

017 4th Q DCF Program Report Card: CHEER Case Management

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

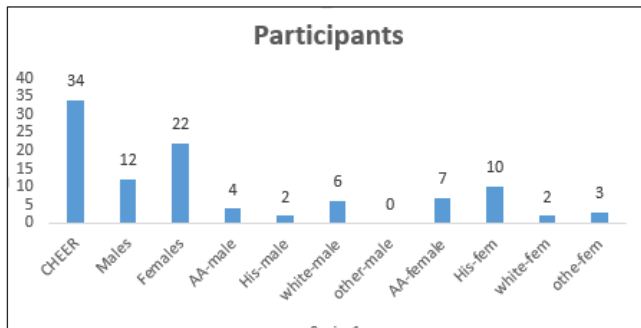
Contribution to the Result: The CHAP/CHEER policy allows DCF youth who were committed abused or neglect to the department prior to turning age 18 to continue their education and/or work training while obtaining financial assistance toward housing, living expenses and tuition as well as case management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

Program Expenditures	State Funding	Federal Funding	Other Funding	Total Funding
Actual SFY 16	Board and Care	No fed \$	n/a	\$847,739.00
Estimated SFY 17	CHAP/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?

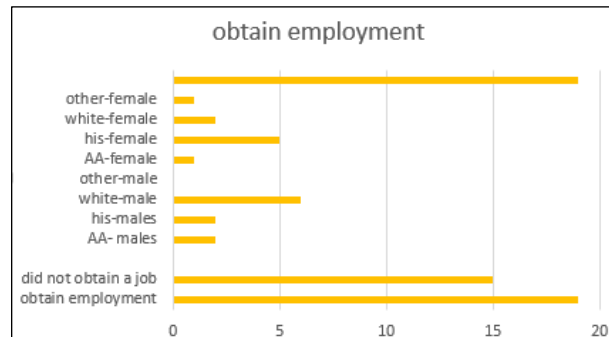
34 Youth receiving Case Management CHEER services for this Quarter



Story behind the baseline. Currently 59 youth are receiving CHAP case management support. 38 females and 21 male participants. This program is available to any DCF youth who is enrolled in a DCF supported Post-Secondary Education program.

Trend: ▲

How Well Did We Do It? Obtained Employment Goal

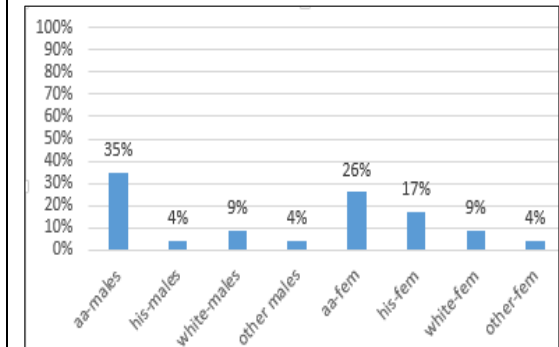


Story behind the baseline:

The CHEER Program is tailored around providing supports to help the young people obtain and advance in career goals and employment. This is an area that needs improvement.

Trend: ▲

How Well Did We Do It? Identified a Positive Adult Connection



Story behind the baseline: historically most participants are able to identify someone in their life as a positive adult connection, excluding program or DCF staff. The providers are committed to helping participants develop lifelong family connections and encourage all youth to work on improvement in this area.

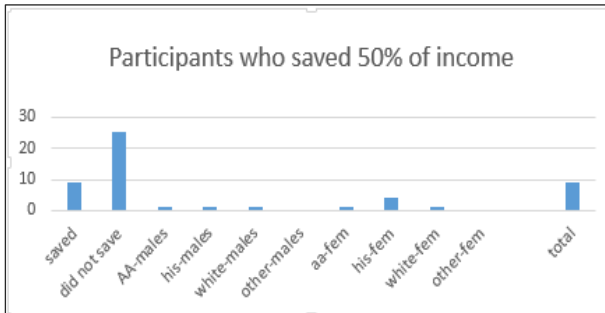
Trend: ▼

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Who is Better Off?

Participants Savings



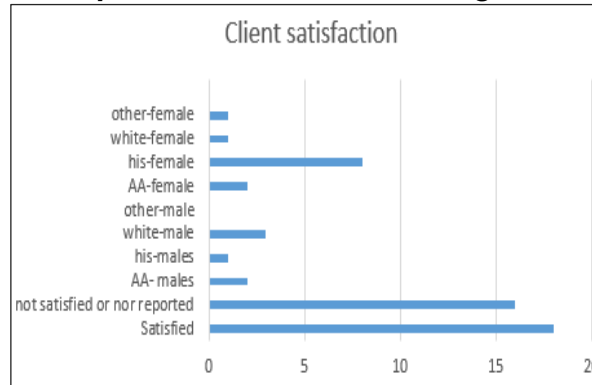
Story behind the baseline:

Saving 50% of their income is a Policy requirement for participation in the CHEER program this quarter only 9 young people met this goal.

Trend: ◀▶

Who is Better Off?

Participants Satisfaction with Program



Story behind the baseline:

Graph indicates 19 of 29 participants report feeling satisfied with the case management services and or that they are doing better as a result of this service.

Trend: ◀▶

Proposed Actions to Turn the Curve:

Policy revisions to remove the requirements that participation in a CHEER program would count as one of only two allowable opportunities to participate in a PSE program. Policy revision to specifically allow re-entry youth to participate in a CHEER option will be a recommendation to the adolescent COP. Ongoing recommendations to inform providers of training available to their staff to become more proficient as “job coaches”. Recommend DCF workers refer youth to programs earlier and to identify and prepare DCF adolescents for an attainable career goal based on their interest as well as their skill level and to remediate deficiencies earlier.

Data Development Agenda;

Compare participant success rate in CHEER with the overall DCF population that attends a PSE path.

Add program to an electronic data base such as PIE.

Encourage providers to coordinate with the local DCF offices and the CT Workforce Development Boards as well as utilizing the DOL free resources to help young people find jobs and local training in their community.