

# GRANTEE SURVEY

THE PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13)

Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

NOTE: Some open-ended questions may be coded by interviewer to categorize answers (e.g., question # 5).

## AGENCY OVERVIEW

- 1) What is [name of agency] mission/goal?
- 2) Including your TLP program, how many programs does the agency operate? What types of programs are they? [e.g., street outreach, emergency shelter, employment program, permanent supportive housing, etc.]
- 3) What is the agency's total annual budget? What percent of total budget is represented by the FYSB TLP grant?
- 4) What is the agency's total number of full-time and part-time staff?
- 5) How would you describe your program's approach to preparing youth to live independently and how is this approach reflected in your activities?
- 6) In some communities, agency's serving homeless youth have organized themselves into a service continuum in which each agency serves a particular role or roles. Is this the case in your community? If so, please describe. [Probe for agency's role in continuum, if not described.]

## BRIEF TLP PROGRAM OVERVIEW

- 7) What is the total number of beds and units in the program? [Use RHYMIS data to complete columns 3-5 and confirm data with program:

Total # of beds	Total # of units	Total # of youth served (annually)	Total # of exits (annually)	Average length of stay

- 8) What criteria must youth meet to be eligible for the program? [Probe for age range, gender.]

- 9) Does the program serve a particular group of youth, such as migrant youth, immigrant youth, or minority youth (e.g., Native American youth)?
- 10) Does the agency partner or collaborate with any other organizations or health professionals to deliver services to youth?

#### **PROGRAM HOUSING STRUCTURE**

- 11) Can you please describe the facility and how youth are physically accommodated?
  - Residents share bedrooms in one facility. Probes: How many residents per room? Does each room have an adjoining bathroom?
  - Each resident has a private room in one facility. Probe: Does each room have a private bathroom?
  - Residents have own apartments in one building. Probe: Do residents have apartments in one building?
  - Residents have shared apartments in one building. Probes: What size units? How many youth per unit?
  - Scattered site apartments (residents are placed in apartments in various buildings/neighborhoods). Probes: Are youth clustered in certain buildings? How many in each building?]
  - Host family homes. Probe: Do youth stay in host family homes?
  - Other types?
- 12) Do youth pay rent? Security deposit? If so, how much? [probe for whether youth pay a percentage of their income and what this percentage is]
- 13) Do youth sign a lease or housing agreement? If so, who is the lease/housing agreement with?

#### **ADMISSION AND INTAKE PROCESS**

- 14) We already talked about the program eligibility criteria. Are there any other criteria that youth must meet in order to be admitted into the program? [Probe for any requirements regarding employment; education; length of sobriety; mental health treatment adherence, pregnancy, completion or participation in program separate from TLP.]
- 15) Does the program maintain a waiting list? If so:
  - How many youth are currently on the list?
  - How are youth on the list prioritized?
- 16) What steps are involved in the application process?
  - Must youth submit a written application? If so, what does this entail? Can we have a copy of the application?
  - Do youth have to complete any assessments (e.g., drug screening/assessment, mental health assessment)? If so, what assessment tools are used [probe for full name of each instrument]?
  - Is any sort of documentation required (e.g. identification, proof of income/savings, references)?

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- 17) Of youth who complete the application process, what percentage is usually accepted into the program?
- 18) Once youth are accepted into the program, are there additional assessments that are conducted? If so, what are they and what do they entail? [probe for full title of instruments] And, how often are they given?

## **SERVICE DELIVERY**

### **Staffing**

- 19) Is there 24-hour supervision of youth?

### **Services**

- 20) Overall, is the program characterized by group service delivery, individual services, or a combination of both?
- 21) To get as complete a picture as possible of the program, I'm going to ask you to list all the services provided by the program and then I'll ask a series of questions about each service [refer to and complete addendum 1]. What services are provided as a part of [name of TLP program]?
- 22) What, if any, aftercare services are provided to youth who exit the TLP program? If yes, please describe. [Probe for frequency and duration of services.]
- 23) Do all exiting youth receive aftercare services? What is the process for determining who will receive aftercare services and what these services will be?
- 24) Do youth typically continue to be involved in other agency services following exit from the TLP? If so, what services?
- 25) Is there a school on site?

### **Service/action plans**

We'd like to understand more about the service planning process that guides the delivery of services for each youth.

- 26) What areas does the service plan cover?
- 27) How is progress toward service plan goals and objectives/action steps monitored and tracked?
- 28) How are youth involved in the service plan?

## **PROGRAM STRUCTURE, POLICIES, AND RULES**

### **Structure**

- 29) Do youth have chores within the residential community [or say responsibilities within the residential community]? If so, how are they determined and what types of chores [responsibilities] are they? What happens when a youth fails to complete a given chore [follow through on a given responsibility]?
- 30) FYSB's positive youth development philosophy emphasizes the importance of youth's involvement in program development and decision making. In what ways are youth involved in program design, implementation, and governance/decision making? [Probe for whether there is a youth advisory committee; resident constitution or peer covenant; whether TLP youth are involved in service delivery within the agency.]
- 31) Are there specific strategies that the program employs to foster a sense of community among participants? If so, please describe.

### **Rules**

- 32) What, if any, rules must a youth follow while staying at the TLP?
- 33) What happens when a youth fails to adhere to a given rule [probe for whether the program utilizes therapeutic time outs]?
- 34) Is there a grievance procedure for youth who feel unfairly treated?
- 35) Are there any incentives/rewards for a youth who follows the rules at the TLP?
- 36) What are the incentives and/or how do they work?

### **PROGRAM DISCHARGE**

- 37) How does the program define a safe exit?
- 38) What criteria are used to determine when a youth has successfully completed the program and is ready to be discharged?
- 39) What support or services are provided to youth in preparing for discharge?
- 40) What type of follow-up is provided?
- 41) What techniques have been successfully utilized to maintain contact with the youth?

### **OUTCOMES**

- 42) Are there factors that seem to contribute to a youth's likelihood of success, or the likelihood that they will exit to a safe housing location? If yes, please describe?
- 43) Are there factors that seem to increase the likelihood that youth will become homeless again or leave the program without completing it?

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- Youth struggles with mental health issues
- Youth struggles with substance abuse addiction
- The program rules are too strict for the youth
- There are a lack of educational/social support/vocational resources in the area
- Limited public transportation is a challenge for youth to get to work each day
- Other (*please describe*)

44) What services or aspects of the program do you feel most contribute to positive youth outcomes?

- Clear code of conduct with consistent enforcement
- The role of staff and leadership, including building connections between youth and adults
- Service plans for youth
- Experiential learning opportunities
- Collaboration with other agencies to provide services to youth after they leave the program
- Aftercare services
- Other (*please describe*)