



Program Outcomes 2007

Outcome measurement is a core value of Long Island Crisis Center. We define success as the measurable impact of our services, not just the number of clients served or how many units of service we deliver. Our services are diverse, reach a broad constituency and, in some cases, are tailored to specific underserved populations in our region. All three of the agency's divisions conduct continuous program evaluation and demonstrated a high level of success in 2007.

Crisis Center

The Crisis Center operates multiple hotline services that can be accessed by phone, walk-in or the Internet. Our main hotline – the Middle Earth hotline – is a lifeline for young people and adults struggling with suicidal ideation, family crisis, drugs and alcohol and many other problems. In 2007, 8,470 callers received help via our hotlines.

Counselors will intervene successfully in suicidal situations.

Last year, 11 percent of hotline callers (931) reported some level of suicidal ideation, and 80 percent of those had resolved their suicidal crisis at the time the call was ending. In cases where the caller's intention to die was imminent or the caller had already initiated a lethal plan, the counselors arranged for emergency intervention to save a life. Thirty-nine high risk clients were referred to a Suicide Outreach Team for short-term follow-up support and assistance connecting with mental health services. One case concerned an 11 year-old girl who was frightened and overwhelmed by having to care for her baby sister while her mother was at work. The counselor encouraged the girl to speak to her mother and tell her how she was feeling. When a counselor followed up with her a few days later, the girl said that she was no longer thinking about suicide because she had spoken to her mom who agreed to hire a babysitter. The Suicide Outreach Team also provided critical interventions for suicidal persons referred by a third party. For example, an outreach call was made to a woman based on a call we received from her daughter. The woman shared that she felt hopeless due to financial issues resulting from her recent divorce. Our counselors placed encouraging follow up calls to the woman until she had made a connection with a therapist and was no longer thinking about suicide.

Isolated individuals will connect with needed services.

In 2007, fifty percent of hotline callers received referrals to services in their community. Because most of these clients were anonymous, we cannot track their follow-through with referrals. However, we sometimes get feedback when we hear from a client again. In one case, a 20 year-old girl called our hotline feeling sad, lonely and depressed. When we followed up with her several days later, she told us that she was looking forward to an appointment she had made with a therapist our counselor gave her as a referral. She promised to call us back if she needed any further help. Professionals in the field also use our hotline as a resource. We often receive calls from school social workers looking for emergency housing and other services for their students.

Pride for Youth

Pride for Youth is a service and an advocate for lesbian, gay, bisexual and transgender (LGBT) youth. Its mission is to improve the health, wellness and cultural competency of LGBT young people through education, support and youth development. In 2007, 7,781 youth (service units) benefited from services including a Drop-in Center, counseling, support and recreational groups, HIV education, HIV counseling and testing and youth leadership development.

LGBT youth will build positive relationships with peers and adults.

Stigma and social isolation are a day-to-day reality for many LGBT young people. LGBT teenagers need a supportive network of friends and adults who care about them in order to negotiate the difficult process of coming out, marginalization and sometimes victimization in their families and communities. A primary goal of Pride for Youth is to provide LGBT youth with many opportunities to break through social isolation, make friendships and develop lasting, supportive relationships with caring adults.

In 2007, Pride for Youth began using the national model evaluation tool: the Rochester Evaluation of Asset Development for Youth (READY) Survey in order to track progress with youth development outcomes. Surveys revealed that 82 percent of participants believed that the program had helped them make friends; 74 percent said that the program had helped them identify caring adults; and 94 percent felt that program staff care about them.

Young gay and bisexual men will stay HIV negative.

Pride for Youth's Young Men's Program is designed to increase the number of young gay and bisexual men who know their HIV status and to support them in staying HIV negative. Programs include HIV counseling and testing, risk reduction counseling and workshops and peer education to spread the message that a healthy lifestyle is the norm for gay and bisexual men.

In 2007, Pride for Youth helped 102 young men find out about their HIV status – a key step toward taking responsibility for one's health. Through participating in counseling and groups, 94 percent of the Young Men's Program participants also increased their knowledge of HIV transmission. Of those that were sexually active, 93 percent reported that they had reduced their risk for HIV through safer sexual practices.

Street Outreach Program

The Street Outreach Program is a mobile outreach team that travels to high risk communities to identify and assist runaway, homeless and gang-involved youths. The program also operates school-based programs in order to intervene with students facing family crisis, truancy and academic failure. In 2007, 10,828 young people (service units) benefited from services.

Street outreach workers will build trusting relationships with street-involved youth.

On-the-street surveys in 2007 indicate a high level of recognition of the Street Outreach Team: 93 percent of teenagers knew about the program and its services. Every teenager surveyed responded that he or she would refer a friend in need to the program. This high level of trust is further indicated by the larger number of young people who sought out help last year. Forty homeless youth contacted the program for assistance accessing shelter, and 76 teenagers enrolled in case management. These numbers represent a 23% increase from last year.

Community Education

Many of Long Island Crisis Center's services intervene with troubled young people at a time when they feel they have nowhere else to turn. An additional goal of the agency is to reach young people *before* they experience a crisis so that they are informed of their available options and can take better control of their lives. Each of our three divisions includes a community education component, and altogether they provided workshops to 9,688 young people in 2007, addressing such vital topics as Suicide Prevention, Runaway Youth and Child Abuse, Homophobia, Self-Injury, Anger Management and Gang Awareness.

Young people will be more informed about health and social topics relevant to their lives.

A sample of workshop participants receive pre and post evaluations to assess the impact of our workshops. Last year's evaluations found that Suicide Prevention participants were significantly more knowledgeable about teen suicide after attending the workshop, particularly on the measures of knowing what to do if a friend disclosed suicidal intentions and understanding that a threat of suicide should always be taken seriously. Pre and post tests showed that participants of the Understanding Homophobia workshop significantly broadened their knowledge of human sexuality and reduced their negative attitudes toward lesbians and gay men. After attending the workshop, students were less likely to agree that gay individuals have made a conscious choice to be gay and more apt to report that they would socialize with a lesbian or gay peer among many other measures that showed a growth in awareness and understanding.

These positive indicators were echoed by evaluations filled out by teachers attending the workshops, several of whom sent in personal thank you notes to comment on the positive impact of Long Island Crisis Center's workshop programs on their students.