized in most popular/frequented areas
- Street-based teams provide snacks, hygiene items, resource cards, case management, and referrals
- Street-based education and awareness activities at “Pop-up” events at most popular/frequented areas



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Comprehensive Youth-Centered Services Model

Gateway services

Project outreach staff provide food, drink, referrals to shelter, clothing, transportation, and hygiene products to prevent malnutrition and ill-health, while building trust with youth they encounter on the street.



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Comprehensive Youth-Centered Services Model

Assessment

Projects implement standardized methods used to assess each youth during engagement on the street, during intake screening, or at program entry at a drop-in center if utilized.

Comprehensive Youth-Centered Services Model

Harm reduction

SOP projects educate and engage runaway, homeless, and street youth/young adults regarding safety plans and ways to reduce risk of violence, sexual exploitation, human trafficking, sexual assault, and/or any other harm associated with street life.

Comprehensive Youth-Centered Services Model

Service coordination plan

SOPs coordinate activities with other organizations serving the same or similar client populations, such as child welfare agencies, juvenile justice systems, schools, and Continuums of Care.

Comprehensive Youth-Centered Services Model

Crisis stabilization

SOPs assist youth with deescalating the severity of their distress and/or respond to their need for urgent care associated with a substance use or mental health condition.

Comprehensive Youth-Centered Services Model

Coordination with RHY national communication system

SOPs coordinate their activities with the 24-hour National toll-free and internet communication system, which link Runaway and Homeless Youth projects and other service providers with runaway or otherwise homeless youth.



Comprehensive Youth-Centered Services Model

Follow-up

SOPs provide follow-up care to youth who received safety and resource referrals and shelter.

Follow-up may include, but is not limited to, visits, calls, and any form of open and active communication.

Street-Based Services to RHY Victims of Trafficking

Street-Based Services to RHY Victims of Trafficking

Services, training, and prevention

SOPs identify and provide street-based services to runaway and homeless youth who are victims of trafficking.

SOPs projects are required to increase their capacity to identify and provide services and/or service referrals to RHY victims of trafficking by participating in professional trainings and integrating human trafficking elements (sex and labor trafficking) into screening and assessment tools and program approaches.

SOP projects enhance their human trafficking prevention and intervention strategies to minimize human trafficking incidents among street youth.

Human Trafficking Resources

- [RHYTTAC Human Trafficking](#) This landing page links to human trafficking prevention and intervention tools, trainings, and resources for RHY programs.
- [Human Trafficking in Youth-Serving Programs: A Blueprint for Organizations Working with Street Youth, Homeless Youth, and Youth at Risk](#) This resource provides important information for any youth-serving organization considering providing services to homeless youth who have been trafficked.
- [Human Trafficking Prevention: Strategies for Runaway and Homeless Youth Settings](#) This Issue Brief recognizes the vital role that runaway and homeless youth (RHY) programs can play in the prevention of sex and labor trafficking and highlights the importance of integrating public health, trauma-informed, and positive youth development principles into human trafficking interventions.

Sustainability Plan

Sustainability Plan

Diversification, accountability, and collaboration

RHY grant recipients plan for sustainability at the beginning of the project and revisit and revise throughout the life of the grant.. Plans must include the following:

- Sustainability through diversification of funding to continue services in the event of a loss of FYSB funding, as well as plans to address staff retention and staff turnover;
- Accountability in meeting FYSB's SOP performance standards; and
- Collaboration through building meaningful partnerships with other service agencies, youth with lived experience of homelessness, as well as other experts on runaway and homeless youth in the community.

SOP Performance Standards

SOP Performance Standards

Contact and engagement

The RHY Rule establishes RHY program performance standards as measures of successful outcomes for youth. The performance standards are used to monitor project performance in achieving the purposes of the RHY Act.

Reporting to include contacts with runaway, homeless, and street youth and the percentage of youth engaged in the SOP project. For the purposes of the SOP performance standards, "date of engagement" is defined as the date an interactive client relationship results in a deliberate client assessment or the beginning of a case plan.

Performance Standards

Standards and measures

Standard: Grantees will contact youth on the streets in numbers that are reasonably attainable for the staff size of the project.

Measure: Grantees will engage 33 percent of youth contacted in a deliberate case plan or client assessment.

Standard: Grantees will contact youth on the streets in numbers that are reasonably attainable for the staff size of the project.

Measure: Grantees will report the number of full-time equivalent staff providing direct outreach to youth.

Questions

Administrative and National Policy Requirements

Poll Question

Do you conduct background checks for all staff (including FBI records, fingerprint checks, and child abuse and neglect registry checks)?

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Administrative and National Policy Requirements

Background checks

All RHY grant recipients must conduct background checks on all employees, contractors, volunteers, and consultants who have regular and unsupervised private contact with youth served by the organization, and on all adults who reside in or operate host homes, beginning on October 1, 2017.

Required background checks include state or tribal criminal history records, including fingerprint checks; sex offender registry check; and any other checks required by state law; and to the extent the project is able to, the plan should include Federal Bureau of Investigation (FBI) criminal history records, including fingerprint checks and child abuse and neglect registry checks.

Administrative and National Policy Requirements

Emergency preparedness plan

All projects must conduct routine preventative maintenance of facilities as well as have preparedness, response, and recovery plans in place in the event of natural disasters.

Licensing requirement

Projects ensure all shelters are licensed and any shelter to which the project regularly refers clients to have evidence of current licensure, in states or localities with licensure requirements.

Failure to adhere to licensing requirements outlined in 45 CFR 1351.23(h) may result in disallowance of federal funds.

Administrative and National Policy Requirements

Training plan

All paid staff and volunteers must be trained on the ***Core Competencies of Youth Workers*** necessary to carry out the objectives and activities of the project.

Training topics must include, but are not limited to, PYD, trauma-informed care, evidence-informed practices and approaches, street outreach intervention, combatting human trafficking and sexual exploitation, harm reduction, assessment and case management, worker safety, understanding the diversity and culture of life on the street, safe and ethical practices, and community resources for well-being and self-sufficiency.



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Administrative and National Policy Requirements

Technical assistance, monitoring, and short-term training

All RHY grant recipients must participate in technical assistance, monitoring, and short-term training as recommended by federal staff to ensure quality programming and implementation to allow flexibility in which techniques will be used.

Training and technical assistance is free through Runaway and Homeless Youth Training and Technical Assistance Center (RHYTTAC).



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Administrative and National Policy Requirements

Confidentiality

No records containing the identity of individual youth, including, but not limited to, lists of names, addresses, photographs, or records of evaluation of individuals served by a RHY project, may be disclosed or transferred to any individual or to any public or private agency, except for the purpose of research, evaluation, and statistical analysis.

These records are allowed to be based on individual data, but only if such data are de-identified in ways that preclude disclosing information on identifiable individuals. Youth served by a RHY project shall have the right to review their records to correct a record or file a statement of disagreement and to be apprised of the individuals who have reviewed their records.

Reporting

Data Collection & Reporting Requirements

RHY-HMIS & PPR

RHY grant recipients are legislatively required to keep adequate statistical records profiling the youth and families assisted. RHY-HMIS serves as the designated data collection system, enabling grantees to collect and transmit youth-level data to FYSB on a quarterly basis. Performance information not reported through RHY-HMIS must be submitted semi-annual Performance Progress Reports (PPR).

Grantees are required to work with other homeless service providers on data collection efforts, technical assistance provision, and to participate in service delivery coordination. RHY grantees may use FYSB grant funds to cover charges associated with CoC training and access to the RHY-HMIS software.

Questions

Breakout Groups

You will be randomly assigned to a breakout room.
Please accept when prompted to join the discussion.

Groups 1-4: Street-based Engagement
Groups 5-7: Community Education and Awareness

Breakout Question #1

The goal of the Street Outreach Program is to provide street-based services to runaway and homeless youth who have been subjected to or at risk of being subjected to exploitation and trafficking. To achieve the goal, SOPs work to build relationships between street outreach workers and youth and young adults to move them from the street into safe and stable housing. This is accomplished by contacting youth on the street, building rapport, and engaging in an interactive relationship that will result in a deliberate client assessment or the beginning of a case plan.

What youth engagement strategies does your program utilize to encourage youth to participate in an assessment, case planning and/or agree to move from the streets to safe and stable housing?



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Breakout Questions #2

It is important for Street Outreach Programs to educate and raise awareness about the realities of youth and young adults living in their communities. Education and awareness campaigns must also include information about how the community can help and where youth can turn to if they are in crisis and need assistance.

How does your program educate and raise community awareness? What are the key messages of your community engagement efforts?

Closing Remarks

Dr. Sanzanna Dean,
Runaway and Homeless Youth Division Director

Evaluation and Upcoming Events

Please complete the evaluation for this event. Select *Webinar or Virtual Training*, then select "*Street Outreach Program: RHY Program Specific Training Series, March 17, 2022*" from the dropdown menu.

- <https://tinyurl.com/sc9dbcjw>

2022 Runaway and Homeless Youth Program Specific Training Series :

- Basic Center Program: Tuesday, March 22 from 1 PM - 4 PM
- Maternity Group Home: Thursday, March 24 from 1 PM - 4 PM
- [Register Here >>](#)



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