



## **Program Outcomes 2008**

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 2008.

### Crisis Center

The Crisis Center operates multiple hotline services that can be accessed by phone or by walking in. Clients can also receive counseling over the Internet. Our main hotline – Middle Earth – is a lifeline for young people and adults struggling with suicidal ideation, family crisis, drugs and alcohol and many other problems. In 2008, 9,777 callers received help via our hotlines/Internet.

#### ***Callers will be less likely to commit suicide.***

Approximately 11 percent of hotline/Internet callers reported suicidal ideation, varying from low to high lethality. High lethality means that the intention to die was imminent, often because the person had already taken a means to end their life, such as swallowing pills.

Of the hotline's suicidal callers, about 80 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 L.I.C.C.'s Suicide Outreach Team were offered. In 2008, the Suicide Outreach Team successfully reached fifty-two clients that were at-risk for attempting suicide and worked with them until they were connected to services.

In one case, a 52 year-old female client called our hotline because she was thinking about suicide due to her husband telling her that he didn't love her and wanted a divorce. The client called back several days later and asked to leave a message for the counselor that she spoke to saying that she was really helped and she "wouldn't know where I would be right now if it weren't for you."

#### ***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 beginning to lead a healthier and happier life.

Fifty percent of hotline callers received referrals to services in their community for more sustained forms of help. Because most of these clients were anonymous, we cannot track their follow-through with referrals. However, we sometimes are able to follow through with a client until we know that they are taking that next step. In one case, a 15 year-old girl called our

hotline and told the counselor that she had been raped by a friend in his car two days earlier. While the caller felt her family was supportive, she didn't feel she could tell them about this. After exploring and validating the client's feelings, the counselor told the client about an agency that specializes in working with victims of sexual assault under the age of 17. The counselor stayed on the phone with the client until the client's brother arrived to take her there.

***Parents and children will receive help in communicating.***

A trend that has been occurring is that we are consistently getting more calls from parents concerned about their children's acting-out behavior. They express frustration in trying to communicate effectively with their children – especially teenagers. Interestingly, while parents contact us via our hotline to discuss this issue, teenagers use both our hotline and our on-line counseling to contact us regarding similar frustrations in dealing with their parents. Counselors receive training in parent/teen communication and are familiar with resources that can offer further assistance in this area.

**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 2008, 8,319 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 endeavor to build on young people's assets and have a positive impact on a wide variety of competencies. As such, our program outcomes include and extend above and beyond building 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 2008. After six months of participation in the program, 82 percent reported better communication skills, 100 percent fostered stronger relationships with staff, 87 percent improved their decision-making skills, and 91 percent increased their constructive use of leisure time.

***Young gay and bisexual men will be equipped to 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 2008, 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. One hundred percent of participants either maintained no risk behaviors (e.g. abstinence) or reduced their risk for HIV through behavior change. The educational group also fostered more positive attitudes and beliefs such as "HIV can happen to me." One hundred percent of group participants chose to be tested for HIV during 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 2007, 12,383 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 2008, the Street Outreach Project helped 54 homeless teens move into the shelter. Eighty-nine percent of these teens went on to permanent plans for housing after their stay at the shelter.

## 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 10,854 young people in 2008, addressing such vital topics as Suicide Prevention, Runaway Youth and Child Abuse, Homophobia, Self-Injury, Anger Management and Gang Awareness.

### ***Youth will recognize the signs and symptoms of suicide.***

A significant percentage of participants that attended the Suicide Prevention Workshop demonstrated greater knowledge of teen suicide after attending this workshop. In particular, to take every threat seriously – even if you think the person is just looking for attention, who to go to for help if a friend talks about suicide, and not to promise to keep the secret if a friend tells you they're suicidal. The curriculum dispels myths about suicide, explains how a young person can get to the point where they think about suicide, informs youth of alternatives to dealing with stress in self-destructive ways, and empowers teens to help a friend who is struggling with suicidal feelings.

After a Suicide Prevention workshop, several students in one particular elementary school shared with the presenter that things at home were very bad. The presenter spoke to the school administrator and she addressed this with the students and offered them support services.