

Youth for Change

SCOPE OF SERVICE

Homeless/runaway Emergency Action Response Team (HEART)

Service Area: Butte County

Program Philosophy: To do “whatever it takes” to provide safety for youth and family members of youth experiencing homelessness or a runaway episode so that they can acquire the skills, resources and opportunity they need to transition into healthy independent living, adulthood and/or return to their primary caregiver. Services are driven by the client and their individual goals.

Program Goal: Provide physical and emotional safety to youth experiencing a homeless or runaway episode. Reunite runaway youth with their families and strengthen family bonds. Promote stable living conditions for runaway and homeless youth, including youth that are at risk from separation from their families. And design, implement and maintain a services delivery system that is responsive to the unique needs of the runaway and homeless youth in Butte County.

Program Description:

- **Service Type:** Crisis intervention, individual and family counseling, rehabilitation services, case management, care coordination for youth and families. Intensive clinical case management for youth and their families who are in need of longer term services.
- **Service Location:** Services are provided at various sites including Youth for Change offices, in the home, in the community, at school sites, and at the Behavioral Health’s Crisis Stabilization unit.
- **Administrative Location:** 710 Walnut Street, Unit 3, Chico, CA 95928 Phone: (530) 636-4267 or 1-877-For Runaway (478-6292)
- **Population Served:** Homeless, runaway youth under the age of 18 or those at risk of becoming homeless or runaways and their families in Butte County.
- **Hours of Operation:** 24 hours/day, 7 days/week. In case of emergency contact the HEART on-call at 1-877-478-6296 or call 911.

Service Abstract: Services are provided in the client's venue of choice, school, home or in the community and are available to homeless, runaway or those at risk of homelessness or runaway under the age of 18 in Butte County. Services include 24 hour crisis intervention, access to temporary shelter, assistance accessing social services, basic needs such as food, clothing and hygiene items, and counseling, brief family counseling conflict mediation, family reunification, community education and school presentations. Mental health services including assessment and evaluation, therapy (individual and group), rehabilitation, plan development and case management. A variety of educational and recreational workshops are available to participants including such topics as; art, cooking, budgeting, stress management, and others through partnerships with the 6th Street Center for Youth, Stone Wall Alliance and the African American Family Cultural Center.

HEART encourages community support and awareness of the challenges facing homeless youth through conducting presentations on the need for HEART and the impact it is having in the community. HEART has an Outreach team consisting of three youth employees and an Outreach Coordinator. The Outreach team is responsible for street outreach and community education including working shifts at the 6th Street Center for Youth, tabling at community events and participating on planning committees. Presentations may include the following audiences- local community and public radio, law enforcement, non-profits, service organizations, and faith based organizations. Strong and effective collaborative partnerships with key programs and services that cater to the transitional aged youth population are developed to provide seamless services for youth who may need to access services from a variety of providers, HEART Outreach team, seeks to develop young community leaders and encourage youth experiencing a homeless or runaway episode to access services.

Referral, Transition and Discharge: All referral, transition and discharge decisions are the responsibility of the services provider and applicable treatment team(s). Referrals will be made and documented throughout treatment, taking into account clients' and families' abilities and preferences. Transition planning will occur throughout the course of treatment, be discussed with clients and applicable treatment team(s), and be documented. Transition plan will include review of clients' wellbeing, gains achieved, and client and family strengths. Discharge paperwork and client history reports will be completed and reviewed at the end of treatment with clients and caretakers as available and appropriate.

Program brochure available upon request.

Agency website: www.youth4change.org