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COMPLETE

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Q1 Name of your organization.

Preble Street

Q2 Grant #

#20170864

Q3 Grant Period

12/1/2017 – 11/30/18

Q4 Location of your organization

City	Portland
State	Maine

Q5 Name and Title of person completing evaluation.

Elena Schmidt, Chief Development Officer

Q6 Phone Number:

(207) 775-0026

Q7 Email address.

grants@preblestreet.org

Page 2: Key Outcomes and Results

Q8 Total number of clients served through this grant funding:

243

Q9 Describe the project's key outcomes and results based on the goals and objectives. Use the following format: State the Goal: State Objective 1: Describe the Activities, Results and Outcomes for Objective 1: State Objective 2 (if applicable): Describe the Activities, Results and Outcomes for Objective 2: State Objective 3 (if applicable): Describe the Activities, Results and Outcomes for Objective 3:

S.L. Gimbel Foundation Fund

Goal: To provide safe shelter and basic needs to homeless and runaway youth, ages 12-20, in Southern Maine, help them improve their safety and well-being, and achieve self-sufficiency.

Objective 1: Provide overnight shelter and a range of services 24/365 to meet needs of 200 homeless youth and provide comprehensive services and support to help them reach stability.

Activities, Results and Outcomes for Objective 1:

With support from the S.L. Gimbel Foundation, Preble Street Teen Services operated from the Joe Kreisler Teen Shelter (JKTS), open 8:00pm to 8:00am, and integrated seamlessly with the Preble Street Teen Center, open 8:00am to 8:00pm, providing age-appropriate services to youth including:

- Safe, clean, overnight accommodations in a secure building designed to meet youth needs
- Showers, bathrooms, laundry facilities, towels, and personal hygiene products
- Community leisure activities including books, television, newspapers, and games
- Three daily meals served at the Teen Center, as well as light breakfast and evening snacks offered at the Kreisler Shelter.
- Comprehensive case management, response to crises that lead to homelessness, and referrals and linkage to necessary services, including mental health/substance use disorder treatment, counseling, medical care.

Preble Street Teen Services not only provided immediate access to goods and services to meet basic needs but also ongoing support to help homeless youth transition from crisis to stability. This was accomplished through outreach, on-site services and collaboration with community resources. Teen Services caseworkers provided information and referrals, skill building, and assistance to help youth develop healthy relationships, build resilience, discover personal resources, and gain confidence to achieve their goals, including assisting youth with:

- Acquiring credentials and identification (IDs, birth certificates, SS cards, etc.)
- Connection to on-site healthcare and treatment for mental health and substance use disorders through the City of Portland Teen Health Clinic and Day One Street Program
- Connection and referrals to legal services and youth development activities
- Applications for housing vouchers and entitlement programs, e.g. MaineCare, SSI, SNAP, TANF
- Skill building, e.g. conflict resolution; developing positive, healthy relationships; communication; money management; being a good tenant; everyday problem solving
- Family reunification
- Advocacy, support, and referrals for victims of sexual exploitation or human trafficking to connect them to services
- Health and wellness, e.g. self-care, stress-relief, physical well-being

Results and Outcomes:

- a) 100% of 243 unduplicated youth had their basic needs met, exceeding the goal of providing services to 200 homeless youth.
- b) 68% of youth utilized services and activities, engaged with a caseworker and created a plan for a primary health provider, treatment in mental health or substance use, obtaining a high school diploma or GED, or work, training, or higher education
- c) 77% of youth participated in individual counseling, groups, or Positive Youth Development activities
- d) 42% of youth who engaged in case management achieved a stable living situation through family, supportive housing, or independent living
- e) 54% achieved primary healthcare, recovery, or vocational goals within a year

Preble Street Teen Services collaborated with Street Law from Pine Tree Legal Assistance and Through These Doors, a domestic violence resource center, to provide weekly outreach at the Teen Center and engage youth in preventative and culturally responsive resources and referral sources.

Q10 Please describe any challenges/obstacles the organization encountered (if any) in attaining goals & objectives.

Preble Street was just shy of meeting its goals for number of youth engaging in case management and number of youth achieving stable living situations. Despite these challenges, Preble Street far exceeded expectations for youth participating in individual counseling, groups or Positive Youth Development activities (50% goal vs. 77% actual) and almost doubled the anticipated number of youth connected to primary healthcare, recovery, or vocational goals (25% goal vs. 54% actual).

The vast majority of youth who present at Preble Street Teen Services are both underserved and difficult to serve. Most do not have the option of returning to a home, they have been removed by Maine Department of Health and Human Services (DHHS) or have parents that will not allow them in their home. Many have experienced physical or sexual abuse and have literacy problems or learning disabilities. They are at high risk for pregnancy, HIV/AIDS, sexually transmitted infections, and human trafficking victimization. In addition to these adversities and risk factors, specific challenges that have impacted service delivery and staff's ability to sit down with youth to complete a plan of care or make progress towards housing stability, includes:

- Increased number of youth seeking shelter: Preble Street expanded the teen shelter in 2014 to accommodate 50% more youth, and even with additional capacity there are nights we are unable to offer a bed to all youth who seek shelter.
 - Increased drug use, including heroin, other IV drugs, and spice: Teen Services is working with more youth who are experimenting with street drugs and becoming addicted or involved in the drug culture. Teen Services continues to use a harm reduction, trauma informed approach to support youth struggling with these issues, but it can make planning for stability a long and cyclical process.
 - Increased sexual exploitation and trafficking: Related to the increased use of addictive drugs, our work with Preble Street Anti-Trafficking Services (ATS) has aided our ability to identify and serve this vulnerable population.
 - A dramatic increase in the number of immigrant/refugee youth: Teen Services has served many more immigrant/refugee youth (about 25% of youth served), with the biggest increase among youth originally from Central Africa, most of which come with unique language, cultural, and resource challenges.
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Q11 How did you overcome and/or address the challenges and obstacles?

Preble Street has remained committed to the best practices that have been proven effective when working with runaway and homeless youth for more than 35 years, based on the federal government Runaway and Homeless Youth Act. These begin with shelter and drop-in space, which are essential to any effort to assist youth in getting off the streets, whether to return to family or to sustainable independent living.

Realizing its commitment has depended on effective partnerships, based on a belief that uniting the resources, skills and strengths of complementary organizations is the best, most responsible use of the community's limited social services resources. This practice of collaboration allows Preble Street to make appropriate referrals that are seamless and provide wraparound services for youth that may fall outside our capacity or need an increased level of care.

Although the youth we serve are underserved and the most difficult to serve, Preble Street Teen Services unique collaborative effort with on-site programming by the City of Portland Public Health Department, the Portland Adult Education Street Academy, and Day One utilizes coordination of shared caseloads, a single consent form, regular teen meetings about youth, and many years of shared resources and problem solving.

Preble Street Teen Services also works closely with Maine DHHS, The Opportunity Alliance Crisis Program, 22 Park Ave., Sexual Assault Response Services of Southern Maine, the Portland Police Department, Outright, and Maine Medical Center, in addition to maintaining close relationships with other Runaway and Homeless Youth programs across the state through its involvement in the Statewide Homeless Council.

One example of a specific response to challenges is the creation of a Multi-Cultural Caseworker to address the increase in immigrant/refugee youth accessing services and to strengthen outreach to ethnic, cultural, and racial minorities, coordinate services with other organizations targeting persons of ethnic and racial minority groups and provide direct services to the central African youth who make up the largest ethnic minority locally. In addition, as many youth have limited English and speak African dialects or French, essential Teen Services forms and information is now translated into French.

In addition to food, shelter, and other basic needs, the Multi-Cultural Caseworker assists New Mainer youth with issues specific to their needs, including support in obtaining education and health records, as most immigrant youth arrive with little or no documentation, and navigating other community resources, including connections and referrals to:

- Immigrant Legal Advocacy Project (ILAP) and Pine Tree Legal Assistance for immigration assistance and to obtain asylum.
 - Host families, as children outside of the foster care system are not placed into homes by the Maine Department of Health and Human Services.
 - Local schools for enrollment and/or Street Academy for additional education support.
 - Churches and faith communities for connection to people from their country of origin.
 - Financial literacy groups to learn how to utilize US currency, open a bank account, and principles of saving.
 - General Assistance to receive financial assistance for basic needs such as rent, food, medication, utilities, and other essentials.
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Q12 Describe any unintended positive outcomes as a result of the efforts supported by this grant.

Preble Street Teen Services is committed to inclusivity and cultural competency with all the youth we serve regardless of race, ethnicity, gender identity, sexual orientation, ability, and citizenship status, and we have seen increased diversity in all these areas.

Teen Center staff facilitate weekly New Mainers groups to provide legal advocacy and peer support to foreign national clients; and youth are able to navigate the complex immigration legal system as well have a space to build positive relationships and meet other community members.

The impact of these groups has created a noticeable trend of community building and peer support amongst all youth utilizing services. Youth have been supporting one another in managing difficult situations and sharing coping skills, and the group meetings echo with laughter and joy. Based on the consistent attendance, youth have both developed a valuable resource and have an enjoyable way to interact and build positive relationships.

Q13 Briefly describe the impact this grant has had on the organization and community served.

Youth were provided consistent contact with caseworkers who provide support, cultivate trusting long-term relationships, and provide opportunities to develop positive peer relationships that offer ongoing support and foster independence.

Preble Street Teen Services provided immediate access to goods and services to meet basic needs and ongoing resources and support to help youth transition from crisis to stability. For homeless and runaway youth safe shelter and services, including meals, showers, clothing, crisis intervention, information and connection to healthcare and other services, offer an escape route from the grim reality of abusive families or human traffickers.

Once removed from their extremely vulnerable situations, youth are not only safer but have the opportunity to participate in Positive Youth Development activities that foster confidence (e.g. community meetings, gardening, music) and support groups that promote well-being and self-sufficiency; they learn to live independently in the community and develop strategies for overcoming obstacles.

Page 3: Budget

Q14 Please provide a budget expenditure report. Also, provide a budget narrative that explains how the funds were utilized, what was purchased, what were the expensed items based upon the budget that was submitted.

S.L. Gimbel Foundation funds were fully expended and used to support the Teen Services 24/365 program enabling us to serve 243 youth in the grant period. The \$25,000 award was used to cover program expenses, including personnel costs. Please see additional financial information provided via email listed above.

Page 4: Success Stories

Q15 Please relate a success story:

Client A came to the Preble Street Teen Center, from Lewiston, Maine, in need of emergency shelter, basic needs, medical care, and a source of income, leaving a home with a history of violence between family members. He was struggling to continue with his high school education (grade 12) in a new location, which was an hour from his school, but he began working with a Teen Services Caseworker to identify goals for transitional housing, employment, and obtaining a high school diploma. After a year of time and effort, he obtained several ASE certifications and found a job, moving from a service staff to a salaried position with benefits at an auto repair shop. Client A is now housed in a private-rental apartment, continues to be employed, and recently bought his own vehicle.

Q16 Please relate a success story here:

Seeking support after fleeing violence in his home country, Client M came to the Teen Center, unfamiliar with Portland and in need of shelter, medical care, and immigration support, and a desire to continue his education. A Teen Services Caseworker supported and facilitated connections to help Client M begin the process of applying for asylum with the Immigration Legal Advocacy Project; enroll in high school through Street Academy; apply for General Assistance, which he utilized to pay rent for an apartment; and find a community church, which provided a positive place for social support and healthy relationships with adults. Client M also found a new passion for poetry and competed in a national poetry competition. Now, Client M is housed, enrolled in a public high school, connected to consistent medical care providers, and has become comfortable accessing resources and peer community groups in the Southern Maine.

Q17 Please relate a success story here:

Respondent skipped this question

Page 5: Organizational Information

Q18 Which category best describes the organization. Please choose only one.

Shelter

Q19 What is the organization's primary program area of interest?

Homeless

Q20 Percentage of clients served through grant in each ethnic group category. Total must equal 100%

African American	41
Asian/Pacific Islander	1
Caucasian	57
Native American	1

Q21 Approximate percentage of clients served from grant funds in each age category.

Youth ages 13-18	22
Young Adults (18-24)	78

Q22 Approximate percentage of clients served with disabilities from grant funds.

Other Disability	64
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Q23 Approximate percentage of clients served in each economic group.

At/Below Poverty Level	37
Homeless/Indigent	63

Q24 Approximate percentage of clients served from grant funds in each population category.

Single Adults	78
Disabled	64
Ethnic Minority	43
LGBTG	26
Homeless/Indigent	63
Children/Youth (those not included in Family)	22