

CALIFORNIA EMERGING TECHNOLOGY FUND

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ORGANIZATION PROFILE: ORGANIZATION NAME DATE

– ORGANIZATION AND PROJECT OVERVIEWS –

Name of Organization	G.L.A.S.S. YOUTH & FAMILY SERVICES
Name(s) of Principal(s) and Complete Titles	Teresa DeCrescenzo, M.S.W., Executive Director
Contact Information (complete)	650 N. Robertson Blvd. Ste. #A, West Hollywood, CA 90069, 310.358.8727, fax 310.358.8721
Name of Program or Project (if different from organization)	Service Integration and Information Management Software (SIIMS)
Geographic Location or Focus of Program or Project	California
Demographic Overview of Focus Community or Population	Ages 0-21 49% female 60% LGBT 40% African-American 40% Hispanic 10% Caucasian 10% Mixed & other
Description of Program or Project named above	Development of a software package that would, by design: 1. readily integrate across disciplines including government health and educational departments as well as traditional private computing environments and 2. serve as a primary data pathway accessible to all of an agency's branches providing enhanced service unit metrics, cross-program client profiles, and billing functions capable of coordinating multiple funding sources
o Goals	
o Objectives	1. Solve time-sensitive problems of constituents with multiple knowledge bases, 2. engage in team-based analysis with the use of multi-agency-based software tools, 3. improve our ability to identify specific program features in need of improvement so as to continue innovating service models, and 4. link research methods between the macro- and micro-levels allowing for better future implementation of proposed innovations
o Strategies	1. Collaboration with software development firm 2. collaboration with human-service agencies via forums such as the Alliance of Community Human Services Agencies
o Actions	1. Surveying of technological needs among human service providers 2. cross-organizational needs assessment 3. designing of software 4. implementation and quality control
o Outcomes	1. Improved and safer delivery of services to clients 2. improved utilization of current communications infrastructure 3. reliable securitization of patient information
o Brief History (when was the organization founded or when was the program launched?)	GLASS (Gay and Lesbian Adolescent Social Services) was established in 1983 – the direct, individual response of a Los Angeles County Probation Department social worker to the plight of children and youth who, by virtue of their gay, lesbian, bisexual or transgender (GLBT) status, were inadequately or inappropriately served within the public social service sector.

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	<p>Prior to the inception of GLASS, an unwritten edict, known as the “AHHH prohibition,” consigned GLBT youngsters in the foster care or juvenile justice systems both at the state and local levels to the most undesirable caste – children with histories of Arson, Heroin use, Homicidal violence or Homosexuality. In addition to placing them at increased risk for victimization, this designation singled them out for humiliating treatment and significantly limited the availability of residential placement options.</p> <p>Teresa DeCrescenzo committed herself wholeheartedly to the pursuit of her vision for a safe and effective alternative system of care for GLBT children and youth. With this goal in mind, she tapped the generosity of friends, enlisted the financial and political support of local community stakeholders and mortgaged her own home to bring that vision to reality.</p> <p>In February 1984, the first GLASS group home opened its doors as the first-ever long-term residential treatment program in the nation to address specifically the needs of gay, lesbian, bisexual, transgender and questioning youth. Today, GLASS is a fully independent 501(c)(3) social services agency, maintaining a strong and effective organizational presence and serving over four thousand clients each year through its twenty-one program delivery sites located in Los Angeles and Alameda Counties.</p> <p>GLASS exists to provide a wide range of social and health care services to children and youth who are in foster care, on probation, or who are homeless. We provide these services in safe, supportive, and non-judgmental living environments while facilitating full access to all of the educational and vocational opportunities which these youth need to become independent, responsible, and productive adults. GLASS is proud to be recognized as the nation’s oldest and leading delivering social and health care services to self-identified Gay, Lesbian, Bisexual, Transgender and HIV/AIDS-impacted youth.</p>
<ul style="list-style-type: none"> ○ Size and Magnitude of Program or Project <ul style="list-style-type: none"> ▪ Number of People Served, Involved, Impacted 	<p>4,000+ served 18 people involved 2,000+ impacted</p>
<ul style="list-style-type: none"> ▪ Annual Budget, Percentage of Earned Income and Staff 	<p>\$920,197.89, ~70% of Earned Income and Staff</p>
<ul style="list-style-type: none"> ▪ Funding Sources and Partners 	<p>Los Angeles Board of Supervisors, Department of Mental Health, Department of Child and Family Services, and we will be requesting funds from Surdna Foundation Inc., Queenscare, Burton Fund, Rockcares Foundation, and David Geffen Foundation. We are actively seeking additional technology-specific grants/awards.</p>
<ul style="list-style-type: none"> ○ Results and Evidence of Success <ul style="list-style-type: none"> • Metrics for Evaluation Progress 	<p>Percentage of time or hours spent by agents performing duplicate data entry and cross-referencing information across platforms.</p>
<ul style="list-style-type: none"> • Change in Outcomes or Metrics Over Time • How long does it take to secure results for 	<p>Employee surveys will continue to be used to monitor the proportion of this time. Across our organization approximately 67,253 hours (18.25%) of labor are spent per year in duplicating information. These employees are also responsible for ~2,000 client outcomes/year such as the number of children placed in homes, parents trained in household management, employment placements, and medical service units delivered. Because our staff bills their time not by outcomes obtained but by hours worked, the</p>

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the program above?	<p>overall outcome of the project can be measured in two ways: 1. in the increase of client-based outcomes, an estimated additional 368 cases/year, or 2. in the dollar amount saved in hourly wages, an estimated \$1,164,825/year. This represents approximately 7% of our overall budget or the annual operating expenses of one of several of our programs.</p> <p>Our average client turnovers in months for the following programs are as follows: foster care (18), mentoring (12), Skills Center (6), Family Preservation (6), group homes (5), and Mobile Health Outreach Project (3). Our average is 6.25 months. With the exception of the foster and mentoring programs, we expect observable client metric changes to occur in the majority of our programs within 6-9 months of implementing of SIIMS. However, employee surveys can be carried out prior to this time frame.</p>
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