



EPIC & Academic Support Services

**YOUTH SERVICES
EMPOWERMENT PROGRAM
(YSEP)**





OVERVIEW

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- 2** **CAPACITY**
- 3** **PROGRAM MODEL AND OUTCOMES**
- 4** **COST OF FUNDING**
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BACKGROUND

YOUTH SERVICES EMPOWERMENT PROGRAM:

The Contra Costa County Office of Education (CCCOE) Youth Services Empowerment Program (YSEP) offers personalized support services tailored to justice-involved and at-risk youth, spanning ages 14 to 24. Our dedicated case managers conduct thorough assessments to identify and address the unique barriers, needs, and aspirations of each individual referred to our program. For youth aged 14-17, our services prioritize educational success, while our Transitional-Aged Youth (TAY) services emphasize progress in secondary and post-secondary education, apprenticeships, and/or employment pursuits. Referrals to our program commonly originate from Deputy Probation Officers, Public Defenders, and School Personnel.



CCCOE Youth Services

Mission: Youth Services (YS) provides a broad range of coordinated services for youth in foster care, experiencing homelessness, or facing other barriers. Our programs support these youth in finishing school, finding jobs, and pursuing career paths. We aim to prepare students to become self-confident, self-sufficient, and independent adults.

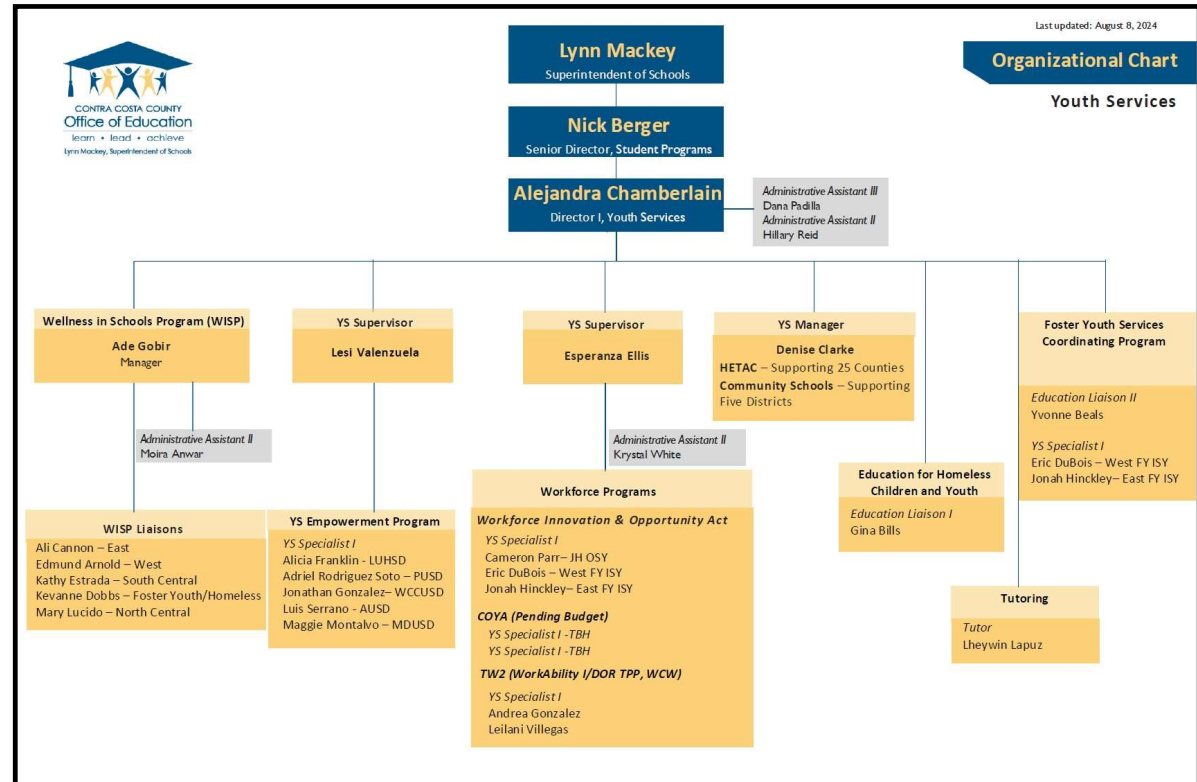
Goal: To improve the educational and career outcomes for youth in foster care, experiencing homelessness, or facing other barriers YS provides targeted support and resources that enhance their academic performance, job readiness, and life skills.

Programs: Programs for youth include personalized case management for education and employment, tutoring and academic support.

Collaboration with Districts and Agencies: Work closely with school districts to identify and support youth. Partner with agencies and community organizations. Coordinate services to ensure a holistic approach to youth support.

Youth Services Programs

1. Education for Homeless Children and Youth (EHCY)
2. Foster Youth Services Coordinating Program (FYSCP)
3. Workforce Programs
- 4. Empowerment Program**
5. Homeless Education Technical Assistance Centers (HETAC)
6. California Community School Partnership Program (CCSPP)
7. Wellness in Schools Program (WISP)





Our staff reflect a meaningful portion of the diverse youth we serve which enhances our ability to connect with and support our youth.

PROGRAM DESCRIPTION

- Youth Services Specialist (YSS) provides holistic support to enhance academic performance, career awareness, and transitions to post-secondary education.
- Services include academic guidance, transcript review, college/career guidance, vocational assessment, and education placement assistance.
- Identify educational strengths, address barriers, and advocate for proper school enrollment and access to essential services.
- Participate in school meetings, collaborate with caregivers and agencies, and support delinquency prevention.
- Offer annual follow-up services for ongoing success and support.
- Empower youth with tools for academic and career success.

POPULATION SERVED

➤ Re-Entry Clients

- Referred directly by Deputy Probation Officers
- Ages 14-17
- All Genders

➤ Transition-Age Youth (TAY) Clients

- Referred directly by Deputy Probation Officers or through the TAY Service Network
- Ages 18-24
- All Genders

➤ Youth Early Intervention Program (YEIP) Clients

- Referred directly by Contra Costa County Public Defender's Office
- Ages 14-18
- All Genders

➤ In-School Clients

- Referred by School Administrators, Teachers, Counselors, School Psychologist, and Social Workers
- Ages 14-18
- All Genders

SPECIAL POPULATIONS SERVED

- **Students with disabilities**
- **At risk of dropping out of high school**
- **LGBTQIA+**
- **Individuals experiencing housing instability**
- **Current or former foster youth**
- **Incarcerated youth**

GEOGRAPHIC REACH

➤ YSS LOCATIONS

- 3 YSS in East County
 - Liberty Union High School District, Antioch Unified School District, and Pittsburg Unified School District
- 1 YSS in Central County
 - Mt. Diablo Unified School District
- 1 YSS in West County
 - West Contra Costa Unified School District
- YSS provides support across the county, regardless of youth relocations, staff changes, new referrals, or full caseloads

➤ SERVICE RATIOS

- 50% TAY
 - 25% In School/YEIP
 - 25% Re-Entry/YEIP
- Each YSS is based at a high school office within their assigned region.

SERVICE DELIVERY

- In-person 80%
 - School Visits
 - Home Visits
 - Meetings scheduled with family, school personnel, DPOs, Attorneys
 - Field Visits
- Virtual 20%
 - Phone (text/call)
 - Zoom, Google Meets
 - Email

LANGUAGES

- All YSS can deliver services in English
- We proudly serve the Spanish-speaking community across the entire county

Our diverse team mirrors the community we serve, ensuring cultural competence and relatability in delivering services.



PROGRAM CAPACITY

Caseload Capacity

Each YSS manages up to 30 active clients across Re-Entry, TAY, and YEIP programs. In-School caseloads vary by school and student needs, ranging from 20 to 75 students.

Waitlist Process

Referrals are waitlisted for up to 1 month when capacity is reached.

Follow-Up Services

Up to 1 year of follow-up services for clients who have been successfully terminated or closed.

"Inactive" cases are monitored for up to 6 months before consulting with the referral source on closure.

ENROLLMENT DATA

➤ ENROLLMENT DATA

- Current TAY
 - 58
- Current Reentry
 - 69
- Current YEIP
 - 15
- Current In School
 - 83

➤ PROJECTED GOALS

- Expand TAY client services
 - Employment Assistance and Housing, Financial, and Legal Resources
- Add YSS
 - Add one more YSS to WCCUSD
- Creating a Youth Center
- Having a dedicated YSS for middle schools
- Introducing a dedicated case manager to enhance our subsidized workforce program
- Providing field trip opportunities that further their social and cultural growth

PROJECTED GOALS

Goals to increase service capacity

- Expand TAY client services to include employment, housing, and legal support.
- Increase staffing by hiring an additional Youth Services Specialist.
- Enhance the workforce program with a dedicated case manager.

Long-Term Growth/Development Goals

- Create a dedicated Youth Center for resource access and activities.
- Assign a Youth Services Specialist to middle schools
- Offer enriching field trips for social and cultural growth.

Requirements

- Secure funding.
- Continuous evaluation to ensure impactful outcomes.



PROGRAM MODEL AND OUTCOMES

EVIDENCE BASED MODEL

The Empowerment Program utilizes a **trauma-informed approach** to services that also incorporates a **strengths-based model** to our tailored case management

Staff are also trained in

Girls Circle and Boys Counsel Training:

Builds self-esteem and resilience in girls and boys ages 9-18.

Key Components:

- Positive Youth Development: Strength-based approach.
- Structured Curriculum: Guided discussions and activities.
- Relational-Cultural Theory: Focus on relationships.
- Facilitation Skills: Creating a safe, inclusive environment.
- Evidence-Based: Recognized by SAMHSA and OJJDP.

Restorative Practices:

Focus on community building and conflict resolution.

Key Components:

- Community Building: Enhancing connections and trust.
- Conflict Resolution: Structured dialogues for issue resolution.
- Training and Resources: Implementation tools and training.
- Evidence-Based: Supported by research.

Youth Mental Health First Aid Training:

Equips individuals with skills to support youth experiencing mental health challenges.

Key Components:

- Recognizing Signs: Identifying mental health issues.
- Effective Responses: Offering initial help.
- Crisis Management: Handling mental health crises.
- Referral: Guidance on directing youth to resources.

Re-Entry (14-17 yrs)

Q1 July 1 - Sept 30, 2023 Q2 Oct 1 - Dec 31, 2023 Q3 Jan 1 - Mar 31, 2024 Q4 Apr 1 - Jun 30, 2024

TOTAL Referrals & Enrollments CCC Probation Wraparound				
# enrolled prior to this quarter from Probation	27	41	66	85
# of new referrals from Probation	15	25	19	14
# of new enrollments from Probation	15	25	19	14
# enrolled prior to this quarter from Public Defender	0	0	0	0
# of new referrals from Public Defender	0	0	0	0
# of new enrolled from Public Defender	0	0	0	0
# enrolled prior to this quarter from School	113	208	233	197
# of new referrals from School	195	112	59	29
# of new enrollments from School	195	112	59	29
# Total new referrals received	210	137	78	43
# Total new enrollments	210	137	78	43
# total unique youth active during quarter (new and continued)	350	345	299	325

TAY (18-24 yrs)

TOTAL Referrals & Enrollments CCC Probation Wraparound				
# enrolled prior to this quarter from Probation	17	41	48	67
# of new referrals from Probation	34	18	19	13
# of new enrollments from Probation	34	18	19	13
# enrolled prior to this quarter from Public Defender	0	0	0	0
# of new referrals from Public Defender	0	0	0	0
# of new enrolled from Public Defender	0	0	0	0
# enrolled prior to this quarter from School	5	1	20	5
# of new referrals from School	0	19	6	3
# of new enrollments from School	0	19	6	3
# Total new referrals received	34	37	25	16
# Total new enrollments	34	37	25	16
# total unique youth active during quarter (new and continued)	56	79	93	88

YEIP (14-18 yrs)

TOTAL Referrals & Enrollments CCC Probation Wraparound				
# enrolled prior to this quarter	13	16	26	20
# of new referrals received	3	10	7	9
# of new enrollments	3	10	7	9
# total unique youth active during quarter (new and continued)	16	26	20	29

DATA REVIEW FY 23/24



Wellness Check-Ins
2,313

Reviews of Attendance,
Progress Reports, Grades,
and Transcripts
988

Consultations with
Teachers, Counselors,
Admin, MTSS Providers,
Post-Secondary Guidance
429

Case Coordination
Meetings with Probation
and/or Public
Defenders
81

Education Plans
Created/Developed
226

Meetings with Family
262

On-Campus Service
Coordination
36

Work-Readiness Meetings
or Workshops
100

Referrals Sent to Youth
Services and other
Workforce Programs
158

Coordination with
Community-Based
Organizations
34

Career Aptitude, Career
Skills, and Vocational
Interest Inventories
Completed
52

Referrals Made to
Trades/Apprenticeship
and Career Tech Ed (CTE)
Programs
18

Education Outcomes

- Improved Attendance **358**
- Maintained or Improved GPA **368**
- On-Campus Services Utilized **556**
- Decreased Behavioral Issues **80**
- On-Track for Graduation **121**
- Academic Assistance Toward Enrollment and/or Graduation **109**
- Support for Enrollment in Secondary or Post-Secondary Education **48**
- Enrolled in Secondary or Post-Secondary Education **31**

Employment Outcomes

- Resumes/Applications Completed **92**
- Interviews Completed **27**
- Youth Completing Work Experience **37**
- CBO Services Utilized **16**
- Engaged in Work-Readiness Activities **76**
- Obtained Employment **39**

Service Clarification

834 Services Classified as “Other” Across All Three Clientele

- Assistance in filing restraining orders
- Case consultations with school staff, workforce managers, and counselors
- Collaborative referrals with Life Learning Academy
- Conflict mediation and resolution
- Participation in Truancy Court case discussions
- Facilitation of Golden Gate school enrollment packets
- Home visits to assess individual needs
- Engagement with ILSP and 211 for vital services
- Coordination of Job Corps enrollment and application assistance
- Support initiatives at Juvenile Hall facilities
- Self-advocacy workshops for youth empowerment
- Handling transcript requests and related inquiries
- Addressing community service queries
- Coordination with YES case managers for streamlined service delivery
- Transportation assistance and support at DMV and SSA offices
- Job search facilitation and employment preparation workshops
- Attendance at AJCC/East Bay Works interviews, fostering opportunities (e.g., Tesla)
- Resources and consultations for trades and apprenticeships
- Guidance with civic corps information and applications
- Assistance with clean slate initiatives
- GED orientation registration and updates
- Efforts to secure housing and shelter for participants
- Provision of essential baby clothes
- Assistance in opening bank accounts
- Representation at SARB meetings
- Attendance at IEP and SST meetings
- Transportation support for school attendance
- Translation support for registration procedures

DATA (CONT.)

➤ SUCCESSES

TAY

Client #1

Client #2

Reentry

Client #3

YEIP

Client #4

➤ CHALLENGES

Lack of Direct Communication/Ineffective Communication Channels:

Many youths do not have reliable access to direct communication channels, such as cell phones or emails that they check frequently.

This limitation forces case managers to rely on parents or guardians, which can result in delays, miscommunications, and create additional barriers to establishing trust and rapport.

➤ TRENDS

Achieved a significant increase in graduation success rates this FY, supported by a fully staffed team.

Co-locating at high schools has enhanced our ability to effectively serve and engage with our youth, and our consistent collaboration with school officials has strengthened our ability to advocate for them.

Conducting home visits has deepened our rapport with families and strengthened our connection with those we serve.



COSTS & FUNDING

➤ FUNDING SOURCES

- JJCPA
 - Juvenile Justice Crime Prevention Act
 - Reentry
- SB678
 - Community Corrections Performance Incentive Funds
 - TAY

➤ JJCPA percentage

- 50%

➤ COST PER UNIT

Contract	# of participants served	Cost per participant
JJCPA	497	\$1,151
SB678	112	\$5,077



COLLABORATION

➤ INELIGIBILITY

If we are unable to serve a referral, our process includes:

- **Assessment:** Identifying the most suitable external agency based on the youth's needs.
- **Referral:** Making a formal referral with all necessary information.
- **Tracking:** Documenting the referral and following up to ensure it's being processed.
- **Feedback:** Gathering feedback from the youth and agency to ensure effective service.

Although our program does not serve other counties currently, we plan to draw on best practices from neighboring jurisdictions to inform and enhance our services in Contra Costa County in the future.

➤ COMPARABLE PROGRAMS

Organizations doing similar work to ours include:

- **WIOA (Workforce Innovation and Opportunity Act):** Focuses on workforce development and training for youth.
- **Youth Works in Richmond:** Provides job training and career development opportunities for young people.
- **Department of Rehabilitation:** Offers services to support individuals with disabilities in finding employment.
- **Love Never Fails:** Works to prevent and address youth homelessness and exploitation.
- **Health Right 360:** Provides health services and support for underserved populations, including youth.
- **Hundred Years Enterprise:** Focuses on youth empowerment and development programs.
- **RYSE:** Offers support services for youth in various aspects of their development.
- **Rubicon:** Provides services aimed at economic self-sufficiency and personal development for youth.
- **Opportunity Junction:** Focuses on workforce development and provides job training and support services for low-income youth and adults.

GOAL PROGRESS

How do we define Success in YSEP?



Positively receiving and addressing feedback given by Probation, Public Defender, School Administration

Being able to provide transportation to our youth to varied offices ensuring consistent access to needed services

Timely enrollment, transcript requests, & accurate credit assessments leading to improved academic performance

Our constant and persistent presence in our youth's lives

Successful enrollment in appropriate educational settings and access to services

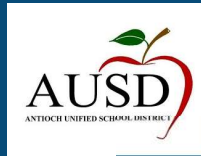
Completion of academic reviews and personalized education plans

Meeting the goals we set with our youth/clients

Tailored services

Our youth/clients obtaining their HS Diploma or equivalent

OUTSIDE AGENCIES AND COLLABORATIONS



FUNDING IMPACT

2003

Lesi began visiting the court community schools in Contra Costa.

2014

Alejandra became the Youth Services Manager.

2016

Youth Services applied and received their first contract with the Probation Department, which provided funding to support one re-entry and transitional age youth (TAY) with education, employment, and other services

2021

Youth Services applied and received a second contract from the Probation Department, which funded six positions to continue supporting re-entry and TAY populations.

Impact of Funding

Thanks to probation funding, we are making the dream a reality!

- We have five dedicated case managers serving youth in Contra Costa County.
- Our support goes beyond education and employment; we take a holistic approach to meet all of youth's needs.
- We build trusting relationships through personalized guidance, helping youth navigate services successfully.
- Our impact extends beyond individuals, transforming families and communities.
- Ongoing funding is essential to grow and improve the program, helping us elevate our vision from 2003 to new levels.

THANK YOU!

Questions?