



2019 Program Report Card: Work Readiness Supports

Achieving Youth Results (AYR) Goal:
Youth will be prepared for their eventual economic self sufficiency.

Program: Youth Employment Services (YES)
Agency: Ithaca Youth Bureau

CLIENTS:
Youth ages 14-21

PARTNERS:
Ithaca City School District, The Youth Employment Resource Team, funding partners, parents, worksite partners

RESULTS BASED ACCOUNTABILITY HEADLINE PERFORMANCE MEASURES

HOW MUCH:

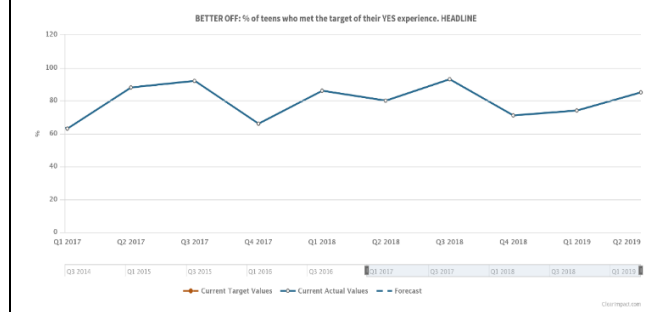
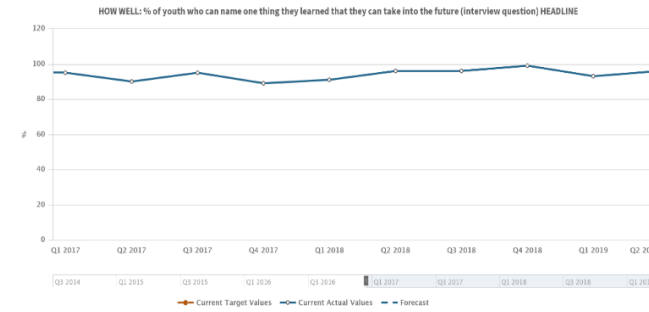
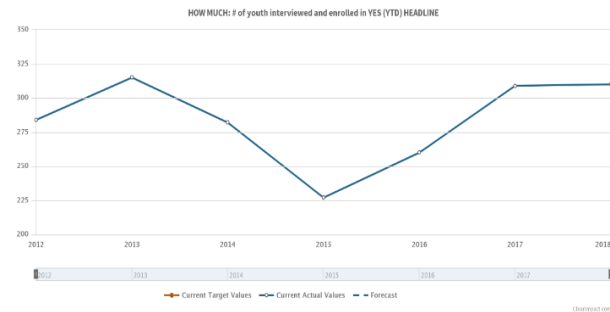
310 Youth*

HOW WELL:

96%*

BETTER OFF:

85%*



* Youth served in 2018 (excludes workshops)

* 299/313 youth in Q2 of 2019

* 230/271 youth in Q2 of 2019

THE STORY BEHIND THE DATA

GRAPH 1: # of youth served - Youth Employment Service provides work-readiness and employment opportunities for teens in Tompkins County between the ages of 14 and 21. As of July 2019, 271 teens applied, interviewed, and enrolled in the YES program. This number does not include teens who participate in our in-class workshops (95 as of July).

GRAPH 2: % of youth who can name one thing they learned that they can take into the future (interview question) – Youth begin working with YES by filling out an application, followed by an Interview and Skills Assessment. This question is asked of every teen who enrolls in our program. The percentage of youth who can name one thing they learned from YES that they can take into the future has been holding steadily above 90% and fluctuations are largely determined by varying sample sizes each quarter. Since our target population are youth with little to no work experience, it is reasonable to expect that most of them will learn something from the YES application and interview process.

GRAPH 3: % of teens who met the target of their YES experience - Upon enrollment in YES, every member picks a target for their work with our program. Targets include improving work skills (typically through completion of a subsidized job or workshop curriculum), successfully completing a transitional subsidized placement, developing a resume and/or employment fact sheet, and attaining private employment. Some teens will work with

YES to meet multiple sequential targets, while others will work toward just one. As of 2017, the data in this measure includes all teens who improve their work skills (via their skills assessment rubrics), as well as all teens who attain private employment, are hired by a business at the end of a transitional subsidized placement, or who meet their goal of developing a resume or employment fact sheet. A range of percentages between 65 and 85% is a normal level for this measure. Because of the high-volume nature of our subsidized summer jobs program, each year's Q3 percentage represents the highest volume of participants.

AGENCY ACTION PLAN TO "TURN THE CURVE"

2020 Action Plan

HOW MUCH

- Broaden outreach/workshop presence at different schools, including outside of ICSD. Target Avid classes at IHS to offer workshops, as well as Family and Consumer Sciences classes at outlying districts. Send summer info to guidance and administration at outlying schools this year.
- Create "What would you do with \$1,000" sign for outreach.
- Offer outreach/tabling and/or the Resume Doctor at TCPL and with the GIAC teen program.

HOW WELL

- Continue to frame the interview by stating at the beginning that we will ask teens to name something they learned at the end. This helps them be alert during the interview for new information.
- Utilize translating support services such as the Language Assistance Plan (LAP) as necessary.

BETTER OFF

- Continue to revise rubric for teens in the summer jobs program (streamline reflection questions to make completion easier).
- Look into SkillUp Tompkins and their work-readiness credential. This might be an appropriate offering for teens seeking private employment.
- Formalize YES Connect process so that teens must work to create a resume and secure a work permit before applying to jobs.

2019 Action Plan & Status

HOW MUCH

- YES will ask one of our former YES teens write an article about YES for the IHS newspaper. **↑ Accomplished (Article about Youth Council Ambassador served to publicize YES program)**
- YES will increase outreach presence at schools beyond IHS and LACS throughout the school year. We will maintain a weekly outreach presence at New Roots and BOCES. **↑ Accomplished**
- YES will create a "Resume Doctor" mobile station that can be brought to different community locations (TCPL, GIAC teen program, etc.). **↔ In process**

HOW WELL

- Continue to frame the interview by stating at the beginning that we will ask teens to name something they learned. **↑ Accomplished**
- Add this question not only to our interview and demographic forms, but to the Summer End of Job Reflection, YES Connect Exit Survey, and other feedback forms collected throughout the experience. **↑ Accomplished**
- Simplify the demographic form for workshop participants to only contain the necessary information and this question. **↑ Accomplished**

BETTER OFF

- Revise the final evaluation so that instead of rating teens on their level of competence (as they do in the midpoint), they rate teens relative to their improvement since the midpoint. **↑ Accomplished**
- Use a texting service like Remind to send regular reminders and check-ins to teens working with us to find private employment. **↑ Accomplished**
- Revise the rubric to make it a true "behavioral" rubric, where actual behaviors for each level are outlined. **↑ Accomplished**