



## **Program Outcomes 2009**

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 2009.

### Crisis Center

The Crisis Center operates multiple hotline services that can be accessed by phone or walk-in. Clients can also receive counseling over the Internet. Our hotlines are a lifeline for young people and adults struggling with suicidal ideation, family crisis, drugs and alcohol and many other problems. In 2009, the Crisis Center served 8,345 individuals.

#### ***Counselors will successfully intervene with suicidal individuals.***

Fourteen percent of hotline callers reported suicidal ideation, varying from low to high lethality. High lethality means that the intention to die was imminent, often because the person has already taken the means to end their life, such as swallowing pills.

The hotline handles suicide through first party callers and third parties who are friends or family members concerned about a suicidal individual. Of the hotline's first party suicide calls, 85 percent reported reduced ideation at the time the call was ending. In cases of high lethality, the counselors arranged for emergency interventions to save a life. In situations where suicidal ideation did not decrease but immediate intervention was not warranted, follow-up services by a member of the Crisis Center's Suicide Outreach Team were offered. In 2009, the Suicide Outreach Team provided outreach and/or follow-up to 67 individuals. One hundred percent of these clients successfully connected with mental health treatment or reported improved emotional function such that they did not need additional services.

One of our hotline callers was a suicidal 16 year-old male who cut his wrists because his only emotional outlet—a friend he met on the Internet, was no longer available to talk to. The young man shared that he gets picked on by kids in school and by his older brothers because of his sexuality. The counselor listened and supported the caller and asked for his address so she could send help. She stayed on the phone with the client until the ambulance arrived.

#### ***Isolated individuals will connect with needed services.***

Many young people and adults call us because they feel they have nowhere else to turn. Reaching out to an anonymous hotline is the first step in getting the help they need to resolve their problems and thereby return to a healthier and happier life.

Fifty percent of hotline callers received referrals to services in their community. Referrals provided critical interventions as in the case of a female caller who was in acute distress over

whether or not to terminate her pregnancy. The client felt that she could not care for her child but she strongly believed she would be condemned if she aborted the child and saw as her only option having the abortion and killing herself. A counselor linked the caller with Children of Hope, which facilitates pregnant women relinquishing their maternal rights safely and legally. The woman received the support she needed to carry her baby to term, and Children of Hope coordinated the adoption of the child to a loving home.

### 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 2009, 8,741 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 be better prepared for adulthood.***

Pride for Youth's counseling, group education and recreational programs are designed to build on young people's assets and develop a wide variety of competencies. As such, our program outcomes include and extend above and beyond fostering LGBT pride, self-acceptance and coping skills to deal with stigma and discrimination.

Each year, program participants complete the national model evaluation tool: the Rochester Evaluation of Asset Development for Youth (READY) Survey, which measures skills and behaviors related to transitioning to successful adulthood. Across four key areas, young people showed functional improvements in 2009. After six months of participation in the program, 100 percent reported better communication skills, 100 percent reported positive relationships with staff, 75 percent reported improved decision-making skills, and 86 percent reported an increased sense of self-efficacy. Client achievements such as high school graduation, acceptance to college and obtaining employment further illustrate the positive impact of Pride for Youth's services.

#### ***Young gay and bisexual men will be equipped to stay HIV negative.***

Pride for Youth's Young Men's Program provides young gay and bisexual men with access to HIV counseling and testing and supports them in staying HIV negative. Programs include counseling, support groups, workshops and peer education to spread the message that a healthy lifestyle is the norm for gay and bisexual men. In 2009, 99 clients went through HIV testing as a result of the program.

In 2009, young men completed Outcomes Monitoring Surveys to assess their knowledge, attitudes, behavior and beliefs around HIV both before and after participating in an HIV educational group. By the end of the group, 100 percent of participants could identify how HIV is transmitted and effective methods for reducing their risk of HIV. One hundred percent reported positive attitudes toward HIV prevention such as the intention to discuss risk behaviors and condom use with their sexual partners. Eighty-two percent maintained abstinence and/or consistent condom use through the course of the group.

### 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 2009, 6,843 young people (service units) benefited from services.

***Street-involved youth will transition to safer, more permanent housing situations.***

The Street Outreach Team's primary goal is to help runaway and homeless youth stabilize their lives through accessing shelter or other appropriate housing arrangements such as living with a relative. The Project accomplishes this goal through gradually establishing trust with young people on the street, making them aware of alternatives and providing access to the local youth shelter. In 2009, the Street Outreach Project helped 44 homeless teens move into the shelter. Eighty percent of these teens went on to permanent plans for housing after their stay at the shelter. One client was a 15 year old girl who was being physically abused by her mother. SOP transported her to shelter late one evening, and the shelter staff contacted CPS who intervened with the mother and arranged for the girl to be housed with an aunt.

**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 7,430 young people in 2009, addressing such vital topics as Suicide Prevention, Runaway Youth and Child Abuse, Homophobia, Self-Injury, Anger Management and Gang Awareness.

***Young people in emotional distress will access support.***

Workshops educate students about issues that are critical to their positive development and often provide a gateway to support for young people who are struggling in isolation. At one high school that we visited to talk to students about suicide, a young man approached our educator after class and shared a suicide note he had been holding onto. The educator counseled the young man and connected him to school staff who had not been aware of the student's suicidal feelings. One week later, the educator followed up with the school, and they reported that the student had started seeing a private therapist and was feeling better. This encounter is one of many lifesaving interventions made possible through our community education program.