

COOPERATIVE AGREEMENT

AN AGREEMENT by and between **JACKSON COUNTY, MISSOURI**, hereinafter called "the County" and **SYNERGY SERVICES, INC.**, 3800 Troost Avenue, Kansas City, Missouri 64109, hereinafter called "Agency."

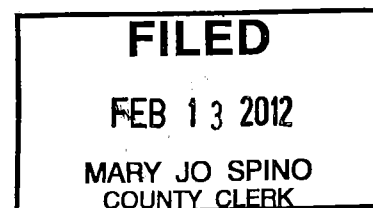
WHEREAS, the County and Agency desire to enter into an Agreement to provide funding to be used for its street outreach program; and,

WHEREAS, the County deems it to be in the best interest of its citizenry to support such programs and activities; and,

NOW THEREFORE, in consideration of the foregoing and the terms and provisions herein contained, the County and Agency respectively promise, covenant and agree with each other as follows:

1. **Services.** Agency shall provide services through its Street Outreach Services Youth Advocate program, as is more fully set out in the proposal attached hereto as Exhibit A and incorporated herein by reference.

2. **Terms of Payment.** The County agrees to pay to Agency the total amount of \$38,391.00 in quarterly installments of \$9,597.75 each, with the first payment to be made upon execution of this Agreement. The remaining payments shall be made upon the County's receipt of the reports as set forth in paragraph 3 hereof. The County, through the Legislative Auditor, may approve adjustments to line items listed in Agency's budget/proposal contained in Exhibit A, in an amount not to exceed 10 percent of the total amount of the Agreement, so long as there is no additional total cost



to the County.

3. **Reports.** Within 30 days after the conclusion of each calendar quarter under this Agreement, Agency shall submit a quarterly report, including cancelled checks and/or a copy of the face of the check and corresponding bank statements, invoices, and any other documents requested by the Director of Finance and Purchasing, to establish that the funds provided pursuant to this Agreement were used for the purposes set forth herein. The last quarter's report shall include an annual report which shall summarize all of Agency's activities pursuant to this Agreement. Agency's failure to submit this annual report shall disqualify Agency from future funding by the County.

4. **Submission of Documents.** No payment shall be made under this contract unless the contracting agency shall have submitted to the Director of Finance and Purchasing (1) a written proposal setting out in detail the intended use of the County's funding, including the target population to be served; (2) the agency's IRS Form 990, from the previous fiscal or calendar year; (3) a statement of the agency's total budget for its most recent fiscal year; and, (4) a detailed explanation of actual expenditures of County funds (pertains to final payments and payments on contracts for future years.) If an agency has previously received County funding, to be eligible for future payments, an agency must submit either an audited financial statement for the agency's most recent fiscal or calendar year, by March 31 of the following year, or a certified public accountant's program audit of County funds, by January 31 of the following year. Any document described herein which was submitted to the Director of Finance and Purchasing as a part of an application for funding need not be resubmitted to qualify for

payment. No payment shall be made if the contract agency is out of compliance on any other County contract.

5. **Equal Opportunity.** Agency agrees and assures that no person eligible for services shall on the ground of race, color, religion, national origin, sex, handicap, veteran status, or age be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination for any service funded by this Agreement. Furthermore, Agency agrees and assures that it will provide equal employment opportunities to applicants and employees and will not discriminate against them on the basis of race, color, religion, national origin, sex, handicap, veteran status, or age.

6. **Audit.** The County further reserves the right to examine and audit, during reasonable office hours, the books and records of Agency pertaining to its finances and operations.

7. **Default.** If Agency shall default in the performance or observation of any term or condition of this Agreement, the County shall give written notice setting forth the default and the correction required. If said default shall continue and not be corrected by Agency within ten days of its receipt of said notice, the County may, at its election, terminate the Agreement and withhold any payments not yet made. Said election shall not in any way limit the County's right to seek legal redress.

8. **Conflict of Interest.** Agency warrants that no officer or employee of the County, whether elected or appointed, shall in any manner whatsoever be interested in or receive any benefit from the profits or emoluments of this Agreement.

9. **Severability.** If any covenant or other provision of this Agreement is

invalid or incapable of being enforced by reasons of any rule of law or public policy, all other conditions and provisions of this Agreement shall nevertheless remain in full force and effect and no covenant or provision shall be deemed dependent upon any other covenant or provision unless so expressed herein.

10. **Liability and Indemnification.** No party to this Agreement shall assume any liability for the acts of any other party to this Agreement, its officers, employees or agents and Agency shall indemnify, defend and hold the County harmless from any and all claims, liabilities, damages, costs (including reasonable attorney's fees directly related thereto) including but not limited to violation of civil rights and/or bodily injury to or death of any person and for damage to or destruction of property if and to the extent caused by the negligence, willful misconduct or omissions of Agency during the performance of this Agreement.

11. **Term.** This Agreement shall be effective January 1, 2012, and shall terminate on December 31, 2012. This Agreement may be terminated prior to that date by either party upon written notice, delivered thirty (30) days prior to the effective date of termination. If this Agreement is terminated by either party, the County shall pay only for those services actually performed by Agency as verified by the County's audit.

12. **Incorporation.** This Agreement incorporates the entire understanding and agreement of the parties.

IN WITNESS WHEREOF, the parties have executed this Agreement this 13 day of Feb., 2012.

APPROVED AS TO FORM:

W. Stephen Nixon
W. Stephen Nixon
County Counselor

JACKSON COUNTY, MISSOURI

By: Michael D. Sanders
Michael D. Sanders
County Executive

ATTEST:

Mary Jo Spino
Mary Jo Spino
Clerk of the Legislature

SYNERGY SERVICES, INC.

By: Robin Swinner
Executive Director
Federal I.D. #43-0970674

REVENUE CERTIFICATE

I hereby certify that there is a balance otherwise unencumbered to the credit of the appropriation to which this contract is chargeable, and a cash balance otherwise unencumbered in the treasury from which payment is to be made, each sufficient to meet the obligation of \$38,391.00 which is hereby authorized.

February 7, 2012
Date

[Signature]
Director of Finance and Purchasing
Account No. 002-7733-56789
7733 201 2001



OUTSIDE AGENCY FUNDING REQUEST FORM 2012 BUDGET

415 E 12th Street, 2nd Floor
Kansas City, MO 64106

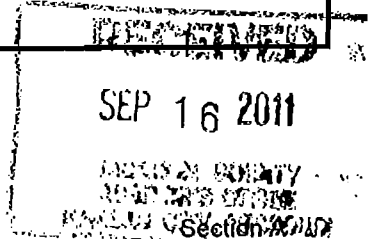
Email: auditor@jacksongov.org



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Section A: Organization or Agency Information

Name:	Synergy Services, Inc.		
Address:	318 Benton Kansas City, MO 64124		
Phone No:	816-587-4100	Fax:	816-505-7176
Website Address:	www.synergyservices.org		
Federal Tax ID No:	43-0970674	Fiscal Year Cycle:	January - December
Executive Director:	Robin Winner		
Name and Title of Principal Contact Person:	Rob Vetter, Director of Grants		
Phone No:	816-505-4812	Email Address:	rvetter@synergyservices.org
Submittal of this request has been authorized by:			
Date:			



Section B: Agency's 2011 and 2012 Revenue Information

Agency's 2012 Projected Revenue Information

Funding Entity	Agency's 2012 Total Projected Revenue Source You Will Request 2012 Funding From	Projected Amount	% of Total Revenue
Federal	HHS, DESE, DVVA, ESG, NCA, VOCA	\$ 600,000	9
State	CAC, Crisis Care, Services/Bednights, ESG, SSVF	\$ 785,000	11
Jackson County	Outside Agency Program, COMBAT	\$ 88,391	1
Other Counties	Clay, Platte, Ray, Mental Health Board	\$ 2,100,000	30
City	Court Fees, School District Grants, Misc. Local	\$ 400,000	6
Charity/Donations	General Public, United Way, Grants	\$ 1,900,000	27
Fundraisers	Fundraisers by Others, Fundraising Events	\$ 600,000	9
Other	Program Sales, Fees, 3rd Party Filings, Thrift Stor	\$ 550,000	8
2012 Total Projected Revenue		\$ 7,023,391	

Agency's 2011 Revenue Information

Funding Entity	Agency's 2011 Total Revenue Source You Received Funding From	Amount	% of Total Revenue
Federal	HHS, DESE, DVVA, ESG, NCA, VOCA	\$ 685,878	10
State	CAC, Crisis Care, Services/Bednights, ESG, SSVF	\$ 781,021	12
Jackson County		\$ -	0
Other Counties	Clay, Platte, Ray, Mental Health Board	\$ 1,900,000	28
City	Court Fees, School District Grants, Misc. Local	\$ 356,667	5
Charity/Donations	General Public, United Way, Grants	\$ 1,851,123	28
Fundraisers	Fundraisers by Others, Fundraising Events	\$ 585,000	9
Other (please list)	Program Sales, Fees, 3rd Party Filings, Thrift Stor	\$ 549,000	8
2011 Total Revenue		\$ 6,708,689	

If your agency received funding from Jackson County in 2011, please identify the funding source, amount and program name below.

Jackson County Funding Source	Yes	No	Amount	Program Name
COMBAT	<input type="checkbox"/>	<input checked="" type="checkbox"/>	\$ -	
Mental Health Levy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	\$ -	
Board of Services for Developmentally Disabled	<input type="checkbox"/>	<input checked="" type="checkbox"/>	\$ -	
Domestic Violence Board	<input type="checkbox"/>	<input checked="" type="checkbox"/>	\$ -	
Housing Resources Commission	<input type="checkbox"/>	<input checked="" type="checkbox"/>	\$ -	
Outside Agency Program	<input type="checkbox"/>	<input checked="" type="checkbox"/>	\$ -	
2011 Total Jackson County Funding			\$ -	

Did your agency receive funding or resources in 2011 from either of the following?

Mid America Regional Council	<input type="checkbox"/>	<input checked="" type="checkbox"/>	\$ -
Harvesters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	\$ -

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 MISSOURI DEPARTMENT OF HEALTH

Section C: 2012 Program Budget

Complete a separate program budget for each program your agency is applying for funding.

Agency Name: Synergy Services, Inc.

Program Name: Street Outreach Services

Personal Services			
For each salary request below please attach a job description or duties.			
Position / Title	Total Salary	% of Salary to be funded by Jackson Co.	Amount of Salary to be funded by Jackson County
Youth Advocate	\$29,993	100%	\$ 29,993
			\$ -
			\$ -
			\$ -
			\$ -
Total Salaries			\$ 29,993
Total Benefits			\$ 8,398
Total Personal Services			\$ 38,391
Contractual Services			
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
Total Contractual Services			\$ -
Supplies			
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
Total Supplies			\$ -

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KANSAS CITY, MISSOURI

Total Program Request \$ 38,391

Section D: 2012 Program Information

Complete a separate program information sheet for each program your agency is applying for funding.

Agency Name: Synergy Services, Inc.

Program Name: Street Outreach Services in Jackson County

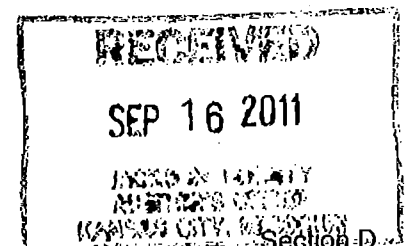
Proposed Program

Detail functions to be performed by each program.

For 40 years, Synergy Services has provided emergency shelter and quality care for abused, homeless and runaway youth. While these young people are often a hidden population, every day we see youth forced to the street or to a life of trauma and violence because of family breakdown, poverty, abuse, sexual orientation, substance abuse, educational failures or peer harassment. Combined statistics document that on any given night in Greater Kansas City there are more than 2,000 "unattached" homeless teens living on the streets, sleeping in cars, or "couch surfing" with friends because they do not have a safe place to live. Homelessness among young people is a serious issue, and the economic climate over the past few years has exacerbated the severity of this issue, creating a truly dire situation in this country and in our own community. To respond to this situation, in 2010 Synergy opened its new 5.5 acre Homeless Youth Campus located in Kansas City, Missouri. Only a few miles from the urban core of Kansas City and on the Kansas City ATA bus line. The Campus includes a new Synergy House Emergency Shelter that doubles the number offers a comprehensive and strategic blend of teen-focused services for homeless, runaway, and abused youth ages 12-18.

In 2010 Synergy House Emergency Shelter served 538 runaway, homeless and street youth (a 56% increase over the 344 in 2009), consistently operated at full capacity and had to turn away 238 youth due to lack of capacity. Year to date, Synergy House is on track to shelter over 700 youth for 2011. Synergy's Street Outreach Program connected with over 3,000 runaway, homeless and street youth in Jackson County in 2010 (a 68% increase over the 1,980 made in FY 2009). In addition to youth sheltered, its first full year of operation, the agency's new Homeless Youth Campus also served an average of 50 youth everyday through its classes, homeless drop-in center, and onsite health clinic services, and based on year to date statistics the numbers are consistently increasing. Also, due to the reduction in state funding, the state no longer has the capacity to find custodial parents guilty of neglect for not providing care and shelter for adolescent children ages 16 through 18, creating a new group of youth with no where to go and no one to care for them. Synergy understands first-hand that without immediate and meaningful interven runaway, and "throw away" young people become exploited, abused, and absorbed into the adult homeless population.

Synergy respectfully requests \$38,391 to cover the salary and benefits of one Street Outreach Services (SOS) Youth Advocate designated to specifically serve runaway and homeless youth from Jackson County, Missouri. This will expand the agency's Street Outreach capacity in Jackson County as well as increase our ability to provide essential wrap around services for Jackson County's most at-risk youth. Jackson County has the greatest need for outreach services within Greater Kansas City and due to funding cutbacks, Synergy has lacked sufficient capacity to meet this ever increasing need.



Section D: 2012 Program Information

Complete a separate program information sheet for each program your agency is applying for funding.

Agency Name: Synergy Services, Inc.

Program Name: Street Outreach Services in Jackson County

On a daily basis the agency's Youth Advocates plan, organize, and provide programming, mentoring, education, and prevention services for homeless youth from across the metro area. This requested funding would enhance Synergy's ability to identify and build relationships with homeless and at-risk young people primarily in Kansas City and Independence in Jackson County. The Advocate will drive the SOS van to different areas where homeless and at-risk youth are known to congregate. They work to form supportive adult-youth relationships and to help them build a sense of safety, security, personal value, and a feeling that they matter. Whether behind a building, at a skate park or concert, in a coffee house or library, the Youth Advocates work to connect to homeless young people and to provide them with services and resources. Once trust is established, the Advocates work with each young person to assess his/her situation, assets, needs, and goals. The Youth Advocates ensure that youth are aware of how to get help, access Synergy's Jackson County office, call Synergy's 24-hour hotline, find transportation, obtain shelter, use the drop-in center and Youth Resiliency Center at its Homeless Youth Campus, and know where the Safe Places sites are located. Over the years of providing outreach services, Synergy Advocates have found most of the homeless and runaway youth "hot spots" located across Jackson County. The Youth Advocates have also established relationships with the local school districts' Homeless Service Coordinators, local school guidance counselors, other youth-focused/homeless serving agencies, and police departments to successfully define who, where, and how to reach this population. With years of experience and as the community's leader in working with runaway and homeless youth, the agency's outreach strategies have been successful in finding and connecting with homeless, runaway, and at-risk youth on the street, in school, and youth who are living in unsafe circumstances.

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KANSAS CITY, MISSOURI

Section D: 2012 Program Information

Complete a separate program information sheet for each program your agency is applying for funding.

Agency Name: Synergy Services, Inc.

Program Name: Street Outreach Services in Jackson County

Participants	
Identify the number of participants by County that each program serves.	
Jackson, MO	3,200
Clay, Platte, Cass, MO	500
Wyandotte, Johnson, KS	100
Other Missouri	
Target Population	
Describe target population and demographics to be served by each program.	
<p>The average annual family income for homeless youth served through Synergy's Street Outreach Services is currently \$7,000, but 84% of this population reports an income figure of less than \$5,000 per year. The majority of youth served are ethnic minorities (38% African-American, 9% Biracial/Multi-racial & 5% Hispanic/Latino), and only 13% have graduated from high school. The vast majority of youth are from Kansas City's urban core area centered in Jackson County. Homelessness negatively impacts every aspect of a young person's life – education, physical and psychological health, nutrition and development. Youth who are effected by poverty and homelessness reflect higher levels of poor academic achievement and developmental (cognitive, emotional and psychological) delays. The Missouri DESE Homeless Census results for the 2009-2010 school year showed a total of 3,642 homeless students in Synergy's primary service areas of Clay, Jackson and Platte counties. Of the 3,319 runaway, homeless and street youth contacts made through Synergy's Street Outreach Program in 2010, 44% sought services because they were runaway/homeless, 39% were in family crisis (poverty, unemployment, addiction issues, home foreclosure), 4% had personal emotional problems, 3% were sexually abused, 2% were physically abused and 1% were domestic violence survivors.</p>	
Would you provide these services to anyone at your door?	Yes
Is anyone denied services?	NO
What level of indigents (below poverty level) do you serve?	Answer Yes or No
Please classify your program from the following types by percentage of your agency's overall service	Answer Yes or No
Senior Program	%
Indigent Program (Below Poverty Level)	100 %
Senior Indigent Program	%
What criteria do you have for the clients you serve?	
<p>For this program, Synergy's Outreach Services works with homeless, runaway, and at-risk youth ages 12-21. However, through its 28 other programs, Synergy is able to provide wrap around services for people of all ages.</p>	

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 MISSOURI DEPARTMENT OF
 SOCIAL SERVICES
 KANSAS CITY, MISSOURI
 Section D

Section D: 2012 Program Information

Complete a separate program information sheet for each program your agency is applying for funding.

Agency Name: Synergy Services, Inc.

Program Name: Street Outreach Services in Jackson County

Service Delivery Area

Identify your specific geographic service delivery area for each program.

While Synergy serves homeless youth from across the community, the funding requested through this grant will provide the salary and benefits for a Street Outreach Youth Advocate targeted specifically to serve youth from Kansas City and Independence in Jackson County. The Youth Advocate will not only provide street based services but will also provide programming, mentoring, educational classes, and case management out of Synergy's Jackson County office. This Youth Advocate will work within Jackson County schools to enhance services for homeless and at-risk youth, support the Jackson County SafePlace sites, provide services for homeless youth in the Hope Faith Ministries drop in center in Jackson County, as well as coordinating and planning services on Synergy's Homeless Youth Campus for youth from Jackson County.

Fund Separation

Indicate what measures your agency will take to ensure that funds received from Jackson County will be utilized for the benefit of Jackson County residents.

Synergy's fiscal control and accounting procedures are in compliance with Federal guidelines and with Accepted Accounting Standards for non-for-profit organizations. Synergy's Director of Finance oversees all fiscal and accounting activities, under the direction of the Executive Director and Board of Directors Finance Committee. The Board receives monthly financial statements that compare actual revenue and expenses to budgeted revenue and expenses. The Executive Director, Associate Executive Director, and the Street Outreach Services Program Manager review all expenses on a monthly basis. Synergy also contracts with a major CPA firm with experience in non-profits and federal requirements, for a complete independent annual audit. The results are reviewed and submitted to all funding sources, including the Department of Health and Human Services. Synergy's internal controls include appropriate segregation of duties related to authorizing, executing, recording and monitoring transactions. The cash receipt and cash disbursement functions are performed by separate individuals within the Finance department and are both reviewed by the source to be sure that it is utilized for the designated programs and clients.

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DEPARTMENT OF HEALTH AND HUMAN SERVICES
KANSAS CITY, MISSOURI

Section D

Section D: 2012 Program Information

Complete a separate program information sheet for each program your agency is applying for funding.

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Program Name: Street Outreach Services in Jackson County

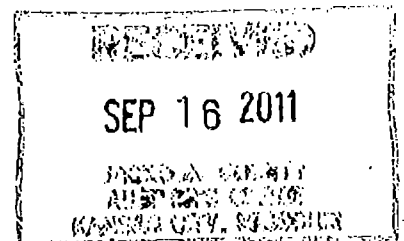
Approach & Method

List the top three (3) objectives for each program.

1. Youth will experience increased safety.

2. Youth will experience a greater sense of well being.

3. Youth will demonstrate self-sufficient behavior.



Section D: 2012 Program Information

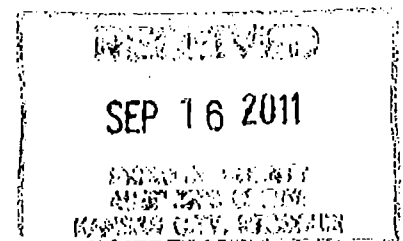
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Agency Name: Synergy Services, Inc.

Program Name: Street Outreach Services in Jackson County

Detail specific methods you will use to achieve these objectives.

The program goals and outcomes of Synergy's Street Outreach Services work towards youth attaining increased safety, well-being, self-sufficiency and permanent connections. Additionally, the overall goal of Synergy's SOS is to prevent the sexual abuse or exploitation of young people living on the streets or in unstable housing by moving them toward safe and stable living situations. Synergy's service delivery is predicated on the understanding that all youth need support, guidance, and opportunities during adolescence to fully prepare them to engage constructively in their communities and society. All services are provided through a positive youth development framework that is asset-based rather than problem-focused. The Youth Advocates are critical for Synergy to be able to continue providing the highest quality direct care for our community's at-risk, homeless, and vulnerable young people. The SOS program emphasizes the services youth need to transition through the various stages of development; it promotes growth and healing by building resiliency and integrating the proven Positive Youth Development protective factors: leadership opportunities, supportive adult relationships, healthy peer connections, belonging, service learning, the development of new skills and values, and community connections. Synergy's SOS seeks to engage young people and instill a sense of hope, purpose, responsibility, and empowerment that encourages them to leave the streets and change their lives. Due to their high rates of trauma and their feelings of abandonment, Synergy strives to overcome their inherent distrust of adults by hiring a staff to whom they can relate. The staff's capacity to create a safe, structured, predictable, openly accessible, and engaging program is particularly vital for reaching this population and meeting the program's objectives.



Section D: 2012 Program Information

Complete a separate program information sheet for each program your agency is applying for funding.

Agency Name: Synergy Services, Inc.

Program Name: Street Outreach Services in Jackson County

Evaluation

How can the success of each program be evaluated?

Indicate performance measures or statistics you will use to demonstrate the success of each program.

Outcome 1: Youth will experience increased safety.

-Target Indicator 1: 35% of youth who are referred to shelter by SOS staff will choose to leave the street based on that referral.

-Target Indicator 2: 100% of youth contacted by SOS staff will receive a resource card.

-Target Indicator 3: 100% of youth with open files will create a safety plan with case manager and SOP staff.

-Target Indicator 4: 90% of youth with open files will report feeling physically safe.

-Target Indicator 5: 60% Youth who access shelter through the SOS will reunite with family.

Assessment, data collection & reporting: The number of referrals provided and resource cards disseminated are entered onto and collected from client fact sheet and data sheet following initial contact; data is entered monthly into RHYMIS. Youth who accept SOS and other services will be asked to communicate feelings of safety to their case manager; documented in client file. Safety plans are documented by the case manager in the client file. Reunification is documented at discharge and tracked on aftercare needs assessment and plan.

Outcome 2: Youth will experience a greater sense of well being.

-Target Indicator 1: 70% of youth with open files will utilize the onsite teen clinic at the Youth Resiliency Center (YRC).

-Target Indicator 2: 75% of youth will participate in peer-related educational groups, art classes and recreational activities.

-Target Indicator 3: 50% of youth accessing the YRC drop-in services will demonstrate the ability to improve and/or maintain personal hygiene. Assessment & data collection: Utilization of teen clinic

recorded at intake to Miles of Smiles dental clinic and/or Children's Mercy health clinic. Youth participation in groups, classes & activities is recorded & tracked in youth visitor log. Drop-in youth recorded & tracked in youth visitor log; hygiene observed by SOS/YRC staff.

Outcome 3: Youth will demonstrate self-sufficient behavior.

-Target Indicator 1: 100% of youth with an open file will complete an immediate personal needs assessment with case manager and SOS staff.

-Target Indicator 2: 100% of youth with an open file will create a short and long term goal action plan with case manager and SOS staff.

-Target Indicator 3: 75% of youth needing personal identification and other documentation (driver's license, birth certificates, etc.) will acquire with SOS assistance. Assessment, data collection & reporting: Personal

needs are assessed at client intake and monitored by case manager. Action plan is developed and monitored by case manager. Personal identification needs are noted on client fact sheet and at intake; items are documented in client file.

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COMMUNITY DEVELOPMENT
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Section D

Section D: 2012 Program Information

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Agency Name: Synergy Services, Inc.

Program Name: Street Outreach Services in Jackson County

Notification

How will your organization make clients, the public and the media aware of the generous taxpayer funding received from Jackson County? (Please attach any examples)

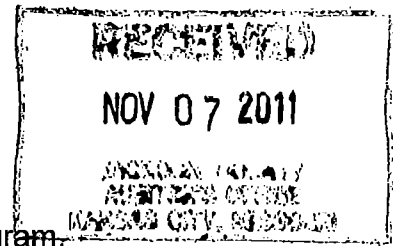
Synergy Services has an experienced marketing consultant who is committed to promoting the agency's news and accomplishment. The agency would be pleased to promote our gratitude to the community for the support from Jackson County. Synergy would promote receiving this funding and the generosity of Jackson County in the Kansas City Star, the Business Journal, in the agency's quarterly newsletter that reaches more than 10,000 households, as well as the agency's website and annual report. Synergy would share the County support with the Homeless Youth with whom we work as it is important for them to understand that the community cares about them and is invested in their future. This is a key component of helping this population gain the resiliency necessary to overcome the many life traumas that they have experienced.

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BOARD OF HEALTH
MEMBERS OF THE
KANSAS CITY, MISSOURI

Section D



SECTION D
PROPOSED PROGRAM

Detail functions to be performed by each program.

7. For 40 years, Synergy Services has provided emergency shelter and quality care for abused, homeless and runaway youth. While these young people are often a hidden population, every day we see youth forced to the street or to a life of trauma and violence because of family breakdown, poverty, abuse, sexual orientation, substance abuse, educational failures or peer harassment. Combined statistics document that on any given night in Greater Kansas City there are more than 2,000 "unattached" homeless teens living on the streets, sleeping in cars, or "couch surfing" with friends because they do not have a safe place to live. Homelessness among young people is a serious issue, and the economic climate over the past few years has exacerbated the severity of this issue, creating a truly dire situation in this country and in our own community. To respond to this situation, in 2010 Synergy opened its new 5.5 acre Homeless Youth Campus located in Kansas City, Missouri. Only a few miles from the urban core of Kansas City and on the Kansas City ATA bus line. The Campus includes a new Synergy House Emergency Shelter that doubles the number of youth sheltered, and a 24,000 square-foot Youth Resiliency Center that offers a comprehensive and strategic blend of teen-focused services for homeless, runaway, and abused youth ages 12-18. While all of the services and programs at the Youth Resiliency Center are pivotal in helping this population begin to heal and build resiliency, the onsite medical, dental, and mental health clinic is a centerpiece of the Center and an important expansion of safety-net services for Jackson County youth. The clinic provides immediate intervention to this population's mental, dental, and physical health needs, and in that way also provides preventive care that avoids these health needs from escalating into emergency crises.

In 2010 Synergy House Emergency Shelter served 538 runaway, homeless and street youth (a 56% increase over the 344 in 2009), consistently operated at full capacity and had to turn away 238 youth due to lack of capacity. Year to date, Synergy House is on track to shelter over 700 youth for 2011. Synergy's Street Outreach Program connected with over 3,000 runaway, homeless and street youth in Jackson County in 2010 (a 68% increase over the 1,980 made in FY 2009). In addition to youth sheltered, its first full year of operation, the agency's new Homeless Youth Campus also served an average of 50 youth everyday through its classes, homeless drop-in center, and onsite health clinic services, and based on year to date statistics the numbers are consistently increasing. Also, due to the reduction in state funding, the state no longer has the capacity to find custodial parents guilty of neglect for not providing care and shelter for adolescent children ages 16 through 18, creating a new group of youth with no where to go and no one to care for them. Synergy understands first-hand that without immediate and meaningful intervention, there is a potential crisis facing

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our community as the homeless, runaway, and "throw away" young people, become exploited, abused, and absorbed into the adult homeless population.

Synergy respectfully requests \$38,391 to cover the salary and benefits of one Street Outreach Services (SOS) Youth Advocate designated to specifically improve the health, safety, and well being of Jackson County's most at-risk and vulnerable youth. This funding will expand the agency's Street Outreach capacity in Jackson County to ensure that this population of young people has access and support in overcoming the numerous health consequences of homelessness, abuse, and poverty. Jackson County has the greatest need for outreach services within Greater Kansas City and due to funding cutbacks, Synergy has lacked sufficient capacity to meet this ever increasing need.

On a daily basis the agency's Youth Advocates plan, organize, and provide programming, mentoring, education, and prevention services for homeless youth from across the metro area. This requested funding would enhance Synergy's ability to identify and build relationships with homeless and at-risk young people primarily in Kansas City and Independence in Jackson County. The Advocate will drive the SOS van to different areas where homeless and at-risk youth are known to congregate. They work to form supportive adult-youth relationships and to help them build a sense of safety, security, personal value, and a feeling that they matter. Whether behind a building, at a skate park or concert, in a coffee house or library, the Youth Advocates work to connect to homeless young people and to provide them with services and resources. Once trust is established, the Advocates work with each young person to assess his/her situation, assets, needs, and goals. The Youth Advocates ensure that youth are aware of how to get help, access Synergy's Jackson County office, call Synergy's 24-hour hotline, find transportation, obtain shelter, use the drop-in center and Youth Resiliency Center at its Homeless Youth Campus, and know where the Safe Places sites are located. Over the years of providing outreach services, Synergy Advocates have found most of the homeless and runaway youth "hot spots" located across Jackson County. The Youth Advocates have also established relationships with the local school districts' Homeless Service Coordinators, local school guidance counselors, other youth-focused/homeless serving agencies, and police departments to successfully define who, where, and how to reach this population. With years of experience and as the community's leader in working with runaway and homeless youth, the agency's outreach strategies have been successful in finding and connecting with homeless, runaway, and at-risk youth on the street, in school, and youth who are living in unsafe circumstances.

TARGET POPULATION

17. The average annual family income for homeless youth served through Synergy's Street Outreach Services is currently \$7,000, but 84% of this population reports an income figure of less than \$5,000 per year. The majority of youth served are ethnic minorities (38% African-American, 9% Biracial/Multi-racial & 5% Hispanic/Latino), and only 13% have graduated from high school.

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The vast majority of youth are from Kansas City's urban core area centered in Jackson County. Homelessness negatively impacts every aspect of a young person's life – education, physical and psychological health, nutrition and development. Youth who are effected by poverty and homelessness reflect higher levels of poor academic achievement and developmental (cognitive, emotional and psychological) delays. The Missouri DESE Homeless Census results for the 2009-2010 school year showed a total of 3,642 homeless students in Synergy's primary service areas of Clay, Jackson and Platte counties. Of the 3,319 runaway, homeless and street youth contacts made through Synergy's Street Outreach Program in 2010, 44% sought services because they were runaway/homeless, 39% were in family crisis (poverty, unemployment, addiction issues, home foreclosure), 4% had personal emotional problems, 3% were sexually abused, 2% were physically abused and 1% were domestic violence survivors.

The vast majority of the youth to be served do not have access to mental health services, regular health or dental care, and many times cannot recall when they last had a physical or dental exam. These young people suffer from the physical and mental health consequences of a life of poverty, abuse, and neglect. As adolescents, these youth are still developing mentally, emotionally and physically, and therefore the consequences of poverty, violence, and homelessness are severely damaging and can potentially affect the health of these teens throughout their lives. The Journal of Adolescent Health confirms that runaway and homeless youth are at greater risk for both acute and chronic physical and mental illness, and that the realities of homelessness pose significant health challenges for this population. At-risk adolescents are more likely to engage in high-risk behaviors such as unprotected sex, drug use, and recurring exposure to violence. They often suffer from extreme lack of sleep, poor hygiene, malnutrition, injuries, skin infections, STI's, unintended pregnancies, broken bones, and decayed or missing teeth. The mental and emotional effects of homelessness are also profound, as the rates of depression and post-traumatic stress disorder are more than 4 times higher, suicide rates are alarmingly greater, and the overall mental health problems are more than 11 times higher for runaway and homeless youth.

FUND SEPERATION

36. Synergy's fiscal control and accounting procedures are in compliance with Federal guidelines and with Accepted Accounting Standards for non-for-profit organizations. Synergy's Director of Finance oversees all fiscal and accounting activities, under the direction of the Executive Director and Board of Directors Finance Committee. The Board receives monthly financial statements that compare actual revenue and expenses to budgeted revenue and expenses. The Executive Director, Associate Executive Director, and the Street Outreach Services Program Manager review all expenses on a monthly basis. Synergy also contracts with a major CPA firm with experience in non-profits and federal

requirements, for a complete independent annual audit. The results are reviewed and submitted to all funding sources, including the Department of Health and Human Services. Synergy's internal controls include appropriate segregation of duties related to authorizing, executing, recording and monitoring transactions. The cash receipt and cash disbursement functions are performed by separate individuals within the Finance department and are both reviewed by the Director of Finance. Synergy carefully stewards every funding source to be sure that it is utilized for the designated programs and clients.

Detail specific methods you will use to achieve these objectives.

46. The program goals and outcomes of Synergy's Street Outreach Services work towards helping youth attain improved health as well as increased safety, well-being, self-sufficiency and permanent connections. Additionally, the overall goal of Synergy's SOS is to prevent the sexual abuse or exploitation of young people living on the streets or in unstable housing by moving them toward safe and stable living situations. Synergy's service delivery is predicated on the understanding that all youth need support, guidance, and opportunities during adolescence to fully prepare them to engage constructively in their communities and society. All services are provided through a positive youth development framework that is asset-based rather than problem-focused. The Youth Advocates are critical for Synergy to be able to continue providing the highest quality direct care for our community's at-risk, homeless, and vulnerable young people. The SOS program emphasizes the services youth need to transition through the various stages of development; it promotes growth and healing by building resiliency and integrating the proven Positive Youth Development protective factors into every aspect of its programming - building safety, structure, leadership opportunities, supportive adult relationships, healthy peer connections, belonging, service learning, the development of new skills and values, and community connections. Synergy's SOS seeks to engage young people and instill a sense of hope, purpose, responsibility, and empowerment that encourages them to leave the streets and change their lives. Due to their high rates of trauma and their feelings of abandonment, Synergy strives to overcome their inherent distrust of adults by hiring a staff to whom they can relate. The staff's capacity to create a safe, structured, predictable, openly accessible, and engaging program is particularly vital for reaching this population and meeting the program's objectives.

Evaluation

How can the success of each program be evaluated? Indicate performance measures or statistics you will use to demonstrate the success of each program.

51. Outcome 1: Youth will have improved health

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- Target Indicator 1: 80% of youth served will have barriers reduced in accessing quality healthcare.
 - Target Indicator 2: 100% of youth accessing Synergy's safety net clinic with untreated health symptoms will receive treatment and ongoing care as needed
- Assessment, data collection & reporting: Data regarding barriers will be collected utilizing the clinic's client satisfaction inventory. Data regarding the patients' conditions, needs, and treatment will maintained utilizing Synergy's new electronic files database, aggregate data from all providers, and client satisfaction survey.

Outcome 2: Youth will experience increased safety.

- Target Indicator 1: 35% of youth who are referred to shelter by SOS staff will choose to leave the street based on that referral.
- Target Indicator 2: 100% of youth contacted by SOS staff will receive a resource card.
- Target Indicator 3: 100% of youth with open files will create a safety plan with case manager and SOP staff.
- Target Indicator 4: 90% of youth with open files will report feeling physically safe.
- Target Indicator 5: 60% Youth who access shelter through the SOS will reunite with family.

Assessment, data collection & reporting: The number of referrals provided and resource cards disseminated are entered onto and collected from client fact sheet and data sheet following initial contact; data is entered monthly into RHYMIS. Youth who accept SOS and other services will be asked to communicate feelings of safety to their case manager; documented in client file. Safety plans are documented by the case manager in the client file. Reunification is documented at discharge and tracked on aftercare needs assessment and plan.

Outcome 3: Youth will experience a greater sense of well being.

- Target Indicator 1: 70% of youth with open files will utilize the onsite teen clinic at the Youth Resiliency Center (YRC).
 - Target Indicator 2: 75% of youth will participate in peer-related educational groups, art classes and recreational activities.
 - Target Indicator 3: 50% of youth accessing the YRC drop-in services will demonstrate the ability to improve and/or maintain personal hygiene.
- Assessment & data collection: Utilization of teen clinic recorded at intake to Miles of Smiles dental clinic and/or Children's Mercy health clinic. Youth participation in groups, classes & activities is recorded & tracked in youth visitor log. Drop-in youth recorded & tracked in youth visitor log; hygiene observed by SOS/YRC staff.