

# YOUTH ADVOCATE PROGRAMMES IRELAND

## ANNUAL REPORT

2011



*"A Simple, Practical Solution"*

(Service User)



*"Felt that staff came in with an attitude of 'What can I do for you' which was different and refreshing"*

(Service User)

## Message from the Chair of the Board

2011 has been an exciting and challenging year for Youth Advocate Programmes (YAP) Ireland with Intensive Support Services commencing in Cork and Kerry; a Family Support Programme in Dublin North and Galway; an Aftercare programme in Cavan/Monaghan and Limerick; the "Education for All?", National Event in May and more young people and their families receiving services and achieving positive outcomes than ever before. It has also been a challenging year with the difficult economic climate impacting directly on the young people and families with whom we work and reductions in funding leading to some changes to staffing structures within the organisation. The challenges have been met with the same strengths based, can-do attitude with which YAP Ireland work with young people and families and the organisation continues to be strong, forward-looking and innovative.

*Tommy Linnane, Chair of the Board*



### Poem

#### *The Advocate*

A void exists, his work begins,  
Goals are set, his time he lends  
A bond is made, a trust takes place  
The world now wears a happier face.  
Some rugby coaching is also thrown in,  
Inspiring confidence and earning a grin.  
The Advocate Leaves, a job well done,  
Thanks for restoring the world of fun.

(Service User)

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### Acknowledgements

The poems and photographs used in this publication were created by the young people involved in the YAP Ireland Programmes. The additional images used were created by the young people and parents of the YAP Ireland Programmes as part of the “Education for All?” National Event.

*“We will survive as a family because YAP has given us the tools to work through our problems and to deal with any difficult situations that arise” (Service User)*

## **Why Does YAP Achieve Success With Young People and Families?**

The YAP Model is a unique way of providing intensive, focused support to children, young people and families with a range of needs and who are often cause for concern to not only the Social Work services in the HSE but to Education, Child and Adolescent Mental Health, Youth Justice, their families and communities. The HSE invested in bringing the model to Ireland in 2002 because of the proven effectiveness in the US and the model has adapted to the Irish context very well.

*“The key to the success for young people and families is the strengths based approach, the flexibility, the one to one relationships, the belief in them and their abilities, the hope for their future and the never give up attitude.” Siobhan O’Dwyer, CEO YAP Ireland*

The same positives are cited by Social Workers and managers, schools and others as well as the positive impact on their workload, reduction in expensive placements and the pleasure of seeing real improvements in the lives of young people and families with whom they work. The use of paid, trained community based advocates ensures that the service is grounded in local communities, is professional without being threatening and is a source of local employment. For further information on YAP Ireland visit [www.yapireland.ie](http://www.yapireland.ie)

## **Cost Effectiveness**

YAP Ireland is an extremely cost-effective alternative to the high financial and emotional costs of care placements as well as reducing caseloads within social work services. **For example, an average YAP place for 6 months costs approx. €10,500 – €11,000 in comparison to approx. 80k per year for foster care and up to €4k per week for private residential placements. Therefore, if a young person remains safely at home for 6 months while on the YAP Programme, the savings to the HSE on foster care will be €29k and for 12 months €69k, while the savings on private residential will be €93k for 6 months and €197k for 12 months.**

The cost per place is tailored to meet the exact needs of the referral agency and the referrer will only be charged for the actual expenditure on the case. YAP Ireland has previously invested in set up costs, for example, Cork and Kerry in 2011, and will use existing management structures where possible to ensure the service is available in the shortest possible time.

## **What Makes Us Unique?**

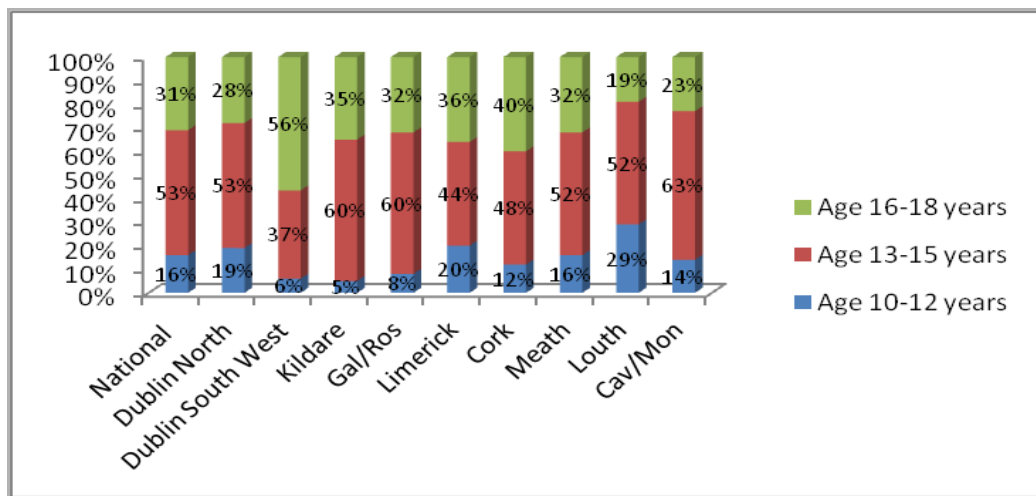
- ⇒ **Strengths based, needs led, wraparound, flexible model with proven success**
- ⇒ **“No Reject, No Eject Policy” and never give up approach**
- ⇒ **On Call service 24 hours a day, 7 days a week, 52 weeks a year**
- ⇒ **Recruit, train and employ advocates from local communities on a fixed term basis**
- ⇒ **Outcomes measurement systems in place**
- ⇒ **Advocates dedicated to one case**



**The Intensive Support Programme** is provided in Dublin North, Dublin SW, Kildare, Meath, Louth, Cavan/Monaghan, Galway, Roscommon, Limerick, Cork and Kerry. The target group is young people aged 10-18 years at high risk of placement in care, secure care and custody (Level 3 and 4 on the Hardiker Scale). Intensive support of up to 15 hours a week for 6 months with the young person and family is provided by a trained community advocate. 475 young people and families received an intensive support service in 2011.

Cases c/f from 2010	Referrals received	New matches	Males	Females	Aged 10 - 12	Aged 13 - 15	Aged 16 -18+	Cases c/f to 2012	Cases closed in 2011
162	384	313	292	187	88	235	145	156	396

**Ages of Young People**

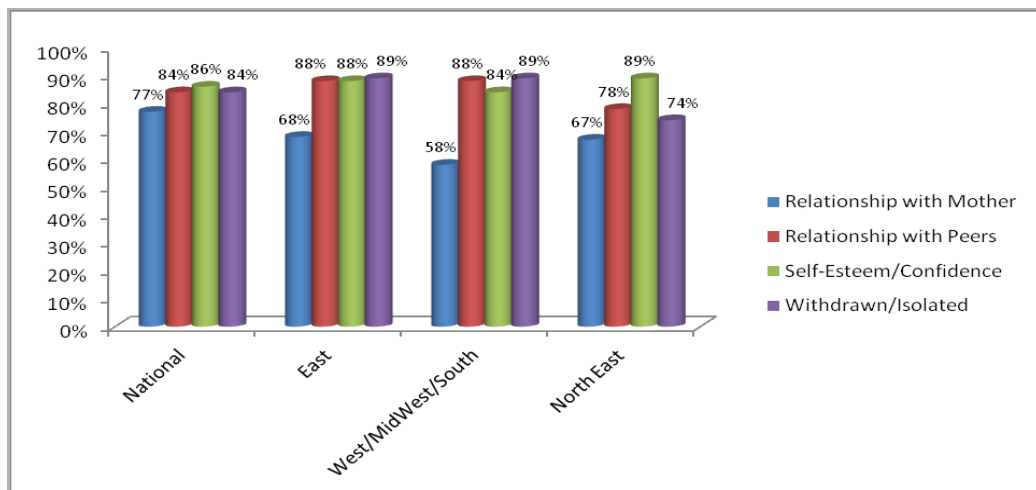


### Outcomes

In 2009, YAP Ireland introduced a practice tool to measure outcomes with young people, families, staff and referrers in four domains: Self, Family, Education/Employment/Training and Safety/Offending Behaviour. In 2011, we have initial and final outcomes for 283 young people, 105 females (37%) and 178 males (63%). 19% aged 10-12 years; 52% aged 13-15 years and 30% aged 16-18+.

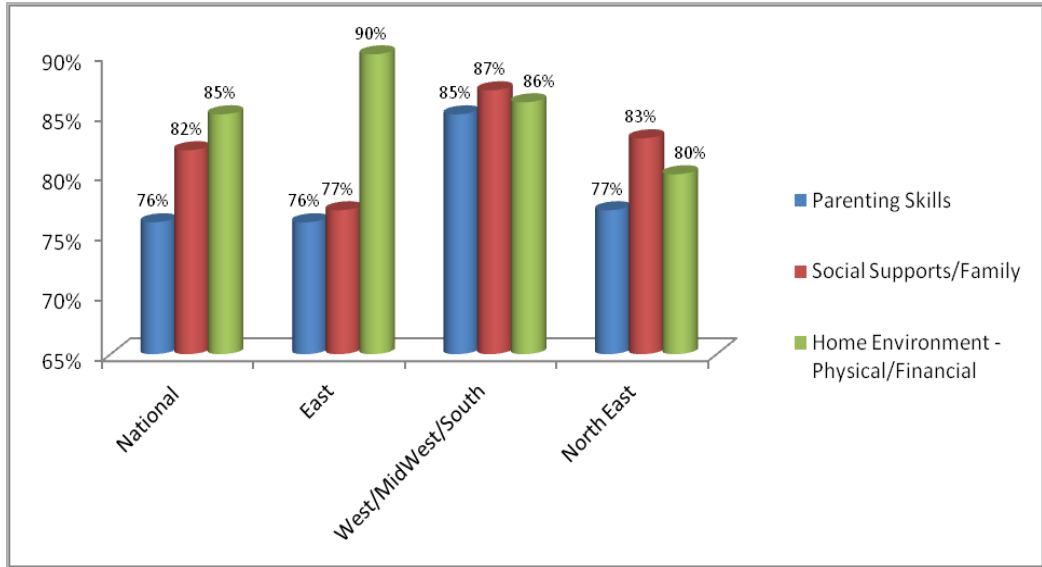
**Self: 77% showed an improvement in Relationship with Mother; 84% in Relationship with Peers; 86% in Self Esteem/Confidence and 84% in Withdrawn/Isolated.**

**% Improvement Self by Region**



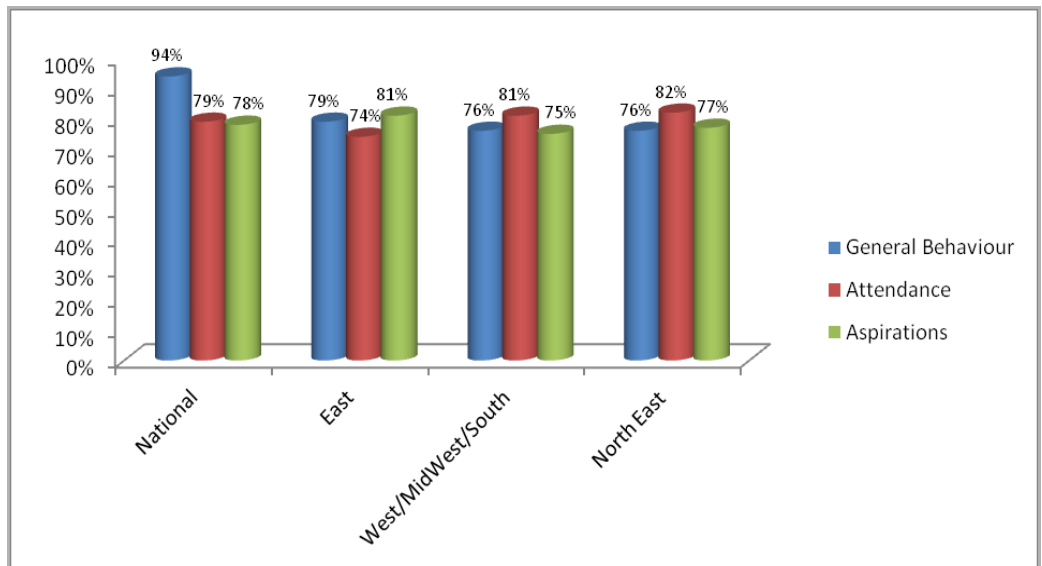
**Family: 76% showed an improvement in Parenting Skills; 82% in Social Supports/Family and 85% in Home Environment – Physical/Financial.**

**% Improvement  
Family  
by Region**



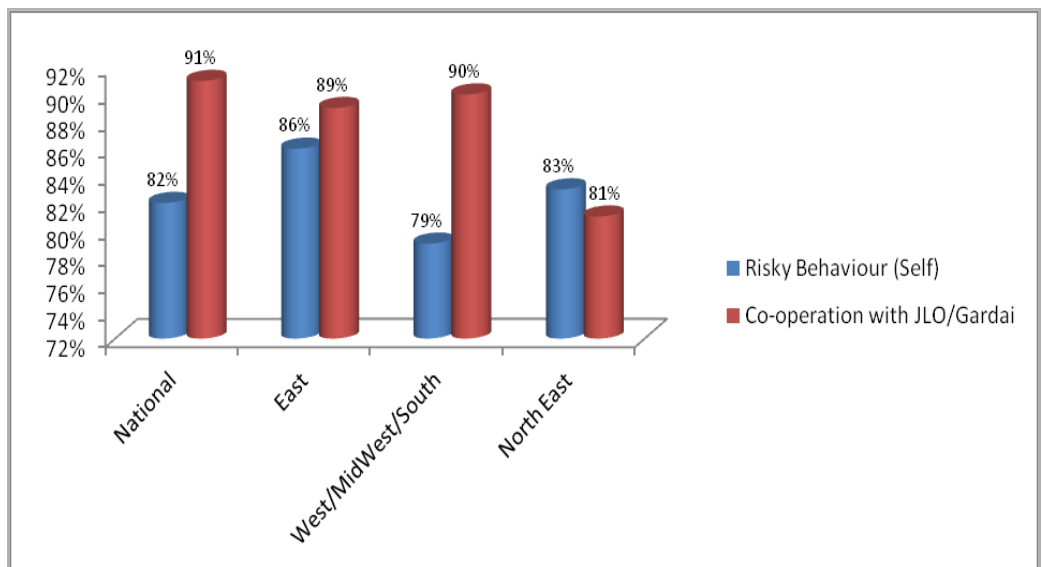
**Education: 94% showed an improvement in General Behaviour; 79% in Attendance and 78% in Aspirations.**

**% Improvement  
Education  
by Region**



**Safety/Offending: 82% showed an improvement in Risky Behaviour (Self) and 91% in Co-operation with JLO/Gardaí.**

**% Improvement  
Safety /  
Offending  
by Region**



YAP installed a new Case Records Management system in 2010 with a major reduction in paper files and increased ability to report on the profile, needs and outcomes for the young people and families with whom we work. We changed the cohort form in August 2011 to enable us to capture richer information on the demographics of the young people and families referred to us.

**The profile shows that the programme is being targeted well with the majority of young people referred living at home (78%) with 40% of those at high risk of immediate entry to the care system.**

**75% of young people were in school, 34% had a mental health or disability diagnosis, 65% were not linking into any services, 32% had been arrested, 22% have a family member who has been convicted and 58% have a family history of drug or alcohol misuse.**

### **Care Status**

The profile is of 299 young people YAP worked with in 2011, 62% male and 38% female with 16% aged 10-12; 53% aged 13-15 and 31% aged 16-18+. 78% were living at home while 22% were in the care system, 19% on full care orders and 3% on interim, voluntary or special care orders. Of the 231 young people not in care, 40% are at high risk of immediate entry to the care system.

*“YAP worker challenged us as parents and gave us techniques which was difficult to do at times but it worked and saved our daughter” (Service User)*

### **Education Status**

75% were in school while 12% were in alternative education or training with a further 13% not in education, employment or training. Of those for whom it is relevant, 22% had involvement with Education Welfare services while 78% did not, which is interesting given the level of concern expressed by schools about the behaviour and learning of the majority of young people referred.

### **Mental Health Or Disability Diagnosis**

66% of young people had no diagnosis of mental health or disability. Of those who did, 33% were diagnosed with ADHD or ADD while 5% were on the autism spectrum, 22% were diagnosed with depression, anxiety or other mental health conditions, 10% with dyslexia or emotional, behavioural difficulties, 10% had an intellectual or physical disability while 20% were awaiting an assessment.

### **Service And Community Links**

35% of young people were linking in with one or more other services per week while 65% were not. This shows the level of isolation often experienced by young people and families in difficulty and is a primary focus of the YAP intervention to build long lasting positive community and social links – “A Hobby for Life.”

### **Safety And Offending Behaviour**

68% of young people had never been arrested while of those who had, 10% had one or more convictions. A family member had been convicted in 22% of families, while 30% did not have that experience and the information was unknown in 48% of cases.

## Family Background

Out of the 253 cases where the information was provided on primary carers, 3% of parents/carers were aged 18–29, 75% were aged 30–44, 22% aged 45–64, and 1 person was aged 65+. 53% were responsible for home duties/caring for family, 25% were employed or self employed, 5% were carers, 5% were long term sick or disabled, 9% were unemployed and 3% other. 58% of cases have a family history of drug or alcohol misuse, 17% did not and for 25% the information was unknown.

We have developed programmes using the model to address a range of service needs in partnership with the HSE, these include Family Support, Aftercare and Crisis Intervention.

**The Family Support Programme** is provided in Dublin North and Galway. The target group is families in need of time-limited, focused support (Level 2 and 3 on the Hardiker Scale). The service provides 8 hours a week for 4 months focusing on goals set with the family. See Dublin North and Galway/Roscommon Reports below.

*“We would recommend the YAP experience to anyone needing that little extra help/intervention in rearing kids especially teenagers in these trying times.” (Service User)*

**The Aftercare Programme** is provided in Cavan/Monaghan and Limerick. The target group is young people aged between 17 and 19 years who meet HSE criteria for Aftercare support. The service provides 8 hours a week for 6 months to support the transition from care to independent living. The service could include young adults with mild learning difficulties, mental health issues, drug misuse history or those in custody who are moving to independent living.

**The Crisis Intervention Service** is provided in Meath. The aim is to provide a rapid response to a young person aged between 8 to 18 years in crisis for a specific time period. The service ensures a quick intervention is available to prevent a crisis from developing further and to reduce the pressure on young people and services in difficult circumstances. CIS is continuing to provide a timely, cost effective service in Meath.



## Education for All? National Event

YAP Ireland is a lead agency in providing a real voice to young people and families through participation work and this event was one of a series of events to enable young people and family's views to be heard. Each YAP Programme has both parent and young people's participation groups. Each group worked together to create art, stories, drama and other creative media to showcase their feelings, thoughts and ideas for change on Education at the event. The young people and families presented a large amount of material on the day and a report and DVD which carries footage of the presentations, speeches and work presented was widely distributed to policy makers, TD's, Schools, HSE, community and voluntary organisations. Contact us if you would like a copy at [info@yapireland.ie](mailto:info@yapireland.ie) and visit the website [www.yapireland.ie](http://www.yapireland.ie)



## On Call

YAP Ireland provides a 24 hour, 7 days a week, 365 days a year on call service for young people, families and staff. The service is used appropriately by young people and families and they describe it as an extra safety measure for them in a crisis. Advocates who are often working outside of office hours use the on call service for advice and information as needed.

## Monitoring

YAP Ireland carries out monitoring of the service twice during the lifetime of the case by telephone to ensure that parents/carers are happy with the service and to ask if they would like any change. A general administrator carries out the monitoring calls and feedback is given to the Regional Manager every quarter or immediately if a complaint or concern is raised.

All programmes received a satisfaction rating of 4.4 or higher out of 5 which is extremely positive. Two issues raised by parents/carers were around long-term funds to access activities outside of the child's community in rural areas and the service to continue for a further 3 to 6 months. Overall, parents and carers felt involved with the programme, e.g. they receive updates from the Advocate on how the young person is getting on, have contact with the Deputy Programme Manager and are involved in wraparounds, setting goals and reviews. See Monitoring Scores in each section below.



## Staffing

We have a stable and committed staff group and continue to attract a very high calibre of applicants for all posts. We recruited advocates on fixed term contracts in all programmes twice in 2011 and this continues to be a very important part of the work of the Deputy Programme Managers and Support Services Staff. In the Staff Attitude Survey carried out in August 2011 86.9% of staff said they feel that YAP is an enjoyable place to work. The financial pressures on the organisation have directly impacted on staff as in other sectors and we continue to find innovative, positive ways to provide the best service we can to young people and families.

*"I love that it is child and family focused, our families are at the centre of what we do"*

(Staff member)

## NUI Maynooth Research

We have contracted with NUI Maynooth to carry out a research project into the impact of YAP programmes on the lives of young people and their families. The research will use a control group and follow young people while on the programme and afterwards. We are investing in the research because of our belief in the effectiveness of the model and the importance of evidence based research for learning and the dissemination of the model in the future.

## Dublin North Programme

*"(Young Person) has got a lot more confident. Advocate brings him out of the town. He is in much better form, full of energy. It's the best thing that ever happened to him. The advocate is just great. She knows when to call and when to give the family some space." (Service User)*

### Introduction

YAP provides the intensive support programme in the old HSE Areas 6, 7 and 8 and has been here since 2004. In 2011 we worked with 148 young people and families. In addition, we piloted a Family Support Service in area 8 (see separate report below on this service).

### Statistics

We matched 96 cases during 2011 and worked with 148 young people throughout the year. In addition, there were 14 extensions at an average of 2-3 months. The average waiting time for cases to match is 10 weeks, however, a number of urgent cases were matched within a month.

Cases c/f from 2010	Referrals received	New matches	Males	Females	Aged 10 - 12	Aged 13 - 15	Aged 16 -18+	Cases c/f to 2012	Cases closed in 2011
49	142	96	89	56	30	68	47	49	132

### Referrals

In each of the three HSE Areas (6, 7 and 8), referrals are received on a regular basis directly from Social Workers after being signed off by the relevant Gatekeepers and each area had a waiting list of up to 20 young people at any one time. The Regional Manager meets with the Gatekeepers (PSW) in each of the areas regularly to discuss ongoing cases, priorities and extensions.

### Profile Of Young People Worked With In 2011

We have cohort information for 95 cases, 37 females and 58 males with 19% aged 10-12; 53% aged 13-15 and 28% aged 16-18+. 84.5% of young people were living at home while 15.5% were in the care system.

62.5% of the young people were in school while 25% were in alternative education and 12.5% were not in education, training or employment. 80% did not have a mental health or disability diagnosis while 2% were awaiting assessment.

64% do not have contact with another service more than once a week. 67% were never arrested while 27% have pending charges and 9% have convictions. Of the 57 families for whom we have information, 38% have had a family member convicted in the past.

The information on 85 parents/carers showed 69% are aged 30-44 and 28% aged 45-64. 50% were responsible for home duties/looking after family, 25% were employed; 2% were unemployed, 8.5% carers and nearly 6% 'other'. 62.5% of cases have a history of drug/ alcohol misuse.

*"It allows the child do what they want to do. It provides options for them, (Young Person) has taken up a lot of hobbies with it." (Service User)*

## Outcomes For Young People In 2011

The summary contains outcomes for 81 young people, 31 females (38%) and 50 males (62%) with 26% aged 10-12; 44% aged 13-15 and 30% aged 16-18.

**Self:** 65% showed an improvement in Relationship with Mother; 90% in Relationship with Peers; 88% in Self Esteem/Confidence and 87% in Withdrawn/Isolated.

**Family:** 75% showed an improvement in Parenting Skills; 74% in Social Supports/Family and 90% in Home Environment – Physical/Financial.

**Education:** 78% showed an improvement in General Behaviour; 72% in Attendance and 81% in Aspirations.

**Safety/Offending:** 86% showed an improvement in Risky Behaviour (Self); 88% in Impulsivity and 92% in Co-operation with JLO/Gardaí.

### Monitoring

Monitoring for 2011 was very positive with a satisfaction rate of 4.5 or above for each quarter.

Average Satisfaction Rating by Quarter out of 5

Monitoring East region	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Average Satisfaction Rating	4.5	4.7	4.5	4.8

### Participation And Group Activities

During 2011, there were many extra activities which the young people, parents and advocates participated in. The parent's group met every month and had a regular attendance of 8-10 parents. The group were very involved in the national event, "Education for All?" and they developed a DVD around their experiences of the impact of alcohol and drug misuse in the family.

The youth participation group met every 3 weeks with 10-12 young people attending. They developed a Rap song which they filmed onto a DVD and other visual presentations for the national event. In addition, the young people started a photo exhibition in December 2010 with contributions from young people from other programmes which toured around the country in 2011. The exhibition was displayed in a Gallery in Temple Bar and featured framed photos depicting images of places, people and things relevant to the young people.

*"It has made a huge difference to my daughter. She has been to one-to-one counselling and found that it was hard on her. Whereas when she goes out with her YAP worker she is doing things but also building up a rapport with someone that she can talk to in a natural way. It is not question after question, they talk about everyday things and she can talk about anything that is troubling her. The YAP worker is lovely." (Service User)*

In North Dublin, there is a programme of group activities for young people which contributes to their social development. These activities ran approximately every fortnight and included football, beauty, games nights and also some special activities for Halloween, Christmas etc.

# Dublin South West Programme

## Introduction

YAP started the Dublin SW Intensive Support Programme in April 2010 and 2011 was our first full year of operation. The service developed well during the year with an increased number of referrals and consistency of matches. The Social Work department and YAP worked together to increase awareness of the ethos of the YAP programme and appropriate referrals.

*"young person can interact with a male. I have a number of children at home with special needs so it gives (Young Person) time out on his own."* (Service User)

## Statistics

We matched 17 cases and worked with 23 young people in the year. The average waiting time for cases to be matched is 8 weeks.

Cases c/f from 2010	Referrals received	New matches	Males	Females	Aged 10 - 12	Aged 13 - 15	Aged 16 -18+	Cases c/f to 2012	Cases closed in 2011
6	18	17	18	5	1	8	14	11	17

## Referrals

The Regional Manager met with the HSE Gatekeeper (PSW) on a regular basis. Referrals were received and prioritised at these meetings while the Gatekeeper also kept a waiting list of cases.



## Profile Of Young People Worked With In 2011

The cohort includes 16 young people, 19% female and 81% male with 6% aged 10-12; 37% aged 13-15 and 56% aged 16-18. 68.5% are living at home while 31.5% are in the care system.

62.5% are in school while 25% were in alternative education. 12.5% were not in education, training or employment.

87.5% do not have a diagnosis of disability or mental health issues. 43% had one or more links with community services. 62% were never arrested while of those who had been arrested 12% have charges pending and none have convictions. No family member had convictions.

Of the 12 cases where information was provided on the primary carer, 16% are aged 18-29; 75% aged 30-44 and 8% aged 45-64. 83% are responsible for home duties/looking after the family, 8%



are in training/college and another 8% are unemployed. 56% have a history of drug/alcohol misuse in the family.

*“(Advocate) seems to relate to (Young Person) very well. (Young Person) does what (Advocate) tells him. It’s a good match. (Advocate) is very friendly, he is older but is young enough. (Young Person) is brought different places.” (Service User)*

### Outcomes For Young People In 2011

The outcomes summary is for 6 males (60%) and 4 females (40%), 40% aged 13-15; 50% aged 16-18 and 10% aged 18+. The numbers are very low and a more accurate assessment of outcomes will be available as the numbers increase.

**Self:** 80% showed an improvement in their Relationship with Mother; 100% in Relationship with Peers; 100% in Self Esteem/Confidence and 100% in Withdrawn/Isolated.

**Family:** 80% showed an improvement in Parenting Skills; 100% in Social Supports/Family and 100% in Home Environment – Physical/Financial.

**Education:** 100% showed an improvement in General Behaviour; 100% in Attendance and 100% in Aspirations.

**Safety/Offending:** 100% showed an improvement in Risky Behaviour (Self) and 100% in Co-operation with JLO/Gardaí.

### Case Study

Yes I am in school in 5th year. I like school. I was in care for about two months. I started working with my YAP advocate six months ago it was great. I didn't think that YAP Ireland could change so much even all the talks and all the different stuff to do that she showed me. Things used to get me upset very quickly I learned how to cope and how to take things different... working with my advocate really helped me improve my relationship with my parents and everybody else I learned a lot of things about adults and how they look at things. I learned how to cooperate with my dad and mum.

I would just say that things will never stay the same and when you think of all the bad things you just gotta stay strong all the time and never let go of what your dreaming of... just remember there's always worse and more horrible things.

### Monitoring

Monitoring for 2011 was positive overall with a satisfaction rate of 4.5 or above for each quarter.





## Kildare Programme

*"The extra support in dealing with (Young Person). It is another option and helps relieve some of the pressure off (Young Person)." (Service User)*

### Introduction

YAP Ireland have been working in Kildare for 3 years. The YAP programme now has a strong presence in the area and an increasing number of Social Workers are referring cases to YAP.

### Statistics

We matched 18 cases and worked with 27 young people throughout the year. The average waiting time for a match was 6 weeks.

Cases c/f from 2010	Referrals received	New matches	Males	Females	Aged 10 - 12	Aged 13 - 15	Aged 16 -18+	Cases c/f to 2012	Cases closed in 2011
9	20	18	12	15	3	14	10	10	20

### Referrals

Referrals are received on a regular basis directly from Social Workers after being signed off by the Gatekeeper (PSW) and there were monthly meetings to review referrals, extensions and priorities. Referrals were slow early in the year so staff met with the Social Work teams to promote the programme, and by the end of the year, there was a regular number of referrals and a short waiting list to be carried into 2012.

### Profile Of Young People Worked With In 2011

The cohort information is available for 18 young people and families in 2011, 40% male and 60% female with 5% aged 10-12; 60% aged 13-15 and 35% aged 16-18+. The information shows that 75% were living at home while 25% were in the care system all with full care orders.

75% were in mainstream education, 10% in alternative education and 15% not in education, employment or training.

33% had a disability or mental health issue while 16% were awaiting assessment. 85% were not attending any other service more than once a week. 30% had been arrested but no young person had a conviction.

The information on 13 parents/carers showed that 80% were aged 30-44, 18% aged 45-64 and 1 parent/carer aged 65+. 80% were responsible for home duties/looking after family, 18% were employed or self employed while 1 person had a long term illness. 40% had a history of drug or alcohol misuse in the family, 10% did not while in 50% of cases the information was unknown.

*"It's good. Trying to get young person involved in more activities." (Service User)*

## Outcomes For Young People In 2011

The Outcomes summary contains outcomes for 14 young people, 5 females (36%) and 9 males (64%) with 14% aged 10-12; 50% aged 13-15; 36% aged 16-18+.

**Self:** 73% showed an improvement in Relationship with Mother; 64% in Relationship with Peers; 79% in Self Esteem/Confidence and 92% in Withdrawn/Isolated.

**Family:** 77% showed an improvement in Parenting Skills; 79% in Social Supports/Family and 86% in Home Environment – Physical/Financial.

**Education:** 71% showed an improvement in General Behaviour; 71% in Attendance and 69% in Aspirations.

**Safety/Offending:** 70% showed an improvement in Risky Behaviour (Self); 70% in Impulsivity and 78% in Co-operation with JLO/Gardaí.

### Monitoring

Monitoring for 2011 was positive overall with a satisfaction rate of 4.5 or above for each quarter.

### Summary

In 2011, the YAP programme grew in the Kildare area. Group activities took place for young people during the summer months and some young people attended the group activities in Dublin. A number of young people took part in the national event in Dublin in May 2011. We will be introducing more group activities for the young people and local participation groups in 2012.

*“Service is fantastic. (Young Person) gets to go to interesting places and enjoy himself. Have noticed a change in (Young Person) since starting the programme-his outlook has broadened.” (Service User)*

## Family Support Pilot Programme in Dublin North

*“Family were in need of outside support in routine building and in general parenting skills” (Referrer)*

### Background

The above quote gives a good insight from one Social Worker as to why they referred families to the YAP Family Support Service and why they felt the unique, strengths based, practical and time limited model of YAP would work. We commenced a pilot Family Support programme in Dublin North in September 2010. The pilot programme was set up in response to an identified need for targeted support for families in the area and as part of the Area 8 pilot of the Differential Response Model for services. The key objectives of the programme were set out as follows:

- ⇒ To provide a short-term programme for up to 8 hours direct contact per week over 4 months to families referred by the HSE.

- ⇒ To provide a programme of support, guidance and training which will assist families to develop their skills and increase their capacity to draw on their own resources for dealing with day to day issues.
- ⇒ To identify relevant local supports for the family and to establish links with these.

The target group is families living in Dublin North (Area 8) and whose need is identified as being at levels 2 or 3 of the Hardiker scale. The referral is for the family with the primary carer identified as the main client rather than a young person as in the Intensive Support Programme. The full report on the pilot is available at [www.yapireland.ie](http://www.yapireland.ie)

*“a booster injection of support for the family with clear aims and objectives” (Referrer)*

### **Referral Process**

In line with the Area 8 Differential Response Model, referrals can come to the YAP Family Support Service through two different routes:

- 1) Through Social Workers in Area 8
- 2) The Family Resource Panel.

The referrals were all cases where the children were living at home but in a number of cases the children were at risk of coming into care.

### **Statistics**

We matched 17 cases during 2011 and worked with 18 families. The average waiting time for a match was 7.5 weeks.

<b>Cases c/f from 2010</b>	<b>Referrals received</b>	<b>New matches</b>	<b>Cases c/f to 2012</b>	<b>Cases closed in 2011</b>
<b>1</b>	<b>32</b>	<b>17</b>	<b>12</b>	<b>12</b>

### **Overview Of Families Using The service**

Out of the 15 families for whom we have information, 40% were at risk of the children coming into care. 46% were also engaging regularly with other services such as family support, drug treatment or counselling. We had initially aimed the service at families with children aged 10-18. The cases referred however, have broken down evenly between those with children under 10 and those over 10 and the service has been effective, regardless of age.

*“ It was better than I thought...I got much more than I expected to get from it” (Service User)*

### **Summary**

The Family Support Service has proved to be very successful over the past year in addressing the needs of the families referred to it. The flexibility of the YAP model has ensured that the service can respond appropriately to the different needs presented and is a major part of the success of the service.

## Galway/Roscommon Programme

*“It has brought a positive person into (Young Person’s) life. It is someone she can relate to. I have found that when I say things, they are not taken on board but with someone new like (Advocate) she might take what has been said on board...A lot of the times, (Young Person) would shut me out but feel that she shouldn’t do that as much with (Advocate).” (Service User)*

### Introduction

The Intensive Support Programme has been in place in Galway/Roscommon since 2002 and continues to grow and develop. We are a tailor made service which works with each young person and family on the basis of their needs, we are flexible and deliver long-lasting outcomes.

*“I can’t praise the service enough. It has been extremely helpful to me, (Young Person) and my husband.” (Service User)*

### Statistics

We matched 49 cases plus 2 Family Support cases during 2011 and worked with 87 families. The average waiting time for a match is 12 weeks, while over 50% of cases opened in less than 12 weeks.

Cases c/f from 2010	Referrals received	New matches	Males	Females	Aged 10 - 12	Aged 13 - 15	Aged 16 -18+	Cases c/f to 2012	Cases closed in 2011
29 IS 7 FS	46 IS 1 FS	49 IS 2 FS	49	33	20	51	11	24	61 IS 10 FS

### Referrals

The Regional Manager and the HSE Gatekeeper (Family Support Manager) meet each month to review the service and receive the incoming referrals.

*“...been a real improvement in (Young Person’s) school attendance since starting on YAP. (Young Person) had a fear of hospitals/doctors & advocate suggested a female doctor & things much better.” (Service user)*

### Profile Of Young People Worked With In 2011

The cohort information includes 49 young people, 40% females and 60% males with 8% aged 10-12; 60% aged 13-15 and 32% aged 16-18. 87% of our young people are living at home while 13% are in the care system. 18% of young people were at high risk of immediate entry to the care system.

74% of our young people are attending school with 10% in alternative education and 12% not attending any form of education. 18% have involvement with an Educational Welfare Officer. 47% had no diagnosis of mental health or disability concerns while 47% did with 6% waiting assessment. Of those who did have a diagnosis, 25% had a diagnosis of ADD or ADHD.

61% have no contact with any other service outside of YAP, with 35% linked to another service mostly with CAMHS or counselling services. 69% have never been arrested, while 29% have a pending charge and 6% have a conviction. 22% have a family member with a conviction.

Of the 44 cases where information was provided on primary carers, 6% are aged 18-29; 80% aged 30-44 and 14% aged 45-64. 22% are responsible for home duties/caring for family, 27% were employed, 4% self employed, 25% are unemployed, 2% are carers, 6% are long-term sick or have a disability, 4% stated 'other' and 10% did not respond to this question. 31% of cases have a history of drug/alcohol misuse within the family.

*"It's good to know that there are organisations there to help families and make a difference."*

(Service user)

### Outcomes For Young People In 2011

The Outcomes summary contains outcomes for 48 young people, 17 females (35%) and 31 males (65%) with 8.3% aged 10-12; 67% aged 13-15; 25% aged 16-18+.

**Self:** 71% showed an improvement in Relationship with Mother; 90% in Relationship with Peers; 86% in Self Esteem/Confidence and 85% in Withdrawn/Isolated.

**Family:** 83% showed an improvement in Parenting Skills; 88% in Social Supports/Family and 87% in Home Environment - Physical/Financial.

**Education:** 74% showed an improvement in General Behaviour; 79% in Attendance and 79% in Aspirations.

**Safety/Offending:** 85% showed an improvement in Risky Behaviour (Self) and 93% in Co-operation with JLO/Gardaí.

### Monitoring

Monitoring for 2011 was very positive with a satisfaction rate of 4.4 or above for each quarter.

Average Satisfaction Rating by Quarter out of 5

Monitoring Galway	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Average Satisfaction Rating	4.5	4.6	4.4	4.7

### Participation And Group Activities

The participation work with our young people and families continued to grow and they took part in a number of projects throughout the year. The participation work certainly brought an additional creative and vibrant feel for the young people and families and created some budding actors and parent advocates of children rights. In Galway, we had around 15 young people and 8 parents take part in 2011. The parents had some outings during the year including coffee mornings and trips and fun activities such as beauty nights and bowling evenings. The young people took part in a number of projects including a drama project which they performed at the national event, consultation on the work of YAP, an art mural and discussions on issues affecting young people today.



## Case Study

In one case, two of our young people (siblings) suffered a major bereavement – the loss of parents which meant not just a loss of family but also a loss of community and a move to a new region in the opposite part of the country. Through the flexibility of the model, this transition was able to occur while continuing to be able to use the YAP service, to maintain contact with and support from their advocate and continued contact for the family with the original Case Manager while being able to avail of the YAP service in a new area. This allowed no change in service and more importantly advocate.

*“(The Advocate) is great, always gives 100 percent and interacts with (Young Person’s) siblings if they are there. Goes out of his way to help out.” (Service User)*

### Family Support Service Galway 2011

Although this was a 2010 pilot project a number of cases were worked with into the 2011 period. The key objectives of the programme were set out as follows:

- ⇒ To provide a short-term programme of intensive support up to 20 hours per week over 4 months to families referred primarily by the HSE, CAMHS and Family Support Services.
- ⇒ To provide a programme of support, guidance and training which will assist families to develop their skills and increase their capacity to draw on their own resources for dealing with day to day issues.
- ⇒ To identify relevant local supports for the family and to establish links with these.

*“They are there every time we need them. There at two rings of the phone. They are easy to talk to, very nice and feel like they are one of our own when they come over to the house.” (Service User)*

The target group were families living in Galway City, County and Roscommon County and whose need is identified as being at levels 2-3 of the Hardiker scale. Therefore, the referral is for the family rather than a young person as in the Intensive Support Programme.

The particular needs which have been addressed with families, include the following:

- ⇒ Parenting roles and responsibilities and in particular supporting parents to establish routines and for the adults to take on specific responsibilities such as house organisation, supporting parents in assisting the children with homework and school routines.
- ⇒ Suggesting strategies for parents to help them deal with challenging behaviour in young children and adolescents and supporting them in implementing these.

The YAP Family Support Programme is an effective service for families. The service was commended by family members and Social Work services as being effective.

## Limerick Programme

*“It’s nearly finished and it has been good for him. He has come out of himself a lot. His confidence has grown.”* (Service User)

### Statistics

We matched 35 cases and had a number of extensions during 2011 and worked with 59 young people. The average waiting time for a match is 6 weeks, while over 50% of cases opened in less than 6 weeks.

Cases c/f from 2010	Referrals received	New matches	Males	Females	Aged 10 - 12	Aged 13 - 15	Aged 16 -18+	Cases c/f to 2012	Cases closed in 2011
23 IS 1 AC	40 IS 4 AC	31 IS 4 AC	44	15	15	34	10	14	48 IS 6 AC

### Referrals

In Limerick, there is an allocations meeting held on a regular basis where Gatekeepers and YAP discuss potential cases and their suitability for the service. However as there are no completed referral forms at these meetings it can lead to a delay in commencing cases. This will be addressed in 2012 and should lead to cases opening each month.

*“It is very helpful; (Young Person) gets on very well with the Advocate. There has been a big improvement with her. She has started speaking out.”* (Service User)

### Profile Of Young People Worked With In 2011

The cohort information is for 34 young people, 35% females and 65% males with 20% aged 10-12; 44% aged 13-15 and 36% aged 16-18+. 50% live at home while 50% are in the care system which is high in comparison to other programmes and the national average of 22%.

75% are attending school, while 9% are in alternative education and 16% are not in education, employment or training. 30% of the young people have a diagnosed mental health or disability issue - dyslexia (30%), ADD (20%), autism (10%), disruptive behaviour (10%), physical disability (10%) and emotional issues (20%).

9% are linking with another service with 53% not linking in with other services, while for 32% the information is unknown. 79% have never been arrested. 29% had a conviction within the family.

Of the 29 cases where information was provided on primary carers, 85% are aged 30-44 and 15% aged 45-64. 75% are responsible for home duties/caring for family, 20% are employees, 5% ‘other’. 68% of 34 cases have a history of drug/alcohol misuse within the home.

*“I think that it is has been brilliant. I like the way that he did different things like swimming and bowling and they were done for (Young Person) when needed.”* (Service User)

## Outcomes For Young People In 2011

The Outcomes summary contains outcomes for 38 young people, 10 females (26%) and 28 males (7%) with 5.3% aged 8–10; 21% aged 10-12; 47% aged 13-15 and 26% 16-18 years.

**Self:** 41% showing an improvement in Relationship with Mother; 84% in Relationship with Peers; 84% in Self Esteem/Confidence and 95% in Withdrawn/Isolated.

**Family:** 65% showed an improvement in Parenting Skills; 84% in Social Supports/Family and 82% in Home Environment – Physical/Financial.

**Education:** 81% showed an improvement in General Behaviour; 86% in Attendance and 70% in Aspirations.

**Safety/Offending:** 70% showed an improvement in Risky Behaviour (Self) and 89% in Co-operation with JLO/Gardaí.

## Monitoring

Monitoring for 2011 was extremely positive with satisfaction rates of above 4.5 for each quarter.

Average Satisfaction Rating by Quarter out of 5

Monitoring Limerick region	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Average Satisfaction Rating	4.5	4.6	4.8	4.8

## Participation And Group Activities

The participation work continued to grow and our parents and young people took part in a number of projects throughout the year. In Limerick, we had around 15 young people and 8 parents involved in 2011. The parents had some outings and coffee mornings and prepared a workshop for the national event in May. The young people took part in a number of projects including art and photography for an exhibition both locally and nationally, consultation on the work of YAP and discussions on issues affecting young people today.

*“I would like the coffee mornings to continue. The programme is finishing soon but I would still like to have YAP to contact.” (Service User)*

## Review Of The Aftercare Service Limerick 2011

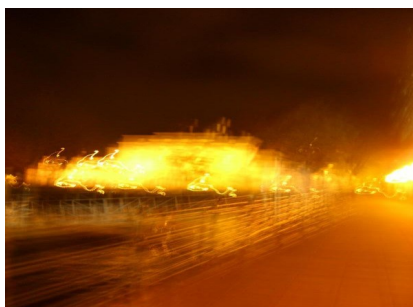
YAP Limerick also completed the pilot of the Aftercare programme in 2011. Five young people availed of this service in Limerick. The Aftercare programme is based on an adult education model and the content of the modules enable young adults to take responsibility for their own learning and support. The main focus is to support the transition to independent living with long-term community supports in place and the feedback from the young people was very positive.

## Cork Programme

*"They are there when you need them, always on-hand and treat everyone with importance." (Service User)*

### Introduction

This has been a very exciting year for Cork with the commencement of the first YAP Ireland programme. We have set up very positive relationships with Social Workers and managers in the HSE and created networks with a large range of statutory and voluntary and community organisations which will be of great benefit to the young people and families we work with. The Programme was officially launched by Kathleen Lynch, TD in November 2011 and the young people and families exhibited their photographs, art work and writing as part of the exhibition.



### Statistics

We matched 13 cases in 2011. The average waiting time for a match is 6 weeks while over 50% of cases opened in less than 6 weeks.

Cases c/f from 2010	Referrals received	New matches	Males	Females	Aged 10 - 12	Aged 13 - 15	Aged 16 -18+	Cases c/f to 2012	Cases closed in 2011
	18	13	9	4	2	6	5	3	10

### Profile Of Young People Worked With In 2011

The cohort information is available for 14 young people and families in 2011, 65% males and 35% females with 12% aged 10-12; 48% aged 13-15 and 40% aged 16-18+. The information shows that 73% were living at home while 27% were in the care system.

40% were in mainstream education, 53% in alternative education and 7% not in education, employment or training.

7% had a disability or mental health issue, while 58% were awaiting assessment. 70% were not attending any other service more than once a week. 37% had been arrested and 1 young person had a conviction.

The information on 11 parents/carers showed that 92% were aged 30-44 and 8% aged 45-64. 75% were at home while 25% were unemployed, a carer or had a long term illness. 50% had a history of drug or alcohol misuse in the family, while 23% did not, while in 27% of cases the information was unknown.

### Outcomes For Young People In 2011

The Outcomes summary contains outcomes for 2 young people, 2 females aged 13-15 years. The information is based on a very small number of young people and therefore, does not provide a real insight into the outcomes over a larger group. However, as the numbers of young people completing the programme increase in 2012 the outcomes summary will be more useful.

*“The positive approach, it’s going well so far and I think that (Advocate) is brilliant - she is a very positive person.” (Service User)*

### Monitoring

Monitoring for 2011 was extremely positive with an average satisfaction rating of over 4.5.

#### Average Satisfaction Rating by Quarter out of 5

Monitoring Cork region	Quarter 2	Quarter 3	Quarter 4
Average Satisfaction Rating	4.5	4.8	4.7

### Kerry Programme

The Kerry Programme also started in 2011 and while we are starting off small, we fully expect the Kerry programme to grow in 2012. Again, the support of HSE Social Work teams and managers has been exceptional and we have also created strong networks with other statutory and community and voluntary organisations. To date, we have worked with 4 young people in Kerry and expect that number to increase in 2012.





## Meath Programme

*“YAP deal with the people, it’s not all paperwork like some services. Its personal, hands on with both me and (Young Person). Nothing compares to it and the support she has got. There has been 100% turn around in the house. I just want to say thank you to everyone who helped her in YAP.” (Service User)*

### Introduction

This quote from a parent shows the magic of the YAP intervention where the grassroots Advocate and the Deputy Programme Manager work closely with the family and young person to ensure they are given every opportunity to grow and develop their skills. It shows the level of hands on work which is delivered to individuals and families and how with the right support at the right time a complete change for a family can occur.

### Statistics

In 2011 we matched 41 cases and worked with 62 young people. The average waiting time for a match was 10 weeks.

Cases c/f from 2010	Referrals received	New matches	Males	Females	Aged 10 - 12	Aged 13 - 15	Aged 16 -18+	Cases c/f to 2012	Cases closed in 2011
21 IS	39 IS	41 IS	35	27	16	28	18	15	51 IS

### Referrals

There are regular meetings with the Gatekeepers (PSWs) for Meath where referrals are agreed and prioritised. There is also a waiting list kept by the HSE Gatekeepers with on average 20 young people per month.

*“the flexibility. (Advocate) is approachable, contactable and available to (Young Person). (Advocate) is so nice, just great.” (Service User)*

### Profile Of Young People Worked With In 2011

The cohort includes 38 young people, 58% males and 42% females with 16% aged 10-12; 52% aged 13-15 and 32% aged 16-18+.

86% were living at home while 14% were in the care system. 7% were at high risk of being taken into care and 5% had been in care in the past.

82% were in school, 9% were in alternative education, 3% were employed and 6% were not in the education system. 18% had involvement with the Education Welfare Officer.

32% had been diagnosed with a disability or a mental health issue and 2% were awaiting an assessment. 50% are linking with one or more service per week. 70% have never been arrested and have no convictions pending. 12% have a family member convicted. 62% had a family history of drug or alcohol misuse while for 26% the information is unknown.

For the 34 parents/carers where information was provided, there were 62% aged 30-44; 29% aged 45-64 and 9% unknown. 53% are responsible for home duties/caring for family; 26% are employed; 3% self employed; 6% unemployed; 3% other and 9% unknown. 62% had a family history of drug or alcohol misuse while for 26% the information is unknown.

### Outcomes For Young People In 2011

In 2011, we have outcomes for 44 young people—26 males (59%) and 18 females (41%) with 18% aged 10-12, 58% aged 13-15 and 24% aged 16-18+.

**Self:** 76% showed an improvement in Relationship with Mother; 79% in Relationship with Peers; 95% in Self Esteem/Confidence and 81% in Withdrawn/Isolated.

**Family:** 86 % showed an improvement in Parenting Skills; 93% in Social Supports/Family and 73% in Home Environment – Physical/Financial.

**Education:** 81% showed an improvement in General Behaviour; 74% in Attendance and 95% in Aspirations.

**Safety/Offending:** 84% showed an improvement in Risky Behaviour (Self) and 97% in Co-operation with JLO/Gardaí.

### Monitoring

Monitoring for 2011 was extremely positive with satisfaction rates of above 4.6 for each quarter. Average Satisfaction Rating by Quarter out of 5

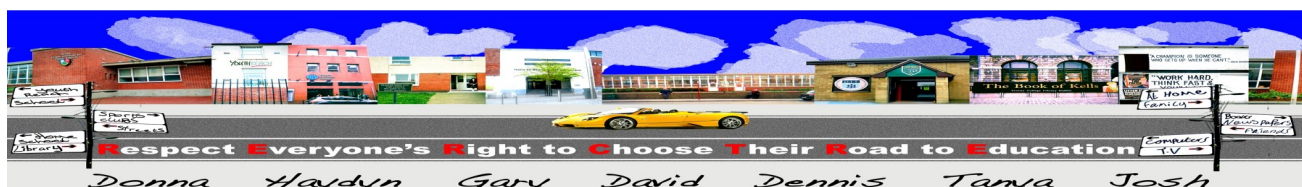
Monitoring Meath region	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Average Satisfaction Rating	4.7	4.8	4.6	5.0

### Participation And Group Activities

The young people in Meath were very active in the participation group linking in with other young people in the region to produce a booklet outlining their experience of education today. The parents in Meath made a collage which outlines education in the past, the present and future.

### Crisis Intervention Service - Summary

The Crisis Intervention Service in Meath was used extensively throughout 2011 with a monthly average of 9 young people using the service. A review of the service was conducted during 2011 and a proposal to divide the service into 3 different strands was sent to the HSE. This service has continued to be flexible in meeting the needs of young people in crisis and we expect the recommendations of the review to be accepted and implemented in 2012.



## Louth Programme

*“Small steps is what I was told when I started on this programme and I believe we will get there, it may take time but our love for each other will get us through” (Service User)*

*“We will survive as a family because YAP has given us the tools to work through our problems and to deal with any difficult situations that arise” (Service User)*

### Introduction

The programme provided the skills, knowledge and attitude to parents and young people which helped them develop as individuals and as a family unit long after the YAP interventions and support have ended. The above comments were sent on a thank you card from a family who during a period of their lives experienced some difficulties and the support for six months enabled this family and many more like them to develop their own skills to deal with difficult and challenging times.

### Statistics

Under the SLA, YAP undertook to match 24 cases. We matched 22 cases and worked with 35 young people. The average waiting time for a match was 6 weeks.

Cases c/f from 2010	Referrals received	New matches	Males	Females	Aged 10 - 12	Aged 13 - 15	Aged 16 -18+	Cases c/f to 2012	Cases closed in 2011
13 IS	28 IS	22 IS	19	16	7	21	7	9	28 IS

### Referrals

There are monthly meetings with the Gatekeeper in Louth (SW Team Leader) where referrals are agreed and prioritised and they do not keep a waiting list.

### Profile Of Young People Worked With In 2011

The cohort includes 21 young people, 62% males and 38% females with 29% aged 10-12; 52% aged 13-15; and 19% aged 16-18+.

85% were living at home while 15% were within the care system. Of these, 66% were at high risk of being taken into care and 28% had been in care in the past.

78% were in school, 4% were in alternative education and 18% were not in the education system.

47% had involvement with the Education Welfare Officer which is twice the national norm.

85% had no diagnosis of a disability or mental health concern, 10% had a disability or mental health concern while 5% were awaiting an assessment. 65% are linking with one or more service per week. 65% have never been arrested and have no convictions pending. 45% have a family member convicted.

For the 20 parents/carers where information was provided there were 5% aged 18-29; 80% aged 30-44; 10% aged 45-64; 55% are responsible for home duties/caring for family; 20% are employed; 5%

self employed; 10% unemployed and 5% long term sick/disability. 75% had a family history of drug or alcohol misuse while there was no information for 15%.

*"It's been a great help with (Young Person's) studies. She nearly passed all her exams and that would not have happened only for (the Advocate). (Young Person) has chest trouble, (the Advocate) has her in the gym and involved in sport. She loves football. She was in bad form before and could not cope but now looks forward to going out etc."* (Service User)

### **Outcomes For Young People In 2011**

In 2011 we have initial and final outcomes for 24 young people, 14 males (58%) and 10 females (42%) with 13% aged 10-12, 58% aged 13-15 and 29% aged 16-18+.

**Self: 71% showed an improvement in Relationship with Mother; 83% in Relationship with Peers; 79% in Self Esteem/Confidence and 75% in Withdrawn/Isolated.**

**Family: 71% showed an improvement in Parenting Skills; 88% in Social Supports/Family and 96% in Home Environment – Physical/Financial.**

**Education: 54% showed an improvement in General Behaviour; 92% in Attendance and 75% in Aspirations.**

**Safety/Offending: 88% showed an improvement in Risky Behaviour (Self), 100% in Co-operation with JLO/Gardaí.**

### **Monitoring**

Monitoring for Louth was carried out in conjunction with Meath and Cavan with satisfaction rates of above 4.6 for each quarter.

### **Participation And Group Activities**

The young people in Louth were also very active in participation work and 2 of the young people spoke at the "Education for All" conference held in May. They designed and produced a booklet with other young people from the region which had stories, poems and pictures representing the young people's feelings of education today. The parents in Louth also participated fully in the event and made a wall hanging which had different sections representing each parent's experience of the education system from their perspective. One parent spoke at the conference about her son's experience and her experience as a parent of the education system.

### **Family Support Service**

The service in Louth continued to be flexible in meeting the needs of individuals and families in the area and during 2011 we provided a family support service to one family.

### **Disability Services Pilot**

YAP Louth also embarked on a new venture with the Louth Disability service in providing Intensive support to a young man with a learning disability to enable him to return from residential care to his family home.

## Cavan/Monaghan Programme

*"It has built up her confidence. (The Advocate) comes over to the house a few evenings a week and they go through her homework. Yap has helped her get back into school and the Advocate helps her with the subjects that she needs help with like maths. She missed a lot of school before YAP."* (Service User)

*"I have seen so many positive changes in my daughter. I can relax and not worry when she is out with YAP."* (Service User)

### Introduction

The Cavan/Monaghan service has worked hard to provide a high quality service to young people and families throughout 2011 and the feedback from the families and referrers has been positive in relation to how the interventions and support can turn a young person's life around.

### Statistics

Under the SLA, YAP undertook to match 24 cases in the Cavan/Monaghan area, we matched 22 cases and worked with 34 young people. The average waiting time for a match was 18 weeks.

Cases c/f from 2010	Referrals received	New matches	Males	Females	Aged 10 - 12	Aged 13 - 15	Aged 16 -18+	Cases c/f to 2012	Cases closed in 2011
12 IS	28 IS	22 IS	20	14	8	17	9	11	36 IS

### Referrals

There were regular monthly meetings with the Gatekeeper in Cavan/Monaghan where referrals are agreed and prioritised and they do not keep a waiting list.

*"...brilliant for her. Relieved a lot of pressure at home. She is a different child..."* (Service User)

### Profile Of Young People Worked With In 2011

The cohort includes 22 young people, 59% males and 41% females with 14% aged 10-12; 63% aged 13-15; and 23% aged 16-18+.

59% were living in the family home while 41% were in the care system. The number of young people in care on the Cavan/Monaghan programme is nearly twice the national average.

91% were in school, 4% were in alternative education and 4% were not in education, employment or training. 15% had involvement with an Education and Welfare Officer.

73% of the young people had no diagnosis of a disability or mental health concern and 9% were awaiting an assessment. 20% were linking with one or more service per week. 60% have never been arrested and have no convictions pending. 10% have a family member convicted.

For the 20 parents/carers where information was provided, 60% are aged 30-44; 30% aged 45-64; 10% 'unknown'. 70% are responsible for home duties/caring for family; 5% are employed; 5% self



employed; 10% long term sick/disability and 10% unknown. 65% had a family history of drug or alcohol misuse while no information was available for 10%.

### **Outcomes For Young People In 2011**

In 2011, we have initial and final outcomes for 22 young people, 11 males (50%) and 11 females (50%) with 23% aged 10-12, 45% aged 13-15 and 32% aged 16-18+

**Self:** 45% showed an improvement in Relationship with Mother; 68% in Relationship with Peers; 86% in Self Esteem/Confidence and 59% in Withdrawn/Isolated.

**Family:** 65% showed an improvement in Parenting Skills; 57% in Social Supports/Family and 77% in Home Environment – Physical/Financial.

**Education:** 86% showed an improvement in General Behaviour; 86% in Attendance and 41% in Aspirations.

**Safety/Offending:** 77% showed an improvement in Risky Behaviour (Self), 25% in Co-operation with JLO/Gardaí.

### **Monitoring**

Monitoring for Cavan/Monaghan was carried out in conjunction with Meath and Cavan with satisfaction rates of above 4.6 for each quarter.

*“...helps my daughter. It's brilliant. Keeps her calm. She is a different child. Great service...”* (Service User)

### **Participation And Group Activities**

The young people in Cavan/Monaghan were very active in participation work and young people attended the “Education for All” conference held in May. They designed and produced a booklet with other young people from the region which had stories, poems and pictures representing the young people’s feelings of education today. The parents in Cavan/Monaghan made a video which had three parents describing their experience of the education system from their perspective. One parent spoke at the event on his experience of school and how he went back to education as an adult which was a powerful piece for young people and parents to hear.

### **Aftercare Service**

YAP Cavan/Monaghan also completed the pilot of the Aftercare programme. The method of delivery of the aftercare programme is based on an adult education model and the content of the modules enable young adults to take responsibility for their own learning and support. The YAP model of Aftercare can be adapted to meet the needs of all young adults leaving care who need support.

*“Aftercare programme: better than other programme. It's more independent. She is doing modules and they are very interesting and practical. She does a lot of cooking. She is learning practical skills”.* (Service User)

## Finance

The finance team manages the payroll and book keeping functions in-house. The audited accounts were completed on time and there were no issues raised. A Webdocs system was introduced which has eliminated paper timesheets and will reduce the paperwork and manual work involved in authorising and processing payroll information on a weekly basis.

## Support Services

### Recruitment & Selection / Human Resources

The Support Services Team continues to provide a comprehensive recruitment and selection and Human Resources function to the organisation and given the level of ongoing recruitment this is an extremely busy team.

Type of Activity	Application Requests	Applications Received	Unsuccessful Letters	Invite to interview	Invite to Group Interview	Garda Vetting	Training Invitations Sent	Reference Checks Sent	HR files Created	Candidate Contacts Created on CRM	Contracts Issued 2011
<b>Total Pieces of Work 4,865</b>	1551	588	250	417	250	162	215	657	218	217	340

### CRM / Case Management

CRM continued to be developed throughout 2011 with the introduction of many new facilities. There are a number of further projects in the pipeline with changes being introduced as needed.

### Social Media / Website

The Website was revamped in September 2011 and a Facebook page created.

### Events

There were a number of significant events in the calendar this year:

- ⇒ In March we launched the YAP Young Persons Photographic Exhibition with subsequent launches around the country throughout the year
- ⇒ 200 people attended the YAP National Event at the Gibson Hotel in May
- ⇒ Over 400 young people and their families attended the Family Zoo Day in July

## Board Members in 2011

Dermot Walsh, Chair to May 2011

Tommy Linnane, Chair from May 2011

Elaine Russell, Secretary

Rebecca Kearney

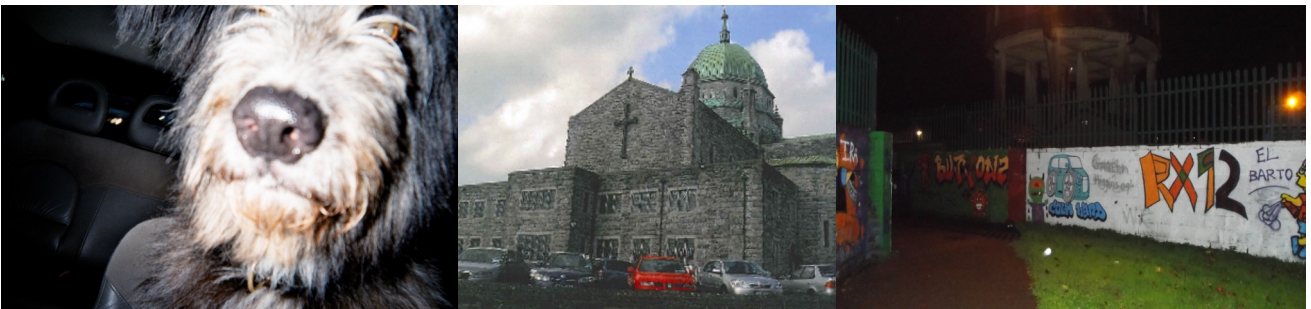
Andrew O'Shaughnessy

Cillian Russell

Lynette Brown Sow

Malcolm McDowell

Liz Oakes, joined April 2011



## A Poem

You are different from all the rest  
I never made you 2<sup>nd</sup> best  
When I was sad and I started to cry  
You made all fears disappear from my eye  
When I feel sad scared or alone  
I always no I can just pick up the fone  
When I need help or need you there  
You show me your love and tender care  
Words can't describe how much you mean to me  
Not even a rose or a fish from the deep blue sea  
Now I can feel no longer sad cause when I'm with you I feel so glad  
You have been there for me true good times and bad  
You are the best friend I ever had.



  
Youth **Advocate**  
PROGRAMMES IRELAND



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