

Youth Advisory Board Minutes

March 25th, 2019

Youth Present: Carey H., Marvin D., and Hannah D. (and child)

Providers Present: Erika Villacrez (Family Services), Meaghan Gleason (Family Services), and Adam Groskreutz (NewCap)

Pizza, soda, gift cards, t-shirts, and snacks were provided

1. Welcome and introductions of youth at the table. Completed sign in sheet.
2. Discussion of what the Balance of State (BOS) is and the purpose of the Youth Advisory Board (YAB)
3. How did the youth find out about services?
 - a. 2 youth found out about homeless services through established human services programs (Crisis Center, Probation and Parole, and Healthy Families)
 - b. 1 youth experienced homelessness in Milwaukee, and accessed services through churches and 211
4. What happened when you were first provided resources in Brown County?
 - a. 1 youth said that they were provided with all the resources, not necessarily what the youth is even eligible for
 - i. When asked if the youth thought this was helpful, the youth said yes and no. The youth identified this as overwhelming, stating that youth in crisis mode are not going to remember resources or call resources; this particular youth was not provided with a Places to Go brochure but rather agency names and phone numbers
 - b. The 1 youth from the Milwaukee area stated that when they called 211, 211 narrowed down their shelter options based on eligibility, availability, and location; 211 also transferred the client via phone directly to the shelter
 - i. 211 in Brown County is not utilized like this, and providers present discussed the need for advocating to better the 211 services in our community
5. What can providers in our area do to better market/reach out to youth to provide services?
 - a. Youth present stated that they do not know the answer to this question because services in Green Bay are "always full"
 - b. The 1 youth that experienced homelessness in Milwaukee stated that services in Milwaukee are more readily accessible, so marketing services would be easier
6. Youth were asked what they think of when they think of homeless services.
 - a. 1 youth said that they thought the services were welcoming if you are able to make actual contact with a provider
 - b. 1 youth said that they were nervous as a youth to reach out to a social service agency for help
 - i. When asked what providers can do to ease this nervousness, the youth said that they are unsure because it is ultimately up to the youth themselves if they trust the provider
7. Explained and talked about the new Homeless Outreach Team (HOT) in Brown County; asked youth if they know of any places that the HOT can look for youth
 - a. In the tube slides at parks

- b. City deck by the river
 - c. Downtown library
 - d. "Youth go where they feel safe"
8. Youth were asked if they are aware of how being homeless is defined by HUD. Adam provided the youth with the definitions of the different categories
 - a. Youth stated they were unaware that category 2 limits services
 - b. Youth stated that being aware of how homelessness is defined will assist them when contacting providers
 9. Youth were asked how to get youth in programs to engage with providers and maintain communication
 - a. Youth stated that if a participant goes a substantial amount of time (90 days was referenced) without contacting the case manager, the participant likely does not actually need help at this time; 1 youth stated that participants should be told that if they do not maintain communication that they will be closed after a period of time -- the youth said that this will motivate the participants to engage more
 - b. 1 youth stated that if there is not immediate assistance or solutions to the homelessness, participants will likely put the program "on the back burner and move on to the next situation"
 - c. 1 youth said that the participants ability to communicate is dependent on "where they are"
 - i. They have to want and recognize that they need help
 - d. 1 youth stated that they choose to participate in case management services because they know that they need help with goals
 - e. 1 youth stated that they have chosen to participate in case management because they are lonely and appreciate the support from case managers
 10. Youth were asked about the landlord and apartment searching process; providers present informed the youth that there has been struggles lately with finding housing placements for youth, and the providers asked what worked for the youth present today
 - a. 2 youth talked about how being in shelter helped them be prepared with documents; 1 of these 2 youth stated that the shelter that they were staying in was persistent about getting new documents; the youth present stated that if they were on the streets, they would not have gotten the documents that they needed to be document ready
 - b. 1 youth said that they had applied for a lot of apartments, but that what worked for them was treating the landlord like a human being; this youth stated that they talked to the landlord in person, explained the situation, and pleaded with the landlord to take a chance on them
 - c. 1 youth said that follow through once in the apartment impacts the landlord/tenant relationship; youth present stated that behavior and persons residing in the apartment are crucial to be aware of
 - d. 1 youth said that they were motivated to apartment search by shelter staff and the housing program case manager; stated that shelter gave the youth a deadline
 11. The youth present were asked about the term youth and what they think it means
 - a. Youth stated that they think of children/minors, and would not think to pursue services for youth
 - b. Staff explained that HUD defines youth as 24 years and younger
 - c. Youth stated that being called a youth is demeaning, and that they would prefer to be called young adults or simply just adults

12. Staff asked about marketing services within the schools
 - a. 1 youth said that this would not be helpful because they did not finish school, and that if they had seen services being advertised in school, they would have used that as an excuse to run away.
 - b. Youth talked about social worker and guidance counselor accessibility; some youth present stated that students are not in communication with school social workers/guidance counselors unless they are going to college and 1 youth today stated that students in their high school only worked with the school social workers/guidance counselors if something was wrong
 - c. All 3 youth present were in agreeance that services would be appropriately marketed in population specific classes within schools (i.e. teen parenting classes)
13. Staff present thanked the youth who attended for participating and supporting YAB.