

SEXUAL & GENDER MINORITY YOUTH SERVICES

ServicePoint Handbook

CONTENTS

| | |
|--------------------------|---|
| SGMYS PROGRAM MODEL..... | 1 |
| DATA MILESTONES..... | 1 |
| ENTERING A CLIENT | 2 |
| RECORDING SERVICES | 4 |
| SERVICE DEFINITIONS..... | 4 |
| EXITING A CLIENT..... | 5 |



Questions? Contact the ServicePoint Helpline at 503.970.4408 or servicepoint@multco.us
<http://multco.us/servicepoint>

Revised 7.27.17

SGMYS ServicePoint Handbook - Revision History

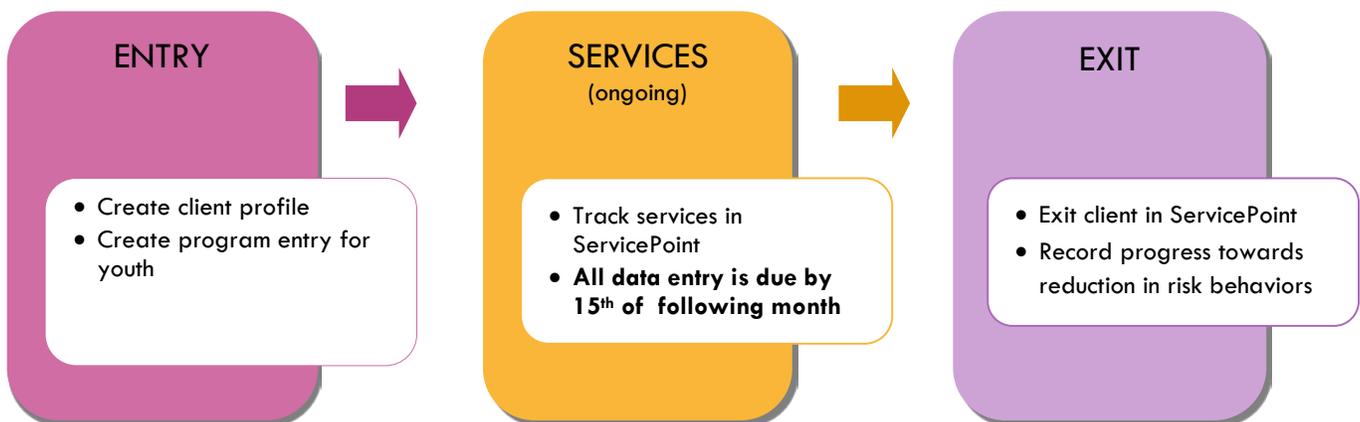
- **Revised May 2016:** Updated Program Model based on 2016 SUN Service System Service Delivery Model, Removed Health Insurance, Residence Prior, Disability and Employment History from entry/exit
- **Revised June 2017:** Updated Program Model (age range), Added new questions to Exit assessment: Does youth have increased feelings of self-worth and/or stronger sense of self? Does youth have increased social capital? And SGMYS Referrals; Removed counseling as a service transaction

SEXUAL & GENDER MINORITY YOUTH SERVICES PROGRAM MODEL

Sexual & Gender Minority Youth Services (SGMYS) provides an array of supports designed to address the developmental, emotional, mental health and safety needs of gay, lesbian, bisexual, transgender or questioning youth. SGMYS primarily serves sexual and gender minority youth ages 12-21 who are experiencing academic failure and disconnection from school. The goal of SGMYS is to promote the social and academic success of youth while reducing marginalization and isolation due to internalized oppression, racism, homophobia and transphobia. Client supports range from pro-social recreation in a safe and inclusive environment, to case management. SGMYS also provides technical assistance to school-based and school-linked staff to educate and promote best practices in serving sexual and gender minority youth and their families.



DATA MILESTONES – SEXUAL & GENDER MINORITY YOUTH SERVICE



ENTERING AN SGMYS CLIENT IN SERVICEPOINT

- Clients' program entry date should match the date on their initial intake form.
- Each client needs a Household created in ServicePoint, but only the participating youth should have a program entry.

1. HOUSEHOLD **Every client needs 1 (and only 1) household**

| | |
|----------------------------|---|
| Head of Household | Only one head of household |
| Relationship to Head of HH | If client is head of household, this should be 'Self' |
| HH Date Entered | Same as Program Entry Date |

2. ENTRY

| | |
|------------|---|
| Entry Type | Always choose 'Basic' |
| Entry Date | Date of intake *Defaults to date of data entry - Remember to change* |

Section I

| | |
|-----------------|---|
| SUN SS Contract | Select 'Sexual Minority Youth Services' |
|-----------------|---|

Date of Birth

Gender

If Other Gender, Specify Only required if Gender is 'Other'

Click 'Add' to enter a client's self-identified race/ethnicity. Add as many as apply.

Inclusive Identity

Primary Language

Primary Language - Other Only required if Primary Language is 'Other' ***Do not enter a second language***

Highest Grade Completed Do not select *current* grade

Zip of Last Permanent Residence Current zip code, or zip of last permanent residence if homeless

Household Size

Section II

Current School Status

School Client is Currently Attending

Only select *current* school (as of program entry date)

Section IV

Risk Factors? (Y/N)

If yes, click 'Add' to specify all that apply

Risk Factor Type

| Entry Date * | Risk Factor |
|------------------------------------|-------------|
| <input type="button" value="Add"/> | |

Enter **ALL** known risk factors at time of entry. Additional factors may be added later as they become known. (See LIST below.)

RISK FACTORS TO IDENTIFY FOR SGMYS YOUTH

Behavior Issues

Delinquent Behavior

English Not Primary Language

Family Issues: Alcohol & Drugs

Family Issues: Criminality

Family Issues: Discord

Family Issues: Domestic Violence

Family Issues: Mental Health

Foster Care

Gang Involvement (or Risk of)

Homelessness

Individualized Education Plan (IEP)

Mental Health

Poor Academic Performance

Poor Class Attendance

Poverty

Substance Abuse

Suspension/Expulsion

Teen Pregnancy

RECORDING SGMYS SERVICE TRANSACTIONS IN SERVICEPOINT

- Services can be summed by service category and entered into ServicePoint on a monthly basis.
- Services entered in ServicePoint must match client case files in terms of: service month, service type, and number of hours.

SERVICES

| | |
|---------------------------|--|
| Start Date | Last day of the month services are provided in - if entering monthly |
| End Date | Leave blank |
| Service Type | Always Basic Needs - automatically fills if you select a provider-specific service |
| Provider Specific Service | Select service (See definitions below) |
| Service Staff | Select staff person providing services; contact the helpline to update the list if necessary |
| # of units | If Unit Type is Hours, round to nearest 15 minutes (.25 hours) |
| Unit Type | Select Hours or Count |

PROVIDER-SPECIFIC SERVICE DEFINITIONS - SGMYS

Case Management (Hours): A multi-faceted service to help a client identify and address issues of concern; to coordinate goals, services and resources with the client's other service providers; and to obtain available resources to achieve the client's goals. May include:

- Screening and collection of demographics and other eligibility information
- Engaging the client in a comprehensive strengths-based assessment and development of a service plan which addresses the client's goals
- Advocacy and case coordination
- Coordination, referral, follow-up on a referral and/or arrangement of client services with other providers
- Coordination of efforts with other agencies involved with the client to clarify roles, to coordinate directions to the client and to facilitate the achievement of case plan goals
- Ongoing reassessment of the service plan to determine the client's progress towards achieving the goals, needed resources and any necessary adjustments to the service plan

Drop-in Session (Count): Drop-in services provide a safe and inclusive environment for positive social interaction and informal peer support. Drop-in session attendance is measured by count (tally) instead of hours. Clients are given a count of 1 for each drop-in session they attend. If Case Management or Skill Building occur at some point *during* the drop-in session, those services should be tracked *additionally* using the appropriate service type.

Skill-Building (Hours): Participation in a one-time-only or a series of group meetings intended to increase client knowledge and develop skills. Skill building groups may be in lecture format or interactive, informal or structured with a set curriculum. Examples of skill building group activities include but are not necessarily limited to: gender identity groups, transition support groups, Steering Committee, writing groups, sewing groups, recovery groups, etc.

EXITING SGMYS CLIENTS FROM SERVICEPOINT

- Clients may continue to receive SGMYS services after reaching the age 18 as long as they are actively enrolled in school.
- Wait until a client has been inactive for 90 days before exiting, then exit them as of their last service date.
- If a client returns more than 90 days after they were exited, create a new program entry.

EXIT

Exit Date Defaults to date of data entry - ***Change to last service date***

Reason for leaving

Destination

Section I

Current School Status at Exit

Section III

Risk Behavior Reduced?

Does youth have increased feeling of self-worth and/or a stronger sense of self?

Does youth have increased social capital?

SGMY Referrals

The screenshot shows the 'SGMYS Referrals' interface. At the top, there is a search icon and the title 'SGMYS Referrals'. Below this is a table with the following columns: 'Start Date *', 'End Date', 'Number of referrals', and 'Type of referral'. An 'Add' button is located below the table, and a red arrow points to it. A modal form titled 'SGMYS Referrals' is open, showing the following fields: 'Start Date *' (06 / 27 / 2017), 'End Date' (empty), 'Number of referrals' (empty), and 'Type of referral' (-Select-). The modal also has 'Save', 'Save and Add Another', and 'Cancel' buttons.