

# youth CONNECT

SOCIAL BENEFIT BOND - INVESTOR UPDATE

YEAR 3, QUARTER 1: 01 DECEMBER 2019 - 29 FEBRUARY 2020





## PROGRAM UPDATE

We remain focused on supporting our Youth CONNECT young people to achieve sustainable outcomes now and in the future. We cannot ignore the impact of the COVID -19 global pandemic. Our young people will of course be highly vulnerable to such significant changes to housing affordability, the labour market and education providers. We are working closely with the Queensland Department of Housing and Public Works (DHPW) and our referring partners to respond to this unique and challenging situation.

At the conclusion of Quarter 1, Year 3 we have continued to work collaboratively with Government to enhance the suitability of referrals for the Youth CONNECT program. The first quarter of Year 3 we have continued to see a high number of referrals forwarded to the Youth CONNECT program. We have deliberately supported front loading the program to take a higher, but sustainable, number of referrals in this quarter. We have agreed with the State to also take the remaining five pending referrals from Year 2 in this quarter of Year 3.

We have seen a referral rate of 39 referrals to the program and of these referrals 28 were accepted. We expected to receive 24 referrals for the quarter. The additional referrals will contribute toward the shortfall in referrals from Year 2. The Youth CONNECT program has focused on recruitment of staff to support the growth in numbers and we currently employ the following staff members:

- 1 FTE Service Manager
- 1 FTE Team Leader
- .5 FTE Admin Officer
- 8 FTE Case Managers
- 3 FTE Support Workers.

A Housing Officer is also part of the team that supports the Youth CONNECT program.



## PROGRAM COHORT

We have continued to see a number of young people with disabilities referred to the program. These disabilities range from accident acquired brain injuries, cerebral palsy, intellectual and physical disabilities as well as diagnoses of serious mental health conditions including dissociative disorders. Across the Youth CONNECT program 11.5% of young people have an assessed disability with almost half receiving support through an National Disability Insurance Scheme (NDIS) package. Several other young people are in the process of assessment for NDIS. This has been discussed with Department of Housing and Public Works (DHPW) and we have requested support to advocate for accommodation to be included, where possible and appropriate, as part of a young person's approved NDIS package. For these young people long term, sustainable accommodation is more likely to be obtained through the public housing system.

## PROGRAM CASE STUDY 1

Mila was referred to the Youth CONNECT program by the Queensland Department of Child Safety, Youth and Women. When she was referred Mila was currently living in an out of home placement, and was preparing to transition from care. Mila has now been with the Youth CONNECT program for 12 months and has met an impressive number of goals. She has successfully maintained her head lease, as well as finding casual employment. In addition Mila has been furthering her studies through TAFE. The young person was finding she needed some additional support with her studies. Youth CONNECT was able to help our client link in with the CYCLE program, where she has received weekly tutoring. This has not been an easy transition for Mila and she has spent a period of time in rehab struggling with drug addiction and Mila will need long term support to monitor her mental health. With this support and her own determination Mila has successfully obtained her provisional license, and is currently working on a vegetable garden in her back yard. Mila reports feeling happy and stable with her life.

## PROGRAM CASE STUDY 2

Corey was at significant risk of homelessness when he was referred by a crisis accommodation shelter to the Youth CONNECT program. At the time of the referral, Corey had experienced long term accommodation instability with periods of homelessness. This exacerbated Corey's mental health as he was unable to attend his scheduled appointments and he struggled to maintain his prescribed medication. Corey was also finding it difficult to eat well while he was sleeping rough and had become physically unwell. Since working with the Youth CONNECT program, Corey has successfully maintained a head lease. He has passed all housing inspections with flying colours, and has been consistent with paying his rent on time. With this new stability, Corey has also been able to work towards his grade 12 qualifications at a local flexi-school. Corey's partner has recently given birth to her first child, and they are experiencing parenthood for the first time. Now that Corey has a sense of permanence in his new home he has been using his artistic skills to create art works that he displays throughout his home. Corey and his partner have also established a fully furnished room for their new baby.

## REFERRALS

The table below outlines the referral numbers agreed to in the contract. They may vary slightly depending on need and referral rates.

Referral period	Preferred quarterly intake				Aggregate cohort number
	Q1	Q2	Q3	Q4	
2017-18	10	14	16	20	60
2018-19	23	24	24	24	95
2019-20	24	24	24	23	95
2020-21	20	20	10	0	50
Total					300

The actual referrals are reflected in the table below.

	This Quarter Actual	This Quarter Planned/ Budget	Aboriginal and Torres Strait Islander	YTD Planned/ Budget	Total Active Young People
Referrals made	39	24	76	-	148
Referrals accepted	28	24	72	179	

## PROGRAM NON-ENGAGEMENT

Non-engagement occurs where multiple attempts are made to contact a referred young person however they cannot be contacted within 20 business days from the date the referral is accepted or, when contacted, the young person chooses not to participate in the program.

## PROGRAM DISENGAGEMENT

Disengagement refers to those young people who consent to participating in the program, but subsequently withdraw.

	This Quarter Actual	Year 3 total
Non-engagement	0	0
Disengagement	1	1

The anticipated non-engagement risk is 10% and the anticipated disengagement risk is 15%. The State accepts the first 5% of the non-engagement risk and this will not affect program outcomes. Anything over 5% will affect program outcomes.





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## PROGRAM PHASES

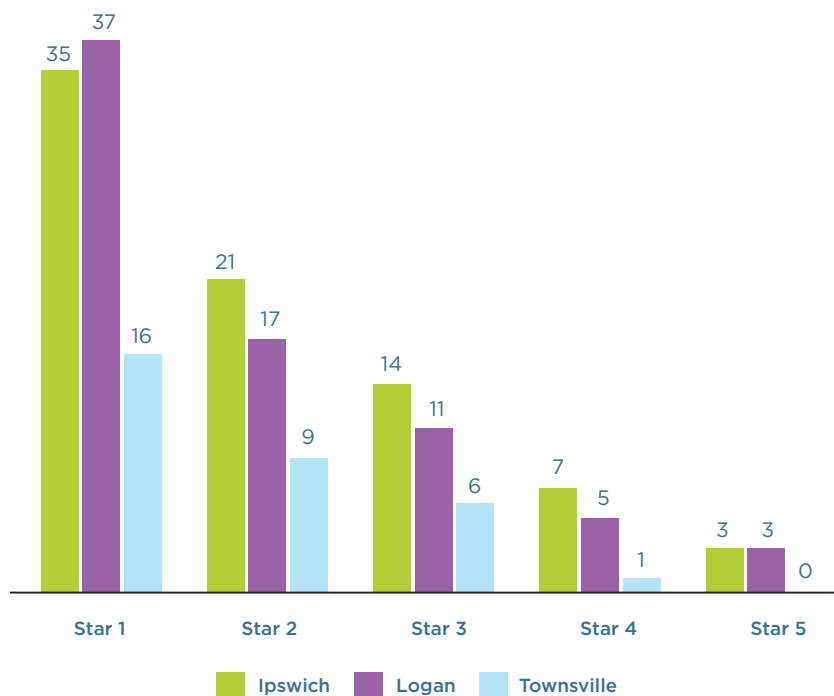
After young people engage in the program, they move through a series of phases that reflect a growing skills base and resilience, until they are ready to leave the program and live independently.

Stage	Beginning of Quarter	Quarter End
Engage	56	87
Build	38	38
Practice	23	23
Demonstrate	0	0

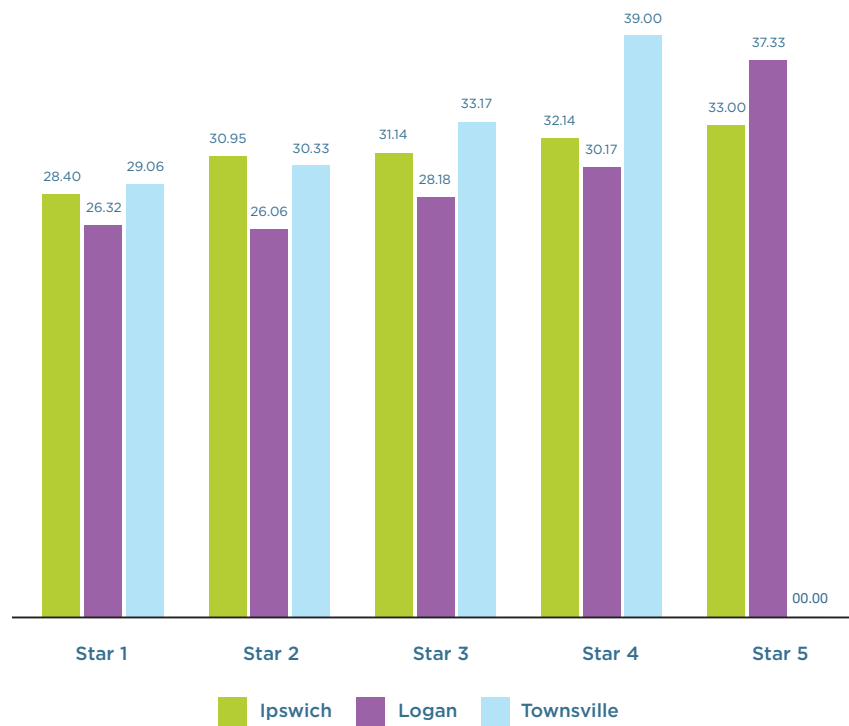
## OUTCOMES STAR STATISTICS

The Outcomes Star provides an overview of how a young person and their case worker feel they are progressing towards increased resilience.

### Number of Stars Completed



Average Score per Star



Average score per person	Star 1	Star 2	Star 3	Star 4	Star 5	Star 6
Accommodation	3.21	3.65	3.89	3.80	4.14	5.00
Work and Learning	2.91	3.09	3.24	3.55	3.57	3.00
People and Support	3.62	3.84	3.59	3.95	4.71	5.00
Health	3.42	3.58	3.49	3.45	4.14	4.00
How You Feel	3.39	3.61	3.51	3.65	4.29	5.00
Choices and Behaviour	3.67	3.82	3.92	3.85	4.71	5.00
Money and Rent	3.28	3.49	3.70	3.60	4.29	5.00
Practical Life Skills	3.92	3.84	3.92	3.75	4.57	5.00
Total Average Score	3.43	3.62	3.67	3.70	4.05	4.63

We have seen a total of 225 completed Outcomes Stars at this stage. Each domain is a scale from 1 to 5. We have seen continual progress in all domains. The greatest progress we have seen between star readings is the accommodation domain. Work and Learning has had a small increase over star readings from 1 to 5. As we continue to gather more Outcomes Stars, we have a clearer idea of client progression throughout the lifespan of the program.

As discussed in previous reports, the first star can be an over estimation by the young people of their skills for living independently. This means we use the second star as a more realistic assessment. We are seeing an increase in the assessment of those capabilities with each subsequent star which acts as a positive lead indicator for future resilience.

## HOUSING REPORT

The housing supply is through the assets owned by Churches of Christ, head lease agreements with landlords in the private rental market, or by rare agreement, public housing.

Of the 28 young people who were accepted into the program in the first quarter of Year 3, the tenancy arrangements are:

Housing type	Number of Young People Housed in this quarter
Churches of Christ sourced (head lease, sole/dual tenancies)	0
Public housing	1
Sourcing housing or in process of signing lease	5
Currently identifying housing needs	22
Total	28

## EDUCATION, EMPLOYMENT AND PERSONAL DEVELOPMENT ENGAGEMENT AND OUTCOMES

Client Engagement – Build/Practice/Demonstrate

Currently there are 38 clients in the Build Phase, and 23 clients in the Practice Phase.

Education	No Activity	Employment	Job-seeking	Personal Development
11	1	11	26	12
Details: 1 - Flexi-school 8 - Certificate III 2 - Certificate II  YP in Townsville studying Ecology at JCU	Details: 1 client was refused Centrelink due to not reporting. This client is working with their case manager to get back onto their Newstart allowance.	Details: 4 - Full-time 1 - Part-time 6 - Casual	Details: Goals of attaining employment in: <ul style="list-style-type: none"> <li>• Apprenticeship</li> <li>• Hairdressing</li> <li>• Retail</li> <li>• Hospitality</li> </ul> 12 of these clients are registered with JobActive.	Details: 2 - Parenting 3 - Disability 7 - Mental Health



## RESEARCH AND EVALUATION

In 2020 we have initiated a proposal outlining the expected evaluation activities for Year 3 of the program. Some of our initial steps include establishing the Evaluation Advisory Group, with both internal and external stakeholders invited to be a part of the group. We have also developed a schedule of feedback opportunities for clients and stakeholders to continue to progress our evaluation of the program. Our Participatory Action Research (PAR) activities for 2020 include establishing an additional group and inducting new staff into the existing PAR groups.

## FINANCIAL REPORTING

The program continues to operate within budget and currently maintains some cash in reserve to allow for program expansion. The next 12 months will see the program grow to its largest number of young people and staff.

Operating Expenses	This Quarter actual	Budget/plan this Quarter	Last Quarter actual	Cumulative Actual	Cumulative Budget	Cumulative Cash in Reserve for Program Needs
Year 3 Quarter 1	\$472,000	\$507,099	\$504,635	\$2,612,818	\$2,778,637	\$165,819





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