



**URBAN PEAK QUALITATIVE REPORT
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In January of 2004, Urban Peak (UP), a not-for-profit organization serving homeless and runaway youth awarded a contract to Colorado Social Research Associates (CSRA) to conduct an evaluation of their programs. Meetings were held between key staff of Urban Peak, project staff from CSRA, and youth representatives from Urban Peak to identify the research question, population to be included, and methods to be employed. The principle aim of the project was to develop and implement a qualitative evaluation to address the research question: *What is working in moving homeless youth from the streets into shelters and permanent housing?*

Method

Participants. Three focus groups were conducted with youth affiliated with UP by Research Associates (RAs) from CSRA in spring of 2004. In total, 26 youth from three UP programs participated in the focus groups: 10 in the Outreach group, 8 in the Shelter group, and 8 in the Rocky Mountain Youth Housing Program (RMYHP) group. Youth were recruited for the focus groups by UP staff. A mixture of male and female youth of various ages and backgrounds participated in the focus groups.

Measures. Before the focus groups were conducted, CSRA staff met with various UP staff and youth to gain a better understanding of the organizational structure and services that are offered to the youth through the various programs. CSRA staff drafted an interview protocol based on these meetings. The draft was reviewed by key UP staff, and revised by CSRA based on their suggestions. The interview protocol was then presented to the UP Research Committee, and feedback from this committee was incorporated in the final protocol.

Procedure. Focus groups were conducted in private rooms at UP facilities with no UP staff present. At the start of each focus group, RAs presented a consent form outlining the purpose of the focus group, the rationale and procedures for audio-taping the session, and the confidentiality of responses including exceptions for mandatory reporting. All consent forms were signed and returned to RAs. Introductions were made before the audio-taping began.

The RAs asked questions from the interview protocol and encouraged the youth to respond freely. The interview protocol served as a starting point for discussions, and the RAs used additional probes to explore various topics in detail. Occasionally one or two of the youth dominated the conversation, and the RAs made efforts to engage the other youth to join in the conversation. At the conclusion of the focus groups, RA's provided each focus group participant with a \$5 gift certificate to McDonald's restaurant as a compensation for participation.

Analysis. The audio tapes were transcribed verbatim by CSRA staff, except in the case when identifying information such as a youth's name was mentioned. RAs reviewed the transcriptions several times to obtain an overall sense of the data. Next, the themes from the participants' words were independently identified by two RAs and were compared and contrasted. As variation between RAs thematic analyses were discovered, the RAs returned to the transcription to further explore and resolve these discrepancies. The synthesis of these themes was placed into a table that was used to further reduce and organize the data. Finally, data were reviewed for emerging themes and relationships related to the research question.

Results

Table 1 provides a general summary of the major findings from the three focus groups. All three groups provided feedback on factors that motivate youth to move toward greater stability in housing and employment, as well as on factors that prevent youth from becoming more stable. Other topics discussed by all three groups included areas where UP is helpful, aspects of the staff that they like and dislike, program structure, and feedback on both facilities and services offered. In some cases, the youth were speaking about their own experiences and in other cases they were describing their observations of peers' situations.

Table 1
Findings across Programs

	Outreach	Shelter	RMYHP
Factors that Motivate Youth to Move Toward More Stability	<ul style="list-style-type: none"> • Having a bed and shower motivates people to stay in the shelter 	<ul style="list-style-type: none"> • Tired of being cold or ill • Need to learn, become more independent, or become “clean” 	<ul style="list-style-type: none"> • Living in UP housing is a “building step” in the process of becoming independent
Factors that Prevent Youth from Moving Toward More Stability	<ul style="list-style-type: none"> • Enjoying the freedom and lack of restrictions on the street • Employment obstacles—difficult to get a job without experience, or without an address, phone, and appropriate clothing • Issues with the shelter 	<ul style="list-style-type: none"> • Some do not care, do not want to listen to anybody, are afraid of responsibility, are not ready, are scared, or are lazy • The “drama” among youth is a barrier to staying in the shelter • Some people come to the shelter instead of getting an apartment because they need the stability 	<ul style="list-style-type: none"> • Housing obstacles – hard to find other housing, background checks are a barrier • Employment obstacles— anxiety, fear of employment • Problems with having the apartment building located near Colfax with drug availability • Difficulty making transition to “real world”
Areas where UP helps	<ul style="list-style-type: none"> • Free stuff – food, sodas, clothing, hygiene products • Linkage to services 	<ul style="list-style-type: none"> • Services – schooling, transportation, counseling, employment services, medical services • Personal support – the people are like a family • It is the only place to go • The shelter is a good place • UP helps with other things besides food and bed as opposed to adult shelters 	<ul style="list-style-type: none"> • It is a place to stay • Can provide a reference when youth apply for housing elsewhere, provides a rental history • Subsidized rent • Helps with independence

Staff	<ul style="list-style-type: none"> • Staff could follow-up more, be more invested, or pay more attention to youth over a longer period of time 	<ul style="list-style-type: none"> • Would like more interaction with staff • Need more effective employment services • Inconsistency with rules is a problem • Staff do not notice when people come to the shelter high on drugs • Case managers should push the youth more/ could be in better contact with probation officers 	<ul style="list-style-type: none"> • Staff are nice, like a mother to us/ no problems with staff • Staff sometimes violate privacy • Staff do not follow through, often cancel appointments • Better communication among staff and youth would help • Case managers are overworked
Program Structure	<ul style="list-style-type: none"> • Being in the shelter is not much different than being on the streets • The rules at the shelter are too strict 	<ul style="list-style-type: none"> • Use a level system • Youth should not be shut out of the shelter when they are physically ill • Some youth need law enforcement present to make them behave 	<ul style="list-style-type: none"> • There is no other place like this • You depend on yourself here versus when you are in the shelter • Policies regarding checking in with school and employers are too intrusive • There should be more structure, and rules should be monitored more closely
Suggestions/ Feedback on Services	<ul style="list-style-type: none"> • Give out more free stuff • Provide more employment services • Provide more housing services • Add to/change shelter structure • Communicate more with other agencies 	<ul style="list-style-type: none"> • The medical staff do not spend enough time when diagnosing/ there are not enough medical staff • Offer a way for youth to get required community service hours completed • People with a felony on their record need extra help from employment counselors • Youth could use help with balancing work, school, and treatment 	<ul style="list-style-type: none"> • A community van or car to be driven by staff would help • Offer more services on-site – employment lab, medical services, legal counseling, internet access, low-price apartment listings • People need to be kicked out/ monitored more closely • A alternate way to check if people have been attending work is to check pay stubs
Feedback on Facilities	<ul style="list-style-type: none"> • UP could make The Spot into an overflow shelter or a shelter for older youth 	<ul style="list-style-type: none"> • Shelter should be kept cleaner • The close proximity of so many people is a problem 	<ul style="list-style-type: none"> • The shelter needs to be cleaned • There are problems with the temperature in the apartments

			<ul style="list-style-type: none"> • One bedroom apartments would be better than studios
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Tables 2, 3, and 4 include more detail organized by each of the three focus groups representing the Outreach, Shelter and Rocky Mountain Youth Housing programs. Each table is followed by some direct quotations from the youth, which illustrate points in their own words.

Table 2
Findings from the Outreach Youth

Factors that Motivate Youth to Move Toward More Stability	<ul style="list-style-type: none"> • Having a bed and shower motivates people to stay in the shelter
Factors that Prevent Youth from Moving Toward More Stability	<p>FREEDOM/LACK OF RESTRICTIONS ON THE STREET</p> <ul style="list-style-type: none"> • You can drink alcohol and use drugs when you are on the street • No curfew when you are on the street • There are no rules on the street like there are in the shelter - you can smoke a cigarette whenever you want <p>SHELTER SPECIFIC ISSUES</p> <ul style="list-style-type: none"> • You do not have to deal with the drama of the shelter • People in the shelter have viruses and colds • The shelter smells bad • “I get anxious a lot in [the shelter]. Like if I stay in one place too long, then I start getting anxious.” • Property gets stolen in the shelter • People become lazy when they stay in shelters • It is harder for men than women to enter other shelters and to receive vouchers for hotels - engaged couples have trouble being admitted into shelters and housing because the services are often gender-specific <p>EMPLOYMENT OBSTACLES</p> <ul style="list-style-type: none"> • Tough to leave the street when you do not have a job • Tough to find a job when you do not have an address, phone, experience, clothing, hygiene products, and/or transportation
Areas Where Urban Peak Helps	<p>FREE STUFF</p> <ul style="list-style-type: none"> • Food, sodas • Clothing, shoes • Hygiene products • Bus fare <p>SERVICES</p> <ul style="list-style-type: none"> • Paying for schooling • Liaison to connect youth with services such as dental and vision

	<ul style="list-style-type: none"> • Help obtaining official identification cards • UP offers more to youth in the shelter than youth in outreach
Staff	<ul style="list-style-type: none"> • Staff could follow-up more, be more invested, or pay more attention to youth over a longer period of time
Program Structure	<ul style="list-style-type: none"> • Being in the shelter is not much different than being on the streets • The rules at the shelter are too strict
Feedback on Facilities	<ul style="list-style-type: none"> • The shelter is nasty • UP could make The Spot into an overflow shelter or a shelter for older youth
Suggestions/ Feedback on Services	<ul style="list-style-type: none"> • Change the age restriction to allow older youth in the shelter • Open a new shelter for older homeless youth • Communicate with other agencies like MHCD for coordinating services – “...like say you have a client. Maybe another place might have something, and you’re like hey, I got a client here, and I hear you got this service, is there a way I could hook my client up for that service...” • UP could offer a gym for recreation and showers • Increase frequency the GED classes to occur more than once a week <p>FREE STUFF</p> <ul style="list-style-type: none"> • Suggestion for UP to give gas vouchers to those who have their own vehicles • Provide bus passes • Provide the street kids with money or gift certificates for clothes shopping “like the kids in housing get” <p>EMPLOYMENT</p> <ul style="list-style-type: none"> • It would help if UP could provide a voice mail line where potential employers could leave messages without knowing they are calling UP • Updated job listings could be provided • UP could set up job placement connections with local businesses • UP could hook the youth up with cellular phones for job searches and other purposes <p>HOUSING</p> <ul style="list-style-type: none"> • The waiting lists for housing are too long • Expand housing options by working with low-income housing groups • UP could help youth obtain apartments by helping with the money for the deposit
Miscellaneous	<ul style="list-style-type: none"> • Prostitution is one way some youth get a place to stay

Quotations from the Outreach Youth

- ❖ On why it can be better to live on the street versus in a shelter, “...people are a big obstacle. Last year I was like this close to getting my apartment, I was just waiting for the vacancy. And just the animosity got to me, I like snapped on someone and went to jail and lost everything I had going for me.”
- ❖ Regarding living in the shelter, “People, a lot of people get comfortable with shelter life. At least being on the streets, if you don’t, if you’re not comfortable with the streets, its motivation to like get back on your feet, you know. Being in the shelter, you have like

everything you need, like three meals a day, guaranteed, like guaranteed shelter at night, everything's just like handed to you just for free. That makes people like, lazy.”

Table 3
Findings from the Shelter Youth

<p>Factors that Motivate Youth to Move Toward More Stability</p>	<ul style="list-style-type: none"> • The need to learn, to learn how to “grow up” • The need to become more independent • Wanting to become “clean” • Enjoying being with peers who have been through similar things • Being tired of being in the cold • Being tired of being physically ill
<p>Factors that Prevent Youth from Moving Toward More Stability</p>	<ul style="list-style-type: none"> • Some youth think they know everything • Some are not ready • Some do not care • Some are scared • Some are lazy • Some do not want to listen to anybody • Some are afraid of responsibility • Some people come to the shelter instead of finding an apartment because they need the stability <p>PEERS</p> <ul style="list-style-type: none"> • The drama among youth in the shelter is a barrier to staying in the shelter (no suggestions could be provided on how UP could reduce the drama) • Dating causes drama in the shelter • Drama leads to fights • The drama makes me look at myself and want to change my attitude
<p>Areas Where Urban Peak Helps</p>	<ul style="list-style-type: none"> • It is the only place to go • UP helps with other things besides food and bed as opposed to adult shelters • Shelter is all right/ pretty good/ not a bad place/ it is a blessing/ UP should keep doing what they are doing <p>SERVICES</p> <ul style="list-style-type: none"> • Schooling • Transportation to school and job interviews • Counseling when you need to talk to somebody • Employment counseling • Medical services • Help pregnant youth by connecting them with services <p>PERSONAL SUPPORT</p> <ul style="list-style-type: none"> • The people there are like a family • Someone met with me and showed me around - they made me more comfortable by talking to me about what the program is about
<p>Staff</p>	<ul style="list-style-type: none"> • Staff do not notice when people come to the shelter high on drugs • There is inconsistency around the rules with cursing - youth feel that the staff curse at work and are hypocritical when they reprimand the youth for

	<p>cursing</p> <ul style="list-style-type: none"> • If youth knew that some of the staff had gone through similar situations when they were young, it would help them relate and make them want to talk to the staff • Youth liked having the director and CEO work a direct care shift <p>INTERACTION/PERCEPTIONS OF STAFF</p> <ul style="list-style-type: none"> • Youth feel that some staff do not care about them • Staff should hang out with youth to get to know them • Some of the staff tend to sit in the office and talk among themselves instead of interacting with the youth -- this leads to a lack of respect for the staff • Some staff sit in the office and play on the internet • Youth feel that some staff are just there for the paycheck <p>EMPLOYMENT COUNSELORS AND CASE MANAGERS</p> <ul style="list-style-type: none"> • Only one of the employment counselors is effective – the others are not fulfilling their job descriptions • Youth need the employment counselors to teach them how to fill out applications and create resumes, teach interviewing skills, and provide advice on how to get a job without previous work experience • Employment counselors should be harder on the youth (“keep on us, lecture me if I don’t go to work”) • Case managers should push the youth more • Case managers could be in better contact with probation officers, possibly through conference calls
Program Structure	<ul style="list-style-type: none"> • Use a level system • Youth feel they should not be shut out of the shelter when they are physically ill • Some youth need law enforcement present to make them behave
Feedback on Facilities	<ul style="list-style-type: none"> • Shelter should be kept cleaner • The close proximity of so many people is a problem
Suggestions/ Feedback on Services	<ul style="list-style-type: none"> • Youth could use help with balancing work, school, and treatment • The medical staff do not spend enough time when diagnosing - also there are not enough medical staff • The lack of medical services makes me want to take better care of myself because I cannot depend on them • Offer a way for youth to fulfill required community service hours • People with a felony on their record need extra help from employment counselors
Miscellaneous	<ul style="list-style-type: none"> • Some youth are uncomfortable with others of a different sexual orientation and race - they can be judgmental

Quotations from the Shelter Youth

- ❖ On why people move off the streets into the shelter, “Another reason I’m here is because I need to learn...I want to learn to grow up. I want to be independent and I want to stop depending on my family.”
- ❖ On what makes youth ready to stop using substances, “They look at themselves and they don’t know recognize that person no more.”
- ❖ Regarding what the youth need to reach their goals, “It’s just basically for me, it just hard because I am going slow and then I am trying to look for job and then I trying to apply at schools and all that and it is hard because your time goes so fast. You only have certain time, amount of time for school, amount of time looking for a job, you go amount of time I mean it is hard.”
- ❖ About the staff, “There is a lack of involvement, it is kind of like a school, because we are learning how to grow up and become adults, you the teachers have to interact with the kids in order to get to know them. I know [staff name] interacts. I know your job, but don’t sit in the office and just talk with the other staff, it’s like hello. We need to be talked to, and sometime we need to talk to you guys; you know I have been a little irritated with this because they just sit in there and ignore us. I know you have a job, but your job is to not sit in one place. You have to interact with us, that is why some of the kids snap on them.”
- ❖ About staff having a similar background to that of the youth, “Some of the staff is stuck up but they could have gone through the same things [as us] and it is traumatizing them still and maybe that’s why they act like that, and if they talked about it then you would understand why like that, it’s a closer relationship between staff and clients.”
- ❖ “But to me [Urban Peak] is a blessing because my family, I was just freeloading really, no I was a spoiled brat, I had everything handed to me, I never learned anything, I didn’t need a job to get money, I just asked...Now I have to learn the heart and soul, I have to learn how to do everything like get a job, do my resume. I am [age], I have to start doing this when I am grown...that’s why I am forcing myself to be here, that’s why I’m not out of here, because I need to learn these things. I have to figure out who I am. I haven’t tried to find myself.”

Table 4
Findings from the Rocky Mountain Youth Housing Program Youth

Factors that Motivate Youth to Move Toward More Stability	<ul style="list-style-type: none"> • Living in UP housing is a “building step” in the process of becoming independent - it is “something to build off of” • To get more youth in the shelter, they could show people that it is really not as strict as it seems there
Factors that Prevent Youth from Moving Toward More Stability	<ul style="list-style-type: none"> • The apartment building being located near Colfax with drug availability is a problem <p>EMPLOYMENT OBSTACLES</p> <ul style="list-style-type: none"> • Some people have a phobia of other people that prevents them from succeeding at work

	<ul style="list-style-type: none"> • Some are scared of job interviews • Nerves and anxiety about employment <p>HOUSING OBSTACLES</p> <ul style="list-style-type: none"> • If you do not know how to look for housing it is hard - there is no help for that • Background checks make it hard to move on to other housing <p>INTERNAL/TRANSITIONAL ISSUES</p> <ul style="list-style-type: none"> • It takes a while for people to be ready for independent living • Some people are scared of success • Some do not know how to get up and maintain a schedule • Being in the shelter after being homeless is a kind of culture shock • It is different than being in the real world - hard to transition to another apartment partly because your friends are not down the hall
Areas Where Urban Peak Helps	<ul style="list-style-type: none"> • Place to stay while saving money or waiting for Section 8 vouchers • RMYHP can give a reference when youth apply for housing elsewhere, provides a rental history • Too young to sign a lease elsewhere • Subsidized rent • It gives those of us that have nowhere else to go an option • We are able to be independent here
Staff	<ul style="list-style-type: none"> • Staff are nice, like a mother to us - sometimes “too much of a mother” • Staff violate privacy by walking in apartment without knocking • Staff get in our business too much (One person said it helps to get into our business to some extent, but staff carry it too far) • One person said he has never had a problem with the staff • Better communication “about everything” among staff and clients would help • Case managers are overworked/need more case managers/ some people need more intensive case management • Staff do not follow through on things they have promised on a timely basis, like giving out bus passes or meeting youth for appointments • Staff cancel meetings or are a few hours late without giving any notice. Often the youth have rearranged their work/school schedule for appointments and are especially frustrated when staff do not show up • Staff do not follow through when they threaten to give a violation
Program Structure	<ul style="list-style-type: none"> • There is no other place like this • You depend on yourself more here than when you are in the shelter • There should be more structure, such as more intensive case management, more individual attention, evening surveillance, more monitoring of people breaking rules, doing drugs, destroying property, and not paying rent • People should be kicked out when they are not compliant with the rules • An on-site manager 24-hours per day to monitor and “take care of stuff” would help • Youth coming off the streets need more structure <p>ACCOUNTABILITY WITH WORK/SCHOOL</p> <ul style="list-style-type: none"> • It is too intrusive when several people approach us about having missed a

	<p>day of work</p> <ul style="list-style-type: none"> • Calling my teachers at school to see if I have attended is too intrusive • I have no problem with staff calling my work
Feedback on Facilities	<ul style="list-style-type: none"> • The shelter needs to be cleaned • It is too hot in the apartments, temperature is inconsistent • One bedroom apartments would be better than studios
Suggestions/ Feedback on Services	<ul style="list-style-type: none"> • More people need to be kicked out - residents should be monitored on a regular basis on whether they are still appropriate for RMYHP, i.e. are still employed, have income, and are participating in programs • An alternate way to check if people have been attending work is to have them submit their pay stubs <p>RESOURCES</p> <ul style="list-style-type: none"> • A community van or car to be driven by staff would help • Having internet access and computers with printers on-site would help for school and job searches (It can take up to 2 hours round trip to take the bus to the shelter for these services and they are only available in the evenings) <p>SERVICES</p> <ul style="list-style-type: none"> • Medical services on-site would be very helpful, also specialized medical services • They could offer a list of low-priced apartments for those wanting to move out of the housing • Offering on-site employment counseling and guidance on how to write a resume and how to interview would help (an employment lab) • Offering legal counseling on-site would help

Quotations from the Rocky Mountain Youth Housing Program Youth

- ❖ On barriers to keeping a job, "...going to the first day of work for me is really hard. 'Cause I get all those nerves and anxious....when I was younger, I wouldn't go to the first day of work. I was hired at like four different companies before I finally went to the first day of work, and so, like, for some people it's just hard because nerves and things like that get in the way." A suggested solution to this problem was, "Well, I think for some people that do have nerves, it's sounds stupid, but when I was freaking out about going to work on my first day when I was like [age] or whatnot, like someone driving me to work would have probably been a really good step, it would have at least gotten me there, you know? That sounds stupid, that little things like that help, but it's true. Or for someone who feels like they can't hold a job, maybe seriously like trying to build that up and taking them there would be a huge self confidence boost for them."
- ❖ On staff not following through, "Like the bus pass thing. If [staff are] going to give you a bus pass, it should be on the first or the 31st, not the 15th or the 10th, you know. Or if they say they're going to pick you up and take you there at this time, they should be there and not three hours later and you just missed your appointment and you could have left an hour before they were even supposed to pick you up and gotten there on the bus or something."

- ❖ Regarding missed appointments with staff, “So when [staff] demand appointments out of me, like I have to rearrange everything. And there have been several times when they don’t show up, and I’ve rearranged everything, and they don’t show up. And it’s like, it’s not like I’m mad at them, cause they just get busy with somebody else, but they should be able to call you an hour ahead of time.”
- ❖ About barriers to staying in the program, “The whole thing with school with me makes me want to drop all their funding and go somewhere else and try to get it. Because it just, it just raises the stress when people are on you about missing a day. It’s like, you don’t know what I was doing in that day, or if we had that day off or what’s going on, you know. But it just increases the stress level and it’s already stressful enough.”
- ❖ On the topic of youth being kicked out of the program, “I think the basic requirements for living here need to be reviewed constantly. For each individual case, I mean, you have to have a job, you have to have a steady income, you have to be participating in your full time programs or whatnot.”

Conclusion

The youth participating in these focus groups clearly articulate the challenges of moving from the streets. They provide insight into the multiple levels of challenges that face themselves and their peers as they endeavor to change their lives. These levels of challenges include individual barriers to change such as fear, dependence on others, inability to tolerate structure and lack of skills and resources; and systems barriers including difficulty finding jobs, lack of transportation and inaccessible health and mental health services. Youth view UP as addressing many of the systems barriers as well as assisting with individual barriers. They express appreciation for the services and support provided by the UP programs. Nonetheless, they have many suggestions about how to improve and enhance the services offered by UP and identify gaps and barriers in the larger community.

The major obstacles in moving toward more stability cited by youth in all three programs include the various barriers to finding and retaining employment and housing. Youth in all three focus groups emphasize that the motivation to move forward in life needs to come from within the individual, yet this motivation to change must be supplemented by services and support.

Participants in the focus groups clearly value the staff. This is especially obvious among the youth in the shelter and housing programs. They rely heavily on the staff to assist them in moving toward independence. This reliance on the staff promotes ambivalence. On one hand they appreciate all the support and services provided by the staff, yet they have many suggestions about how the staff could be more helpful.

Predictably, youth are very vocal about rules and structure. Outreach youth participating in the focus group express the view that structure in the shelter is a barrier to access, while youth from the shelter expressed both the need for more individualization and more structure. Youth in the housing program expressed a common call for more structure.

As expected, as youth move through a continuum of housing, their needs change dramatically. The needs of youth in the outreach program are focused on items that will get them through another day on the street, while youth in the shelter express the desire for services that will improve their current living conditions. In contrast the youth from RMYHP are able to reflect on the continuum of needs from their time homeless, through shelter living to having their own place to live. This evolution of needs and desires appears to be reflective of a continuum of hope expressed by youth as they are supported by the services of UP and develop confidence in their future.

Future Directions

While the youth seemed open to discussing various aspects of the UP programs in a group setting, additional individual qualitative interviews with youth might be useful in exploring needs in sensitive areas such as sexuality, health care, mental health issues, and trauma. Although some of these issues were raised in focus groups, they were not discussed in any depth. It may be that some youth are not comfortable discussing these types of issues in a group setting.

While there were similarities among the findings from three focus groups, there were also important differences. Subsequent exploration might focus on the distinct experiences and needs of youth at various points in the continuum of services. In particular, developing a better understanding of the individual factors that comprise readiness to change and the external factors that influence them could be valuable in providing services and supports aimed at enhancing readiness to move from the streets and to remain in housing.

Qualitative methods are limited in their power to provide information about a population as a whole as compared with the experience of individuals within the population. Additional quantitative analysis examining predictors of retention in services, especially coupled with a qualitative understanding of strategies to influence these factors, might assist in refining services to better meet the goal of moving youth from the streets to stable housing.