

**Project Performance Plan (Evaluation)** – The designed REAL project plan serves in carrying out an internal evaluation assessment that allows Rialto to identify factors associated with carrying out Initial Program Services and Direct Program Services, as well as enhancing capacity of each program component. Provide program evaluation services, and for on-going assistance with grant administration. The REAL Program **Evaluation Plan**'s primary **strategy** is an internal evaluation assessment, developed and facilitated by MHM, which allows Rialto to identify factors associated with carrying out Initial Program Services and Direct Program Services, as well as enhancing the capacity of each program component. **Activities** include data collection, process, data analysis and impact assessment, and reporting. *Data collection* – will take place every phase of the program. For purposes of *street outreach evaluation*, the following items: the street outreach activity conducted; period of time during which the street outreach activity occurs; specific location where street outreach occurs; specific client population to be targeted for street outreach activity at a given location; unique identifiers for outreach staff team; description of street outreach activity (i.e. active, fixed site, drop-off); total number of volunteer distributors (i.e. local convenience stores, motels, and other businesses frequented by youth) contacted by the team; total number of clients contacted resulting in a delivery of a service during street outreach activity (including demographics); any service (brochures, information, referrals) provided by a street outreach worker to a client during street outreach activity; and number of print materials distributed during street outreach activities. For purposes of *shelter evaluation*, MHM has determined that the following data items should be collected: data on intake assessments; period of time each youth remains in the shelter; number of referrals (counseling, mental health, substance abuse treatment); contact calls made to family; and family reunification meetings conducted. *Process* - Upon collection, the data will be submitted to the FYSB Runaway and Homeless Youth

Management Information System (RHYMIS) and managed on internal, confidential spreadsheets within Rialto offices. *Data Analysis and Impact Assessment* - Additionally, Rialto and MHM's designated personnel will assess the data for program impact, improvement on existing methods, and to ensure that the program is meeting stated benchmarks. MHM will further assist in staff trainings with Rialto and the shelters via workshops that cover the use of assessment tools, frequency, and processes. These efforts will ensure program staff and counselors have a thorough understanding on collecting needed data and the methods and frequency with which the data needs to be collected, including: the items of data to be collected, how to maintain the integrity of the data, time intervals, and the various methods and tools to be used to collect the data. *Reporting* – The findings of monthly reports will be made available to the Rialto Public Works Department, partnering shelters, the FYSB, and other sources as necessary. In summary, the project objectives, correlation with the items of data collected, and related outcomes demonstrate that the intended results and benefits are reasonable, quantifiable, and achievable, given the prior successes that Rialto has demonstrated in providing youth-based services in the Pasadena community

For purposes of street outreach process evaluation, the following items will be collected: Data on street outreach activity; period of time during which the street outreach activity occurs; specific location where street outreach occurs; specific client population to be targeted for street outreach activity at a given location; unique identifiers for outreach staff team; description of street outreach activity (i.e. active, fixed site, drop-off); Total number of volunteer distributors (i.e. local convenience stores, motels, and other businesses frequented by youth) contacted by the team; Total number of clients contacted resulting in a delivery of a service during street outreach activity (including demographics); Any service (brochures, information, referrals) provided by a street

outreach worker to a client during street outreach activity; and number of print materials distributed during street outreach activities.

Process evaluation is meant to measure, inform, and improve street outreach –not to hinder or supplant it. As such, the REAL program will utilize a Direct Method for counting the number of persons being served by street outreach and to track the kinds of services that are being provided. This method will involve the use of small note cards on which street outreach workers record by hatch mark basic information about the persons contacted during street outreach activity. Each outreach worker will carry a small (i.e. 3 x 5) note card during street outreach. At designated time intervals (30 or 60 minutes) the workers will pause briefly to record by using hatch marks in the designated boxes the number of contacts. The boxes will be organized in categories according to ethnicity. For the REAL program, these categories will include African-American, Latino/Hispanic, and White. For example, if an outreach worker contacts five African-American females during a period of outreach activity, then he/she would make five hatch marks in the demographic box labeled “African-American F,” which is illustrated by the example below:

<b>Date:</b>	<b>Location:</b>		<b>OW Initials:</b>
Latino M	African-American M	White M	Other M
Latino F	African-American F	White F	Other F

During the initial contact, an outreach worker will not normally ask clients detailed question about demographic questions. The emphasis will be on providing the risk reduction materials and information. The note card –as illustrated above, is intended to basic and brief, as it is vital for the information to be “outreach worker-observable” as much as possible. Additionally, in some locations street outreach workers may not have time to take more than very brief notes

due to issues of safety. Rialto also intends to include a box for “age range” rather than specific ages, as the average street outreach contact will reflect outreach worker observation and inference. The data collected by the REAL program will be submitted to the FYSB Runaway and Homeless Youth Management Information System (RHYMIS).

In summary, the project objectives, activities, and related outcomes demonstrate that the intended results and benefits are reasonable, quantifiable, and achievable –given the prior successes that Rialto has demonstrated in providing an array of outreach services in the Pasadena community for many years.

**Policies prohibiting harassment based on race, sexual orientation, gender identity (or expression), religion, and national origin** – Rialto has taken steps to ensure that organizational policies prohibiting harassment based on race, sexual orientation, gender, gender identity (or expression), religion, and national origin will be observed at each service center, Rialto operations, and interactions with street youth. Further, any harassment claims will be addressed by the Program Director and the corrective action documented. In this way, Rialto and their partners affirm that this is a safe program with caring adults and no abuse or harassment will be tolerated.

**Procedures established to monitor harassment claims** – Rialto also has policies and procedures to address harassment claims, address them appropriately, and document a corrective plan of action. This ensures that all program participants (and staff) are safe, inclusive, and non-stigmatizing. Policies and procedures that protect the rights of youth with respect to their confidentiality and personal information have been developed by Rialto and partners.

**Protection of Youth Confidentiality and Personal Information** – Rialto has established policies and procedures in place to ensure adherence to federal regulations regarding **client confidentiality**. Rialto keeps all client files in locked filing cabinets with restricted staff access,

and confidential information may not be removed from the agencies' offices. Written consent forms must be accurately completed and signed by the program participant (and his/her parent or guardian if a minor) before specified contents of a file can be released to a third party. With respect to ensuring confidentiality while working on the streets, outreach workers are trained to limit the degree that personal identifying information is carried on their person, and to protect the identity of clients to the full extent of federal law. Youth risk assessments will be coded by initials and date-of-birth to produce a unique identifier that maintains confidentiality. Disclosures for statistical purposes that do not identify individual clients may be made without consent, as well as disclosures in response to a court subpoena for a youth involved in a criminal process.