How Youth Timebanking (YTB) Helped a Wraparound Agency, MonmouthCares*, Achieve CARF Accreditation

YTB: A TOOL FOR INCREASING YOUTH INVOLVEMENT IN COMMUNITY PLANNING

TCOM 2019 – Culture and Community: Stories from the Collaborative
Jerome Scriptunas & Tyree Wyche
October 4, 2019, Palm Springs, CA

* CARF is an independent, nonprofit accreditor of health and human services.
YTB Community Plan

Transformational: YTB & CARF – Why & What

Collaborative: Our Stories

Outcomes: Milestones, Feedback

Management: YTB Work Flow
Why & What of YTB & CARF

Why YTB?
Low fidelity
* Informal Supports
* Community planning

What is YTB?
Practice for increasing youth involvement in community planning.

Is YTB useful?
CARF says YTB is an exemplary practice.

What is CARF?
Independent, nonprofit accreditor of health & human services

Exemplary:
Outstanding Results
Innovative, Creative
Beneficial for the field

End game
Youth transition with informal supports & community connections.

Let’s see how YTB works its magic with youth

https://tinyurl.com/ytbcarf
Youth TimeBanking leverages the time and energy of youth to increase their community awareness, to serve others, and to build a community plan.

**YTB has two defining criteria:**

1. The youth provides a service to others.
2. The youth tracks their service activity.

Youth earns 1 credit for each hour of service. At 10 credits youth receives YTB gift card.

**Youth transition:**

What do we want?:

A. Youth transition as someone who was a “person-served”

B. Youth transition as a person “who serves” and takes responsibility for their ongoing plan of care
## YTB Model

<table>
<thead>
<tr>
<th>Inputs</th>
<th>Activities</th>
<th>Outputs</th>
<th>Outcomes</th>
<th>Impacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brochure</td>
<td>YTB intro</td>
<td>Log activity</td>
<td>Do things</td>
<td>Youth Leadership</td>
</tr>
<tr>
<td>Procedure</td>
<td>Options</td>
<td>Earn credit</td>
<td>Go Places</td>
<td>Safety</td>
</tr>
<tr>
<td>Poster</td>
<td>Selection</td>
<td>Continue</td>
<td>Meet People</td>
<td>Community</td>
</tr>
<tr>
<td>Flex Funds</td>
<td>YTB activity</td>
<td>YTB card</td>
<td>Social Capital</td>
<td>Youth care about</td>
</tr>
<tr>
<td>Passport</td>
<td></td>
<td></td>
<td>Fidelity</td>
<td>more things</td>
</tr>
<tr>
<td>YTBapp</td>
<td></td>
<td></td>
<td>CANS</td>
<td>Youth support</td>
</tr>
<tr>
<td>Log</td>
<td></td>
<td></td>
<td></td>
<td>other youth</td>
</tr>
</tbody>
</table>

**Youth**:
- Leadership
- Safety
- Community

**Youth care about more things**
**Youth support other youth**

**Impacts**:
- Suicide
- Social cost
- Gangs down
Individualized plan includes goals that are reflective of:
1. Child/youth served
2. Parent(s)/legal guardian ...

Goals that are based upon the person’s:
3. strengths
4. needs
5. abilities
6. preferences

Service objectives are reflective of expectations of:
7. person served
8. service team
9. Responsive to disabilities/disorders ...
10. Understandable to the person served
11. Measureable
12. Achievable
YTB Demographics

2016: about 1.4 YTB Youth per Care Manager
About 1/3 of Care Managers have Youth in YTB
About 3% of Youth served involved with YTB

2019: about 2.3 YTB Youth per Care Manager
About 3/4 of Care Managers have Youth in YTB
About 9% of Youth served involved with YTB

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152 Youth & 67 CM involved with YTB by Year

<table>
<thead>
<tr>
<th>Year</th>
<th>Youth in YTB</th>
<th>Care Managers</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>28</td>
<td>20</td>
</tr>
<tr>
<td>2017</td>
<td>54</td>
<td>33</td>
</tr>
<tr>
<td>2018</td>
<td>50</td>
<td>48</td>
</tr>
<tr>
<td>2019</td>
<td>111</td>
<td>48</td>
</tr>
</tbody>
</table>

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YTB Youth by DD Status

- DD: 19%
- NotDD: 81%

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YTB Youth by Age & Gender, F 41%, M 59%

Gender
- F
- M

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YTB Youth by Medical Status

- HWT: 16%
- NotHWT: 84%

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2016-2019: Youth in YTB by CareMgr

- 2016: 14
- 2017: 11
- 2018: 12
- 2019: 14
Youth, Needs Decrease Over Time

Avg Needs: Active Youth Not YTB, N=774, -1.01

Earliest Assmt: 6.77  Recent Assmt: 5.76

Avg Needs: Transitioned Not YTB, N=2233, -2.99

Earliest Assmt: 5.30  Recent Assmt: 2.31

Avg Needs: All Youth Not YTB, N=3007, -2.55

Earliest Assmt: 5.68  Recent Assmt: 3.13

Avg Needs: YTB Active, N=64, -2.02

Earliest Assmt: 7.38  Recent Assmt: 5.36

Avg Needs: YTB Transitioned, N=88, -4.87

Earliest Assmt: 6.49  Recent Assmt: 1.62

Avg Needs: All YTB Youth, N=152, -3.62

Earliest Assmt: 6.88  Recent Assmt: 3.26
YTB Community Plan

Transformational: YTB & CARF – Why & What

Collaborative: Our Stories

Outcomes: Milestones, Feedback

Management: YTB Work Flow
Ana or Cesar or Mikal or Ryan or ...

Youth faced big challenges with [depression, anxiety, OOH, JJ, pediatric health, other].

Youth loved drawing, graphics, cooking, dogs, scouting, but feared they had no safe way to participate/do things/did not have any friends ...

<table>
<thead>
<tr>
<th>Youth</th>
<th>Male-Female</th>
<th>Age 9-20</th>
<th>Race</th>
<th>Diagnosis</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>YTB Activity</th>
<th>walk dog, tell staff about YTB, house sit, YTB essay, Talent Show...</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>People-Places</th>
<th>met people, got job at local mall, spoke at conference</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>CANS</th>
<th>Involved with Care, Community Involvement, Optimism</th>
</tr>
</thead>
</table>
Then, [Youth Name] agreed to try YTB

Youth uses the YTBpassport or YTBapp or YTB Activity Log or YTB postcard to keep track of activities.

At first youth started with doing simple things at home. After a while she was willing to try other things in the community.
The Youth Partnership wanted to respond to a teacher’s request for her students returning to classes in El Paso after the community violence.

YP4YTB rallied in a whirlwind postcard project to design-write postcards for the teacher to give to students in her class.

YP youth worked as a team to make it happen and felt excited and proud of their activity and service to others.

A simple gesture & gratitude

YP4YTB helped the youth reach her or his goals. - Youth want to belong to something, to do things that matter, and to be recognized for their efforts and service to others. Everyone can serve.

Imagine how this impacts WFI Fidelity and CANS ratings!
From Outsider to Partner

Four youth attended a panel discussion led by police officers from Newark, NJ based on the documentary: *When They See Us*

By the end of the meeting youth who were vulnerable to gang involvement were having respectful conversations with the police officers.

The youth were to receive 2 YTB credits for participating. At the recommendation of their Care Managers for the courage they demonstrated, they each received 10 YTB credits to earn a YTB gift card.

See also https://www.Instagram.com/YTB_NJ
**P.O.C.A.** is the magic that gives YTB traction

- **Promoter** – “accountability person” to coach youth to stay active and log activities.


- **Concentrating** force – remove not knowing what to do by offering specific, tangible, actionable choices for youth to earn YTB credits between meetings.

- **Accelerating** force – youth may feel the adrenaline rush when they experience the joy and fun of meeting people; while learning about interesting things in their community.
YTB Community Plan

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Management: YTB Work Flow
YTB EcoMap

YTB works for all youth from any background anywhere

YTB increases self-regard community connections social capital

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**Child-Family Team**
- Youth
- Parent-Caregiver
- Informal Supports

**System Providers**
- Facilitator
- Youth Mentor
- Clinician

**System Partners**
- Family Support Org
- Family Success Ctr
- Youth Partnership

**Community**
- Community Theater
- Public Library, YMCA
- Foodbank, Parks, etc
- Community Hubs

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YTB increases self-regard community connections social capital
YTB Milestones

2012, Edgar Cahn
“Give youth responsibility to serve others in plan of care.”

2013-2015
Internships, community meetings

2016
First YTB youth
YTB Exhibit at PI Fair

2017
System Providers
DCF Mentoring Session

2018
TCOM2018
MonmouthCares & Morris-Sussex CMO
Youth Partnership

2019
2020 Pending
YP4YTB @ Youth Conf. Training Institutes

2019
CARF YTB Exemplary
YTB_NJ Instagram
NC System of Care Team
YP Youth Conf Exhibit
YTBapp
TCOM2019

WWW.INSTAGRAM.COM/YTB_NJ/ *** WWW.NJRESOURCENET.ORG/TCOM/
YTB Builds Strengths

CARF Standards Re: YTB
1. Youth choice
2. Caregiver choice
3. Strengths related
4. Needs related
5. Abilities related
6. Preferences related
7. Expectations of youth
8. Expectations of team
9. Responsive to youth concerns
10. Understandable to youth
11. Measurable
12. Achievable

CANS Child Strengths re: YTB
- Talents/Interests
- Community Involvement
- Youth Involved with Care
- Optimism
- Self-Expression
- Resiliency

CANS Caregiver Strengths re: YTB
- Natural Supports
- Caregiver Resourcefulness
- Supervision
- Involvement with Care
- Knowledge of Youth’s Strengths
- Caregiver Optimism

Wraparound Principles
1. Family Voice & Choice
2. Natural Supports
3. Culturally Competent
4. Collaborative
5. Individualized
6. Strength-based
7. Team-based
8. Community-based
9. Outcome-based
10. Unconditional Care
More than 12,000 youth are enrolled in New Jersey’s System of Care

~8% of MonmouthCares youth are participating in YTB

Imagine the good that would be created if more youth were involved with YTB

Good news on YTB:
- Safe
- Outstanding results
- Inexpensive
- High satisfaction
- Endorsed by Providers & Family Support Org

News:
- Less than 1% of youth in NJ-CSOC know about YTB.
YTB Community Plan

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YTB Builds on Itself

**Child Family Team**
- Start Bonus: 2
- WFI Interview: 2
- YTB_NJ Instagram: 2
- Make a resume: 2
- "8 Questions": 2

**At Home or YP**
- Make/ deliver meal: 2
- Do a repair: 2
- Run errand: 2
- Keep Exercise Log: 2
- Family Fall Fun Day: 2

**Neighbor, YP, School**
- Postcards El Paso: 2
- "When They See Us": 2
- Gov’t ID, non-driver: 2
- Get Library Card: 2
- Yard/Park Clean Up: 2

**Town, Community**
- FoodStock Volunteer: 2
- Philanthropy Club: 2
- Allaire Community Farm: 2
- Register to Vote: 2
- Community Theater: 2

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"Increasing community involvement"
## YTB End Game, Community Knowledge

<table>
<thead>
<tr>
<th>Helped These People</th>
<th>Places in Community</th>
<th>Doing Things, Service to Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>1       Relative</td>
<td>1       Child-Family Team Meeting</td>
<td>1       Assembling bookshelf</td>
</tr>
<tr>
<td>2       Neighbor</td>
<td>2       Neighborhood</td>
<td>2       Unloading supplies</td>
</tr>
<tr>
<td>3       YP Member</td>
<td>3       Municipal Building</td>
<td>3       Park clean up</td>
</tr>
<tr>
<td>4       School Club Member</td>
<td>4       County Fair</td>
<td>4       Preparing food</td>
</tr>
<tr>
<td>5       Public Librarian</td>
<td>5       Public Library</td>
<td>5       Greeting theater goers</td>
</tr>
<tr>
<td>6       Food Bank Manager</td>
<td>6       Community Organization</td>
<td>6       Decorating for event</td>
</tr>
<tr>
<td>7       Theater Supervisor</td>
<td>7       YMCA</td>
<td>7       Writing-sending post cards</td>
</tr>
<tr>
<td>8       Executive Director</td>
<td>8       Local Park</td>
<td>8       Washing cars</td>
</tr>
<tr>
<td>9       Coach</td>
<td>9       Food Pantry</td>
<td>9       Designing greeting cards</td>
</tr>
<tr>
<td>10      Park Warden</td>
<td>10      Motor Vehicle Center</td>
<td>10      Discussion with police officers</td>
</tr>
</tbody>
</table>

**Places in Community**

1. Child-Family Team Meeting
2. Neighborhood
3. Municipal Building
4. County Fair
5. Public Library
6. Community Organization
7. YMCA
8. Local Park
9. Food Pantry
10. Motor Vehicle Center

**Doing Things, Service to Others**

1. Assembling bookshelf
2. Unloading supplies
3. Park clean up
4. Preparing food
5. Greeting theater goers
6. Decorating for event
7. Writing-sending post cards
8. Washing cars
9. Designing greeting cards
10. Discussion with police officers
Youth, families, staff, providers on YTB

I feel like I’m in charge of something, not another therapy appointment.

Youth

“My child likes YTB and looks forward to telling our Care Manager what she did.”

Parent-Caregiver

“I’m getting good ideas for YTB from the Instagram.”

Family Support Organization

At first I said “Let’s wait and see how it goes”. Now it’s: “Say YES to YTB.”

Supervisor

“YTB is Community Planning.”

– QI Coach

“YTB changes the youth’s image. They feel capable.”

– former Care Manager

“Postcard project for El Paso was great. Why didn’t you ask us to do more and send to Ohio?”

YP Youth

“YTB gives the team something to focus on. I try to use YTB with every youth.

Care Manager

“YTB is part of our practice. Period. End of discussion.”

Director Clinical Operations

YTB works. My staff shares ideas on how we can get better with YTB.

- Regional Provider

I want YTB to be part of the Positive Youth Development hub.

- Community Leader

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Director Clinical Operations
Youth in YTB develop habits that change their community set point and build a plan with:
  • Connections with up to 10 people to count on, confide in, and trust.
  • Knowledge of up to 10 safe, welcoming places in their community.
  • Confidence from doing at least 10 things others value and appreciate.

Youth Timebanking Critical Success Factors:
  • An adult to encourage youth to provide service to others.
  • Team finds opportunities for the youth to contribute.

  • Expectation that youth have progressive responsibility over time.
  • Hold youth accountable. Youth need accountability partners.

  • Set up success with small wins where youth are shown gratitude.
  • Document the informal strategies of youth service in the youth’s plan.
Good luck!

We hope you find YTB worthwhile.

For further information on YTB visit YTBhome

Use the YTBapp or the YTBpassport

YTB helps youth realize that their community has:

- People to see
- Places to go
- Things to do

From helped to helper
From served to server
From receiver to giver
Encourage youth to transition from being a person served to being a person who serves. From being a service recipient to a co-producer in their community.

For ideas, please follow YTB_NJ
## YTB Jump Start

Youth can earn a YTB credit for completing this list. Change entries as interests change.

**Bucket** – something you would like to experience within the next six months.

**Gratitude** – something you are grateful for that happened recently, even today.

**LikeToDo** – things you enjoy doing and think you would like to do every day or weekly.

**BestOfMe** – something you recently did by yourself or with others that you are proud of.

**HelpWorld** – things you would like to do to improve something somewhere for people or the world.

**WishForMe** – something you would like to have that would make life better for you and-or your family.

All items are optional. Share with your YTB team.

### Bucket & Gratitude List

<table>
<thead>
<tr>
<th>1 Bucket</th>
<th>1 Gratitude</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 Bucket</td>
<td>2 Gratitude</td>
</tr>
</tbody>
</table>

### Likes & Bests List

<table>
<thead>
<tr>
<th>1 LikeToDo</th>
<th>1 BestOfMe</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 LikeToDo</td>
<td>2 BestOfMe</td>
</tr>
</tbody>
</table>

### Help & Wish List

<table>
<thead>
<tr>
<th>1 HelpWorld (or someplace)</th>
<th>1 WishForMe (or my family)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 HelpWorld (or someplace)</td>
<td>2 WishForMe (or my family)</td>
</tr>
</tbody>
</table>
### YTB Builds Community Plans

<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>Where youth lives, at school, or virtual activity</strong></td>
</tr>
<tr>
<td><strong>Community or Organization or Town</strong></td>
</tr>
<tr>
<td><strong>County and beyond</strong></td>
</tr>
<tr>
<td><strong>Serving others</strong></td>
</tr>
<tr>
<td>Someone is likely to say:</td>
</tr>
<tr>
<td>“Thank you!”</td>
</tr>
</tbody>
</table>

#### Serving others
- Participate in WFI interview
- Make popcorn for CFT meeting
- Create poster of team vision
- Prepare family picnic or meal
- Design “Thank You” cards
- Write gratitude journal 1 month
- Assemble wire shelf unit
- Hand papers, pick up plates, ...
  Your ideas ... (help update this chart)

#### New Experience /Learning activity
- Fold chairs, boxes, envelopes
- Join Youth Partnership
- Attend pottery workshop
- Free concert at public library
- Apply for a job or draft resume'
- Register to vote, learn first aid
- Learn work tools or water safety
- Use PBIapp to view CANS data
- ... your ideas here ....

#### YTB Lessons Learning
- Avoid using YTB credits for expected behavior
- Get starting by earning credits for new experiences.
- Youth can do things for others.

#### Community or Organization or Town
- Back-to-school backpacks
- Greeter community theater
- Water stop at 5K fun run
- Unload boxes food bank
- Stock shelf public library
- Organize photo display
- Bring art/poetry/dance or tell joke - CMO Talent Show
- ... your ideas here ...

#### County and beyond
- Join a youth group
- Decorate for special event
- Write letter to newspaper
- Volunteer at county fair
- Help at a clothing drive
- Help plant flowers-shrubs
- Participate in Youth Conf or Young Womanhood Conf
- ... your ideas here ...

### YTB Builds Community Plans

- **YTB Builds Community Plans**

#### YTB Builds Community Plans
- **Where youth lives, at school, or virtual activity**
- **Community or Organization or Town**
- **County and beyond**

#### YTB Builds Community Plans
- **Serving others**
- **New Experience /Learning activity**
- **YTB Lessons Learning**

#### YTB Builds Community Plans
- **YTB Team must support YTB**

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0 – Youth is involved with weekly service activity.
1 – Youth trying YTB, mix of experience & service.
2 – Youth talks about YTB or credit for behavior.
3 – Youth unaware or not interested in YTB.