Youth/Young Adult Navigating Multiple Systems (NMS)

*Required Question(s)

We realize children and youth often need support from multiple agencies and service systems. The Navigating Multiple Systems (NMS) Initiative wants to make it easier for families, youth and caregivers to get information they need to access services and supports across agencies. Therefore, we are asking for your input regarding the development of **user-friendly technology-based information tools** to make accessing services across systems less of a challenge.

The Navigating Multiple Systems Initiative is a statewide, collaborative project led by the NYS Council on Children and Families made possible by grant funding and participation by the NYS Developmental Disabilities Planning Council (DDPC).

Thank you in advance for answering the following questions!

* 1. Do you have an affiliation with...
(check all that apply)

- ☐ Families Together in NYS
- ☐ Autism Society
- ☐ YOUTH POWER!
- ☐ Youth-in-Progress
- ☐ Workforce Investment Youth Act (WIA) Youth Program
- ☐ Unaffiliated
- ☐ Other _____

* 2. Please select your age range.

- ○ 16-18
- ○ 19-21
- ○ 22-26
- ○ 27-30

* 3. Please select the region in which you reside.

- ☐ Western New York - Allegany, Cattaraugus, Chautauqua, Chemung, Erie, Genesee, Livingston, Monroe, Niagara, Ontario, Orleans, Schuyler, Seneca, Steuben, Tioga, Tompkins, Wayne, Wyoming, Yates
- ☐ Central New York - Broome, Cayuga, Chenango, Clinton, Cortland, Delaware, Essex, Fulton, Franklin, Hamilton, Herkimer, Jefferson, Madison, Montgomery, Lewis, Oneida, Onondaga, Oswego, Otsego, St. Lawrence
- ☐ Hudson River/Capital Region - Albany, Columbia, Dutchess, Greene, Orange, Putnam, Rensselaer, Rockland, Saratoga, Schenectady, Schoharie, Sullivan, Ulster, Warren, Washington, Westchester
- ☐ New York City - Bronx, Kings, New York, Queens, Richmond
- ☐ Long Island - Nassau, Suffolk

4. What systems have you been in contact with or received services from?
(Check all that apply)
(This question is optional)

- ☐ Department of Social Services (foster care, kinship care, child protective services, preventive, adoption, homeless, etc.)
- ☐ Mental Health (therapy services, SPOA, psychiatric services, etc.)
- ☐ Developmental Disabilities
- ☐ Office of Alcohol and Substance Abuse Services (OASAS)
- ☐ Residential Placement (nursing homes, rehab centers, detention centers, OMH facilities, etc.)
- ☐ Special Education (ACCESS-VR/VESID Services, have an IEP, etc.)
- ☐ None
- ☐ Other _____

To answer the next four questions, please imagine that you are living independently and are having trouble getting the help you need from the people closest to you and you need help and information now.

5. What efforts would you make to get help and information?
(Please reference the above text and check all that apply.)

- ☐ Call 211 or 311 telephone helpline or similar referral service
- ☐ Go to the web
- ☐ Talk to my worker (or previous worker)
- ☐ Talk with friends/peers
- ☐ Go to the library
- ☐ Talk with family
- ☐ Check with a teacher or other school staff
- ☐ Check with a mentor
- ☐ Look in newspaper
- ☐ Read or watch the news
- ☐ Use social media such as Facebook / Twitter / YouTube, etc.
- ☐ Ask my doctor
- ☐ Contact my faith-based organization (church, synagogue)
- ☐ Contact a family or peer-led organization
- ☐ Contact a community-based program
- ☐ Contact the county department of social services
- ☐ Contact the county department of public health
- ☐ Contact the county department of mental health
- ☐ Contact the children with special health care needs coordinator at the county
- ☐ Other _____

6. What are the kinds of challenges or needs that you might want help or information with?
(Please reference the above text and check all that apply.)

- ☐ Finding Affordable/Safe Housing
- ☐ Financial Aid (higher education/career development)
- ☐ Public Assistance
- ☐ Finding a Support Group
- ☐ Counseling
- ☐ Alcohol/Drug Use
- ☐ Medical Issues
- ☐ Daycare
- ☐ Pregnancy and Parenting Services
- ☐ Recovery Supports
- ☐ Peer Supports
- ☐ Finding Transportation
- ☐ Getting/Keeping a Job
- ☐ Knowing Your Rights - Advocacy
- ☐ Getting your GED/TASC/High School Diploma
- ☐ Getting into Community College
- ☐ Getting into to a University
- ☐ Obtaining a Degree or Certificate for a Specific Occupation
- ☐ Other _____

7. What challenges do you think you might run into getting the information that you need?
(Please reference the above text.)

_____

_____

_____

8. What would be your preferred way of getting information?
(Please reference the above text and check all that apply.)

- ☐ Telephone
- ☐ Internet
- ☐ Face-to-face
- ☐ Text Hotline
- ☐ Mobile App
- ☐ Other _____

9. Do you have access to the Internet now?

- ☐ Yes
- ☐ No

10. How do you typically access the Internet?
(Check all that apply)

- ☐ Public library
- ☐ Home
- ☐ School
- ☐ Friend's house
- ☐ Work
- ☐ Smart phone
- ☐ Tablet
- ☐ Phablet (cross between a tablet and a phone)
- ☐ I do not have access to the Internet.
- ☐ Other _____

11. On average, how often do you access the Internet?
(Include use of social media sites, but not simple texting or calling.)

- ☐ Never
- ☐ Occasionally
- ☐ Frequently
- ☐ Very frequently
- ☐ Almost all the time.

12. What do you use it for?

- ☐ e-mail
- ☐ Social Media (Facebook, Twitter, YouTube, Chats, Blogs, etc.)
- ☐ Music
- ☐ Videos
- ☐ Sports
- ☐ News
- ☐ Online shopping
- ☐ Games
- ☐ To answer a question
- ☐ To help yourself or a friend solve a problem
- ☐ Other _____

13. Do you have a favorite mobile app? If so, what is it?

_____

_____

_____

14. What do you like most about it?
(Check all that apply)

- ☐ It's easy to use.
- ☐ It has what I am looking for.
- ☐ Everyone else is using it.
- ☐ It alerts me to new information or conversations (using push technology)
- ☐ I can talk to it (voice recognition)
- ☐ It's free.
- ☐ It's fun.
- ☐ Other _____

15. If you could design an app that would provide information, what questions would you want answered?

_____

_____

_____

16. The choices below contain proposed tools to assist in navigating multiple systems.
(Please rate each item according to which of the options you are most likely to use.)

	Least Likely	Somewhat Likely	Likely	Very Likely	Most Likely
Mapping application showing available local services.	☐	☐	☐	☐	☐
Mobile apps that send notifications and updates for events or other information.	☐	☐	☐	☐	☐
Printed resource guides.	☐	☐	☐	☐	☐
Informative Webinars you could participate in or view from an on-demand archive.	☐	☐	☐	☐	☐
Apps providing translation / interpretation services.	☐	☐	☐	☐	☐
Electronic communication tools - newsletters, social media, blogs, groups.	☐	☐	☐	☐	☐
Informational videos - YouTube	☐	☐	☐	☐	☐

An acronym dictionary.	☐	☐	☐	☐	☐
An informative website with links to outside resources.	☐	☐	☐	☐	☐
Access to existing talk and text support lines connecting families to families and youth to youth.	☐	☐	☐	☐	☐

Again, we thank you for taking the time to participate in our survey. If you would like to stay informed about cross-systems issues and the Navigating Multiple Systems (NMS) Initiative, we encourage you to subscribe to our ENGAGE newsletter.

Sincerely,
The Navigating Multiple Systems (NMS) Project Team

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