



DAY SERVICE CENTER

A FIRST STEP TOWARD BUILDING TRUST

The New Avenues for Youth **Day Service Center** (“Drop In”) is a safe, supportive place where youth can meet their basic needs, participate in art and recreational activities and access a continuum of services to address their long-term goals. For homeless youth, struggling to meet their daily needs, a safe place to temporarily escape the streets can make a significant difference. Drop In serves three hot meals each day and gives youth access to showers, lockers, laundry facilities, health care, and hygiene supplies. Through Drop In, youth become familiar and connected to all the services New Avenues provides homeless and at-risk youth.

Many of the youth accessing Drop In services have a history of unhealthy and unsafe adult relationships. Therefore, New Avenues focuses on providing youth with positive adult relationships. Drop in staff and volunteers model safe boundaries, healthy life choices and respect for self and others. By building safe relationships with disconnected youth, New Avenues staff support and encourage youth as they begin the process of exiting street life.

Drop In provides youth with activities that encourage inclusion, creativity, and competence, to show youth they are a valued part of their community. In the spirit of positive youth development, activities are youth driven and inspired. A music recording studio, monthly environmental service projects, a community garden, art and recreational groups, and a youth run political forum are examples of Drop In activities designed to engage youth, teach pro-social and life skills, and support positive change.

On average, over 500 youth per year access our Day Service Center.





DAY SERVICE CENTER—FAST FACTS

- Supportive youth center that encourages respect, creativity and positive youth development
- Safety off the streets and access to positive adult role models
- Basic needs provided, including food, clothing, showers and laundry
- Engages homeless teens through healthy relationships and activities
- Health clinic and health education
- Youth can access the full continuum of New Avenues services for homeless and at-risk youth

A SUCCESS STORY

Chon,* a seventeen-year-old boy, ran away from home after a fight with his father left him with a broken jaw. After seeking medical care for his injuries, Chon realized that going home was not a safe option. Instead, he found himself on the street homeless, hungry, exhausted, and cold.

A friend of Chon's brought him to the New Avenues Day Service Center where he was able to eat a hot meal, take a shower, get clean clothing and talk with a trained counselor. Staff immediately contacted the Department of Human Services to report his past abuse. This initial visit to the Day Service Center helped connect Chon to the continuum of programs that New Avenues had to offer.

Chon decided to participate in case management, where one of our counselors worked with him to develop an individual plan for success. Chon enrolled in the alternative school to prepare for his General Education Development (GED). He now has a safe place to live and is preparing for independent living in the transitional housing program. Finally, with the staff's support, he was able to find a steady job as a waiter.

**To protect the confidentiality of our youth, names and specific details have been changed.*

For more information about our Day Service Center visit:
www.newavenues.org or call 503-224-4339



COUNSELING & CLINICAL CASE MANAGEMENT

EMPOWERING YOUTH TO STABILIZE THEIR LIVES

The top priority for our **clinical case management** team is to engage in positive relationships with youth to assist them in stabilizing their lives, defining their dreams and reaching their goals. Whether this means reunifying with family, drug and alcohol counseling, or referral into appropriate transitional housing or independent living programs, our counselors are committed to working with each youth to develop an individualized service plan to exit street life.

Each youth is given a detailed assessment that gives her/him the opportunity to discuss individual and family dynamics, health issues, abuse, drug and alcohol use, and educational and employment history. It is also a valuable time for youth to ask questions, find out about other services offered, and begin to forge a relationship with their counselor. Experienced chemical dependency counselors provide counseling, referral for detoxification and inpatient treatment as needed.

Case managers and youth work together to develop an individualized service plan, which identifies the specific needs of the youth, and may include education, housing, mental health, and employment. Each service plan includes a step-by-step process of how areas of concern will be addressed. Service plans are designed to help youth meet their goals and prepare them for independence. Case managers provide ongoing individual counseling, family counseling, advocacy and the support necessary to help youth exit street life.

Every youth at New Avenues is paired with a case manager who serves as a stable and consistent guide, to help youth develop an action plan to exit street life.





COUNSELING & CASE MANAGEMENT—FAST FACTS

- Masters level counseling staff
- Thorough assessment of each youth to develop Individualized action plans to get youth off the streets
- Family reunification
- Drug and alcohol counseling, referral for detoxification and inpatient treatment as needed.
- Continued support through this extremely difficult transition

A SUCCESS STORY

Josh* is a seventeen-year-old who was raised in a neglectful home by parents addicted to methamphetamines. At an early age, Josh learned that anger was the only way to get attention from his parents. Over time, Josh's relationship with his parents deteriorated, until they finally kicked him out of their home.

When Josh found New Avenues for Youth he struggled with a drug and alcohol addiction and had made numerous attempts to end his life. Josh was quickly paired with a clinical case manager to ensure his safety. With the support of his case manager, Josh began one-on-one and group counseling to address his mental health and addiction issues. Together, he and his case manager developed a treatment plan, and Josh learned about activities that did not involve alcohol and drugs, while developing a support system of people who were committed to sobriety. Josh has been sober for over a year.

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RECEPTION CENTER PREVENTING YOUTH HOMELESSNESS

The **Reception Center** is a unique collaboration between New Avenues for Youth, the Portland Police Department, Janus Youth Programs and the Multnomah County Department of Community Justice designed to prevent youth incarceration. Youth who are picked up by the police for non-violent acts, such as truancy, runaway behavior, shoplifting or curfew violation are taken to the Reception Center, where they meet with a trained counselor. These counselors work with the youth and families to develop a service plan to address the youth's immediate needs and identify long-term strategies for keeping the youth connected to family, out of the juvenile justice system, and off the streets of Portland.

Often youth brought to the Reception Center have not had any prior law enforcement involvement, making intervention at this point critical. Our counselors are trained to build rapport, listen to the youth's concerns, and assess the most crucial risk factors, including drug and alcohol abuse, education needs, family support issues, abuse and neglect, mental health concerns, and criminal behavior. Once an assessment is complete, counselors take immediate action to stabilize the youth through family counseling and reunification, crisis counseling, child welfare advocacy, referral to community services or eligibility screening for homeless youth services.

The Reception Center began as a pilot program in 1998, funded by the Annie E. Casey Foundation, as an alternative to juvenile incarceration. It has been so successful that it has been actively studied and replicated nationally.

On average, The Reception Center screens over 1,500 youth and reunites over 1,000 youth with their families or guardians each year.





RECEPTION CENTER—FAST FACTS

- Serves youth who have been taken into custody for non-detainable offenses
- Offers diversion from the juvenile justice system, by providing family counseling and reunification, crisis intervention and referral to community resources
- Successful, nationally replicated model
- Offers in-home family counseling as needed

A SUCCESS STORY

Thirteen-year-old Steven* was brought to the reception center by police after being picked up for shoplifting. Steven had a long history of conflict at home and struggled to remain in school after being suspended several times for truancy.

Our staff conducted an assessment and learned that Steven was being abused by his mother's boyfriend. He was also often forced to stay home from school to take care of his younger siblings. Staff discussed this reported abuse with the Department of Human Services (DHS) and, with their help, determined it was not safe to send Steven home. Together with DHS, our staff worked to find immediate crisis housing for Steven, and ultimately foster care placement.

Today, Steven lives in a long-term foster home. His relationship with his mom is stronger than ever, he is doing well in school, and he plays on the basketball team. Since his participation in Reception Center services, he has not had any more run-ins with the law.

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CLINICALLY-BASED OUTREACH CONNECTING HOMELESS YOUTH WITH COMMUNITY SERVICES

It is estimated that up to 25% of Portland's homeless population who are eligible for homeless youth system services are not accessing existing systems of care. New Avenues' **Street Outreach** program meets that need by sending a team of counselors to walk the streets of Portland to reach these youth in areas where they congregate, to serve as non-threatening links to available services.

Staff focus on engaging youth in their own environment, building relationships, earning trust, meeting basic needs, and providing information and referrals to assist with safety on the street. The outreach team matches youth with appropriate services in the community that best suit their needs. These initial contacts, and the consistency that well trained professionals bring to the interactions, are critical to engaging youth in a continuum of care that can address their immediate needs and, ultimately, assist them in finding an alternative to life on the streets.

Road Warrior, a partnership with Outside In and Janus Youth Programs, is one component of outreach that focuses on engaging older youth (up to age 25), who are a particularly difficult population to reach. From 9:00 pm-11:00 pm, we provide dinner and a movie, while giving youth access to clothing, showers, mental health professionals, medical care and community services.

The National Alliance to End Homelessness states that street based clinical services are the most effective way of engaging hard-to-reach homeless youth. On average, New Avenues' outreach team contacts roughly 1,000 high-risk youth throughout Multnomah County each year.





OUTREACH—FAST FACTS

- A vital link between homeless youth and community services
- Serves youth who are not currently accessing services
- Outreach programs are often the first contact a youth has with a system of care, and are vital in developing trust

A SUCCESS STORY

Sixteen-year-old Sara* has many reasons not to trust adults. At age thirteen, Sara told her mother that her mother's boyfriend had been abusing her for more than a year. Her mother blamed Sara for the abuse and kicked her out of their house. Alone and on the streets, Sara began using methamphetamines to dull the pain and deal with the fear and vulnerability of having nowhere to go.

Case managers from the New Avenues street outreach program began seeing Sara during their nightly visits to places frequented by homeless youth. Each week for the next several months, the outreach team looked for Sara and checked in with her to ensure her safety, offer her hygiene supplies and make her aware of services available. Over time the outreach team developed a strong relationship with Sara.

Sara agreed to work with a New Avenues case manager to find stable housing and a drug and alcohol counseling and detoxification program. She has been clean and sober for over a year, and recently moved into her first apartment with a trusted friend.

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PAVE: PROMOTING AVENUES TO EMPLOYMENT **CAREER SKILLS FOR THE FUTURE**

New Avenues' **career training program, PAVE** (Promoting Avenues to Employment), prepares homeless and at-risk youth for the world of work and equips them with the skills they need to secure and retain employment. PAVE provides youth with job readiness classes, internships and paid employment, while teaching them important lessons about timeliness, professionalism, appropriate work communication, healthy conflict resolution, resume writing and interviewing.

New Avenues' training curriculums are designed in partnership with private sector employers to meet the needs of local businesses. In fact, we partner with over 75 local businesses to create our training tracks in hospitality, retail and tourism and business. These businesses also create internships, job shadowing and paid employment for the youth and provide them with real world work experiences, so they are able to develop the necessary skills to succeed in today's job market. The PAVE staff serves as a liaison between youth and the businesses they work for to ensure the employment experience is rewarding for the youth and successful for the employer.

The Advanced Training Academy (ATA) is an occupational skills training program for youth who have some employment experience, are older, (graduated or nearing graduation) and/or have had trouble transitioning out of minimum wage employment. The six-week course is taught by one of our business partners or advisory board members and focuses on high growth industries in Portland. The purpose of the ATA is to build a young, prepared workforce in Portland while stopping the cycle of homelessness through living wage job opportunities.

PAVE places more than 150 youth into employment each year.





PAVE—FAST FACTS

- Life skills training, GED Preparation, tutoring and financial management classes
- College preparation, including assistance navigating admission, financial aid and tutoring.
- Paid in store training opportunities in nationally recognized Ben & Jerry's Scoop Shop.
- Job readiness training taught by tourism, hospitality and business leaders
- Placement in internships and paid employment
- Advanced training and placement in hospitality and business service careers

A SUCCESS STORY

Michele*, now age twenty, ended up on the streets at age sixteen after her father was incarcerated and her mother passed away. After almost one year on the streets, Michele began coming to the New Avenues day service center for hot meals and a warm, dry alternative to the outdoors. As she built relationships with staff, she expressed her interest in completing her education and finding a job.

After working with teachers in the alternative school to earn her General Educational Development (GED), she was referred to the PAVE career training center to explore her employment goals. In talking with the career specialists, Michele identified interests in customer service and healthcare. Michele participated in basic skill building classes and later in the customer service track of the New Avenues six-week Advanced Training Academy (ATA), taught by Portland business leaders. The knowledge gained in these classes gave Michele direction for her future. Michele secured an internship through the PAVE program at a dentist office, where she learned to answer phones and set appointments for customers. To Michele's excitement, the dentist office decided to hire her when the internship ended.

For the past three years, Michele has been working as the office manager for the dentist office. She is currently attending school to become a dental assistant. She continues to maintain regular contact with the PAVE staff.

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For more information about PAVE visit:
www.newavenues.org or call 503-224-4339



NEW AVENUES FOR YOUTH ALTERNATIVE SCHOOL EDUCATION FOR THE FUTURE

The **New Avenues Alternative School** is based on a student-centered approach to learning, which assists students who have had negative experiences with public education and gives them the opportunity to be successful in the classroom. Students attend classes that help prepare and motivate them to become contributing members of a larger community. We offer a range of classes, tutoring, computer training and assistance in preparing youth for high school equivalency exams (GED), re-entry into high school, college placement and preparation, and post-secondary financial aide.

New Avenues' masters level teachers design the school curriculum based on state academic content standards for high school age education. Using a Constructivist educational model, content standards are woven into project-based learning activities, field trips, community service, film and literature review, writing classes, math, and physical education. Through group activities, service learning projects, and peer-to-peer instruction, the content is related to the real life experiences of our students, so the learning can be integrated into their lives. Ultimately, youth begin to understand the value of their own contributions to the community and their potential to enact positive change in their lives.

Through the services and individualized attention provided in our alternative school, over 180 youth have received their GED, over 90 have attended college and over 80 have received college scholarships.





NEW AVENUES ALTERNATIVE SCHOOL—FAST FACTS

- Licensed Portland Public School alternative education site
- Masters level teachers
- Engage youth by connecting their education to real world experiences, GED preparation, re-entry into high school, college placement and preparation and financial aide.

A SUCCESS STORY

At age eighteen, Stephanie* dropped out of high-school just months before earning her diploma. She ran from an abusive home and found herself living alone on the streets. When Stephanie first heard about New Avenues for Youth, she came in for breakfast and talked with our teaching staff but was reluctant to engage in any classroom activities. When she came back to the day service center for lunch, she was always curious about what classes had been offered in the school that day.

Over time, Stephanie began participating in writing and filmmaking workshops offered in the New Avenues school. She expressed her desire to complete her high school degree. Teaching staff began working with her to help Stephanie earn the General Educational Development (GED). Simultaneously, Stephanie worked with a case manager to address the emotional toll of many years of abuse. With the support of her teachers and case manager, Stephanie completed her GED and was awarded a scholarship to a local college.

Today, Stephanie is studying communication and filmmaking.

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TRANSITIONAL HOUSING & INDEPENDENT LIVING A PLACE TO CALL HOME

New Avenues' safe and secure 24-bed **transitional housing facility**, licensed by the state of Oregon, provides a home for youth transitioning off the streets and moving towards independence. The dorm-style facility incorporates education and job training into each youth's case management plan to build valuable independent living skills. A stable home coupled with New Avenues continuum of services is a powerful combination that has been proven with successful outcomes.

For many, transitional housing is the first stable living environment they have had. Learning to maintain a clean living space, opening a checking account, showing respect for oneself and others, and operating within a structured environment are all vital to their ability to live independent lives. Residents work with case managers to identify personal goals focusing on life skills development, job training, education, and ultimately achieving self-sufficiency. These goals are developed into exit plans, which allow residents to spend their time working toward measurable objectives. Residents meet with their case managers weekly to review their progress.

Through the **Independent Living Program**, youth have access to sliding scale rent and utility assistance for up to 18 months. They may also get help with moving costs, and receive assistance acquiring furniture or other household items. Assistance is based upon income levels and is adjusted monthly to increase financial responsibility in controlled increments.

On average, four out of five youth living in our transitional housing program move into stable living situations after they exit the program.





TRANSITIONAL HOUSING & INDEPENDENT LIVING— FAST FACTS

- 24-hour stable, supervised community
- Structured living environment
- Helps youth set and attain goals to reach independence
- Case management
- Kitchen, weight room, computers and internet access
- Sliding scale rent and utility assistance

A SUCCESS STORY

Sixteen-year-old Charlie* grew up never knowing what it was like to have a stable home. Living with his parents in a small motel room, Charlie experienced physical and sexual abuse at the hands of his father. His mother, also a victim of abuse by her husband, was unable to defend Charlie. Charlie knew if he did not do something he would endure years of abuse, so he ran away.

When Charlie found New Avenues, he was anxious to find a safe place he could call home. With the help of New Avenues staff, Charlie became a resident of the transitional housing program. He was paired with a case manager to help him build a plan for independent living. He began counseling to work through his anger and depression. Charlie also started to build valuable life skills, such as cooking, opening a bank account and making friends. He enrolled at a local high school to complete his diploma and began a customer service internship at a clothing store. Charlie lived in the program for thirteen months. He moved into his first apartment just three weeks after his high school graduation.

Charlie was hired at the clothing store full-time due to his work ethic and enthusiasm for helping others. Today, he is their customer service manager and was recently recognized as Employee of the Month.

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NEW AVENUES' BEN & JERRY'S PARTNERSHOP MAKING OUR COMMUNITY BETTER, ONE SCOOP AT A TIME!

New Avenues' Ben & Jerry's Ice Cream PartnerShop in downtown Portland offers homeless and at-risk youth valuable job training, preparing them to obtain and maintain future employment. The New Avenues' Shop provides real world work experience and opportunities to build skills through job training and entrepreneurial education programs.

What is a PartnerShop? PartnerShops are Ben & Jerry's scoop shops that are independently owned and operated by community-based nonprofit organizations. Ben & Jerry's waives the standard franchise fees and provides additional support to help nonprofits operate strong businesses. PartnerShops offer job and entrepreneurial training to youth and young adults that may face barriers to employment.

The first of its kind in the Pacific Northwest, the shop serves as a job training program and its revenue supports the PAVE career training program. Through PAVE, homeless and at-risk youth get specialized customer service training for six weeks prior to earning a work experience in the PartnerShop. During their work experience, youth continue to develop the fundamental skills that make them successful in their role at the PartnerShop, as well as prepare them for future employment.

On average, New Avenues' Ben & Jerry's PartnerShop trains and provides work experiences to over 30 youth each year.





PARTNERSHOP—FAST FACTS

- Located at 524 SW Yamhill Street in downtown Portland
- Training ground for youth with barriers to employment
- Youth receive six weeks of training prior to working the PartnerShop
- Youth gain valuable experience in the shop to prepare them for future employment
- First of its kind in the Pacific Northwest

A SUCCESS STORY

Shawna* is only seventeen, but she supports a young daughter on her own. When Shawna found New Avenues for Youth, she had 30 days to pay her rent or she and her daughter would be evicted from their apartment. She was terrified and didn't know where to turn, but knew she had to do something.

Shawna heard about New Avenues' Ben & Jerry's PartnerShop from a friend. Shawna realized the PartnerShop could provide her with many options, including building a better life for her daughter and herself. She began the six-week training—a combination of classroom instruction and in-store work experience. She learned to work on a team, the importance of timelines, appropriate work dress, and good communication. Upon completion of the training, Shawna was hired to work in the shop full time, advancing to a shift leader within her first three months. With the guidance and support of her supervisor and a New Avenues workforce case manager, Shawna worked diligently in the shop for over a year. She built concrete skills and gained practical experience that ultimately prepared her to secure a higher paying job as a catering assistant at a local restaurant.

Shawna has dreams of becoming a chef, and recently received a scholarship to start classes at a local culinary college. She is now working, going to school and offering a bright future for herself and her daughter.

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