

## 2016 DCF Program Report Card: CHEER 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.

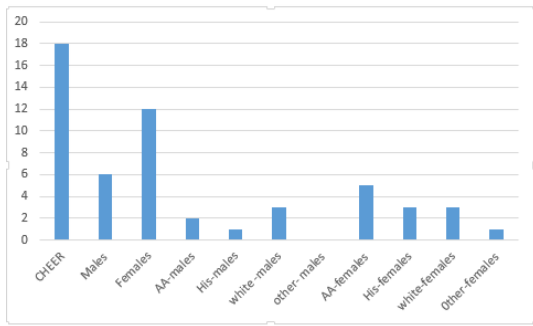
Program Expenditures	State Funding	Federal Funding	Other Funding	Total Funding
Actual SFY 2015	Board and Care	No fed \$	n/a	\$847,739.00
Estimated SFY 16	CAP/CHEER combined			\$710,766.00

*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?

18 Youth currently receiving case management and Participating in CHEER

#### CHEER participants

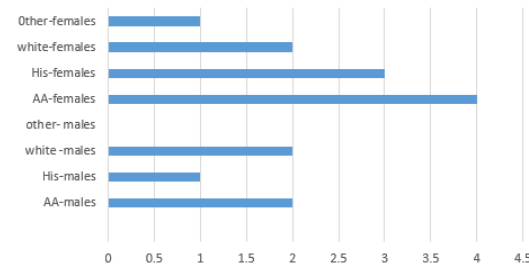


#### Story behind the baseline:

Most eligible youth participate in a PSE program and receive CHAP services. DCF implemented the Policy to allow youth to receive the same supports while working in 2014. Policy restricts youth from receiving more than two opportunities to participate in a PSE program or a CHEER program limiting the # of youth available for CHEER.

### How Well Did We Do It?

#### Improved on LIST

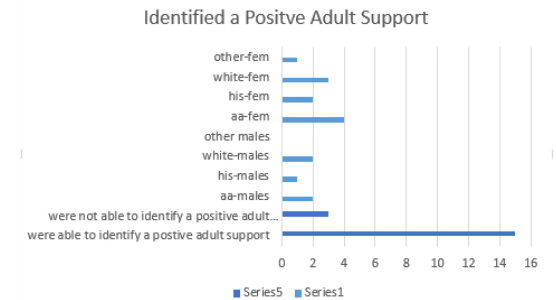


#### Story behind the baseline:

All of the youth participating in CHEER demonstrated improvement in Life skills except for three youth who were non-compliant in others measures as well. 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.

### How Well Did We Do It?

#### Identified a Positive Adult Connection



#### Story behind the baseline:

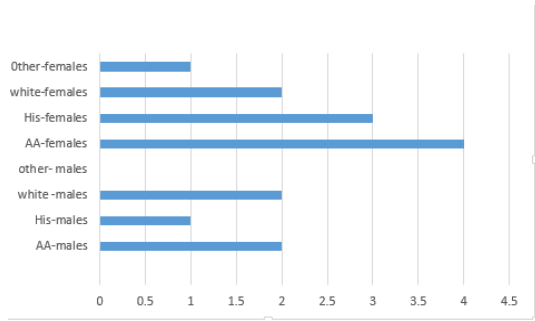
15 out of 18 youth were able to identify someone in their life as a positive adult connection excluding program or DCF staff the providers understand the importance of DCF youth developing lifelong family connections and encourage all youth to work on improvement in this area.

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### Is Anyone Better Off?

#### Compliance with program



**Story behind the baseline:** Data indicates 15 of 18 are currently in compliance with this measure. Youth are often referred to the program after they have failed at their PSE program, making the CHEER option their last chance. Improvement needs to be made with DCF assisting youth in selecting an appropriate, attainable CHEER program. Interventions need to be in place earlier to help youth identify their skills, interests, abilities, and to improve cognitive and non-cognitive skills.

### Is Anyone Better Off?

Report Improvement on satisfaction survey.

Data currently not available for this measure. Providers have a universal satisfaction survey that has been implemented. Providers have begun using this instrument with new CHEER participants. To date not enough CHEER participants have completed the surveys to gather any reliable data.

### 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 into a CHEER program.
- Encouraged and informed providers of training available for their staff to become more proficient as “job coaches”.
- Recommend DCF workers refer youth to programs earlier and to identify and prepare youth for an attainable career goal based on their interested as well as their skill level and to remediate deficiencies earlier.

### Data Development Agenda:

W2I programs are now contractually able to serve this population as well. It is anticipated that the W2I services will help prepare youth who plan to participate in a CHEER program. Encourage providers to network with the local DCF offices and the CT Workforce Development Boards.