

How Youth Villages Achieves Results



Three critical components help Youth Village achieve long-term positive results with the children, families, and young adults:

- The foundation is our **program models**, which start with model principles, specify key program elements as well as adherence measures for each program element, including clinical and operational issues, and identify instrumental and long-term outcomes expected from model implementation. We strongly believe that it is important not only to do great clinical work but to run programs well in order to ensure maximum benefit for youth, families, staff, funders, and the community.
- Performance Improvement is a monthly process, based on the Balanced Scorecard approach, of examining leading and lagging indicators in both clinical and operational areas. Measures include average monthly census, staff caseload, staff tenure, percent of successful discharges, and number of critical incidents. Regular review of these key metrics by staff throughout the organization allows an opportunity to ensure that the program is operating 'within the guardrails' and to troubleshoot any issues that might be occurring.
- Our ongoing outcome evaluation process, which includes measurement of outcomes at discharge and at 6, 12, and twenty-four months post-discharge allows us to determine whether the program is operating as it should be. We report outcomes for youth who receive a minimum dose of services, which we define as at least 60 days.

These three elements are essential to producing positive long-term outcomes for the youth and families we serve. Our primary outcomes include basic behavioral and functional indicators related to living situation (living at home with family or independently), school status, employment status for young adults, criminal justice involvement, and out-of-home placements. We have seen marked improvement in these outcomes since our early days and believe the key to that improvement has been the interplay of these three elements.