



## 2021 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:**

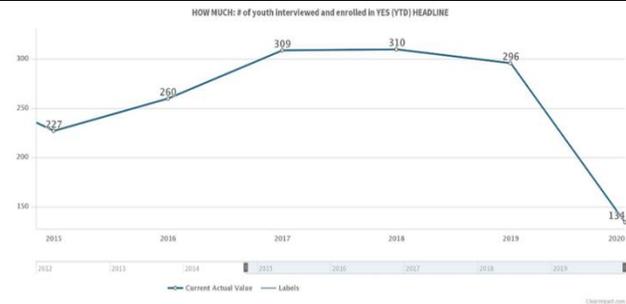
**134 Youth\***

**HOW WELL:**

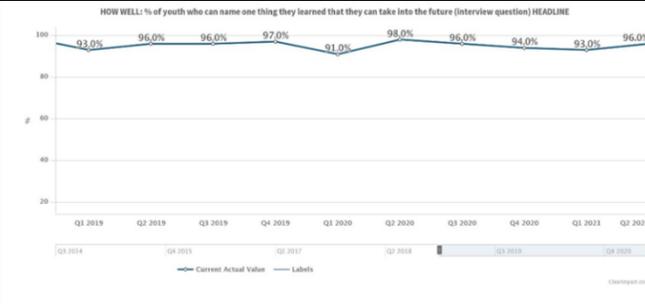
**96%\***

**BETTER OFF:**

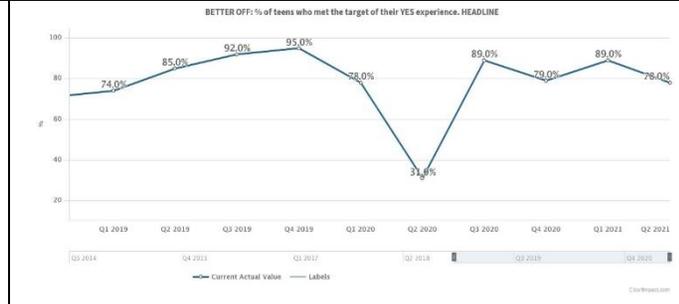
**78%\***



\* Youth served in 2020 (excludes workshops)



\* 277/289 youth in Q2 of 2021



\* 193/247 youth in Q2 of 2021

### 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. Enrollment steadily hovers between 275 and 350 over the years, with the exception of 2020, when the Summer Job Programs was cancelled, and all programs suspended for three months. As of July 2021, 339 teens have been served signaling a return to normal enrollment levels.

**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 the 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 the 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. There is a very high response rate and excellent results for this measure. Significant effort is not needed to attempt to improve the already very strong results.

**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. It is predicted that comparing quarters in successive years will show more linear improvements in this measure.

**AGENCY ACTION PLAN TO "TURN THE CURVE"**

**2022 Action Plan**

**HOW MUCH**

- Ask to be featured on the HIS Community Connects video that features local community orgs and highlights our services.
- Create a mobile application kiosk that can be brought to community events/orgs and allows teens to apply to the program (reducing tech barrier).
- Broaden virtual outreach/workshop opportunities to schools outside of ICSD.

**HOW WELL**

- Continue to frame the YES 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.
- Translate the application into Karen to assist our refugee population with understanding what is being asked of them.

**BETTER OFF**

- Create a "hired" form that asks teens to report if and when they find private employment and send it to all YES Connect involved teens every three months.
- Create pre and post assessments for the Youth Council Ambassadors and LEVELup participants for better quantitative data on improvement throughout involvement in program.
- Rebuild the Now Hiring list on a platform that will allow businesses to directly post-employment opportunities, encouraging greater business diversity and involvement.

**2021 Action Plan & Status**

**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. **↑ Accomplished**
- 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. **↑ Accomplished**
- Extend enrollment for non-paid work-readiness activities to 13-year-olds to widen recruitment window. **↑ Accomplished**

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

**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. **↓ Not Accomplished but will be attempted in 2022**
- Create online version of work-readiness program. **↑ Accomplished**
- Transition rubrics to online format to distribute separately to teens and supervisors to increase completion rates. **↑ Accomplished but was not successful in increasing rate of completion**