

## Our Core Principles

**FAMILY PARTNERSHIP:** We believe that you are the expert on your life and will partner with you to achieve your goals.

**INDIVIDUALIZED SERVICE PLANNING:** You tell us what your needs and wants are, and we design a plan around them.

**STRENGTH-BASED:** We know that you have skills, interests and talents. We work with you to develop and use those strengths.

**COMMUNITY-BASED:** You don't need to come to us— we'll come to you! We support you where you need help, and reach out to other supports in your neighborhood.

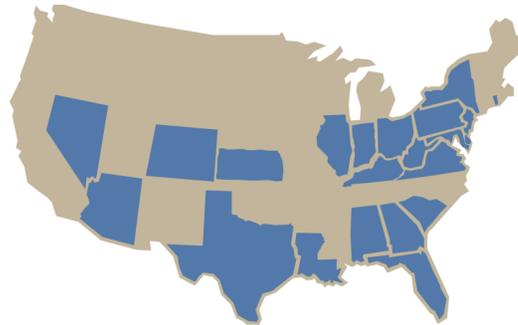
**TEAMWORK:** We bring all the different professional services together so that we can all work from the same plan to help you.

**CULTURAL COMPETENCE:** We hire staff from your community, and match staff with you based on common interests and strengths.

**CORPORATE AND CLINICAL INTEGRITY:** We provide services based on what is needed and specified in your plan, and demonstrate professionalism and healthy boundaries.

**GIVING BACK:** At YAP, we believe that "everyone has something to give." We will work with you to identify how to share your strengths and talents with others.

**UNCONDITIONAL CARE:** We will not give up on you! We know that you can and will be successful, and we will do "whatever it takes" to help you achieve your goals. improves outcomes.



AL • AZ • CO • DC • DE • FL • GA • IL • IN • KS • KY • LA  
MD • NJ • NY • NV • OH • PA • RI • SC • TX • VA • WV

### WEST VIRGINIA COUNSELING & ADVOCACY SERVICES

229 E. Martin Street,  
Suites 5 & 6

Martinsburg, WV 25401

304.260.6360

Fax: 304.260.6459

#### PROGRAM DIRECTOR

Gloria Shoemaker / gshoemaker@yapinc.org

COMMUNITY

NEVER GIVE UP

FAMILIA

INDIVIDUALIZED

COMUNIDAD

West Virginia

Counseling & Advocacy

a program of  
Youth Advocate  
PROGRAMS, INC.

VOICE

GIVING

FORTALEZAS

BACK

STRENGTH-BASED

RELATIONSHIPS

CULTURAL COMPETENCE

FAMILY

POSITIVE

CONNECTIONS

24/7

TEAMWORK

UNCONDITIONAL CARE

FLEXIBLE

WHATEVER  
IT TAKES

PARTNERS



HELPING YOUTH AND FAMILIES MOVE IN NEW  
AND POSITIVE DIRECTIONS SINCE 1975

yapinc.org



## WHO CAN I CONTACT IF I HAVE QUESTIONS?

It is important to us that you are happy with the support that we offer. Your local Program Director is available to you via phone or email and will visit you at times to make sure that you are happy with our services. You will also receive calls and letters from independent monitors at our Support Center in Harrisburg asking you or your family about our services, and making sure that we are providing you the support that we promised. You can contact David Edmonds, Director of Monitoring at 717-216-5555 or [dedmonds@yapinc.org](mailto:dedmonds@yapinc.org). You can also call our **PARENT INFORMATION LINE AT 1-800-324-5794** with any questions or concerns.

### — WELCOME TO YAP —

We recognize that you may have a lot of questions about West Virginia Counseling & Advocacy (WVCA) and Youth Advocate Programs, Inc. (YAP).

We hope this brochure helps to answer those questions and tells you a little bit about us and what you can expect from our services.

### — WHAT IS WVCAP/YAP? —

WVCA is a division of Youth Advocate Programs (YAP). YAP has been helping youth and families build stronger relationships with each other and their community for 40 years.

We will work with you and your family in a few ways. We want to know what is important to you and your family, and work with you to help you achieve your goals through connecting you with an Advocate.

Advocates are caring adults from your community who can help you to meet your employment, educational and social goals. Advocates support siblings and parents too. We will also support you to comply with all of your legal and/or other requirements.

### — HOW DID YAP — FIND OUT ABOUT ME?

You were referred to our program by your caseworker, probation officer, or by another agency or person in the community.

### — WHAT CAN I EXPECT? —

We will begin with a **STRENGTH-BASED ASSESSMENT** to learn what you are good at, what you like to do or would like to do, and what your needs are. We also work with you to plan around any immediate needs or safety issues.

We also include your family and other supportive people in your life to see what their needs may be and how they might be able to offer support. Finally, we speak with your Probation Officer, caseworker and/or other system resources to learn what their needs are and how they can help.

After we meet with everyone individually, we bring everyone together for a **TEAM MEETING**. During this meeting, your **INDIVIDUALIZED SERVICE PLAN** is developed, with goals identified and responsibilities shared among the team. After this meeting, Team Meetings occur every one to three months. Your Advocate will work with you on the goals in your plan.

### — HOW OFTEN DO YOU — MEET WITH US?

Your Advocate will meet with you at the times and days most needed and convenient to your family based on your plan. Staff are available 24/7 in the event of an emergency. As you achieve goals and are engaged in positive activities, your need for our support will decrease.

### — HOW LONG — IS THE PROGRAM?

Involvement in the program varies, though the average is six months. It is partially determined by the skills you develop and connections you make to manage your needs. Our goal is to work ourselves out of a job!

As we prepare to transition your family from services, we have a final Team Meeting to make sure that you have all of the supports that you need to continue to work on your goals.