

## 2018 Program Report Card: Work Readiness Supports



**Achieving Youth Results (AYR) Goal:**  
Children and Youth in Tompkins County will live in an economically secure community.

**Program:** Youth Exploration Program  
**Agency:** Learning Web

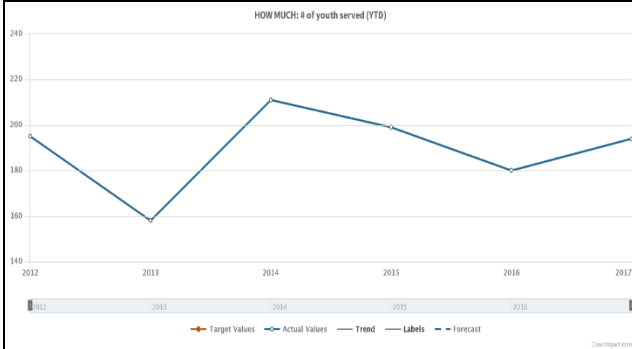
**CLIENTS:**  
Children between the ages of 12-20

**PARTNERS:**  
Community mentors, exploration hosts, county public schools, Ithaca Youth Bureau Youth Employment Services, local youth serving agencies, BOCES, TC DSS, Alternatives Federal Credit Union, youth, parents.

### RESULTS BASED ACCOUNTABILITY HEADLINE PERFORMANCE MEASURES

**HOW MUCH:**

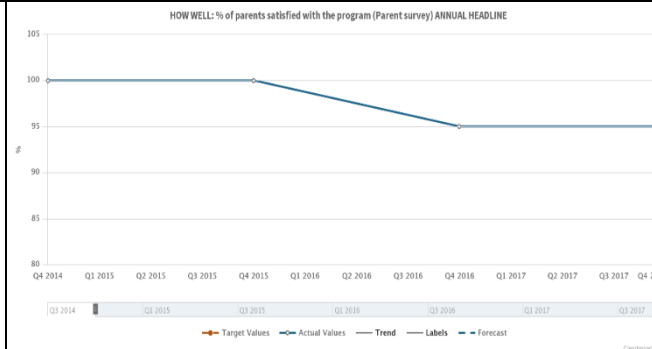
194 Youth\*



\*Youth served in 2017.

**HOW WELL:**

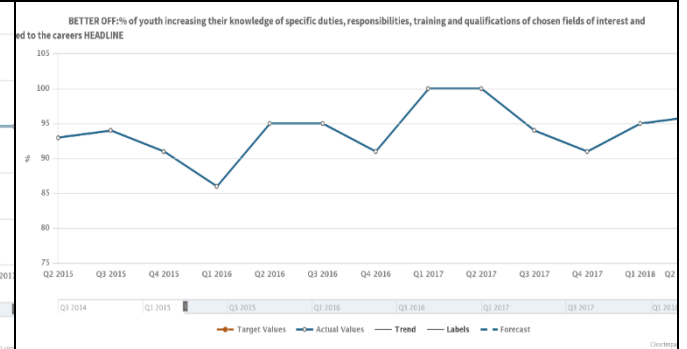
95%\*



\*2017 data, collected annually.

**BETTER OFF:**

96%\*



\*25/26 youth in Q2 2018.

### THE STORY BEHIND THE DATA

**GRAPH 1: # of youth served** - We predict that we will serve approximately 185 youth by year end and possibly more, similar to last year's performance on this measure. At the end of the 3<sup>rd</sup> Quarter we have served 166 youth. With only 1 FTE staff providing service to all school districts in the county, we cannot keep up with the demand. The program services are appealing and engaging to young people, their parents, and community members. In terms of staffing, we can offer 140 youth preplacement counseling, exploration visits, and apprenticeships annually. The graph represents that subset of youth but also represents the "additional demand" youth who receive information and referrals services.

**GRAPH 2: % of parents satisfied with the program** - We predict that annual performance will be in the 90% range based on past history. Surveys are sent to youth who participate in the exploration and apprenticeship program and also to mentors and parents. Although we had a 46% return on surveys completed, it still is a small sample and the variation between "100% of parents satisfied" and "95% of parents satisfied" is caused by one respondent indicating dissatisfaction. Youth voice is the foundation of this program and our staff are well trained to listen to a youth's goals. Youth are happy when

they've been able to explore their interest through a Youth Exploration Program activity and they tell their parents how excited they were to learn from that activity. It is a win-win program and their satisfaction surveys are reflective of that.

**GRAPH 3: % of youth increasing their knowledge of specific duties, responsibilities, training, and qualifications chosen field of interest and learning specific skills related to the careers** - We anticipate that our annual performance on this measure will reflect the median shown above—approximately 92%. The relatively small number of surveys in the pool affects the graphing. Surveys are sent to youth who participate in the exploration and apprenticeship program. Strong network of community mentors and exploration hosts are the foundation of our programs and provide high quality learning opportunities for our young people. We stress with mentors the importance of exposing their apprentice to as many aspects of their career field as possible and to share their personal journey so that youth get a real window into the career field. Mentors can also support a youth's process of thinking about future career development. Learning Web staff support is a critical piece of a youth's experience. It is not enough to drop a youth into a community workplace. It is the opportunity for feedback, reflection, and support that helps a youth participant process their apprenticeships or exploration visits and apply those experiences to their lives.

### AGENCY ACTION PLAN TO “TURN THE CURVE”

#### 2019 Action Plan

##### **HOW MUCH**

- Increase local prevention services for marginalized or multiple-risk youth.
- Explore transportation collaboration with Cornell Cooperative Extension of Tompkins County.
- Increase students' ability to participate in YEP services by continuing to investigate “release time.”

##### **HOW WELL**

- Staff training and development.
- Mentor recruitment and support.
- Expansion of YEP services to better address the needs of multiple-barrier youth.

##### **BETTER OFF**

- Developing high caliber community volunteers.
- Increase local prevention services for marginalized or multiple-risk youth.
- Continue to investigate “release time.”

#### 2018 Action Plan & Status

##### **HOW MUCH**

- Create a Public Service Announcement to help in mentor recruiting in the rural communities. ↑ **Accomplished**
- Continue from 2016- Investigate “release time” with the local school to see if students could start apprenticeships and exploration earlier in the day. ↑ **Accomplished**
- Increase funding for stipends. ↔ **In Process**

##### **HOW WELL**

- Continually improve staff training and development so that staff, our front-line presence, can do the best job that is possible. ↑ **Accomplished**
- Increase stipends to expand both the number of weeks an apprentice can earn a stipend and expand the number of hours in each week an apprentice can work. ↔ **In Process**
- Expanding our mentor base to offer a breadth and depth of experience. ↑ **Accomplished**

##### **BETTER OFF**

- Continue developing high caliber community volunteers so that we can meet the needs and interests of any young person. ↑ **Accomplished**
- Continue to investigate “release time” with the local school to see if students could start apprenticeships and exploration earlier in the day. ↑ **Accomplished**
- Increase stipend funds. ↔ **In Process**