

2016 DCF Program Report Card: CHAP Case Management

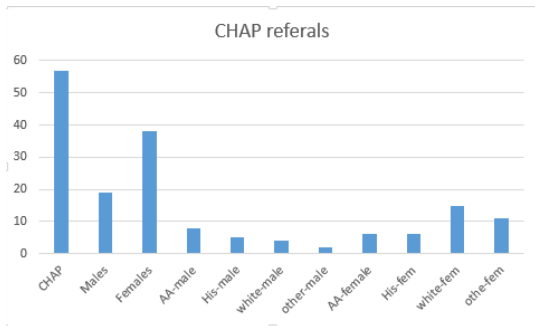
Quality of Life Result: All working age Connecticut residence have jobs that provide financial self sufficiency

Contribution to the Result: The CHAP/CHEER policy allows DCF youth who were committed abused or neglect to the department prior to turning age 18 to continue their education and or work training while obtaining financial assistance toward housing, living expenses and tuition as well as Case management services from a credentialed provider.

Program Expenditures	State Funding	Federal Funding	Other Funding	Total Funding
Actual SFY 2015	Board and Care	No fed \$	n/a	\$847,739.00
Estimated SFY 16				\$710,766.00

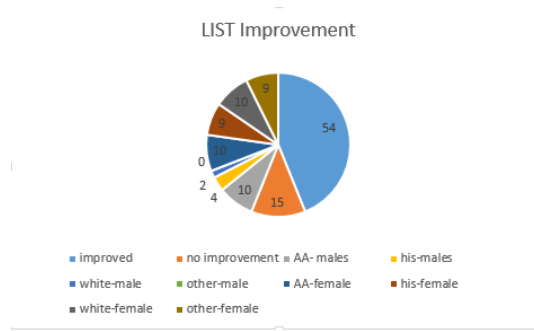
Partners: DCF social workers, Credentialed Case Management providers, DCF educational liaisons, community services providers, colleges, DOL, W2L contracted providers, SYE and workforce development boards.

How Much Did We Do?



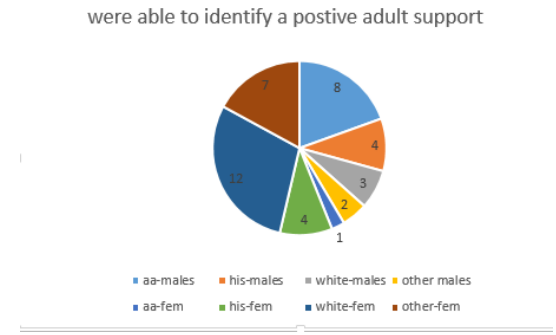
Story behind the baseline. Currently 57 youth receive this service. Any youth who is attending a PSE program are eligible for this service.

How Well Did We Do It?



Story behind the baseline: 54 improved and 15 did not show improvements. All the Credentialed providers are utilizing the Life Skill Tool (LIST). Ongoing training in this model is also being offered. Data indicates this program is helping youth improve their identified Life skill goals; 81% demonstrated improvement this quarter.

How Well Did We Do it?



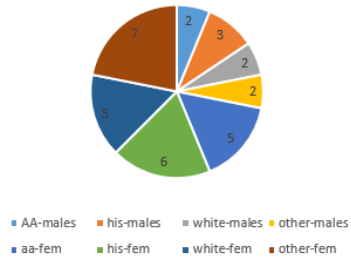
Story behind the baseline: 41 out of 56 were able to identify a positive adult support in their life. The providers understand the importance of DCF youth developing lifelong family connections and encourage all youth to work on improvement in this area.

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Is Anyone Better Off?

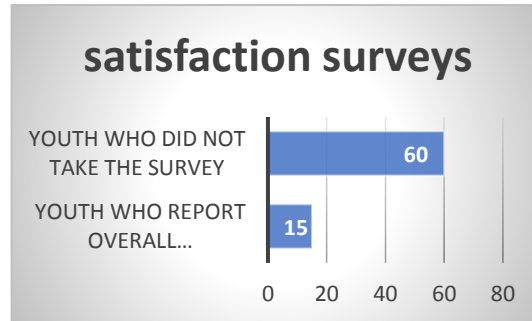
compliance with program



Story behind the baseline: Youth are often referred to the program when they are struggling with their PSE program. Data shows that youth who receive case management services do better overall. Only 7 youth are currently considered in non-compliance with their program.

Improvement needs to be made by DCF assisting youth selecting an appropriate, attainable, PSE path or job, and interventions earlier to help youth get back on track when struggles or barriers are presented.

Is Anyone Better Off?



Story behind the Baseline:

All the providers now have a satisfaction survey to be given to the young adults receiving services. This quarter only one provider was able to submit results of 15 surveys completed. Of those 15 all participants were very pleased with the service.

**Next quarter we should have more responses and surveys completed to be included in this measure.*

Proposed Actions to Turn the Curve:

Continue to present to regions and encourage DCF staff to enroll youth in Case management as soon as they are accepted in a PSE program.

Encourage and inform providers of training and available services such as the w2l program, mentors, and tutoring.

Recommend DCF workers to refer youth to programs earlier and to identify and prepare youth for a PSE program based on their interest as well as their skill level and to remediate deficiencies earlier. PSE policy was changed to require PSE plans to be submitted and reviewed earlier than the youth's senior year of high school.

W2l programs are now contractually able to serve this population. It is anticipated that the W2l services will help prepare youth who enter PSE to be more successful. Encourage providers to network with the local DCF offices and other services providers.

Data Development Agenda: Propose to compile and compare data on all DCF youth enrolled in PSE programs. Only about 25% of this population receives the case management service. Currently the data regarding youth who do not receive the service but our eligible (PSE youth) is not being organized or reviewed in an RBA format.