

Our service finds and offers extra help to early school leavers who are not in employment, education, or training (NEET).

## We use data about school leavers

The Ministry of Education (MoE) and Oranga Tamariki share information with us to help us find early school leavers who may need extra help to get into work, education or training.

MoE provides us with the school history of 15-17 year olds at the time they leave school. We link this information with records of contact they have had with Oranga Tamariki and MSD's data containing information about any benefits their parents may have received.

### We protect school leavers' information

We share information under appropriate legislative authority. [Read the AISA here](#). We primarily use this information for the purpose of identifying young people who would benefit from the NEET Service.

MoE transfers the information to us securely, and only authorised people have access.

## The model helps us find school leavers who might need help

We use a statistical predictive model called the Youth Service Model (YSN), and a set of eligibility rules to estimate the proportion of time a school leaver would spend on a benefit while 18 or 19-years-old. The YSN model tells us who might benefit from the help that the Youth Service offers.

Case managers at the community providers use estimates from the models and a set of eligibility rules, as part of the assessment process when enrolling young people to the service.

Use of the YSN model enables us to make sure that everyone who might benefit from the services is given the opportunity to get involved. School leavers with a High estimate from the model are referred to Youth Service Providers. The Youth Service isn't seen as effective for remaining school leavers<sup>1</sup>.

### How the model works

The YSN model considers factors such as:

- demographic information
- whether a young person's parents received income support
- the school history of a young person (including educational achievement, reason for leaving school and truancy history)
- the level of contact a young person has had with Oranga Tamariki.

These factors have been shown to affect whether a young person may need our support. The model produces service level intensity indicators for school leavers: High, Medium, Low or Very Low.

A young person with more of these factors, or where one or more factors has a higher value (such as multiple truancy) will have a higher service level intensity predicted by the model.

After the model runs, a set of rules are applied to determine a young person's eligibility for the service. We consider factors such as the age of the young person, that the young person does not currently receive a benefit and that they are not a current Youth Justice client.

We first built the model in 2012 using historic data to identify factors that contribute to young people moving onto a main benefit. The model was refreshed using updated data in December 2016, and in August 2020.

### We ensure our model is accurate and its data is protected

Model accuracy is measured each time the model is refreshed. This model was assessed using lift at the top 10% threshold, which indicates how much better the model does compared to random decision making. The YSN model had a lift of 3.22, meaning it correctly ranked the young people in the top 10% 3.22 times more often than a random selection. We securely store the model and data outputs within the MSD data warehouse.

### We maintain and review the model

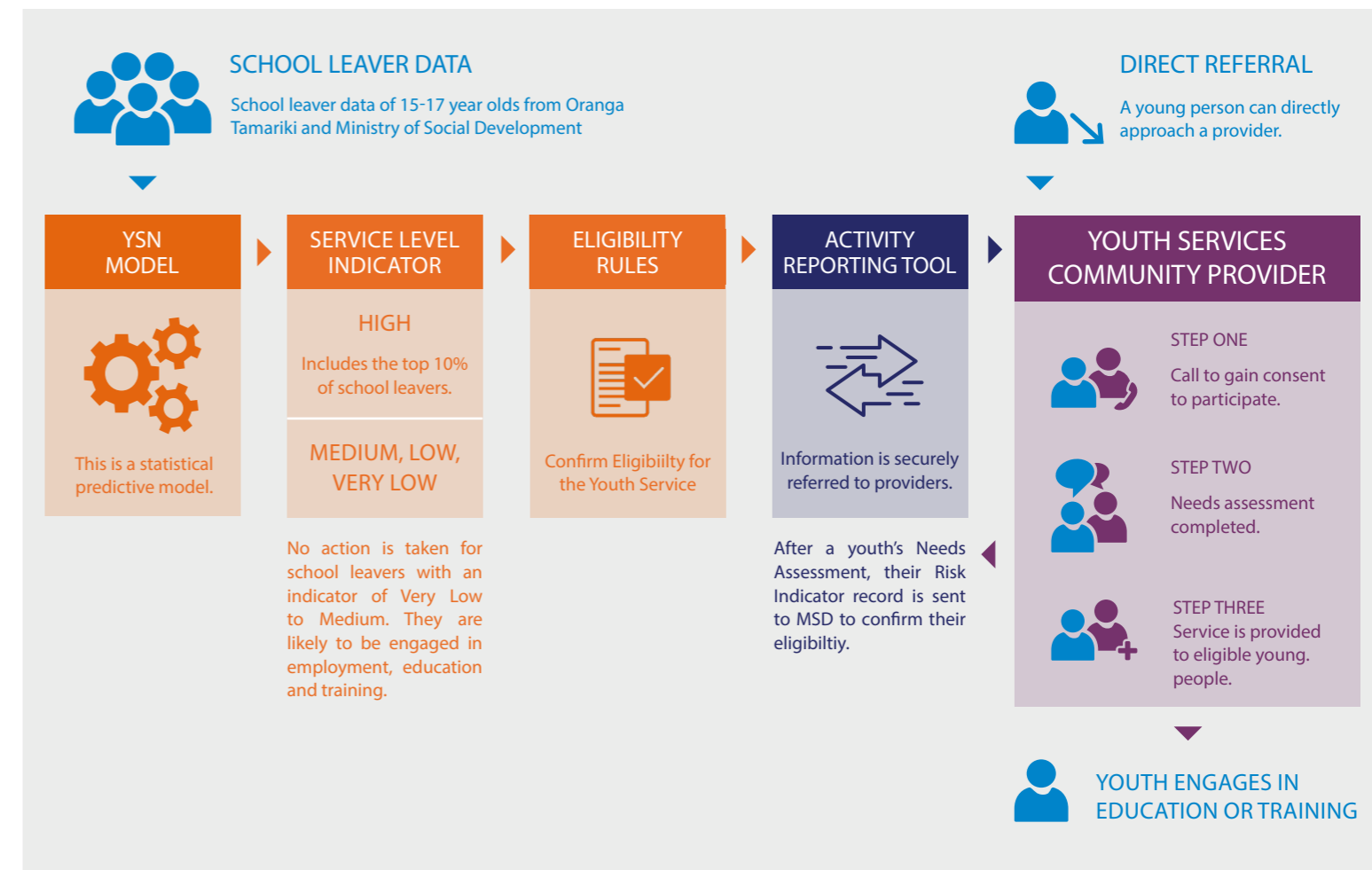
The model is monitored fortnightly by a team of analysts. The model is regularly reviewed to ensure it continues to be fit for purpose. A [review of the Youth Services](#) was conducted in 2018. The last Youth Service evaluation was [published in February 2017](#).

## We use a secure system to refer young people to community providers<sup>2</sup>

When the model and eligibility rules assign a service level intensity indicator to a young person, it automatically creates a referral record in 'Activity Reporting Tool' (ART) and assigns a community provider. The referral record only includes basic information about the young person; their contact details and service level intensity indicator. Other information about the young person that is used by the model is not transferred to the community provider.

The provider can then access the young person's record and appoint a youth coach.

ART is a secure system with appropriate access controls. We make sure it stays secure and fit for purpose using a continuous improvement programme.



## Young people can refer themselves for support

If a young person was not automatically referred to the service but knows they want some support, they can directly approach a community provider.

There are many reasons why a young person comes directly into the service. They may still be in school when they engage in the service. They may have previously declined to take part or we may not have originally been able to contact them.

For young people accessing the service directly, the provider requests a service level intensity indicator from MSD to confirm their eligibility.

## Community providers work with the young person to create a plan

Once the provider receives a referral they call the young person to tell them about our service and why they have been referred, and ask if the young person wants to participate. If they decline or cannot be contacted, the provider takes no further action. If they agree, the provider invites them in to meet a youth coach.

If the young person agrees, the provider collects additional information for a needs assessment. The youth coach and the young person then develop a comprehensive plan together. The young person can opt out of the service at any time.

### We respect the rights of young people

Young people can choose whether or not to participate in the service. Young people consent to receiving the service from the provider and to their information being shared.

<sup>1</sup>Treasury Evaluation Report <sup>2</sup> There are 49 community-based Youth Service Providers and two Work and Income sites (Wellington and Whanganui) that offer the youth service.