



City of Austin

Youth Provider Summit Report

Youth and Family Services/Initiatives Office

August 2013

Youth & Family Services/Initiatives Office



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EXECUTIVE SUMMARY

BACKGROUND INFORMATION OF THE YOUTH PROVIDER SUMMIT

It is the City's desire to invest resources in youth programs and services where there is the highest demand and need. There are approximately 223,695 children ages 0-20 who reside in the City of Austin¹ (see Appendix A). The City also desires to ensure high quality programs and services to its citizens. The City of Austin began to comprehensively inventory youth programs and services. The purpose of the inventory was to identify program and service gaps, and resource investment opportunities without duplicating programs and services that already exist. We provide 349 programs and/or events that service Austin's youth and families (see Appendix B). The types of youth and family services offered by City Departments are numerous and varied (see Appendix C). As such, a Youth Provider Summit was held in an effort to identify ways to effectively address the City's youth and family services priorities.

The Austin City Council approved a resolution directing the City Manager to support the City Council in hosting a Youth Provider Summit. The Youth Provider Summit purpose was to provide an opportunity for City partners, educators, and nonprofit organizations to participate in collaborative planning and prioritization regarding services and programming available to youth and families.

The effort to coordinate the Youth Provider Summit and subsequent follow up survey was conducted by the following staff: Dr. Chiquita Eugene, Kimberly McNeeley, Stephanie Hayden, Dr. Rosa Maria Murillo and Jason Garza.

The Youth Provider Summit was held May 3, 2013. The Youth Provider Summit was an opportunity to bring together Youth Service and Program Providers to review and provide feedback on all youth services in the City. Over 100 youth service providers attended the Summit. The majority of respondents appreciated the location of the meeting (98%), felt their ideas and thoughts were heard (90%), and found the meeting to be helpful (85%). Sixty-five percent (65%) of respondents found the information provided during the Summit complete.

A follow-up survey (see Appendix E) was emailed to all attendees and other youth provider agencies that did not attend the Summit in an effort to reach a larger audience as well as served as an another opportunity for persons who attended the Summit to provide more insight. The follow-up survey gave an additional overview of the work the City should consider as we move forward.

Respondents were asked to select up to three providers they think would serve as intermediaries to ensure all services for youth ages 0-18 are focused and collaborative. 70% of the respondents chose the City of Austin as the top intermediary, and United Way (53%) and School Districts (48%) as secondary and tertiary, respectively.

¹ 2010 US Census

RECOMMENDATIONS

Although there are large number of youth programs, services, partnerships, and unique program initiatives within the City of Austin, the data from over 100 of the Youth Provider Summit attendees and evaluations show that there is a dearth of alignment of services with geographical region, needs, and resource allocations. This characterization of city programming for youth was found to be concurrent by the Strengths, Weaknesses, Opportunity, Threats (SWOT) analysis conducted by City of Austin staff.

The recommendations are a compilation of youth provider summit workgroup participation, youth provider summit evaluation and post youth provider summit survey.

The following 13 recommendations were provided by the attendees from their small group sessions, evaluation forms and Follow-up Surveys. These recommendations are grouped based on staff categorization of responses into four groupings. The recommendations provide insight to the City of Austin of ways to ensure the quality of existing youth programs and services. They identify opportunities for youth programs and provide a guide for future funding allocations. If a decision is made to implement the findings, further dialog will be required to develop the priority order of implementation.

Alignment of Services & Resources

- Develop a set of goals and performance measures for each service area/department that provides services to children/youth/families;
- Establish a central entity that serves as an intermediary to ensure the coordination of City youth programs and partnerships;
 - Provide resources for the central entity to develop and manage City youth programs and partnerships;
- Align City resources to:
 - Maximize service delivery;
 - Eliminate duplication of services within a given service area; and
 - Close service gaps.
- Align community needs with services and support; and
- Develop a Mapping of Services tool.

Assessment and Evaluation

- Continue to conduct community-wide needs assessments (every 5 years) to determine needs, gaps, and emerging trends for services;
- Adopt a standardized quality assurance program that dictates key components of quality programming (e.g., physical environment, enrichment opportunities, safety, etc.) and determine incentives to encourage youth providers' commitment to quality programs and services;
- Implement a system to monitor, evaluate, and improve the quality of programs; and
- Develop a set of basic performance measures that support Imagine Austin Priority Programs *Goal 3: Continue to grow Austin's economy by investing in our workforce, education systems, entrepreneurs, and local businesses.*

Education and Training for Service Providers

- Provide training and education for all youth providers and City departments to ensure quality services are being provided.

Support, Sustainability, & Collaboration

- Create partnerships that can assist the City in the delivery of services, including:
 - paid internships for youth;
 - year-round leadership development programs for middle to high school youth;
 - services for youth offenders;
 - summer youth employment; and
 - access to public transportation.
- Provide support and sustainability to early childhood development (ages 0-5) programming; and
- Hold an Annual Summit to continue the dialogue, including continuing to analyze the youth population and needs in order to project and plan for the City's growth.

In conclusion, the City provides a large number of youth programs for children ages 6-11, while few programs while in comparison, few programs are offered for children ages 0--5 and children ages 12-18. We should conduct needs assessments to determine whether services are being provided based on youth needs. We need to have standardized evaluations in place to determine the quality of programs and services offered by each department. There are gaps in service areas. Particular youth groups may not be receiving the services the City offers. Programs that offer youth services should receive training to ensure effective delivery of services.

OVERVIEW OF THE YOUTH PROVIDER SUMMIT

The Youth Provider Summit was held on May 3, 2013. The welcome was provided by City Council Members Kathie Tovo and Laura Morrison. A presentation of current City initiatives was presented by Dr. Chiquita Eugene, Citywide Manager. City Demographer Ryan Robinson provided a brief review of the changing City demographics. Sheila Balog, from Organizational Development Division of Human Resources, served as facilitator of the Summit.

Group participants provided feedback, and then categorized and prioritized the feedback into their perception of greatest need. The large group reassembled and each of the 10 groups reported the most important ideas they heard during the morning. Closing remarks were given by Council Member Laura Morrison and City Human Resource Director Mark Washington. The session was concluded with the promise of a **community wide survey, additional conversation** and a **collaborative spirit** moving forward.

Working Groups

After staff's presentations, participants were divided into 10 discussion groups and tasked with reviewing and discussing the following:

Task 1: Review of Existing Programs

1. **After having heard about our City's commitments to Youth and the future of our City:**
 - a. **What was the most surprising thing you learned?**
 - b. **Were there any pieces of information missing?**
2. **After having heard about the existing service offerings, and the demographics did any group stand out to be missing services?**

Task 2: Determine Gaps

1. **We have reviewed the current conditions, the services provided and the population projections. As we think about what we have heard so far, what gaps exist?**

Task 3: Identify Priorities

1. **List Top Priorities**
2. **Identify those items which are of greatest need**

Groups identified similar indicators as the "most surprising" things they learned from the presentations. These include:

- The scope of the City of Austin reaches beyond Austin Independent School District (AISD);
- The scope of services should be regional to capture more of the City's youth;
- There are many services offered, but little collaboration;
- Ethnicity by poverty level statistics, and how to address poverty issues;
- Gaps in services;
- The need to focus on early childhood programming;
- Mismatch or disconnect between services provided and services needed based on population statistics; and
- The impact of population segregation on such issues as transportation, community growth, food provisions, child healthcare.

When groups were asked to indicate information that was “missing” from the presentations, there was consensus across groups. Indicators include:

- No analysis of the scope, depth, needs and impact of youth programs/services;
- No alignment of funding by services;
- No comprehensive mapping of services by age, location/zip code, and funding;
- Lack of coordination/collaboration across school districts (city and county);
- Lack of marketing of the programs offered across the city; and
- Lack of information on coalitions and partnerships across youth providers.

Attendees were presented with information on existing services offered across the City of Austin. Groups were asked to use that information and indicate groups that stood out as “missing services.” The groups identified as “missing services” are:

- homeless population;
- youth offenders;
- children ages 0-5;
- youth ages 11-17;
- males under age 18;
- families in need of affordable childcare;
- teen parents;
- Hispanic population;
- undocumented immigrants; and
- children with special needs and their parents.

Finally, groups were asked to use information from the presentations about the current conditions, services provided, and population projections for the City of Austin to identify potential gaps in services. Respondents indicated the following gaps in services:

- sex education for teens and adolescents;
- literacy support for teen parents;
- affordable childcare;
- affordable afterschool care;
- workforce development/training for teens not going to college and Hispanic families;
- language and culture courses for Hispanic families;
- access to quality food;
- summer enrichment/learning programs;
- life skills programs for young adults who “age-out” of the foster care system;
- health screenings; and
- public transportation options.

YOUTH PROVIDER SUMMIT EVALUATION FEEDBACK

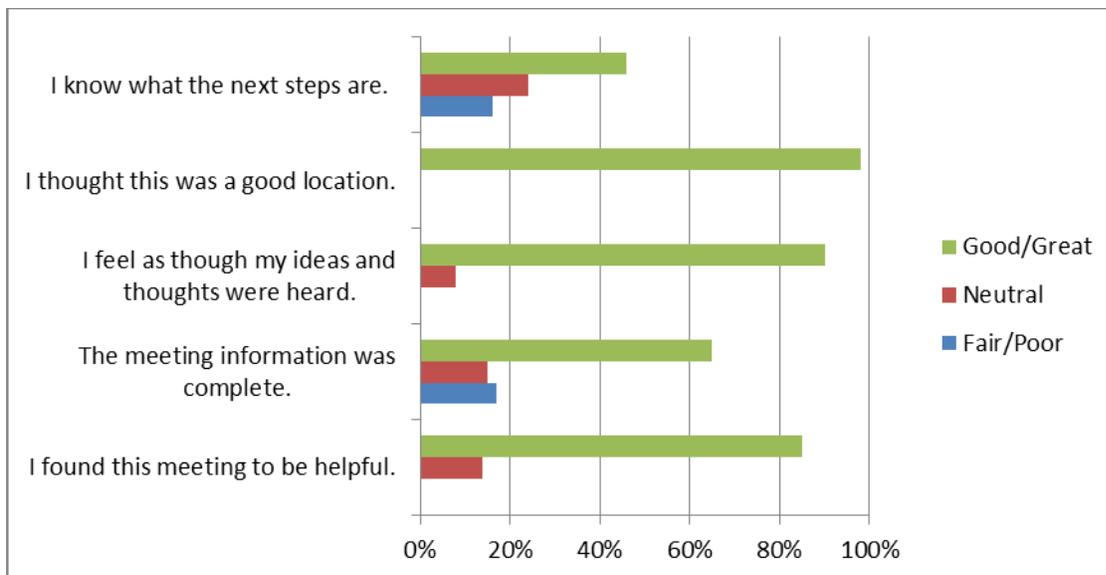
At the culmination of the Youth Provider Summit, attendees were asked to rate the effectiveness of the summit (see Appendix D). The survey also captured individual information on what attendees appreciated most about the Summit and what they thought was missing. Over half of the attendees (N = 59) completed the survey.

The following are the evaluation results:

General Feedback

The majority of respondents appreciated the location of the meeting (98%), felt their ideas and thoughts were heard (90%), and found the meeting to be helpful (85%). Sixty-five percent (65%) of respondents found the information provided during the Summit complete. Less than half (46%) of respondents indicated they were aware of the next steps that should be taken. Figure 1 represents results from the survey evaluating the effectiveness of the Youth Provider Summit.

Figure 1. Youth Provider Summit Evaluation



What Did You Like Most?

Respondents were asked to indicate what they liked most about the Youth Provider Summit. The responses varied, but are categorized as follows:

- Break-out sessions,
 - Interaction and collaboration;
- Demographic or other information presented; and
- Voices heard and valued.

The majority of respondents (64%) indicated they enjoyed the small group break-out sessions. Respondents indicated they preferred the engaging atmosphere of the smaller group sessions. Respondents also commented that they appreciated the time allowed to interact with other participants and collaborate with diverse stakeholders. Fifty-four percent (54%) of respondents indicated they appreciated the presentation of demographic or other information provided by the presenters. Eight percent (8%) of respondents liked having their voices heard and valued.

What Did You Think Was Missing?

Respondents were also asked to indicate information they thought was missing from the Youth Provider Summit. The responses varied, but are categorized as follows:

- More information/data:
 - Current services aligned with service providers;
 - Gaps in services;
 - Funding aligned with services;
 - Services aligned with region/location;
 - Services aligned with group types (i.e., race, age);
 - Logical next steps;
- Participant contact list;
- Better representation of stakeholders;
- More accessible information about the Youth Provider Summit;
- More time for pondering, discussing, and processing information;

Forty-one percent (41%) of respondents indicated they would have liked to receive more information or data on the services provided by the City of Austin, gaps in services, funding aligned with types of services and service providers, the alignment of services by region and group-type, and logical next steps. Fourteen percent (14%) of respondents indicated they would appreciate a roster of Summit participants—including contact information—for networking purposes. Ten percent (10%) of respondents indicated they would like to have seen more stakeholders represented, including youth, parents, criminal justice departments, and a broader representation of Travis County service providers. Seven percent (7%) of respondents indicated they would have appreciated better advertisement of the Youth Provider Summit, including providing more information about registration, providing meeting information and meeting documents earlier in the year, and better communication of meeting expectations. Also, 7% of respondents indicated they would like more time to ponder issues discussed during the Summit in order to better identify gaps and solutions, and discuss and process information.

Respondents were asked to provide additional comments. Nineteen percent (19%) of respondents praised the event or expressed thanks for the Youth Provider Summit being held. Forty-seven percent (47%) of respondents took the opportunity to provide suggestions. The suggestions are categorized as follows:

- The Summit should be conducted in regular intervals or that similar collaborative efforts should take place in the future;
- Ensure follow-up and solving the issues discussed in a meaningful way; and
- Create a database of services by type of service, department, region/location, age, ethnicity, etc. to provide to the community, and also to make it easier to identify gaps in services.

City of Austin administrators who hosted the Youth Provider Summit determined it was necessary to take the wealth of information gained from the Summit and follow up with other youth service providers across the City. Administrators developed a Youth Provider Summit Follow-up Survey to gather more information on City of Austin youth and family services.

YOUTH PROVIDER SUMMIT FOLLOW-UP SURVEY

A follow-up survey (see Appendix E) was emailed to all attendees and other youth provider agencies that did not attend the Summit in an effort to reach a larger audience as well as served as an another opportunity for persons who attended the Summit to provide more insight.

The follow-up survey gave an additional overview of the work the City should consider as we move forward. Forty-five (45) respondents who represent 33 youth agencies completed the Follow-up Survey. Approximately 3 of the 45 organizations represent ages 0-5. The survey focused on opportunities for partnership, professional development, gaps in service, respondents perception for services provided, and availability and quality of services. The survey also asked for feedback regarding the establishment of an intermediary system and a unified Community Master Planning effort.

Appendix F is the Youth Provider Follow-up Survey items. Appendix G is a list of agencies that responded to the survey. Table 1 represents the number of respondents by job title. Findings from the survey do not represent all youth and families service providers.

Table 1. Respondents by Job Title

Job Title	Respondents
CEO	3
Executive Director	5
Director	11
Program Coordinator	7
Manager	2
Specialist	2
Other or No Response	15
TOTAL	45

Target Population Served by Represented Agencies

The primary target population and service provided by respondents is Youth Development (ages 6-11). The secondary target population served by respondents is Young Adults (ages 12-18). *Other* target populations include:

- children & youth 0-24 years of age;
- at-risk populations;
- individuals with illnesses or disabilities;
- parents and teen parents; and
- youth and adult education and training.

Youth Provider Partnerships

Respondents were asked to give examples of possible youth provider partnerships that may help in meeting the gaps in current youth services programming. Responses varied, but are categorized as follows:

- Comprehensive Strategic Planning;
- Comprehensive Service Database/Service Mapping;
- Data Collection/Program Evaluation/Assessment;
- Education/Training/Mentoring/Tutoring;
- Housing/Homelessness;
- Hunger;
- Parenting/Teen Parenting Support; and
- At-Risk Youth/Populations.

Respondents were asked to indicate how funding partnerships might strengthen youth services programs. Respondents indicated the benefits of combining resources and funding as:

- Enable more grant funding because funding agencies prefer funding collaborative partnerships;
- Enable the leveraging of resources;
- Allow programs to be more comprehensive and coordinated;
- Allow programs to expand;
- Allow for more collaboration, information sharing, and the establishment of better partnerships;
- Provide better quality programming and lower costs;
- Eliminate duplication and waste; and
- Resource sharing, efficiency, and strategic planning.

Mandatory Training for Youth Services Providers

The majority of respondents (60%) indicated all youth services providers should be required to participate in “predetermined and agreed upon” training. When asked to indicate the types of training that would be essential to all youth service providers, responses varied. Responses are categorized as follows:

- Youth/Child Development;
- Business/Financial Management, including applicable law;
- Professional Development on topics such as population needs, diversity, culture, youth; behavior, safety, child abuse/neglect;
- Building Relationships with Communities/Families; and
- Program Quality Evaluation/Assessment.

Perception, Availability & Quality of Youth Services

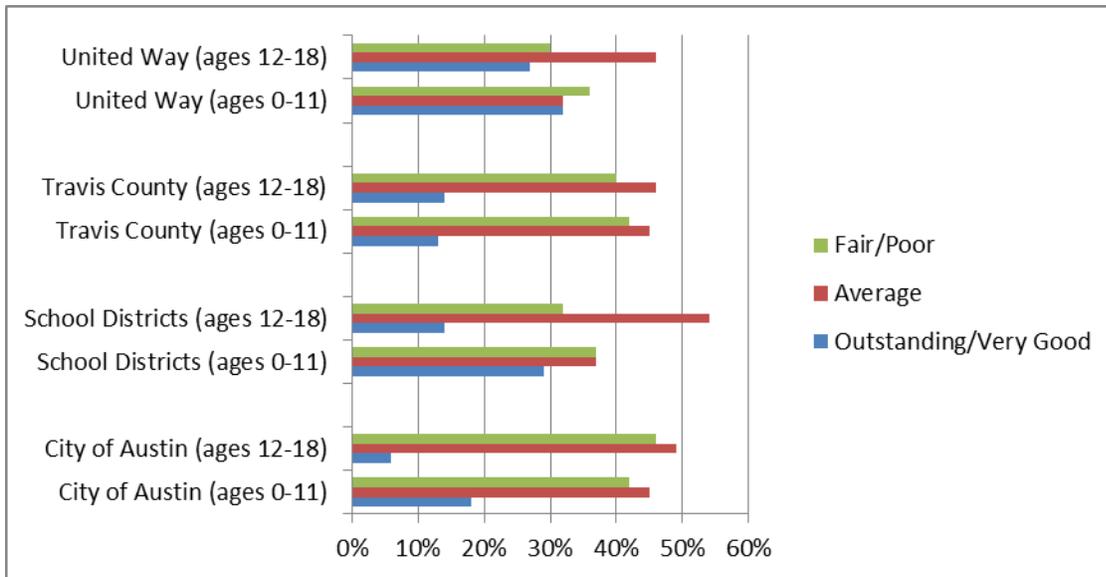
Respondents were asked to rate their *perception* of current services provided by Youth Service Providers. They were also asked to rate the *availability* and *quality* of those services. Ratings were delineated by age groups: youth ages 0-11 and youth ages 12-18.

Perception of Youth Services

Respondents’ perceptions of youth services provided by the City of Austin across both age groups are that services are *average*. Thirty-seven percent (37%) of respondents who participated in the survey have a perception that youth services for children, ages 0-11, provided by School Districts have an

average rating. Another 37% gave a *fair/poor* rating of youth services provided by School Districts for children, ages 0-11. However, for children ages 12-18, 54% of respondents gave an *average* rating for youth services provided through School Districts. Respondents' perceptions of youth services provided by Travis County across both age groups are that services are *average* to *fair/poor*. Respondents' perceptions of youth services provided by United Way are that services are *fair/poor* for ages 0-11 and *average* for ages 12-18.

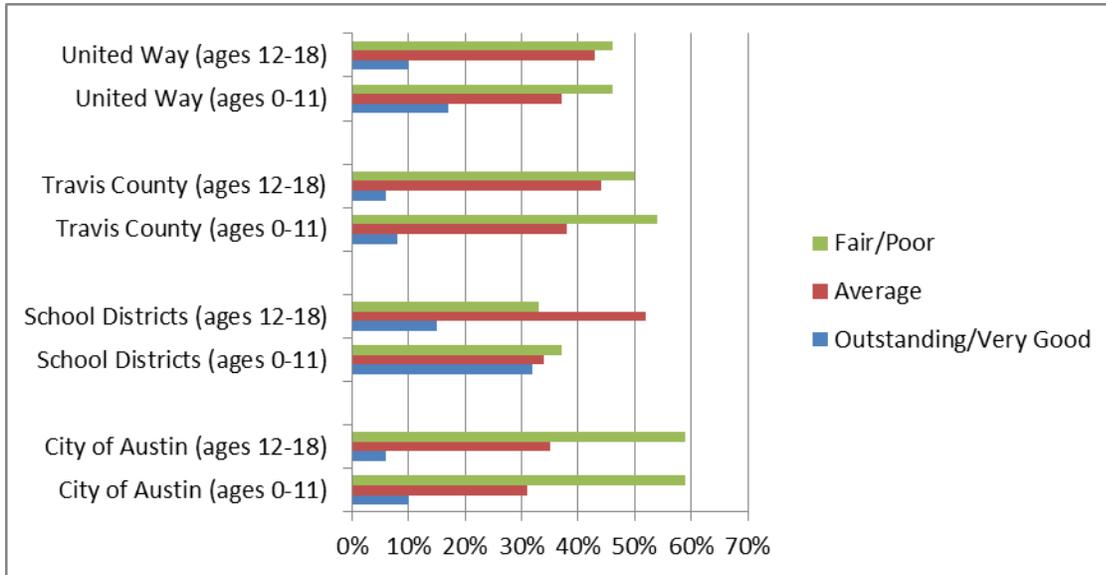
Figure 2. Perception of Youth Services



Availability of Youth Services

Respondents indicated that the availability of youth services for ages 0-11 is *fair/poor* for all four providers: City of Austin, School Districts, Travis County, and United Way. Respondents rated the City of Austin, Travis County, and United Way *fair/poor* on the availability of youth services for ages 12-18. Respondents rated School Districts *average* on the availability of youth services for ages 12-18.

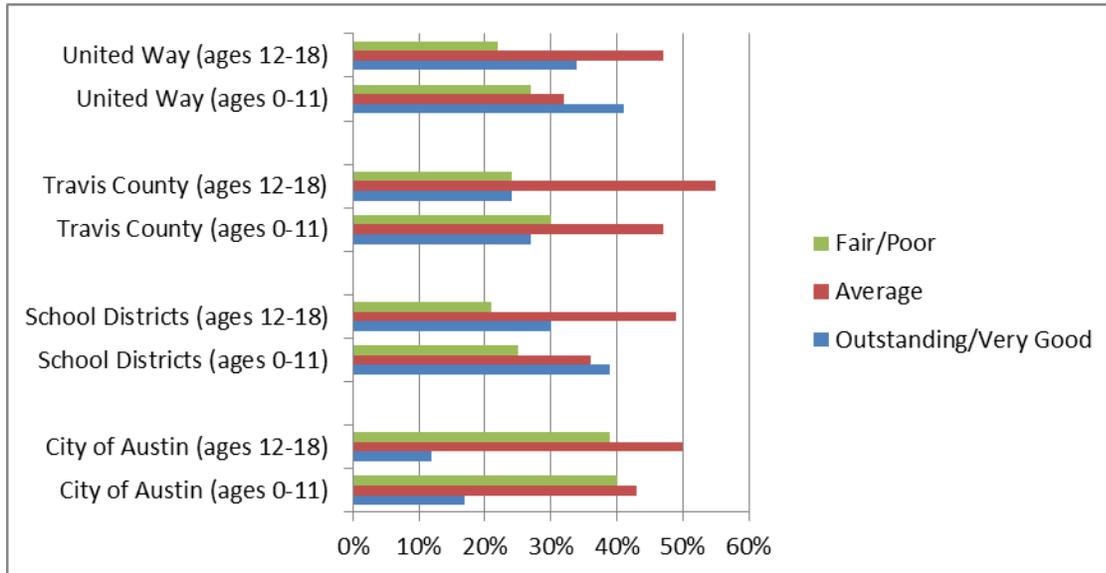
Figure 3. Availability of Youth Services



Quality of Youth Services

Respondents rated the quality of youth services provided by the City of Austin and Travis County *average* for both age groups. Respondents rated the quality of services provided by School Districts and United Way *outstanding/good* for ages 0-11, and *average* for ages 12-18.

Figure 4. Quality of Youth Services



Youth Services Intermediary

Respondents were asked to select up to three providers they think would serve as intermediaries to ensure all services for youth ages 0-18 are focused and collaborative. The majority of respondents chose the City of Austin (70%) as the top intermediary, and United Way (53%) and School Districts (48%) as secondary and tertiary, respectively.

Key Action Steps

Respondents were asked to provide suggestions on key action steps that should be considered before moving forward with strategic planning initiatives on youth and family services. Responses varied, but are categorized as follows:

- Comprehensive List of Youth Services
 - Youth Services Mapping and Research
- Collaboration/Coordination of Services and Resources
- Collaborative Strategic Planning

CONCLUSION

The Youth Provider Summit yielded a wealth of information to aid in strategically and effectively planning youth and family services and initiatives. The Youth Provider Summit purpose was to provide an opportunity for City partners, educators, and nonprofit organizations to participate in collaborative planning and prioritization regarding services and programming available to youth and families. According to the 2010 Census, the City of Austin has approximately 223,695 youth citizens, ages 0 to 20. According to results from an internal Citywide Youth and Family Services/Initiatives Needs Assessment conducted spring 2013, current programs serve about 20,000 youth annually².

Although there are large number of youth programs, services, partnerships, and unique program initiatives within the City of Austin, the data from over 100 of the Youth Provider Summit attendees and evaluations show that there is a lack of alignment of services with geographical region, needs, and resource allocations. This characterization of city programming for youth was found to be concurrent by the SWAT analysis conducted by City of Austin staff. The City provides a large number of youth programs, ages 6-11, elementary aged children while few programs in comparison are offered for early childhood, ages 0--5 and middle to high school, ages 12-18. However the results from the Follow up Survey where 45 respondents shared that the focus should be on ages 6-11 with the secondary population being young adults ages 12-18. The respondents from the Follow up Survey were representative of the two groupings only whereas the Summit attendees represented all age groups, 0-18.

Feedback received from the Youth Provider Summit suggests we should conduct needs assessments to determine whether services are being provided based on youth needs. We need to have standardized evaluations in place to determine the quality of programs and services offered by each department. There are gaps in service areas. Particular youth groups may not be receiving the services the City offers. Programs that offer youth services should receive training to ensure effective delivery of services. The training should also assist providers with goals, objectives, and metrics to determine celebrations and improvements.

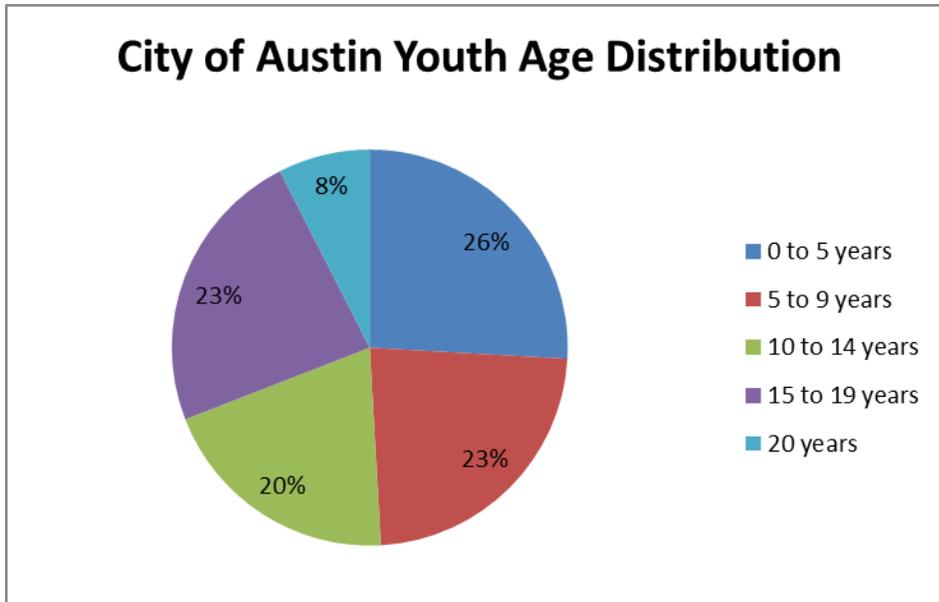
The feedback from the Youth Provider Summit suggests it would be appropriate to centralize coordination where all such issues may be effectively addressed. A centralized unit would enable the establishment of best practices for youth providers and programs, establish and provide mandatory youth development training for the various youth populations (e.g., early childhood, early-adolescent, late-adolescent, language-diverse, special needs, homeless) within the City, establish a standardized quality assurance assessment and evaluation system, and ensure ongoing focus on the City's current and future priorities as it relates to youth and families.

² The Youth and Family Services/Initiatives Needs Assessment Survey results are not entirely representative of all youth and family services offered by City of Austin Departments. Results from the report are based on survey respondents. Only 14 of the 17 programs that offer services to youth and families are represented by the YFS/I Needs Assessment Survey results.

APPENDIX A. CITY OF AUSTIN YOUTH AGE DISTRIBUTION

Approximately 223,695 youth citizens, ages 0 to 20, live in the City of Austin³. Twenty-six percent (26%) of Austin's youth are between birth and age 5.

City of Austin Youth Age Distribution



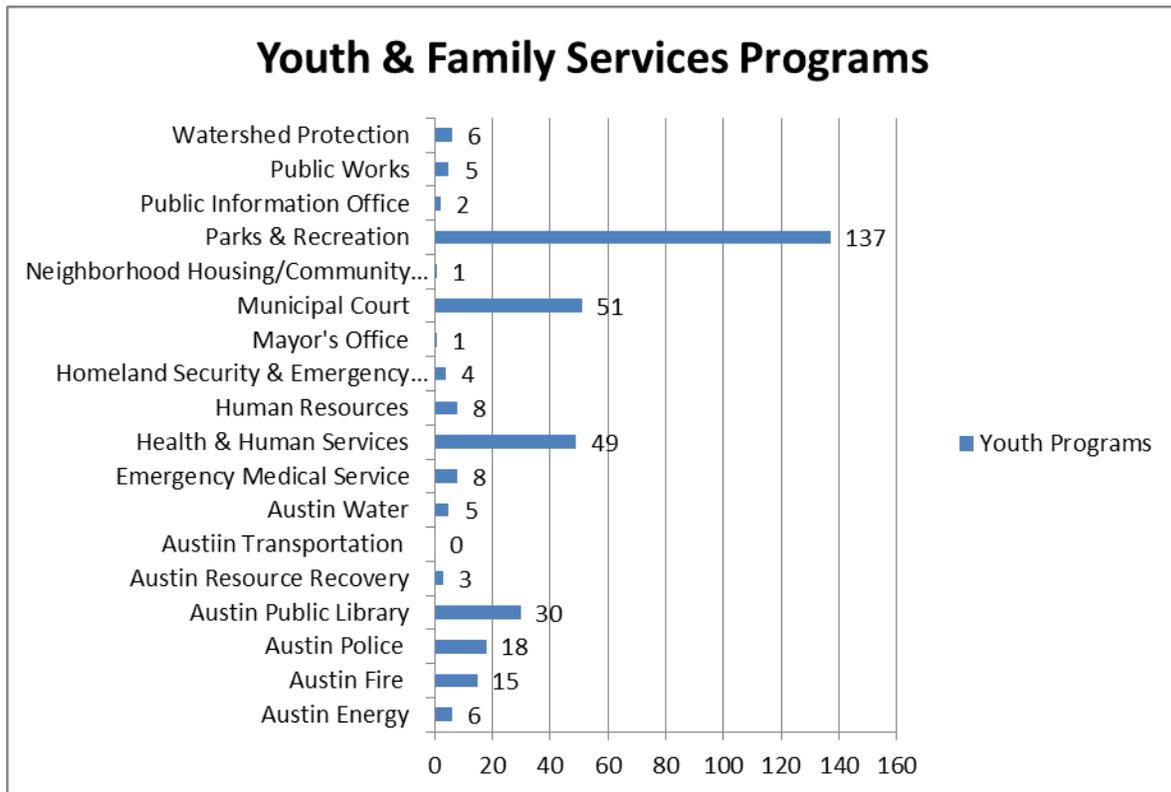
SOURCE: 2010 US Census

³ 2010 US Census

APPENDIX B. YOUTH & FAMILY SERVICES PROGRAMS

The Youth and Family Services/Initiatives (YFS/I) Office aims to serve Austin’s youth through youth development programs, workforce development initiatives, internship opportunities, and other social services. There are 349 programs and/or events currently in place that service Austin’s youth and families. According to results from an internal Citywide Youth and Family Services/Initiatives Needs Assessment conducted spring 2013, current programs across the City of Austin serve roughly 10% of the City’s youth population. The graph represents the City of Austin youth programs/events by department.

City of Austin Youth & Family Services Programs



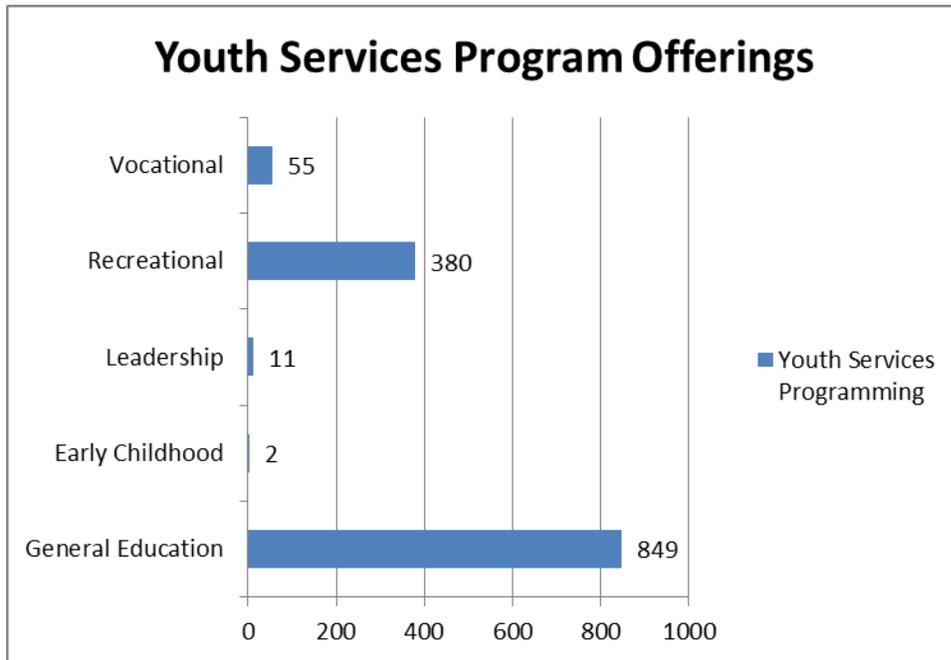
SOURCE: Youth and Family Services/Initiatives Office

NOTE: Values are representative of youth programs, events, and/or partnerships

APPENDIX C. YOUTH SERVICES PROGRAM OFFERINGS

The types of youth and family services offered by City of Austin departments are numerous and varied. Departments self-reported to the Youth and Family Services/Initiatives Office listings of the types of programs and services they provide. Some of the programs are categorized as general education, early childhood, leadership, recreational, and vocational. The graph represents the approximate number of program offerings per service category.

Youth and Family Services Program Offerings



SOURCE: Youth and Family Services/Initiatives Office

NOTE: There are variations in the values presented in Figure 2 and Figure 3 due to data being collected on separate occasions and data not being delineated the same way both times.

APPENDIX D. YOUTH PROVIDER SUMMIT EVALUATION

Please rate.

I found the meeting to be helpful.	<i>Poor</i>	<i>Fair</i>	<i>Neutral</i>	<i>Good</i>	<i>Great</i>
The meeting information was complete.	<i>Poor</i>	<i>Fair</i>	<i>Neutral</i>	<i>Good</i>	<i>Great</i>
I feel as though my ideas and thoughts were heard.	<i>Poor</i>	<i>Fair</i>	<i>Neutral</i>	<i>Good</i>	<i>Great</i>
I thought this was a good location.	<i>Poor</i>	<i>Fair</i>	<i>Neutral</i>	<i>Good</i>	<i>Great</i>
I know what the next steps are.	<i>Poor</i>	<i>Fair</i>	<i>Neutral</i>	<i>Good</i>	<i>Great</i>

What did you like most?

What did you think was missing?

Other comments:

APPENDIX E. YOUTH PROVIDER SUMMIT ATTENDANCE LIST

ACTIVE Life
American Youth Works
Annette Strauss Institute for Civic Life
Any Baby Can
Arc of the Capital Area
Association for Early Learning Leaders
Austin Association for the Education of Young Children (AAEYC)
Austin Children's Shelter
Austin Community College
Austin Community College District
Austin IN Connection
Austin Interfaith
Austin ISD
Austin ISD, Early Childhood Department
Austin ISD, Pregnancy and Parenting Education Program
Austin ISD, Prime Time After-School Enrichment
Austin ISD, Primetime
Austin ISD, Project HELP
Austin ISD, Travis High School Teen Parent Program
Austin ISD/Austin Community College
Austin Travis County Integral Care
Austin Youth River Watch
AVANCE-Austin
Bastrop ISD
Boys and Girls Club of Austin Area
Camp Fire
CAN
Cardea
Central Texas Afterschool Association
Changing Expectations Corp
City of Austin, Housing Authority
Communities in Schools of Central Texas
Community Member
Council on At-Risk Youth (CARY)
Creative Action
Del Valle ISD
Del Valle ISD, ACE/21st CCLC Program
E3 Alliance
E4 Youth
ECHO
El Buen Samaritano Episcopal Mission
Faith Presbyterian CDC
Foundation Communities
GENaustin (Girls Empowerment Network)
Girlstart
GO! Austin/VAMOSI Austin

Goodwill Industries of Central Texas
Growin' Together Hands-On Afterschool Program
HomeBase
IBM
Jump on It Community Outreach
KLRU-TV, Austin PBS
LifeWorks
Little Dudes Learning Centers
Manor ISD
Mt. Sinai Christian Academy
NYOS Charter School, Inc.
Omega Point International
OneSeventeen Media
Open Door Preschools
Patrick Perez International, LLC
Planned Parenthood
Ready by 21 Coalition
Reagan HS Child Development Center
SafePlace
Seedling Foundation
Self-Starting
Southwest Key
Texas A&M AgriLife Extension Service
Texas Department of State Health Services
Texas Homeless Network
Texas Hunger Initiative
Texas Network of Youth Services
Texas Parents as Teachers
Texas Partnership for Out of School Time
Texas State University
The Austin Project
The BeHive Youth Development
The Media Awareness Project
Travis County Juvenile Probation Department
Travis County Health and Human Services and Veterans Services
Trinity Child Development Center
United Way for Greater Austin
United Way for Greater Austin, Success by 6
Urban Roots
VICTORY Tutorial Program
Washington Housing Constituents
Workforce Solutions Capital Area Workforce Board

APPENDIX F. YOUTH SERVICES PROVIDER FOLLOW-UP SURVEY

1. Name of Agency
2. Person Completing
3. Title of Person Completing
4. Email Address
5. Primary Target Population:
Early Childhood Youth Development Young Adult Other
6. Secondary Target Population
Early Childhood Youth Development Young Adult Other
7. One of the items that came up in a number of groups was the idea of creating partnerships through youth service provider community. Give examples of partnerships that might help in meeting the gaps in the current youth service programming.
8. Describe how funding partnerships might strengthen youth services programming.
9. Another issue that surfaced was the need for youth service programming providers to have ongoing professional development and training. Should all youth service providers be required to participate in predetermined and agreed upon training?
10. If yes, what kinds of training would be essential to all youth service providers?
11. Participants in the Youth Service Provider Summit identified some of the gaps in current service offerings. Please check the rating that reflects YOUR PERCEPTION of services provided by the following (please note the age breakdown):

Services for 0-11 year olds

City of Austin	<i>Outstanding</i>	<i>Very Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
School Districts	<i>Outstanding</i>	<i>Very Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
Travis County	<i>Outstanding</i>	<i>Very Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
United Way	<i>Outstanding</i>	<i>Very Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
Other (please specify)					

12. Service for 12-18 year olds

City of Austin	<i>Outstanding</i>	<i>Very Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
School Districts	<i>Outstanding</i>	<i>Very Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
Travis County	<i>Outstanding</i>	<i>Very Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
United Way	<i>Outstanding</i>	<i>Very Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
Other (please specify)					

13. Please check the rating that reflects the AVAILABILITY of services provided by the following (please note the age breakdown):

Services for 0-11 year olds

City of Austin	<i>Outstanding</i>	<i>Very Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
School Districts	<i>Outstanding</i>	<i>Very Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
Travis County	<i>Outstanding</i>	<i>Very Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
United Way	<i>Outstanding</i>	<i>Very Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
Other (please specify)					

14. Service for 12-18 year olds

City of Austin	<i>Outstanding</i>	<i>Very Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
School Districts	<i>Outstanding</i>	<i>Very Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
Travis County	<i>Outstanding</i>	<i>Very Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
United Way	<i>Outstanding</i>	<i>Very Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
Other (please specify)					

15. Please check the rating that reflects the QUALITY of services provided by the following (please note the age breakdown):

Services for 0-11 year olds

City of Austin	<i>Outstanding</i>	<i>Very Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
School Districts	<i>Outstanding</i>	<i>Very Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
Travis County	<i>Outstanding</i>	<i>Very Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
United Way	<i>Outstanding</i>	<i>Very Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
Other (please specify)					

16. Service for 12-18 year olds

City of Austin	<i>Outstanding</i>	<i>Very Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
School Districts	<i>Outstanding</i>	<i>Very Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
Travis County	<i>Outstanding</i>	<i>Very Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
United Way	<i>Outstanding</i>	<i>Very Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
Other (please specify)					

17. Other cities have created an “intermediary” that has been responsible for ensuring all services for children 0-18 are focused and collaborative. Please consider the following list and check the top 3 providers you believe could serve as an “intermediary” for our community.

- School Districts
- City of Austin
- Travis County
- United Way
- Private Sector
- Other (please specify)

18. Should there be a unified community Youth Services Master Planning effort to support the intermediary system?

In addition to the Youth Service Provider Summit Report, are there any other key action steps that should be considered before moving forward?

**APPENDIX G. YOUTH PROVIDER SUMMIT FOLLOW-UP SURVEY AGENCY LIST
[33 AGENCIES REPRESENTED]**

ACE Austin and Central Texas Afterschool Network
ACE Texas ACE Program NYOS Charter School, Inc
American Youth Works
Any Baby Can
Austin Children's Shelter
Austin Independent School District
Austin Community College District
Camp Fire
CAN
Cardea
Changing Expectation Corp
Child, Inc
City of Austin PARD HAND
Communities in Schools
Creative Action
Del Valley Independent School District
E3 Alliance
E4 Youth
ECHO
El Buen Samaritano Episcopal Mission Child Learning Center
Goodwill
Greater Calvary Rites of Passage, Inc
Jane's Due Process Legal Hotline
LifeWorks
Manor Independent School District, Afterschool Department
Planned Parenthood
Ready by 21Coalition of Central Texas/The Infinity Movement, Inc
SafePlace
Seeding Foundation
Texas AgriLife Extension Service/ 4-H CAPITAL Project
Texas Hunger Initiative
United Way for Greater Austin
Wonders & Worries