



# Professional Development and Program Development and Evaluation Services

For 30 years, Texas Network of Youth Services (TNOYS) has been synonymous with quality education and support for youth service organizations. From fee-for-service training to technical assistance to consulting, we have been there to ensure that youth service agencies have what they need to serve their communities. This work is critical to our mission to improve, support and protect critical services for youth and families in crisis so they can meet their potential.



[www.tnoys.org](http://www.tnoys.org)

***Their future is our business.***

# SUPPORTING SERVICE PROVIDERS FOR 30 YEARS

TNOYS uses a competency-based, strengths-oriented approach to training and consultation by facilitating discovery of what participants are already doing well, and exploring ways to do more of what works to increase effectiveness. Our methods are based on social learning theory and adult education methods that amplify competencies and maximize learning. The format we use (present, practice, discuss) encourages active engagement, ensures understanding, and connects to participants’ pre-workshop repertoire in ways that ensure post-workshop success.

TNOYS has worked with various organizations to strengthen services. Our recent success includes:

- Coordinating an initiative to support service providers in implementing plans to improve transitional services for youth with mental health conditions and engaging youth and families in the planning process.

- Conducting quantitative and qualitative research and analysis to identify barriers to entry at a youth service agency and identify opportunities for organizational growth
- Providing training and technical assistance to residential treatment centers to support their work to reduce seclusion and restraint practices
- Developing and administering stakeholder surveys and analyzing survey data for a transition center looking to better understand the needs of its client population
- Facilitating a statewide leadership group focused on reducing seclusion and restraint practices.
- Planning a 3-day experimental learning camp for at-risk youth in an after school program to gain leadership skills.

*“TNOYS is our ‘lifeline’ for timely and up-to-date techniques ensuring access to the latest best practices, continuous quality improvement and programmatic integrity; strengthening services to kids.”*

*-Keith Wallace, Central Texas Youth Services, Belton*

## OUR SERVICES

- Training Workshops
- Technical Assistance
- Coaching/Consultation
- Meeting Facilitation
- Program Evaluation
- Research Services
- Event Planning

## PROJECT SPOTLIGHTS

### Montgomery County Youth Services (MCYS)

MCYS was exploring opportunities to better serve their community. They had open beds in their shelter and an extra building after the closure of their transitional living program. TNOYS interviewed MCYS stakeholders, analyzed local data, and researched best practices to identify opportunities to make services stronger. TNOYS recommendations included better coordinating services across the agency, strengthening partnerships to increase referrals, and equipping programs to serve the children and youth most in need. After implementing the recommendations, MCYS has experienced a 25% increase in shelter placements in the last year.

### Boys and Girls Club of Greater Houston

The Boys and Girls Club of Greater Houston contracted with TNOYS to provide a youth leadership weekend retreat for 40 youth from the Galveston area. TNOYS coordinated a 3-day event including a tour of the Capitol, tour of the University of Texas, and activities at Camp Young Judea including team building activities, advocacy 101 training, healthy relationships workshop, keynote speaker and a talent show. In only 30 days of planning, TNOYS was able to collect feedback from youth participants, build an empowering agenda, and engage youth experts to build this rich, 3-day leadership conference experience.

## Examples of how we can support your agency:



Improving client outcomes	<i>Policymakers and funders are increasingly wanting to see outcomes to prove that services are working. We help agencies develop and implement systems to measure client outcomes; we also help assess existing outcomes data and develop T&amp;TA packages to help agencies improve services and enhance outcomes for your clients where needed.</i>
Facilitating strategic program growth and development	<i>Strategic planning should be based on data and research. We support youth service agencies with their strategic planning processes by identifying gaps in services in their communities, assessing the supply and demand for specific services, and identifying funding opportunities to support program growth and development.</i>
Supporting the organizational culture change process	<i>We support agencies through organizational culture change processes to improve services, such as process to integrate principles of trauma informed care and reduce seclusion and restraint practices. We also help agencies evaluate and share their success in this work.</i>
Preparing you for Foster Care Redesign	<i>We help agencies assess their preparedness for Foster Care Redesign and make steps to ensure they are well positioned to continue to play a meaningful role in the new system. This includes helping agencies ensure they have the infrastructure and track record to be an appealing subcontractor for an SSCC and working with them to identify and evaluate potential opportunities to adapt, expand, or enhance needed services in their regions.</i>
Enhancing community collaboration and the quality of services	<i>We help agencies better understand the needs of their clients and the needs and perceptions of other stakeholders in their communities regarding to their services. We also help agencies develop strategic partnerships and build stronger referral systems.</i>

## Technical Assistance and Consulting Topics

### Advocacy and Public Policy

- Advocacy training
- Public policy research, analysis, and development
- Building community collaborations

### Research and Evaluation

- Youth participatory action research
- Needs assessment (including participatory needs assessment)
- Survey development and analysis
- Program evaluation

### Program Support

- Supporting organizational culture change
- Trauma Informed Care
- Seclusion and restraint reduction
- Youth and caregiver engagement
- Team building activities
- Experiential programs for youth

### Administrative, Fundraising and Communications

- Nonprofit transitions, including digital transformation of nonprofits
- Fundraising planning
- Individual and major donor cultivation and stewardship
- Grant research, writing and reporting
- Fundraising event planning, coordination and sponsorship solicitation
- Board development and committee management
- Communications strategy including direct mail campaigns, website, email and social media strategy
- Donor database set-up and management
- Social media training for publicity and educational outreach
- Narrative storytelling
- Engaging youth in the development of videos and other media

## Training Topics

- After the Runaway Returns: Working with Youth and Families
- Case Management & Documentation
- Collaborative Goaling for Youth & Families
- Developing Youth Adult Partnerships
- Embracing A Youth Development Approach
- Empowering Youth & Families in Crisis
- Evidence-informed Outcomes: Moving in the Direction of Evidence-Based Practice
- Facilitating Solution-Oriented Case Staffings
- Hip Hop, Creative Writing, and Poetry with Youth
- Increasing Youth & Family Engagement
- Leadership & Staff Supervision
- Connecting the Dots: Motivational Interviewing
- Reluctant Clients: Working with Folks Who Don't Want to Be There
- Responding to Youth's Disruptive Behavior: A Solution-Oriented, Competency-Based Approach
- Solution-Oriented Supervision: Empowering Employees
- Solution-Focused Brief Therapy: A Practice-Oriented Workshop
- Teaching Youth the Solution-Building Process
- The Art of Cultural Competency
- The Ethics of Documentation
- The STAR Action Plan
- The Politics & Process of Ethical Decision-Making
- Trauma-informed Care: does it fit with Positive Youth Development
- Utilizing Trauma-Informed Practices to Reduce Restraint & Seclusion
- What Works in Therapy: The Common Factors & Evidence-based Practice

"We utilized TNOYS consulting services to complete a thorough assessment of our emergency shelter services. We found their work to be top notch and thorough and the report that followed was extremely well written. They provided solid recommendations which we have implemented and which has resulted in a 25% increase in shelter placements over the last year."

John Bracken, MA, LPC  
Executive Director, Montgomery County Youth Services

# TOGETHER WE CAN BUILD A STRONGER TEXAS



*"Our staff has come to rely on TNOYS training and annual conference as the gold standard in our field."*

-George Ford, Harris County Protective Services for Children and Adults

## We want to work with you.

In our vision of Texas, all young people are valued, their strengths are recognized, and they have access to the resources, support, and opportunities they need to lead healthy and fulfilling lives. We can realize this vision together by strengthening services and supports in communities across Texas.

Contact us to discuss your needs and find out how TNOYS can help you to exceed your goals and better serve your community. Our experienced staff will work with you to put together a plan, budget and timeline to meet your needs. If you need financial assistance, we will work to secure support from foundations, corporations or individuals.

## Contact us today.

(512) 693-8286

[consulting@tnoys.org](mailto:consulting@tnoys.org)

[www.tnoys.org/professional-program-development](http://www.tnoys.org/professional-program-development)

