

Santa Ignacia Torres

3.1. Discuss the philosophy or clinical/service approach that guides the nominee's work with participants (15 possible points)

Ignacia brilliantly implements Roca's Intervention Model with her participants. First of all, and most importantly, the philosophy and approach of the organization and of Ignacia is based on loving young people that most others will not or cannot work with. The model is based on the Stages of Change, Cognitive Behavioral Theory, Best Practices of Re-Entry, Transitional Employment and Youth Development. The approach to implementing this model requires youth workers to have the capacity to use themselves appropriately with each individual participant based on where he/she is in their readiness to change and support their change process over time. For the last 10 years as a youth worker, Ignacia's ability to use herself to help young people change and to love them through all of their struggles has guided her work.

For Ignacia, this work has never been about her, but about her young people. As such, she has been selected for this nomination by our organization because she would never think of nominating herself. Her humility, compassion, and appreciation for the young people she serves and for this work make her stand out from many within our organization, and across the entire field. Ignacia is a true superstar by any definition of the word!

3.2. List the outcomes that the nominee is held accountable to in their work with participants (15 possible points)

Youth Workers are held accountable for moving young people toward the long term outcomes of: constructive relationships with peers and adults; educational advancement; employment retention (for a minimum of 6 months); reduced criminal/delinquent behaviors (no new arrests); and reduced pregnancies (no new pregnancies for those under the age of 24). Performance indicator standards to track youth worker efforts in moving young people toward these outcomes include: 80% of participants receive 2-3x weekly contact; 80% of participants are engaged in programming 1-2x weekly; % of participants moving to a Phase 2; % of participants in education; % of participants in employment, and % of participants graduating to a Phase 3.

3.3. List the activities that the nominee engages in with participants to help them achieve those outcomes (15 possible points)

Ignacia goes above and beyond with her young people. She finds them in the streets, at their houses, at their friends' houses, and uses her Chelsea community in order to best serve her participant. She truly loves and cares for her young people as if they were her own children. She not only works with the participant but she works with the participant's family, their partner, and the participant's friends in order to best serve and be the best vehicle for change for this young person. Ignacia leads groups, talking circles, field trips, engagement activities, and on many

occasions has been known to host dinners for her young women. She creates opportunities for young women to engage and move toward outcomes based on what they need. One example of this is seen through her young women's group that meets every Friday evening. She has found that many of our young women who experience trauma, domestic violence, and hardships as newcomers to this country do not openly talk about these issues. In order for some of these young women to get help, however, she knows that they need to start talking about it and has found that this population will open up if they are busy doing something such as arts and crafts or making beautiful jewelry. As the women are making art, she has found that they start to discuss some of these really hard things that have happened to them in the past. Since she has started this group she has had over 15 of her young women access domestic violence services. Ignacia uses her creative ability and her passion for working with this population and has assisted in many participants in accessing the services that will help them get out of harm's way and lead lives out of violence and poverty.

3.4. Describe what the nominee tracks with each program participant to know they are doing high quality work - i.e. quality indicators, services data (15 possible points):

Ignacia tracks each participant on her caseload through Roca's ETO Performance Management System. Based on tracking the progress of young people through the Transformational Relationship (Roca's Intensive case management model), each contact with a participant is recorded to track frequency and dosage of engagement. Phase I of the relationship is focused on engagement and its intended outcome is to move the young person to a Phase II Transformational Relationship. Phase II has a range of outcomes focused on young people living out of harm's way. Youth workers select appropriate behaviors to focus on with young people based on their individual issues and barriers to economic independence and living out of harm's way. Service plans are then developed and each behavior is tracked according to where the young person is in their readiness to change that behavior. Some of these behavior change outcomes include: Decreasing Substance Abuse; Increasing Educational Engagement; Increasing Employment Engagement; Decreasing Unhealthy Relationships; Pregnancy Prevention; Increasing Court Compliance; Decreasing Street/Gang Involvement; Increasing Positive Behaviors; and Accessing Additional Services. Attendance for all programming that she leads for her own and other coworker's participants is also captured on a daily basis. Additionally, Ignacia works with her young people to take a base line assessment and complete a follow up survey on an annual basis to capture and track risky behaviors, resiliency factors, and social supports. The baseline assessment and follow up surveys include scales and measures to assess and evaluate decreases and/or increases in the following areas: social isolation; criminality behaviors and trends; substance abuse; unhealthy (physical, mental, emotional) relationships; and pregnancy prevention. In addition to all this, Ignacia created and uses a checklist to track what she is doing with each of her participants everyday!

3.5. Describe what data the nominee tracks with each program participant to know they are successful – i.e., being effective, outcomes data (20 possible points)

Ignacia uses Roca's Efforts to Outcomes system to track the progress of the participants by reviewing reports and case notes that inform:

1. the frequency and dosage of her contacts with each participant, 2. the frequency of participant attendance to programming as well as the type of programming, 3. the progress of the young person through the stages of change related to specific behaviors being worked on through their individualized service plans, 4. participant relapse patterns, 5. employment retention, and 6. educational gains. Additionally, Ignacia tracks and reviews arrests, pregnancies, services accessed by her participants (domestic violence, substance abuse, shelters, etc...), and reduced gang activity. This information, reviewed weekly, monthly, and quarterly, continuously informs how Ignacia strategically and intentionally moves each of her young people toward successful achievement of their outcomes

A letter written to Ignacia by one of her participants

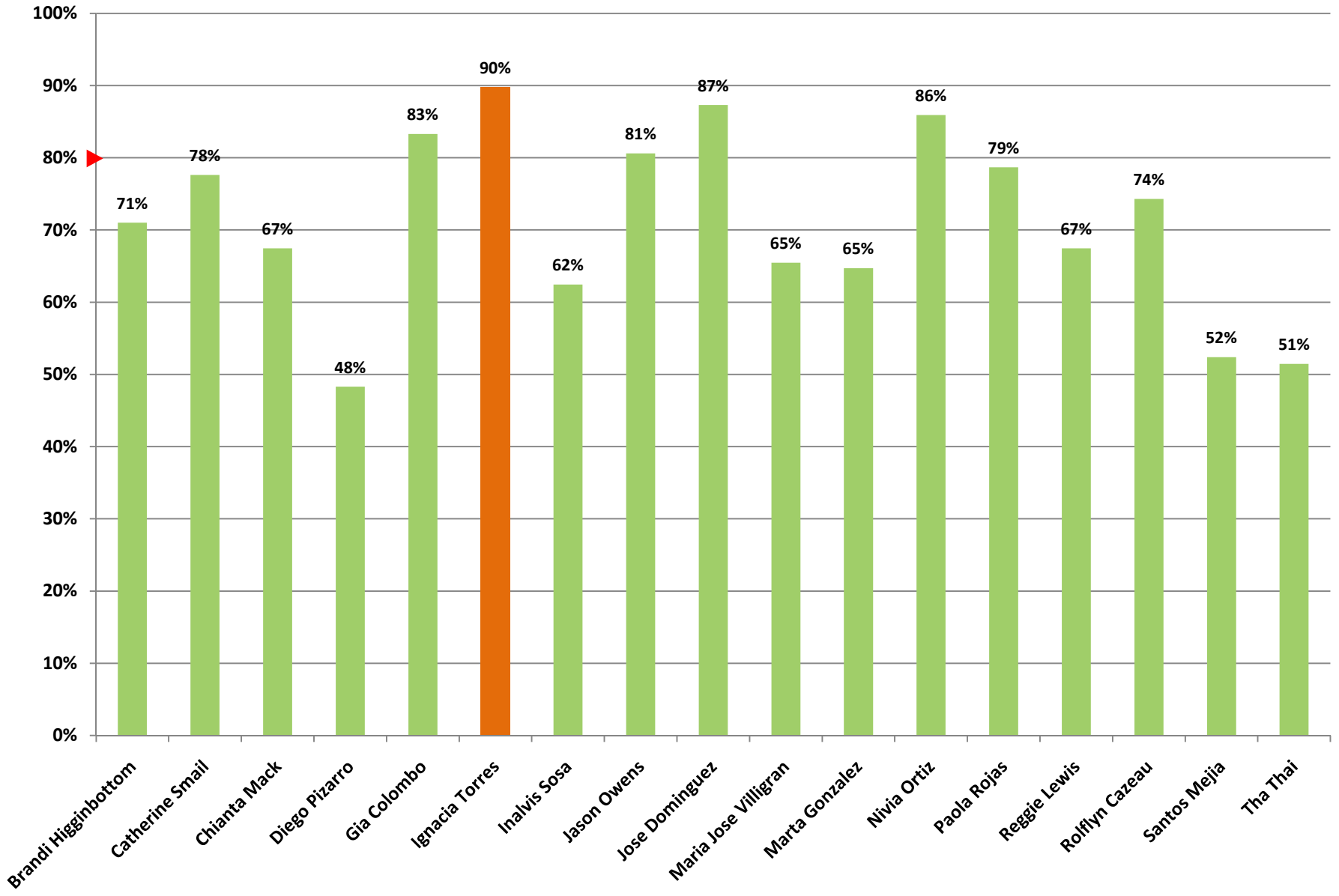
Translation of Pili's "Ode to Ignacia."

Ignacia, for me you have always been like my second mother. You have helped me when I needed it most. Without you I don't know what my life would be right now. Thank you so much for fighting for me, even if I gave you a headache. Because of everything you've done for me, I know that you love me and that you really want to help me, and the way you are with me is how you are with all of your participants. If it weren't for you scolding me, I never would have gone to GED classes, and now thanks to you, I know that I have the desire to finish my education and be someone in this life. I have the desire to better myself. Even when I come to Roca in a bad mood, your happiness brightens my day. I also thank you for helping me improve my relationship with my family. Now, I am no longer on the streets. This thanks is for everything you have offered and done for me. Te quiero.

Original piece, exactly as Pili wrote it

Ignacia para mi usted siempre a sido como mi segunda mama usted me ayudado cuando mas la e necesitado. Sin usted no se que seria de mi vida ahora. Le doy muchas gracias por que usted a luchado con migo le e dado muchos dolores de cabeza. Por sus echos con migo se que usted me quiere y me quiere ayudar y asi como lo ace con migo lo ace con todos sus participantes. Save muchas gracias le doy tambien por que si no fuera por sus reganos nunca hubiera ido a las clases de GED y gracias a usted yo se que ahora tengo muchas ganas de terminar y cer alguien en esta vida, y tengo ganas de superarme. Con su alegria siempre aun que yo viniera de mal humor a Roca siempre me alegra mi vida. Le agradezco por que gracias a usted la relacion con mi familia es mucho mejor y ya no ando en la calle como antes. Por todo esto que me a ofrecido y echo con migo. I love you.

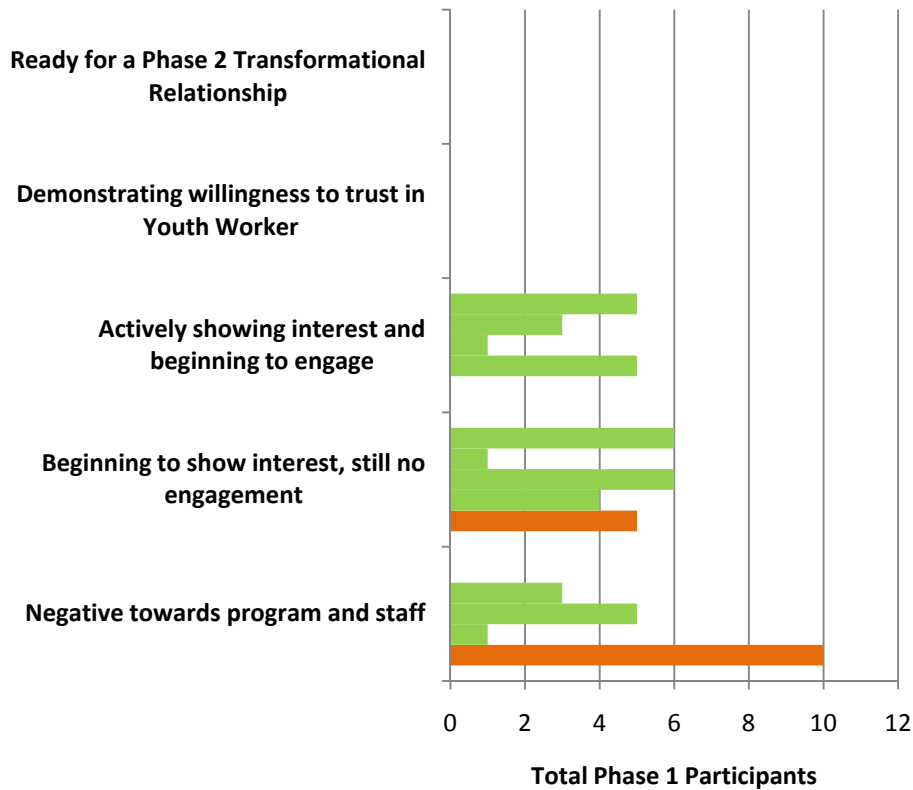
FY11 Q1 Contact Standards



Phase 1 Participants

Developing a Transformational Relationship

**Starting Point at Enrollment for new Phase 1
Participants Enrolled w/in FY10**



Phase 1 Participant Progress at End of FY10

