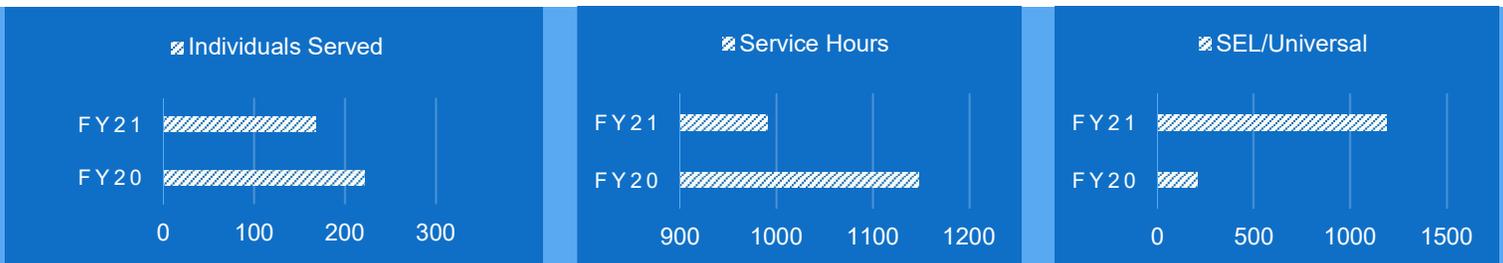# YC COUNSELING SERVICES

Mid-Year Report FY21

FY21 has continued to be a roller coaster ride for all of us – staff, families, youth and the community at large. Much of what we have accomplished this year is a variation to our normal services due to COVID and our lack of access to youth in need at the schools. The following is a snapshot of what YC Counseling services looked like July through December, 2020.

> "I can count on the people who are in the Youth Crossroads"
> *Youth Attendee of Summer SEL Services*

Individuals Served

FY21	
FY20	

0   100   200   300

Service Hours

FY21	
FY20	

900   1000   1100   1200

SEL/Universal

FY21	
FY20	

0   500   1000   1500

The number of youth receiving services and our service hours are down significantly as compared to last year. What has increased this year has been our outreach to kids and families. We have been intentional of providing social emotional lessons and information about YC services across our communities. The impact of this can be seen in our two-year comparison of SEL and Universal group services above. This number does not reflect the additional outreach done by Counseling staff / interns on Take Home Packets and the YC Think Space.

While we know mental health counseling is more important now than ever, making that happen has been an exercise in perseverance and patience. Some of things we have done to make counseling services more accessible to youth and families are:

267 Referrals

Top Reasons for Attending Counseling:
* Stress or Trauma
* Problems at Home
* Problems with Anger
* Problems at School
* 26% of respondents stated grief as a reason for starting services

185 Youth Served

922.0 Hours of Service

44% of youth who completed a Trauma Screener had a score which indicates PTSD

6 Groups started, including SEL for YCA

23 Youth assisted through Think Space

8 SEL / Universal Groups
* 1,188 individuals served
* 833.0 Hours of Service

8 Community Presentations

7 School Trainings / Teacher Support Groups

1 Start up for Trauma Informed Policing for the Maywood Police Dept.

5 Runaways Returned Home

10 New Interns Trained

- ❖ Continue the use of our intake line and provide services to youth and parents who would normally not have access to our services
- ❖ Created electronic consent forms and made them accessible to all through our website or through email
- ❖ Increased knowledge of our services through Social Emotional Lessons in the schools, informational cards in Take Home Activity Packets and other distributions, and community presentations
- ❖ Trained all interns on using Zoom to provide services and extended counseling time to cover after school times

While all of this has helped, youth still find it difficult to attend sessions when they are at home and many of them lack privacy to talk openly about how they are feeling. This has made consistency in attendance a large issue, bringing our numbers down significantly from previous years and affecting our ability to run groups. This has been especially true for our Gender non-conforming students.

Despite all of this, youth and families are still engaging in services and are reporting counseling is helpful. The following are responses to our Satisfaction Survey:

- ❖ **100% Agreed** - These services help me feel more supported.
- ❖ **88% Agreed** - My YC Counseling services have helped me keep good attendance at school.
- ❖ **92% Agreed** - My YC Counseling services have helped me keep passing grades in school.
- ❖ **100% Agreed** - My YC Counseling services are helping me deal with the problems, feelings or situations I had when I started services.

Individual responses to **What has been the most helpful part of counseling?**

- ❖ The most helpful part of counseling is that I feel like I finally have someone to talk to and that understands me.
- ❖ Helps me express my feelings and is very understanding. Helps me feel calm.
- ❖ That seeing someone actually listening and understanding what I'm going through.

When asked what is the least helpful thing about Counseling, one youth responded –
I'm not sure. All I realize is that counseling has helped me become someone better than who I used to be.