



2020 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:

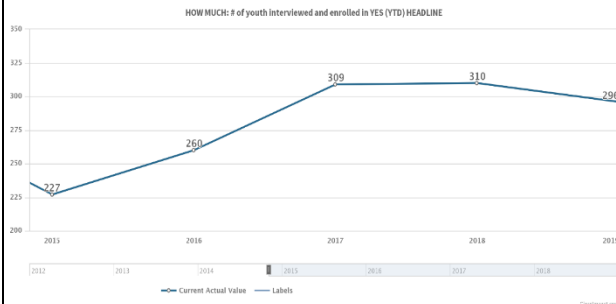
296 Youth*

HOW WELL:

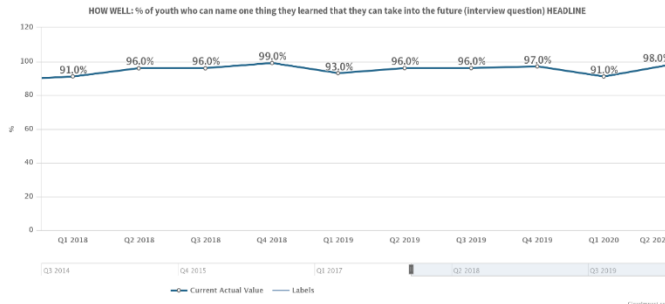
98%*

BETTER OFF:

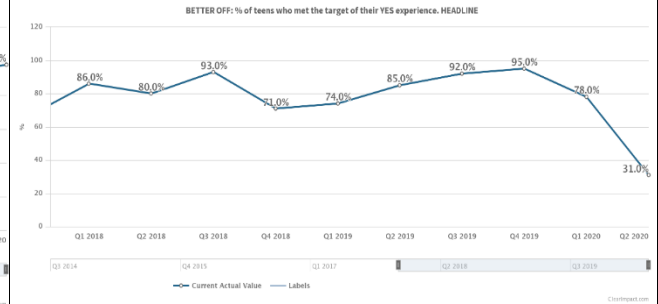
31%*



* Youth served in 2019 (excludes workshops)



* 51/52 youth in Q2 of 2020



* 16/52 youth in Q2 of 2020

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 2020, 137 teens applied, interviewed, and enrolled in the YES program. This number does not include teens who participate in our in-class workshops (38 as of October).

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. Teens who don't feel they learned something are typically either returning YES teens or teens with learning and/or language barriers that prevent them from answering the question.

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. In years past, due to the high-volume nature of the summer program, Q3 percentage represents the highest volume of participants. As we respond to long-term impacts of COVID-19 on supply and demand for youth employment, it is possible that this will change. The 2020 Q2 level of target completion will be an outlier in our quarterly data, caused by the cancellation of the Summer Jobs Program due to COVID-19.

AGENCY ACTION PLAN TO "TURN THE CURVE"

2021 Action Plan

HOW MUCH

- Deploy a virtual work-readiness program offering that allows teens to learn work skills and receive personalized support remotely. Utilize subsidized funding for eligible teens to incentivize participation and provide paid work experience.
- Develop liaison relationships with each ICSD school, New Roots, BOCES, and Newfield HS to have a dedicated point person at each school to help refer teens to YES.
- Extend enrollment for non-paid work-readiness activities to 13-year-olds to widen recruitment window.

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.
- Migrate existing Interview format to Google Forms, and make answering this question required, to increase interviewer compliance.
- Utilize translating support services such as the Language Assistance Plan (LAP) as necessary.

BETTER OFF

- Send quarterly check-ins to teens who have worked with YES Connect Program to see if they have attained additional employment and/or interviews.
- Create online version of work-readiness program.
- Transition rubrics to online format to distribute separately to teens and supervisors to increase completion rates.

2020 Action Plan & Status

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. ↔ **In process (Impacted by COVID)**
- Create "What would you do with \$1,000" sign for outreach. ↑ **Accomplished**
- Offer outreach/tabling and/or the Resume Doctor at TCPL and with the GIAC teen program. ↑ **Accomplished (Impacted by COVID)**

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. ↑ **Accomplished**
- Utilize translating support services such as the Language Assistance Plan (LAP) as necessary. ↑ **Accomplished**

BETTER OFF

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