

Performance & Quality Improvement

Annual Report • Fiscal Year 2024

From the PQI Department

We are pleased to present you with the FY 2024 Performance and Quality Improvement (PQI) Annual Report. This report contains information on quality improvement activities including data for performance measures, experience survey results, and success stories for those we served in FY 2024. The ongoing measurement of performance measures for our programs can bring about substantial, lasting, and positive change for the agency, our staff, and especially, who we serve.

The Creative Therapies, Child and Family Treatment Center, Community Wellness, Foster Care, Therapeutic Day School, Transitional and Independent Living, and Workforce Development programs collected and reported data on performance measurements targeting progress and impact. These measures assist the agency in communicating the value of the programs and providing opportunities to increase program effectiveness. Looking at data through the PQI process gives staff an opportunity to see how well we serve our children, youth, young adults, adults, families and communities, and what challenges continue to lie ahead for our programs.

We are approaching FY 2025 with some staffing changes in some of the programs, but we are confident that we can build on our strong base and continue the momentum to build on the quality successes of past years. We are exploring changes and upgrades to the Performance and Quality Improvement Program at Lawrence Hall. We will be using our own quality processes to evaluate and improve how well PQI is functioning across Lawrence Hall.

In FY 2025, we plan to assess our internal PQI Plan, Structure, and Procedures. We intend to provide increased capacity building in data literacy, using data and leveraging technologies to track data. We plan to strengthen performance measures, improve data collection, analyze performance trends, and more quickly recognize and act when change is required. We remain confident in our ability to reach higher levels of quality by having a strong dedication to the collection and use of data to promote a high-learning, high-performance, results-oriented organization.

The Performance and Quality Improvement program at Lawrence Hall remains the foundation for emphasizing the importance of investing in performance and outcomes measurement, pursuing the improvement opportunities that these efforts identify, and in turn, demonstrating that we are empowering those we serve in promoting healing, increasing stability, and enriching community connection.

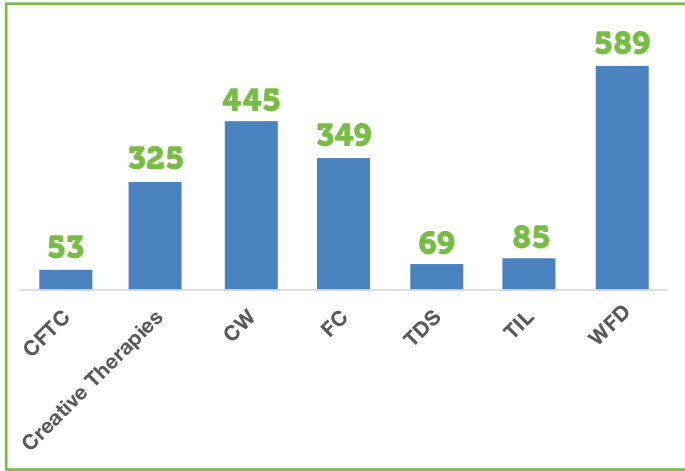
Thank you,

Melissa Curtis, Manager of Performance and Quality Improvement

Ilana Blattner, PQI Associate

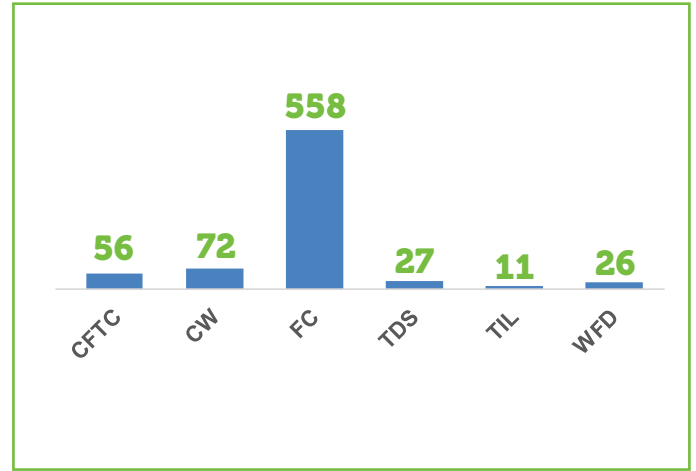
Total Served

Youth Served: 1,559*



*Youth in Creative Therapies are also served by at least one other program and are thus not included in total youth served

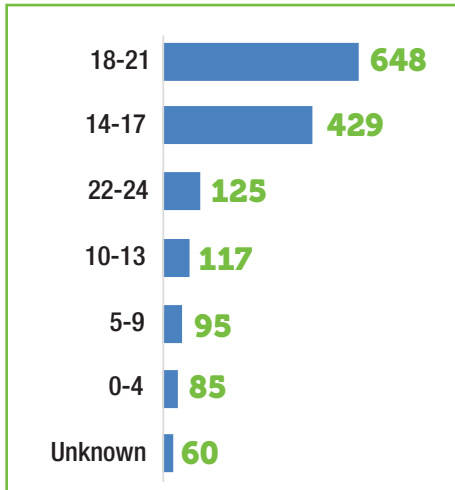
Families Served: 632*



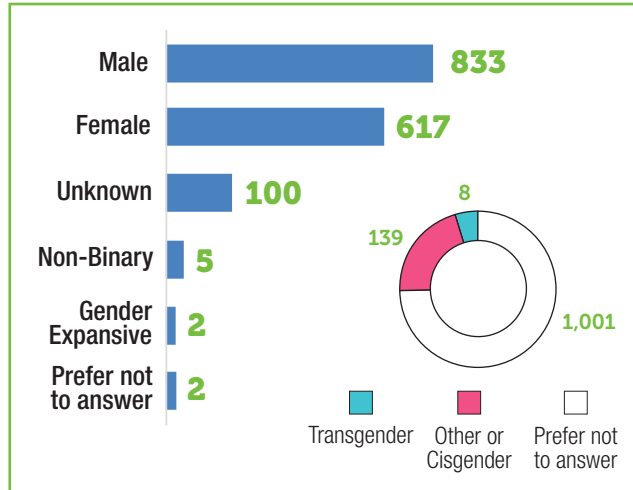
*Family services exclude Creative Therapies
*In some of our programs, we may serve multiple family units. For example, we may serve a foster family and a birth family for the same youth

Youth Demographics

AGE



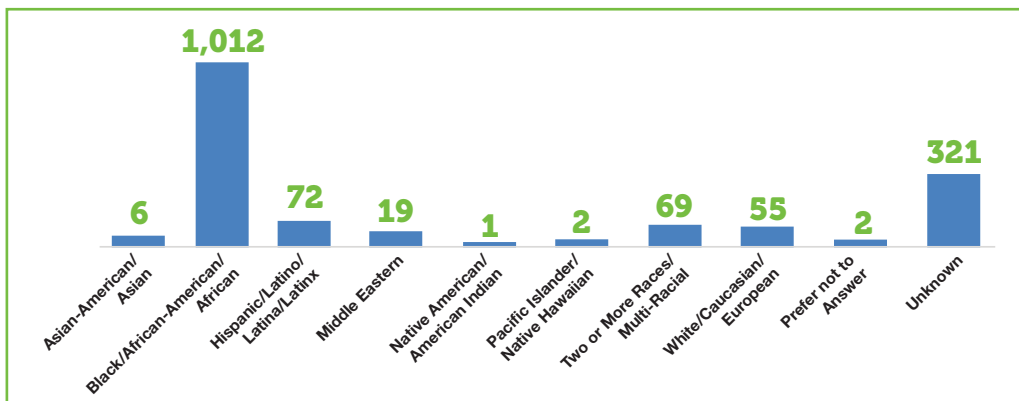
GENDER IDENTITY



SEXUAL ORIENTATION



RACE / ETHNICITY



*Some youth, adults, and families participated in more than one service.

For acronyms key, please see the end of this report.

Hope, Healing, & Resiliency

HOPE



As a result of being at Lawrence Hall, **95%** of youth believe they will have a successful future



HEALING

As a result of being at Lawrence Hall, **95%** of youth have a better understanding how to manage the effects of challenges they experienced prior to being here

“They [Lawrence Hall] have opened my eyes to the opportunities in and outside of my community and how even though they may seem unachievable, they are more in grasp than you think.”

- TIL Youth

RESILIENCY



As a result of being at Lawrence Hall, **93%** of youth feel stronger and better able to tackle challenges.

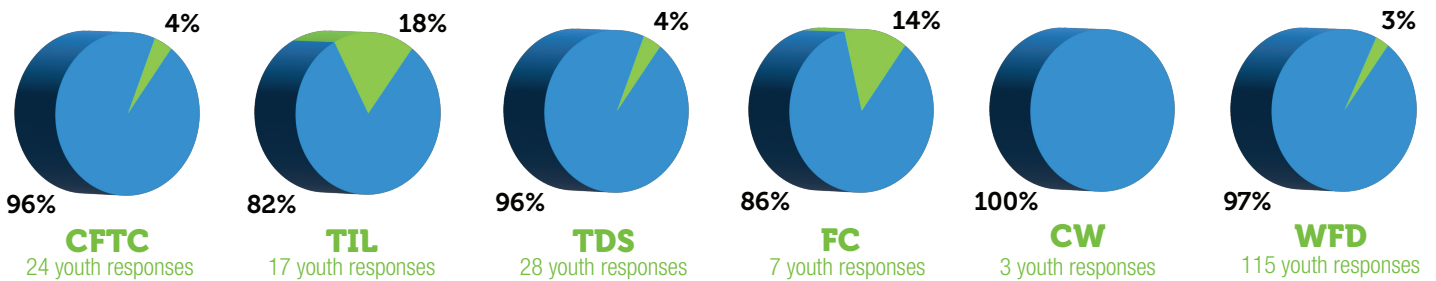
Hope, Healing, & Resiliency

Lawrence Hall's vision is to promote hope, healing and resiliency. Three vision driven questions were added to the youth experience surveys for Child and Family Treatment Center (CFTC), Transitional and Independent Living Program (TIL), Therapeutic Day School (TDS), Foster Care (FC), Workforce Development (WD) and Community Wellness (CW).

■ YES ■ NO

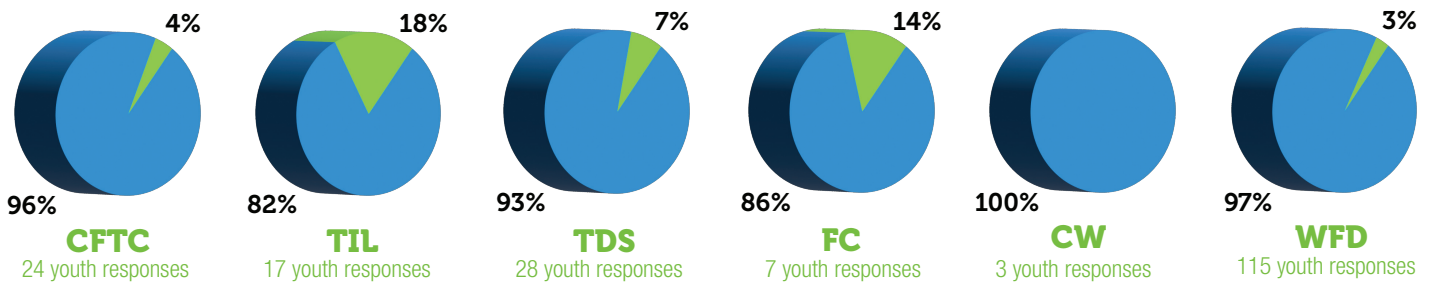
HOPE

"As a result of being at Lawrence Hall, I believe I will have a successful future."



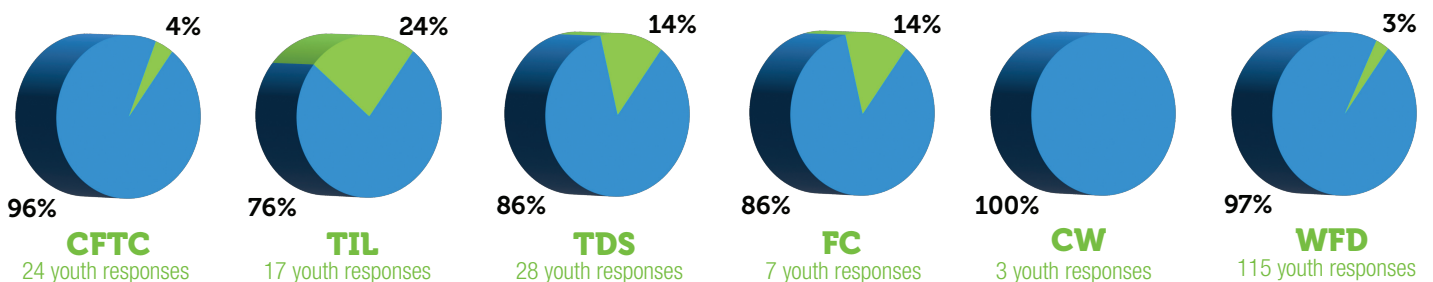
HEALING

"As a result of being at Lawrence Hall, I have a better understanding how to manage the effects of challenges I experienced prior to being here."



RESILIENCY

"As a result of being at Lawrence Hall, I feel stronger and better able to tackle challenges."

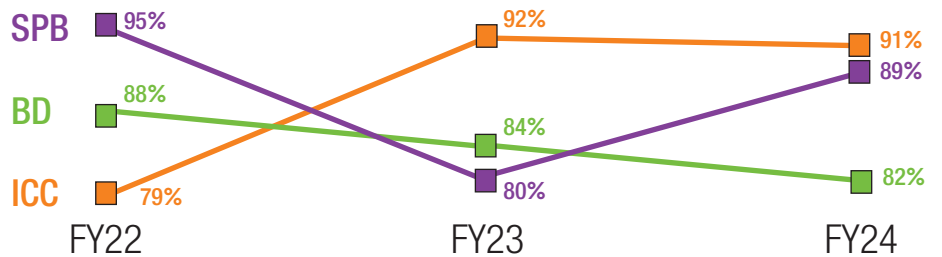


Child & Family Treatment Center

When life gets tough, we make sure the youth in our care get the support they need. The Child and Family Treatment Center (CFTC) is a 24-hour residential treatment center that provides compassionate care and individualized treatment plans for young people experiencing emotional challenges and complex trauma. We take a family-focused, outcomes-driven approach that helps them find emotional balance, develop coping skills and learn how to form healthy relationships. After joining the program, over 86% of kids are able to successfully return to their families or find new homes to thrive in.

53
youth served
by CFTC

PLACEMENT STABILITY



82% of BD youth, 91% ICC and 89% SPB youth remained in placement on a daily basis.

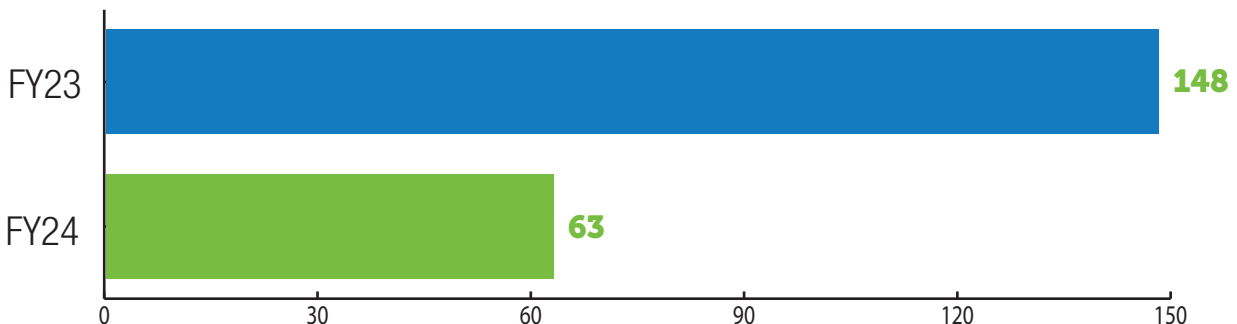
- Interim Care Coordination (ICC)
 - Behavioral Disorder (BD)
 - Sexually Problematic Behavior (SPB)
- These are the three different programs in the CFTC

100% of youth feel that the program helps them meet their treatment goals.

97% of those youth have regular contact with a family member or supportive adult in the community.

96% of youth feel they are taught skills that help them resolve conflicts with their peers, staff, and family.

NUMBER OF RESTRAINTS



18 youth were involved in restraints in the CFTC program in FY24

Child & Family Treatment Center

“They have helped me become a better version of myself.”

— CFTC youth

YOUTH SUCCESS STORY:

Terrance* has made successful progress in his treatment since entering Lawrence Hall’s CFTC program in 2022 and discharging to an independent living program at the end of July 2024. Terrance’s journey included a wide network of supports that included our CFTC team members, his biological family, a mentor, and the LH educational team. In spite of previous trauma and struggles with psychiatric health, Terrance has persevered above and beyond, recently graduating high school and securing independence. He has improved impulse control, anger management, social skills, and decision making which is assisting him in making the current transition into being a young adult. The CFTC team showed a commitment to helping re-engage his family in his life and they showed consistent communication and teamwork for Terrance while planning for his transition to the independent living program. As he is preparing to leave the program after almost 2 years, he has a strong connection to family and friends in the community and plans to keep in regular contact with his Graves unit team. The efforts put in by Terrance in collaboration with his supports shows how it really “takes a village.”

“It has made me more understanding and open.”

— CFTC youth

YOUTH SUCCESS STORY:

Marcus*, admitted in January 2023, faced similar challenges but, with continuous support, learned to build healthy relationships and overcome distrust towards adults. His hard work and dedication paid off as he gained additional privileges and was paired with a mentor who has become his step-down support. He made strides within the educational setting as well meeting benchmarks to go from the most restrictive setting in a therapeutic day school to a mainstream school setting. He was discharged successfully on May 31, 2024, with numerous successful visits and a bright future ahead.

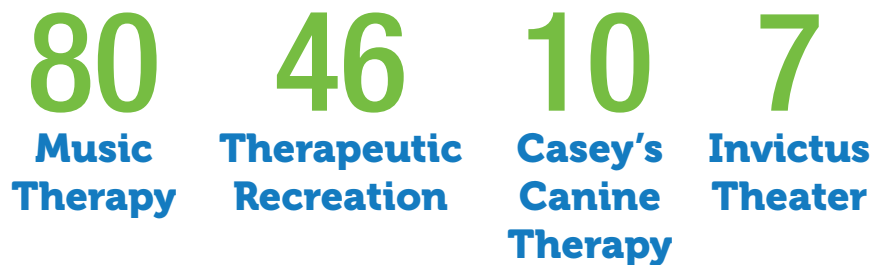
*Names have been changed with respect to the privacy of our youth in care

Creative Therapies

Healing comes in all shapes and sizes. So we complement our traditional talk therapy with innovative Creative Therapies that help young people explore their emotions, manage behaviors, reduce anxiety, navigate trauma and develop a sense of purpose. From confidence-boosting fitness classes to transformative art therapy sessions, these personalized programs enable kids to turn their unique talents into opportunities for growth and healing.

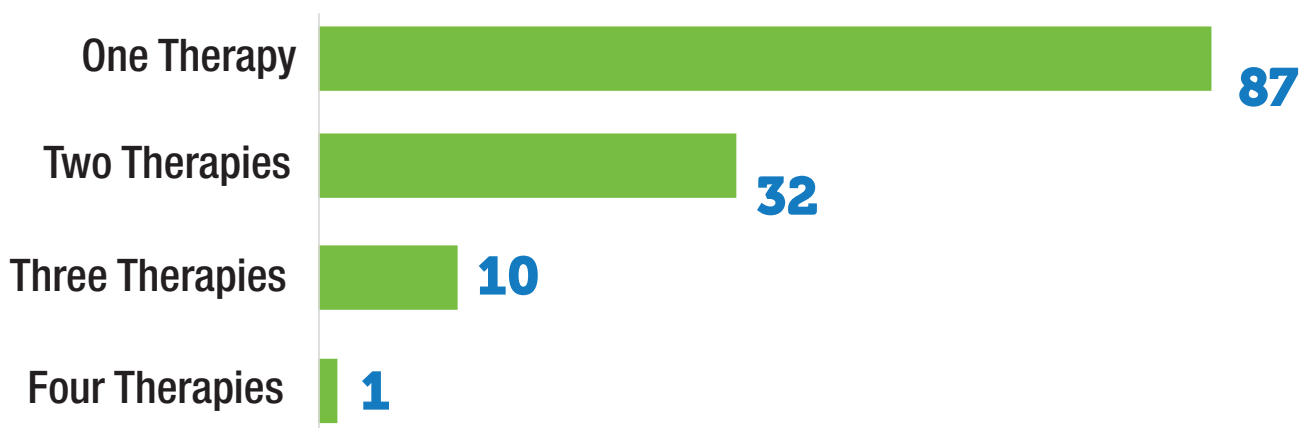


NUMBER OF YOUTH PARTICIPATING IN EACH TYPE OF THERAPY*



Creative Therapies also partners with like-minded organizations such as Canine Therapy Corps and Invictus Theatre Company in service of offering our youth well-rounded creative outlets and experiences. Canine Therapy Corps pairs youth with a dog for 6-8 weeks to work with weekly on simple commands and teaching a trick, in efforts to strengthen healthy relationship skill building and distress tolerance. Invictus Theatre Company utilizes a trauma-informed approach to teach Shakespearean performance, the program's goal is to teach skills in emotional regulation, healthy self-expression, self-esteem, and how to sustain healthy relationships.

NUMBER OF YOUTH PARTICIPATING IN MULTIPLE CREATIVE THERAPIES



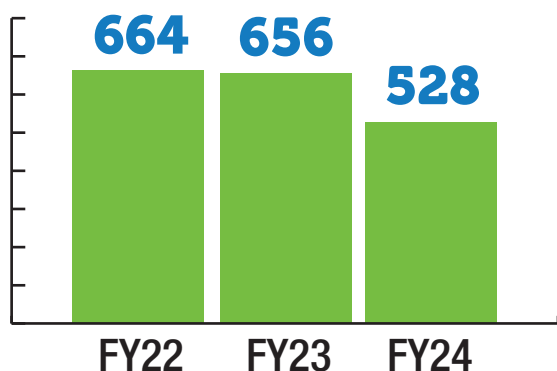
*Due to the Art Therapist position remaining open for the entirety of FY24, youth were not served by our Art Therapy offering this fiscal year. The Art Therapist position has since been filled and is providing services for FY25.

Creative Therapies

MUSIC THERAPY

Music therapy is a clinical and evidenced-based practice that utilizes music-based interventions, including but not limited to songwriting, instrument playing, and digital creation to promote emotion exploration, social skill and relationship building, and self-development.

MUSIC THERAPY INDIVIDUAL SESSIONS



80

Youth Served

35

Received Group Services

45

Received Individual Services

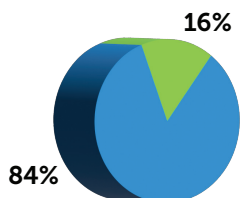
31

Youth Performed in the Talent Show

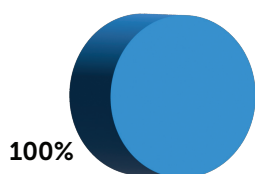
94% of youth reported being satisfied with music therapy

“Being in music therapy has helped me...”

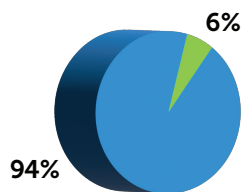
■ YES ■ NO



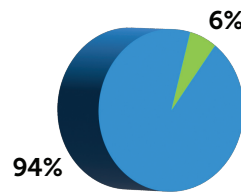
“...learn skills that help me resolve conflicts with my peers, staff, and family.”



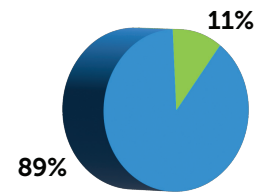
“...learn better ways to express and understand my emotions.”



“...build positive relationship skills.”



“...improve my life and become healthier.”



“...become more confident in myself.”



Lawrence HallSM

Serving Children, Families and Communities Since 1865

Creative Therapies

THERAPEUTIC RECREATION

Therapeutic Recreation (TR) combines treatment, recreation, and leisure activities to help youth develop specific skills including: social skills, managing emotions in constructive ways, honing cognitive skills, and enhancing physical fitness or coordination.

100%

of youth reported being satisfied with Therapeutic Recreation

46

Youth Served

17

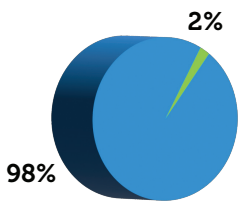
Received Individual Services

45

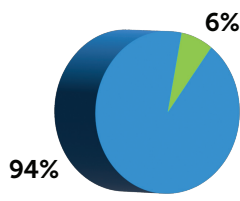
Received Group Services

“Being in therapeutic recreation has helped me...”

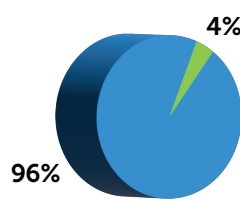
■ YES ■ NO



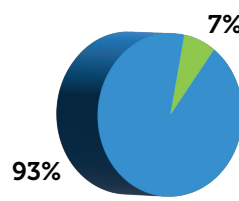
“...learn skills that help me resolve conflicts with my peers, staff, and family.”



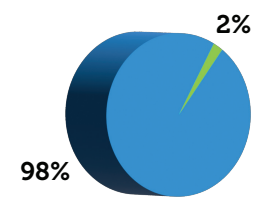
“...feel more physically fit and comfortable in groups.”



“...build positive relationship skills.”



“...improve my life and become healthier.”



“...become more confident in myself.”

YOUTH SUCCESS STORY:

Violet* was admitted to the CFTC early this year. Initially, she quickly grew frustrated when dealing with situations not to her liking. She tended to leave program areas in an attempt to flee emotional challenges and struggled to maintain composure. Violet also quickly became highly invested in TR programming; particularly learning and playing volleyball. Over the past 9-10 months, Violet has consistently been the first to arrive for a weekly open volleyball group and has been even more eager to be a member of Lawrence Hall’s Volleyball Team. Violet has been given her own volleyball and practices regularly on her own. She has greatly improved her ability to cope with challenging situations, team and personal mistakes, and has nearly eliminated her leaving TR groups when upset. As important and significant, Violet has thrived on being a truly supportive volleyball teammate. She regularly provides encouraging and supportive feedback to peers and demonstrates outstanding sportsmanship during both team wins and losses. Despite Violet being one of the younger team players, she will be recognized for being the “Player of the Year” as well as the most improved player on the team. Quarterly assessment scores support the aforementioned improvements as well.

*Names have been changed with respect to the privacy of our youth in care

Foster Care

For more than 30 years, our Foster Care program has provided safe, nurturing homes for youth and life-transforming services for parents whose kids have been removed from their care due to abuse or neglect. Wherever their story began, we help families change the narrative — focusing on safe outcomes with the goal of reunification or another stable, long-term placement. We offer a range of supportive living environments and therapeutic services that foster healing at home.

349

youth
served

456

foster families
served

102

birth parents
served

Therapeutic treatment helps children develop the needed skills to thrive at home, in school, and in the community while family coaching is provided for parents, relatives, or pre-adoptive parents.

53

youth received individual or family therapy from both internal and external clinical services.

26

foster families, birth parents, and family members received therapy from both internal and external clinical services.

YOUTH SUCCESS STORY:

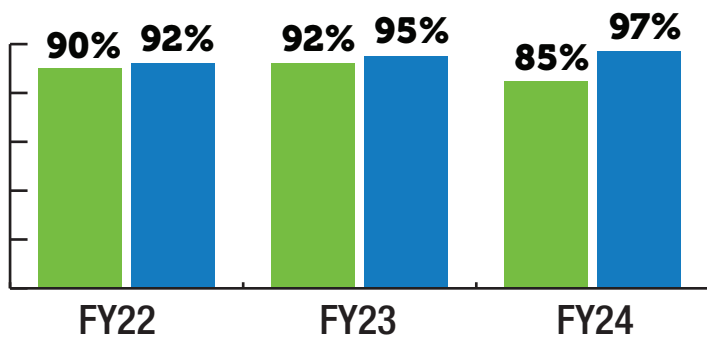
Josh* from the CFTC program was placed in a foster home through our adolescent foster care program. Once the youth no longer needs acute care because they have received the necessary treatment to step down, we utilized the Lawrence Hall continuum of care to move him into a foster home. Once Josh was placed in the foster home with his Uncle, the Foster Care licensing team worked with his Uncle to get the home licensed promptly. The Uncle provides very strong support for Josh and the family unit will now receive support in a least restrictive environment. This in turn will help the family unit thrive and Josh will be able to utilize skills learned from our residential programming as he transitions into a new home setting.

*Names have been changed with respect to the privacy of our youth in care

Foster Care

While the Foster Care program tracks many outcomes, the top three are children's stability, safety and permanency. The results for youth in both Traditional Foster Care / Home of Relative (TRAD/HMR) and Specialized Foster Care (SPEC) are below. The results show an increase in stability and permanency as well as consistency in safety. It is also important to highlight that Lawrence Hall continues to excel in reunification (returning children home to family).

STABILITY

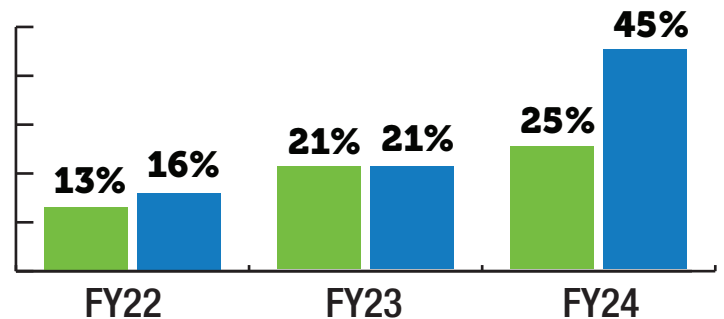


Children placed with less than 2 paid providers* over a 12 month period

*Paid providers are approved foster placements

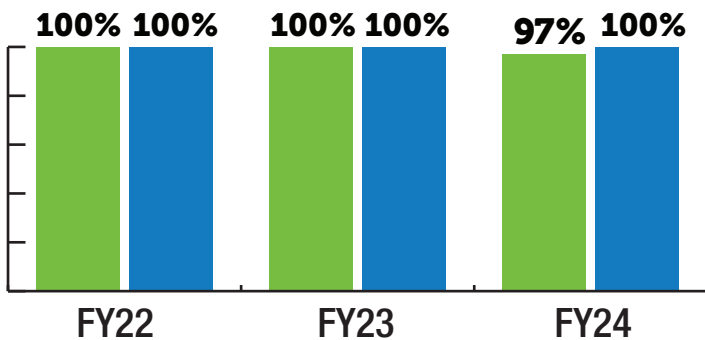
■ TRAD/HMR ■ SPEC

PERMANENCY



Children who achieved legal permanency

SAFETY



Children who experienced no maltreatment while in foster care

Therapeutic Day School

The Therapeutic Day School offers individualized programs to students with emotional, intellectual or learning challenges, autism, traumatic brain injury and other health impairments. We help each learner find what works for them, so they can confidently grow their academic, social and job skills. Students also have the opportunity to discover new passions by participating in physical recreation and expressing themselves through visual arts.

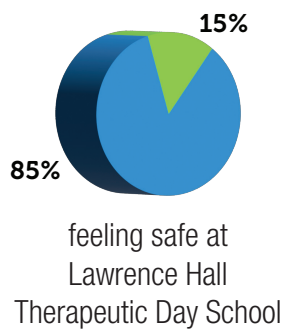
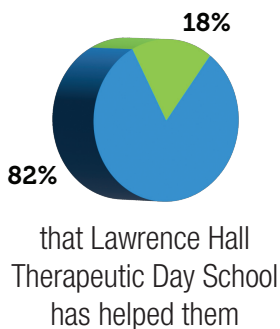
66%
of students
earned all
passing
grades

1
student
reintegrated into
CPS

1
student
graduated
high school

5
students
graduated
middle school

TDS youth report.... ■ YES ■ NO



"[Lawrence Hall] school has helped me learn small motor skills, coping skills and compassion for staff and peers."

- TDS Student

YOUTH SUCCESS STORY:

Caitlyn* came to Lawrence Hall School in August of last year. Prior to enrolling at Lawrence Hall, she had attended her local neighborhood school. She was referred to Lawrence Hall after her behavior resulted in numerous interventions by emergency services. After enrolling, Caitlyn continued the behaviors observed at her neighborhood school. However, after the second occurrence, staff had already begun observing patterns and triggers that led to her behavioral challenges. Her clinical teaching team developed a treatment plan to address the behavior and included Caitlyn in the process of recognizing triggers. She began developing stronger relationships with several of the school staff, and her family reported a significant decrease in the need for emergency services. Today, Caitlyn is continuing to thrive in the school program. She is earning passing grades, and serves on the student council. Her family reports that she is markedly happier and gets along better with everyone in the home. Caitlyn's story serves as inspiration to other students, as well as the staff of Lawrence Hall.

*Names have been changed with respect to the privacy of our youth in care

Transitional & Independent Living

Our Transitional and Independent Living (TIL) program supports young adults (17.5 - 21yrs) as they move from shelters, residential treatment centers or Foster Care into more independent living environments. Through specialized care, clinical support, skills training, academic assistance and career development, we help them learn to live successfully on their own and build a life they love.

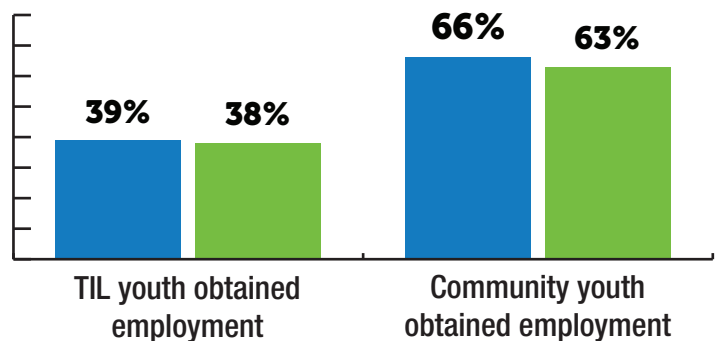


“Lawrence Hall has made an impact in my life because they shaped my future in a positive way.”

- TIL Youth

EMPLOYMENT

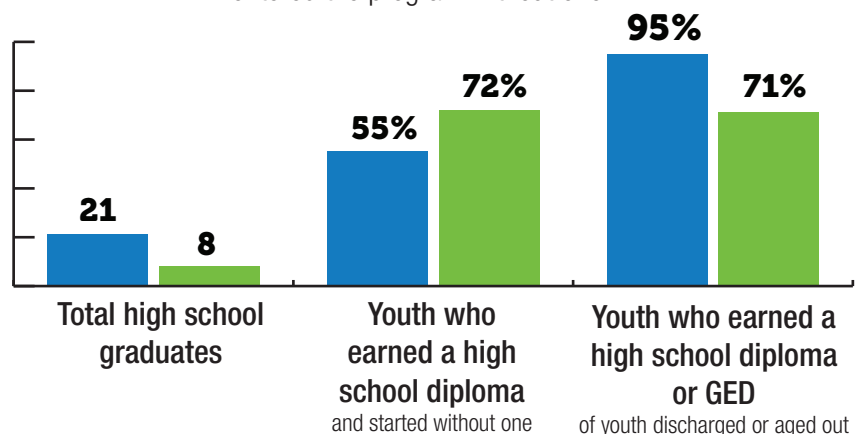
63% of young adults in community housing and 38% of young adults in supervised living obtained employment which helps them prepare for living successfully on their own.



■ FY23 ■ FY24

EDUCATION

Succeeding in school helps our young adults become better citizens, get better-paying jobs and, at the same time, helps them grow. This year, we celebrated 8 young adults who earned a high school diploma, having entered the program without one.



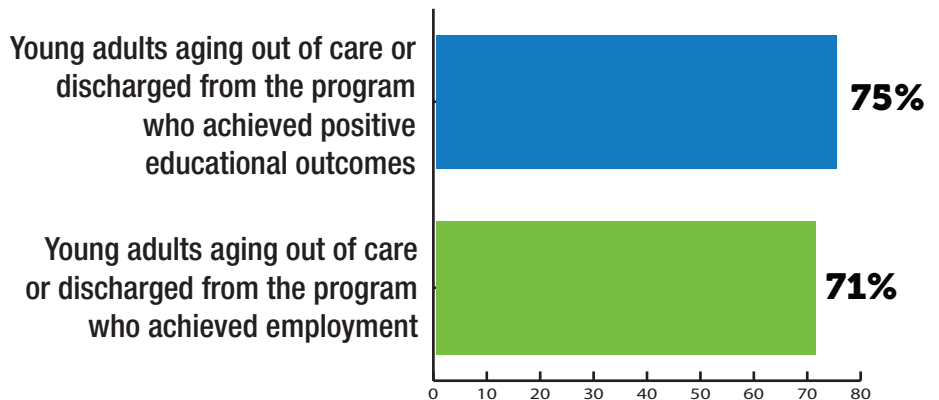
Transitional & Independent Living

27 youth discharged or aged out of the Transitional and Independent Living program in FY24. These youth met outcomes for education, work experience, and safety that enables them to experience long-term stability.

94%

of young adults shared that the TIL program gave them opportunities to learn and demonstrate new skills.

STATUS AT DISCHARGE



YOUTH SUCCESS STORY:

Since Entering LH TIL in September 20220, Shauna* has been able to complete her HS diploma and enter college.. She has been also employed at various times during her placement but always maintained focus on advancing her education. Shauna transitioned into independent living in August 2022 and remained in her own apartment at the time of discharge. Shauna served as a youth volunteer for the LH Fall Fete for two years. She has also been raising her one-year-old daughter. Upon discharge from LH at 21, Shauna was accepted into the DCFS Youth-in-College program, obtained employment, and saved approximately \$6K to provide stability as she transitioned to adulthood.

YOUTH SUCCESS STORY:

Sherese* entered TIL independent living in September 2021. She was living in the community; but she was not engaged in education or employment. She made several attempts to attend GED programming; however, she would not see it through to the end. She was moved to a new placement and received a new case specialist in February 2023. This transition brought the needed motivation to reach the capacity that staff saw in her. As an independent contractor, she would do hair to earn money, and she began working towards her GED. Sherese earned her GED in March 2024. She also completed her financial literacy training and obtained a voucher to ensure she had stable housing as she transitioned out of the program and into independence. Sherese left the program as one of our highest spend-down savers with \$18.9K to start her new life beyond Lawrence Hall!

*Names have been changed with respect to the privacy of our youth in care

Community Wellness

The effects of trauma ripple through communities, resulting in mistrust, separation, and oftentimes violence. We're here to support the healing of young Chicagoans and the greater South Shore community. By partnering with local organizations, Lawrence Hall's Community Wellness program brings mentorship, restorative justice, violence prevention, outreach and events that help make our neighborhoods healthier and safer.



89% of youth achieved a goal on their individual mentoring plan

81% of youth attended a cultural immersion event

90% of youth were connected to a positive adult through a mentoring program

138 youth participated in individual therapy

228 youth shared that they would be less likely to engage in violent and criminal activity after participating in the Community Wellness program

YOUTH SUCCESS STORY:

Connell* participated in the Community Wellness program during the 2024 school year, where he actively voiced his need for support and financial stability. Throughout the summer, Connell worked diligently, learning about various murals across the Chicagoland area. He expressed the need for supportive services after witnessing a close friend and a family member being shot in front of him. In response, he was immediately enrolled in our SCAN offering. With the assistance of CW staff, Connell accessed clinical services to address his trauma and develop healthier coping skills. The staff also helped Connell obtain his Illinois state ID and create a professional resume, equipping him to pursue employment opportunities. With their support, Connell secured an interview with one of our employer partners Local Market Food and was offered a cashier position at a competitive wage of \$16.00 per hour. To this day, Connell continues to receive guidance from CW staff, including help with homework, advice on classes, and support in building his financial literacy. Connell is truly a success story and a testament to the impact of our programs.

*Names have been changed with respect to the privacy of our youth in care

Community Wellness

SOUTH SHORE COMMUNITY EVENTS

Since June 2020, the Community Wellness team began to feed the community where resources were lacking. The team has been outside every Tuesday passing out meals, as well as hygiene products monthly, weather-related apparel throughout the year, and school supplies. We have given out over 35,000 meals and supplies since we started our community resource events.

69 community events hosted by the CW programs in FY24.



7,800 meals served at weekly community outreach events in FY24.

YOUTH SUCCESS STORY:

Felicia* has been an outstanding and active participant in several of our programs. She joined Lawrence Hall two years ago through our CYSC offering, a civic engagement initiative that provides youth with the opportunity to participate in community outings while earning an hourly wage. Felicia's hard work and dedication stood out, earning her the opportunity to assist our Community Wellness staff last summer. In this role, she led music groups within Creative Therapies, helping other youth express themselves creatively. Understanding the importance of her mental health, Felicia sought clinical services through our JAC offering. She also became a JAC youth advocate, providing support and a voice for individuals impacted by gun violence or gang affiliation. After graduating high school, Felicia pursued her aspiration of working in the medical field. She enrolled in our Workforce Development WIOA offering, completed CNA training at Nirvana Institute, earned her certification and passed her CNA Exam to obtain her license. She is now actively seeking employment at various hospitals as she continues to strive toward her goal of building a successful career in the medical field.

Community Wellness

Our Community Wellness program hosts a wide range of offerings for young people:

107

youth
served

CHICAGO YOUTH SERVICE CORPS (CYSC)

Offers paid opportunities for young people to build relationships, leadership and life skills through activities that positively impact their communities.

45

youth
served

MENTORING

Pairs young people with mentors who help them achieve their personal, academic, and career goals.

221

youth
served

REPORTING CENTER

Provides an alternative to detention for young people within the Cook County juvenile justice system to reduce recidivism rates.

26

youth
served

SERVICE COORDINATION AND NAVIGATION (SCAN)

Provides case management to young people (ages 14-24) who are at the highest risk of violence, regardless of gender identity and expression, sexual orientation, ethnicity, or race.

38

youth
served

JOURNEYS ACROSS COMMUNITIES (JAC)

Reduces recidivism and community violence by engaging justice-involved youth through cultural immersion activities, peer programming, case management, clinical services, career readiness training, and expungement of their juvenile justice records.



Lawrence HallSM

Serving Children, Families and Communities Since 1865

Workforce Development

You never forget your first job. We're here to make the memory a good one for more Chicagoans. Our personalized programs support young adults experiencing racial, socioeconomic, and other disparities, at every phase of their job search. We partner with local employers and organizations to provide GED education, job training and placement, record expungement, and trauma coaching. Together, we foster safe spaces where young people can grow their resumes and career confidence.



95% of youth said that this program teaches them how to obtain and maintain employment.

377 of workforce development young adults were served in under the IYIP, WIOA and MY TIME contracts.

377 young adults served that were served by IYIP, WIOA and MY TIME in FY24 completed Lawrence Hall's Career Readiness Training (CRT).*

101

of the job placements were jobs maintained by young adults for **60 days**.

86

of the job placements were jobs maintained by young adults for **90 days**.

*Workforce development youth served in ASM, HOPES, OSC+, and RAMP do not experience Career Readiness Training (CRT). They participate in career exploration cohorts, short-term or seasonal employment, apprenticeships and mentoring.

YOUTH SUCCESS STORY:

Mel** was a youth who enrolled in the WFD MYTIME offering in November 2023 where she maintained perfect attendance during Career Readiness Training. She was extremely engaged in the goal writing process, and worked diligently with staff in hopes she would become successfully employed. Mel attended several job and resource fairs and ultimately gained employment with McDonalds. In the process of successfully gaining employment, Mel's WFD staff assisted her with finding local openings, transportation to and from interviews, resource fairs, and sending leads regularly. Mel currently has been successfully employed for 90 days and is continuing her employment. She has been very active in MYTIME and is an ideal participant. Mel is interested in a career in foodservice and one day becoming a chef. With the help of WFD, Mel has been able to gain employment in the field of her choice.

**Names have been changed with respect to the privacy of our youth in care

Workforce Development

Our Workforce Development program hosts a wide range of offerings for youth and the community:

71
youth served

HOSPITALITY OPPORTUNITIES FOR PEOPLE (RE)ENTERING SOCIETY

HOPES connects youth with justice involvement to careers in the restaurant, food service, and hospitality industries, engages youth in soft and hard skills (either one week training or one month apprenticeship) training with the goals of developing work readiness, industry-specific skills and obtaining employment.

238
youth served

ILLINOIS YOUTH INVESTMENT PROGRAM

IYP works to help youth secure and sustain long-term employment through subsidized work experience with partners who understand the physical, emotional, social and mental health barriers they may experience.

66
youth served

WORKFORCE INNOVATION AND OPPORTUNITY ACT

WIOA works to enroll out of school youth in subsidized career training, credential, and education opportunities, and/or get them connected to workforce experience career opportunities.

72
youth served

ONE SUMMER CHICAGO PLUS

City-run summer employment and internships that help young adults learn financial and computer literacy, explore career paths, and complete hands-on projects that positively impact their communities.

73
youth served

MYTIME

The Mentoring Youth to Inspire Meaningful Employment program is a job training program that helps youth in DCFS care secure employment using a trauma informed career readiness training model. Youth can build their employment skills and succeed in the workforce by gaining real-life work experience in the community altering their lives for the better.

39
youth served

AFTER SCHOOL MATTERS

We partner with After School Matters to provide creative apprenticeships for teens attending Chicago Public Schools.

30
youth served

READY TO ACHIEVE MENTORING (RAMP)

Ready to Achieve Mentoring Program pairs each youth with a mentor to meet twice weekly to focus on personal, academic, and professional goal development and achievement.

Abbreviations & Acronyms Key

- ASM:** After School Matters
- BD:** Behavioral Disorder
- CFTC:** Child and Family Treatment Center
- CQI:** Continuous Quality Improvement
- CRT:** Career Readiness Training
- CW:** Community Wellness
- CT:** Creative Therapies
- CYSC:** Chicago Youth Service Corps
- DCFS:** Department of Children and Family Services
- DEI:** Diversity, Equity, and Inclusion
- FC:** Foster Care
- FY:** Fiscal Year
- HOPES:** Hospitality Opportunities for People (Re)Entering Society
- ICC:** Interim Care Coordination
- IYIP:** Illinois Youth Investment Program
- JAC:** Journeys Across Communities
- LGBTQIA+:** Lesbian, Gay, Bisexual, Transgender, Questioning and or Queer, Intersex, Asexual
- LH:** Lawrence Hall
- MT:** Music Therapy
- MY TIME:** Mentoring Youth to Inspire Meaningful Employment
- OSC:** One Summer Chicago Plus
- PQI:** Performance and Quality Improvement
- RAMP:** Ready to Achieve Mentoring Program
- SCAN:** Service Coordination and Navigation
- SPB:** Sexually Problematic Behavior
- SPEC:** Specialized Foster Care
- TDS:** Therapeutic Day School
- TIL:** Transitional and Independent Living
- Trad/HMR:** Traditional/Home of Relative Foster Care
- TR:** Therapeutic Recreation
- WIOA:** Workforce Innovation and Opportunity Act
- WFD:** Workforce Development
- YCD:** Youth and Community Development