"Multiculturalism" as an approach to the delivery of social services is being discussed/taught and explored by many human service institutions/agencies for the first time. The staff at the Urban League's Northeast Youth Service Center have both practiced the approach and helped to train staff at other agencies as they seek to increase their sensitivity to minority racial/ethnic groups and improve the quality of the services they deliver to those groups. Unique in this state, the ULNEYSC has the staff with the knowledge and skill which allows us to address the complex needs of clients from a wide cultural/ethnic spectrum.

H. PUBLIC RELATIONS:

- The staff will continue to speak to schools, churches and community groups and/or participate in forums where issues impacting youth are under discussion. Staff will continue to participate in planning groups and meet with members of other agencies and institutions in order to share information and coordinate services.
- On a quarterly basis, the ULNEYSC will submit to the local newspaper an article on one or more activities carried out by the ULNEYSC during the quarter. A copy of the article will be forwarded to the Youth Service Center Coordinator for the city.
- On a quarterly basis, the ULNEYSC will submit a report of staff presentation and information dissemination activities.
- Advertise events, i.e., Career Awareness Day, Education for Summer Fun, Youth Week, and participate in dialogue regarding issues.

I. CENTER ORGANIZATION:

The Urban League Northeast Youth Service Center is projecting nine (9) full-time and one (1) halftime staff member for FY 1985-86. The staff will be composed of:

- l FTE Youth Service Center Coordinator
- 1 FTE Diversion Coordinator
- 1 FTE Employment Coordinator
 1 FTE Intoke MIS Secription
- 1 FTE Intoke/MIS Specialist
 1 FTE Volunteer Consideration
- 1 FTE Volunteer Coordinator
 3 FTE Case Managers
- 3 FTE Case Managers
- 1 FTE Southeast Asian Outreach Worker
- 1 FTE Office Manager

Personal Service Contracts will be used to meet needs of clients and/or their families who require psychological

evaluations and/or parenting training and/or specialized therapy/assistance.

The center is open during the hours of 9:00 A.M. to 9:00 P.M., Monday through Thursday and 9:00 A.M. to 7:00 P.M. on Fridays. The following days are observed as official holidays by the Urban League:

- New Years Day
- Martin Luther King, Jr.'s Birthday
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- The day after Thanksgiving or Christmas Eve
- Christmas Day

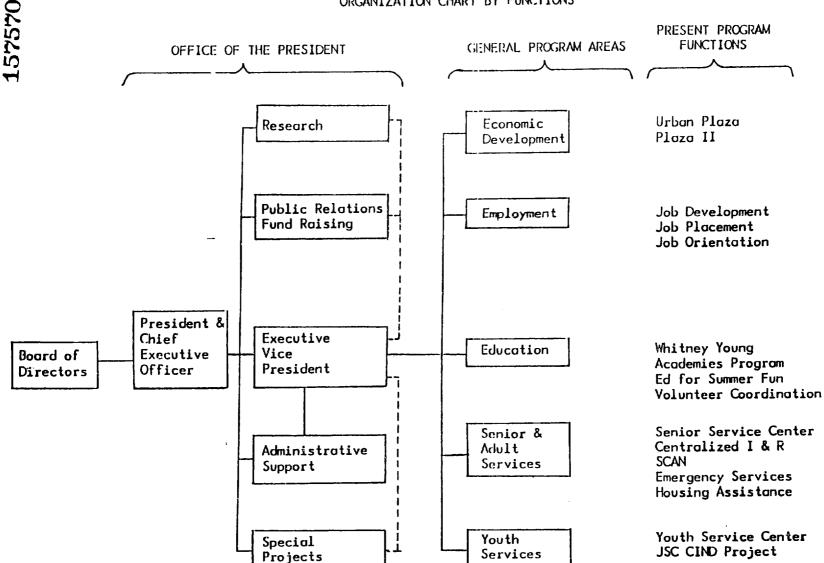
In addition, the Urban League and therefore the center will be closed for a two day annual staff retreat during the month of March each year.

Additional center coverage is available and provided by volunteer workers Monday through Friday. In emergency situations, the staff is instructed to notify the project director or agency president. The staff is provided with appropriate emergency telephone numbers, and a standard first aid kit.

Staff are scheduled, to work evening shifts so that at least two, often three or four staff members are on the premises in the evening, and every precaution is taken to insure the safety of staff and clients. Each evening shift has a supervisor or supervisor designee to act as the responsible staff person for that shift.

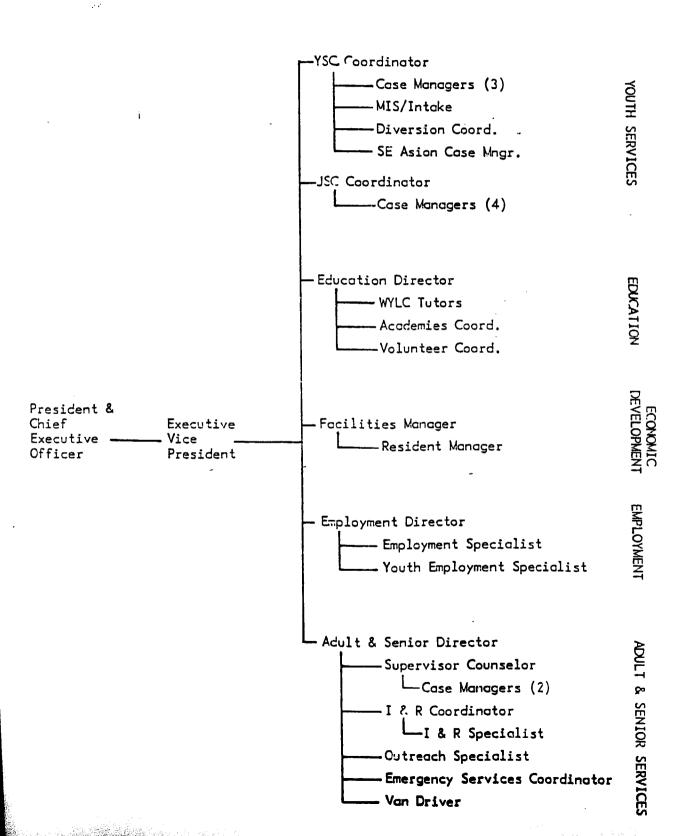
J. CONTRACTING AGENCY INVOLVEMENT:

The Urban League of Portland, Inc., a nonprofit agency, has been providing services to the Portland metropolitan area since 1945, by working to improve interracial understanding and improve the conditions under which minorities and other disadvantaged persons of all ages live. The Urban League will provide for the Northeast Youth Service Center as it does for its other programs, i.e., administrative support through its Board of Directors, President and Executive Vice President, its Director of Research, Director of Youth Services, and bookkeeping personnel. In addition, there will be program level support from the other Urban League departments. These include: Employment Department, the Senior Services Department, and Community Services Department.



GENERAL PROGRAM AREAS

Organizational Chart



K. COMMUNITY PARTICIPATION:

Residents, agencies, and organizations within the Urban League Northeast Youth Service Center target area have been involved with the planning of the center, along with the Citizens Advisory Board. The functions of the Citizens Advisory Board are:

- 1. To continually assess the needs of Urban League, Northeast Portland, and also represent the interest of the youth and families in the community.
- To advise and assist the staff of the Northeast Youth Service Center.
- 3. To make policy recommendations to the Director of the Urban League Northeast Youth Service Center.
- 4. To monitor and evaluate the program and to help prepare the budget.

The use of volunteers to augment paid staff will also continue to be a vital part of the Urban League Northeast Youth Service Center program. Volunteers will be recruited through the Urban League, community and public service announcements. Volunteers will assist paid staff with tutoring, a Big Brother/Sister program, recreational activities, the Neighborhood Accountability Board, and other projects as they are developed.

The staff participates in significant community forums, including citizens advisory board meetings, neighborhood association meetings, Northeast Police Precinct Council meetings, King Neighborhood Facility Board and interagency meetings, Juvenile Court Advisory Council, child, youth/advocacy and family counseling center meetings, etc.

The Citizens Advisory Board work plan for FY 85-86 includes: Continued improvement of the quality of police participation on the CAB; soliciting more representation on CAB; presentations to community on behalf of center; developing a public relations and publicity plan for the center, and better utilizing Urban League resources. The CAB is committed to increasing the visibility of the ULNEYSC in the total community and to ensuring program excellence.

L. COORDINATION:

The ULNEYSC has been involved in an extensive networking effort with various agencies in and outside of the Northeast Portland area, working towards a goal to expand the array of culturally specific support services available to youth and families. From these activities, the center has gained

community recognition as a creditable service, and information and referral agency in the community.

Coordination and participation with other community organizations and statutory agencies is an integral part of Urban League Youth Services' provision of services to area youth and families. Contract and agreements for services have been negotiated with the following agencies and organizations, and support letters made available at the time of this writing are attached. This list is endorsed by the Urban League Youth Services Citizens Advisory Board.

ALBINA MINISTERIAL ALLIANCE (AMA).

Offers day care, summer employment opportunities for youth in AMA Headstart operation. Urban League Youth Services will provide case management services to families referred by the various churches represented by the organization.

ALBINA YOUTH OPPORTUNITY SCHOOL (AYOS).

Alternative high school for students who have been expelled or otherwise not accepted by Portland Public Schools. Basic education. Urban League Youth Services Center will continue providing case management services to families referred by this school.

BLACK EDUCATION CENTER (BEC).

Basic skills curriculum for grades K-4. Cultural frame of reference and discipline emphasized. Urban League Youth Service Center will provide case management services to families referred by the BEC.

PORTLAND PRIVATE INDUSTRY COUNCIL (PIC).

Job training referral and placement will occur for youth 14-21 years of age.

HEALTH HELP PROJECT - A MEDICAL CLINIC.

Medical clinics, examinations, pregnancy testing, health information, information and referral, home visits, physicals, blood pressure tests, VD tests, immunizations, chiropractic and podiatric services. Urban League Youth Service Center will provide case management services for referrals from this clinic.

INTERSTATE FIREHOUSE.

Cultural presentations for youth and families.

NEIGHBORHOOD MEDIATION PROJECT.

Cross referral of appropriate youth and families in mediating neighborhood disputes. Urban League Youth Service Center will continue cross referrals to this project.

NORTH/NORTHEAST MENTAL HEALTH CLINIC.

Minority professional staff participation in some parent training, support groups, and workshop design and facilitation. Urban League Youth Service Center will continue providing case management services for referrals from the N/NE Mental Health Clinic.

PORTLAND OPPORTUNITIES INDUSTRIALIZATION CENTER (POIC).

Prevocational and vocational training - individual learning plan and individualized instruction. Basic skill, writing, GED testing preparation, career and life planning, general office, secretarial, auto body and data entry training. Urban League Youth Service Center will provide case management services to families referred by POIC.

PORTLAND PUBLIC SCHOOLS (PPS).

Administrative agreement to refer Northeast area youth needing tutoring, counseling, family supportive services and/or other intervention strategies necessary for youth to remain in school.

SOUTHEAST ASIAN VICARIATE.

Urban League Youth Service Center will provide outreach and counseling services to Southeast Asian families referred by this agency.

URBAN LEAGUE OF PORTLAND, EMPLOYMENT DEPARTMENT.

Job development for youth and adults. The Northeast Youth Service Center will provide case management services for families referred by this and other Urban League Departments.

WHITNEY M. YOUNG LEARNING CENTER: URBAN LEAGUE TUTORING PROJECT.

After school tutoring and basic skill building for students in grades 1-12. Urban League Youth Service Center will provide case management services to families referred by this center.

The Urban League Youth Services Department also has specific interagency agreements with primary providers in the Community Intervention Network for Delinquency (CIND). CIND provides a structure that brings together a variety of community services

into a comprehensive service package for delinquent youth. CIND providers are:

- * Urban League Youth Services Department
- * Harry's Mother (Janis, Inc.)
- * Mainstream
- * Morrison Center

ATTACHMENT "A"

SECTION E: OBJECTIVES

REQUIRED OBJECTIVES

To reduce involvement with the juvenile justice system of youth under 18 who commit status and misdemeanor offenses by accepting 275 referrals from the police, juvenile court, and/or security departments and provide 1,750 hours of services by June 30, 1986.

To respond to the critical needs of youth and their families living in the target area by providing services to a minimum of 1,970 clients, 1,000 of which will be recorded through the client tracking system by June 30, 1986.

To increase youth access to employment by providing at least 180 youth with employment readiness/assistance; provide placement for a minimum 100 youths in jobs by June 30, 1986.

To decrease youth and family problems by providing 700 youth and their families with 3,000 hours of counseling services by June 30, 1986.

To maintain community and service capability by recruiting volunteers in order to provide 5,000 hours of volunteer services by June 30, 1986.

OBJECTIVE NUMBER Total TITLE No	rtheast Youth Service Center CONTINUING X
SPECIFY OBJECTIVE IN MEASURABLE TERMS:	
The Northeast Youth Service Center will and their families as measured in the focunseling to include parent education, services to include community service re	provice 20,700 hours of service to 1,970 youths llowing objectives. These services will be case coordination and on-going support; diversion stitution; employment services; volunteer services; community participation and recreational
Total Clients to be Served 1.970	Total Number of Services to be Delivered 20,700 hours
Cost per Client \$ 114.96	Cost Per Service \$ 10.94
INDICATORS/HOW REPORTED: Number of intake forms submitted. Records, lists of names and reports on a Number of service hours reported on SD/1 Internal recordkeeping with reporting or	reporting forms.
ACTIVITIES:	
Intake Counseling Services: Needs Assessment Individual Counseling Group Counseling Family Counseling Parenting Education Support Services Case Coordination On-going support Psychological Evaluation Therapy	Recreation Services: Special Classes Events Teams Volunteer Services: Instructors Big Brother/ Big Sister S.E. Asian Outreach Services Acculuration Groups Interpreting Services Advocacy
Diversion Services: Community Service Restitution Victim Contact Neighborhood Accounting Education Services: Tutorial (Whitney Young Learning Cereducation Assistance School Advocacy	Community Participation: Meeting Coordination Career Awareness Day Jefferson Career Day UL/AJC Youth Forum

3 FTE Case Managers

1 FTE Diversion Coord.

1 FTE Volunteer Coord. (85%)

STAFFING: 1 FTE Coordinator 1 FTE Intake/MIS (62%)

1 FTE Secretary

l FTE Employment Coordinator l FTE SE Asian Outreach

OBJECTIVE NUMBER 1 TITLE	Counseling Services	NEW OBJECTIVE CONTINUING X
SPECIFY OBJECTIVE IN MEASURABLE TERMS:		
To respond to the critical needs of service to a minimum of 700 clients 3,000 hours of counseling services access to quarterly parent groups by	. The Northeast Youth Service Cen to clients accepted in the youth p	A
Total Clients to be Served 700 Cost per Client \$ 113.96	Total Number of Services to be Cost Per Service \$ 26.59	Delivered3,000 hours
INDICATORS/HOW REPORTED: By counting service hours coded 1,2	,3,4,5,6,7,15,21,22,23, on the SD/	T form.
Provide counseling services according Provide interagency coordination as Make referrals to other agencies as Operate youth counseling groups. Provide three month follow-up services provide on-going support to clients	ng to needs assessment appropriate. appropriate.	T TOTH:

OBJECTIVE NUMBER 2	TITLE Diversion Services	CONTINUING X
who have been referred by the	youth under the age of 18 with the juth who have committed status or min police, juvenile court and/or securenter will provide 1750 bours of div	or misdemeanor offenses
Total Clients to be Served	275 Total Number of Services to Cost Per Service \$ 28.	be Delivered 1,750 hours
INDICATORS/HOW REPORTED: Number of youth referral source Community service hours, rest Counting of service codes 1,2	ce coded as 1,2,3,4 or 5 on client in itution hours, victim contact, NAB ho,3,4,5,17,18,98.	ntake forms. ours.
Provide individual, group, for Develop case plan for each you Provide interagency coordinate of youth and family serving Conduct groups and/or workshop Provide follow-up services the Community service, restitution	ion and sharing as appropriate. Refo agencies as appropriate. os as per the needs of the client. ree months after case termination.	er youth to network

OBJECTIVE NUMBER	3 TITLE	Employment Services	NEW OBJECTIVE CONTINUING	X
counseling, Provid	access to employm de placement for	ent by providing 180 yout	th with employment reading 1,550	ess 0
		Total Number of Servi	1,55 to be Delivered 1,55	0 hours
INDICATORS/HOW REPOR' Number of youth re Employment readine Monthly Director's	ported as placed ess code 8	per code 9 or 10 on SD/T	form.	
Coordinate job pre	buth to Private I eparedness training Employment Coun Employment Specating Career Awarouth to appropriacyouth job seekers	reness Day ate work sites.	and Public Schools, the	

STAFFING:

OBJECTIVE NUMBE	R 4	TITLE Voluntee	er Services	NEW OBJECTIVE CONTINUING X
· · · · · · · · · · · · · · · · · · ·				
SPECIFY OBJECTI	VE IN MEASURABI	LE TERMS:		
	volunteers in			onal service capabilities volunteer services by
Total Clients t	o be Served	N/A Total	Number of Serv	ices to be Delivered 5,000
Cost per Client	\$ N/A	Cost F	Per Service	\$ 5.90
INDICATORS/HOW Monthly Direc Number of hou	tor's Report	per volunteer		
activities specified trained to the second trained to the second trained to the second trained to the second trained t	oonsored by the sing, support o volunteer servi	Northeast Youth Sand supervision for acces will include S acces tutors, and pro	Service Center. r volunteers. but not be limi	recruit volunteers for various ted to Big Brother/Big Sister er counselors and general
STAFFING: .2	FTE Coording	tor .20 Secre	tary 1.0	00 FTE Volunteer Coordinator

OBJECTIVE NUMBER _	5	TITLE	Community Particip	ation	CONTINUING	<u> </u>
SPECIFY OBJECTIVE To insure neighb neighborhhod org	orhood partici	ipation b	y youths through c	pordination of	meetings with	
The Northeast Yo in 2,000 hours o	outh Service Co of community po	enter wil orticipat	l insure participa ion activities.	tion of a minim	um of 400 yout	ihs
Total Clients to b	e Served 40	00	Total Number of S	ervices to be D	elivered 2,00	0 hours
Cost per Client _	\$ 18.79		Cost Per Service			
Urban League	participating of participat:	ing youth	nity activities di s in community act ed and attended.	ivities directl	y sponsored by	the
ACTIVITIES: Meet with variou youth needs of Coordinate and of Coordinate and of	us community of are heard. organize partion organize partio	rganizati cipation	ons, businesses, o in Career Awarenes in Jefferson Caree e Urban League/Ame	itizens and age s Day r Day	ncies to insur	
STAFFING: .15 FT	TE Coordinator		.10 FTE Intoke	IA ETG	. Coordina	

DBJECTIVE NUMBER	6	TITLE _	Sautheast Asian	Outreach	CONTINUI	
SPECIFY OBJECTIVE To assist 70 Sources to aid of services.			nd their families to this country.	in accessing The NEYSC wi	and utilizing 11 provide 800	available hours
Total Clients to b	e Served	70	Total Number o	of Services to	be Delivered	800
Cost per Client	-	•	Cost Per Servi	ice <u>\$ 27</u>	.07	
On Director's me	onthly repo	rt.				
ACTIVITIES: Outreach activi Provide monthly Provide interpr Provide S.E. As Provide S.E. As	information eting activities in the contraction in	vities. Lional act:	ivities •			
·						

STAFFING: .1 FTE Intake

OBJECTIVE	NUMBER	7	TITLE E	ducation As	sistance		NEW OBJECTI CONTINUING	VE X
-								
To assi to pote ina adv Provide	st 50 youth ntial suspe ocacy and e 4900 hours	ducational a	parents w lsions fr assistanc < assista		y coordin	istance in handating with area	a schools ar	nd provid-
Total Cli	ents to be	Served	95	Total Numb	er of Ser	vices to be De	livered 5.	600 hours
Cost per	Client	\$ 79.09		Cost Per S				110013
Number	S/HOW REPOR of youth by Director's	source code	e 11					
ACTIVITIE	S:							
disc Pefer c and	iplinary ac lients to a tutoring.	tion.	orograms/	agencies in	the commu	es and in follo ensions/expulsi unity for acade ng Center.	ions as	
STAFFING:	.15 FTE Co	ordinator	.10	FTE Intake		.10 FTE Secre	tary	

OBJECTIVE NUMBER	8 TITLE	Recreation	NEW OBJECTIVE CONTINUING	-
SPECIFY OBJECTIVE IN Insure participatio aimed at instilling self-discipline.	n of 250 youths i	n 1,000 hours of com	munity recreational activities on/pride, responsibility and	
Total Clients to be S Cost per Client	[Total Number of S Cost Per Service	ervices to be Delivered 1,000 ho	UIS
INDICATORS/HCW REPORT Monthly Director's Number of youth and	Report	pation		
ACTIVITIES: Youth photography of Youth sewing classes Blue Dragon Volleyt Maintain network of Matt Dishman (swi Peninsula Park (v	es call Team coordinated recr mming, wrestling,	eational activities tennis), Dekum Cour	at Salvation Army (swimming), t (arts and crafts) and	
STAFFING: .10 FTE I	ntake	.10 FTE Secretar	у	-

PART III
ATTACHMENTS

Urban League North East Youth Service Center Community Advisory Board

Ms. Iris Bell 6352 N.E. Mallory Portland, Oregon 97217 (U.S. Forest Service)

Mr. Albert Collier Professional Training Syst. P.O. Box 11252 Portland, Oregon 97211

Ms. Sherrian Haggar
AFSC Education
2249 E. Burnside
Portland, Oregon 97214

Mr. Larry Gant Glenhaven School 8020 N.E. Tillamook Portland, Oregon 97213 (Portland Public Schools)

Ms. Lucretia Honor, Director Adolescent Day Treatment Morrison Center 5205 S.E.86 Portland, Oregon 97266

Amani Jabari 2813 S.E. Colt Drive #432 Portland, Oregon 97202 (Vancouver Memorial Hospital - Personnel)

Ms. Nicole Parker 876 N.E. Ainsworth Portland, Oregon 97211 (Wilson High School) Mr. Lolenzo Poe Juvenile Court Office 1401 N.E. 68th Portland, Oregon 97213

Mr. James Posey 117 N.E. Stanton Portland, Oregon 97212 (U.S. Forest Service)

Mr. Christopher Randolph 534 S.E. Grand #10 Portland, Oregon 97214 (United Airlines)

Ms. Eileen Terry District Manager Southland Corporation 6610 N.E. 78th Court A-2 Portland, Oregon 97218

Elizabeth Waters (CHAIR) 3206 N.E.12th Portland, Oregon 97212 (PIC Seniors Program)

URBAN LEAGUE OF PORTLAND BOARD OF DIRECTORS 1984-1985

			Term Expires
ADAIR, DONNY Chair	Emanuel Hospital 2801 N. Gantenbein Portland, Oregon 97227	280-3963 (o) 2 % -§i 65(n)	1987
COLLIER, SKIP	Micro Computer Schools of America 321 N.E. 20th Avenue Portland, Oregon 97232	238-1404 (o)	1987
FLANAGAN, BRIDGET	Safeway Stores P. O. Box 523 Clackamas, Oregon 97015	656-1461 (o)	1987
FOX, NELLIE	State AFL-CIO 1900 Hines Street, S.E. Salem, Oregon 97302	224-3169 (o) 644-8520 (h)	1985
KELLEY, THOMAS	Benj. Franklin Savings & Loan One S.W. Columbia Portland, Oregon 97258	248-1390 (o)	1987
KISHIMOTO, RICHARD Ex-Officio Member	Xerox Corporation 1800 S.W. First Avenue Portland, Oregon 97201	221-1850 (o)	1985
MINOR, SHIRLEY	City of Portland Affirmative Action Office 1220 S.W. Fifth Avenue, Rm. 170 Portland, Oregon 97204	248-4164 (o)	1987
POSEY, BRUCE Board Secretary	Pacific Northwest Bell 421 S.W. Oak Street Portland, Oregon 97204	242-5541 (o) 643-7638 (h)	1985

RASMUSSEN, LINDA Chair Elect	Communication Workers of America 915 N.E. Davis, Suite C Portland, Oregon 97232	238-6666 (o)	1985
SMITH, JOEL Board Treasurer	Termicold Corporation 1515 S.W. Fifth Avenue Portland, Oregon 97201	224-3480 (o)	1987
STARR, IRWIN	KGW - TV 1501 S.W. Jefferson Street Portland, Oregon 97201	226-5123 (o)	1987
SYKES, RON	6333 N. Michigan Avenue Portland, Oregon 97217	790-942 5 (o) 289-8216 (h)	1987
TALLEY, BEN	Adult & Family Services 1400 S.W. Fifth Avenue, #505 Portland, Oregon 97201	229-5236 (o)	1985
TIENSON, THANE	Mitchell, Lang & Smith 101 S.W. Main, Suite 2000 Portland, Oregon 97204	221-1011	1987
VOGEL, JOHN	Pacific Power and Light Co. 920 S.W. Sixth Avenue Portland, Oregon 97204	243 –1122 (o)	1986

PART IV.

BUDGET

1.	FUNDING RECAP - Youth Service Centers - Northeast					
	a.	Budget Summary: (List all sources of f source)	unding by amount and			
		City Support Requested	Amount			
		City General Fund	\$226,482			
		Subtotal - City Support	\$226,482			
		Required Cash Match	\$ 15,854			
		TOTAL CONTRACT	\$242,336			
	b.	Funding Statement: (Briefly describe to source of match)	he <u>duration</u> of <u>each</u>			
		United Way - 7/1/	85 - 6/30/86			
2.	STA	TEMENT OF CERTIFICATION				
	The	information provided herein is, to the tifiable and correct.	best of my knowledge,			
	Aut	horized Signature:	Date 5/1/85			