



# EMPOWERING the LGBTQ YOUTH of Northeast Florida

## JACKSONVILLE AREA SEXUAL MINORITY YOUTH SERVICES (JASMYN)

### Telling the Story of LGBTQ Youth

Telling the stories of those who are discriminated against and marginalized gives power to the young people we serve. LGBTQ youth are one group who deserve to have their stories told, as many—if not all—face some level of discrimination. It is difficult for gender and sexual minorities to access essential resources like housing, healthcare, and employment. Although the percentage of LGBTQ youth in the US is between 5-7%, approximately 40% of youth experiencing homelessness identify as LGBTQ.

For Northeast Florida, the disparity is even greater: an astounding 60% of youth experiencing homelessness are LGBTQ. 3 out of 4 gender and sexual minorities living here report daily discrimination, and Jacksonville, Florida is rated #2 nationally for the amount of new HIV infections among African American males ages 13+.

For over 25 years, Jacksonville Area Sexual Minority Youth Network (JASMYN) has worked tirelessly to help these LGBTQ youth tell their stories and get them into homes. Their mission is to “support and empower LGBTQ young people by creating safe space, providing health and wholeness services and offering youth development opportunities.” By partnering with community organizations across Northeast Florida, they have successfully served thousands of youth ages 13-29.



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“When I talk about ClientTrack, I talk about it as our way to tell our young person’s story to each other and to our agency. All the information we need to know about what they need from us and what they haven’t got from us yet is in ClientTrack.”

**EMILY ROKOSCH**  
 Director of Operations  
 Jacksonville Area Sexual Minority  
 Youth Network  
 (JASMYN)

JASMYN provides a multitude of services for LGBTQ youth in their community. They work in three main service departments:

1. **Housing.** JASMYN serves as the entry point for all homeless youth in Jacksonville. While the organization does not provide housing themselves, they coordinate with local youth shelters. JASMYN provides wrap around services for homeless youth including showers, laundry, food pantry and hot meals.
2. **Health.** Staff members act as care coordinators for HIV positive individuals and help clients navigate PrEP and HIV medications. They also offer a sexual health clinic.
3. **Youth Development.** LGBTQ youth use JASMYN facilities as a safe space to build a sense of community. The organization provides access to a cyber center and offers a sense of community through youth development programming.

Each of these sectors are part of a critical effort to ensure the wellbeing of each LGBTQ youth.

## The Need for Powerful Case Management

JASMYN was running with a house-made way to navigate their data which worked for many years. Their case management process involved using a variety of spreadsheets which were prone to disorganization. It relied on leadership holding an institutional knowledge of each youth and risked losing that youth's story if a leader left. As JASMYN continued to expand, they recognized the need to elevate the way they used their data to better serve their clients, report back to funders, and apply for more grants.

This system did not lend itself to effective time management. Reports would often take weeks to create and required comparing and converting a variety of inputs. It was not always easy to track client progression and if someone fell out of care and returned after a period time, JASMYN employees usually had to restart the intake process. Valuable case history was difficult to access for those who were not actively participating in programs.

As JASMYN began looking for a case management solution, they knew it needed to be powerful, customizable, and allow better time management for case managers to focus on the LGBTQ youth of Northeast Florida. After researching a variety of potential options, one of their partner organizations suggested that JASMYN should use ClientTrack™ for their case management solution.

## The Difference of ClientTrack™

After scheduling an initial consultation, Eccovia worked directly with JASMYN staff to create a tailored case management system. With client data accessible in one localized place, the organization no longer had to manage dozens of spreadsheets to keep track of client data.

Some of the features that have helped JASMYN improve their case management include:

- » **Touchpoint Tracking.** Staff can easily record any variety of touchpoints, including housing, medications, HIV testing and status, as well as employment. All of this information can be viewed in a single place, allowing for clearer client history.
- » **Immediate Reporting.** Through ClientTrack, staff can run reports in a matter of moments—with any additional parameters. This has vastly improved their ability to apply for grants and report to funders (and saves time in doing so).
- » **User-Friendly Interface.** ClientTrack's intuitive design makes it easy for staff to navigate through the system, learn program features, and train others. With world class technical support, Eccovia made sure JASMYN had smooth implementation.
- » **Total Mobile Access.** Staff can access, update, and add client reports and notes from the field using any variety of technology, including iPhone, iPad, and Google or Android devices. This allows for immediate and accurate recording.
- » **Complete Client History.** They no longer need to worry about recovering client history. If a client returns to JASMYN after a period of inactivity, staff can still see a complete record of previous services, enrollments, medications, and status updates.
- » **Improved Safety.** ClientTrack allows staff members to easily track who comes in and out of each facility. This feature has allowed JASMYN to better protect their most vulnerable youth and mitigate any potential problems before they happen.

Most importantly, ClientTrack enables JASMYN to better tell the stories of those they serve. The staff can see what programs work, adjust services to best meet each individual, and share their successes with their supporters. ClientTrack's powerful case management system can grow with JASMYN and enable them to continually help affirm the identities and secure the futures of LGBTQ youth in Northeast Florida. "The biggest change after implementing ClientTrack," says Director of Operations Emily Rokosch, "is that we are able to better tell the story of what JASMYN does."

To learn more about how your organization can benefit from partnering with Eccovia and our industry-leading ClientTrack software, visit [eccovia.com](http://eccovia.com) or call **888.449.6328** to speak with one of our experienced Solution Experts.



Eccovia provides an industry-leading, care coordination platform for state and county Medicaid waiver programs, refugee resettlement programs, accountable care organizations (ACO), and community-based provider coalitions. Our platform helps agencies collaborate to address the physical, behavioral, and economic factors that improve the overall well-being of individuals and communities.