



# 2022 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

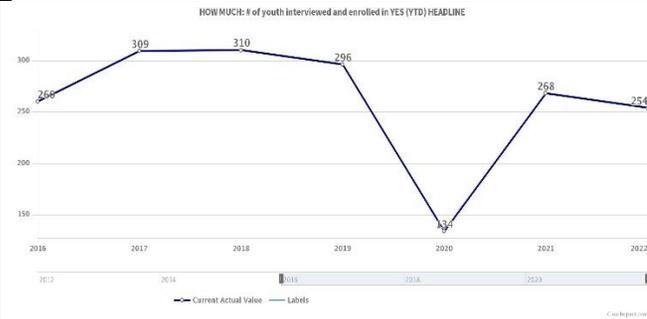
**CLIENTS:**  
Youth ages 14-21

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

## RESULTS BASED ACCOUNTABILITY HEADLINE PERFORMANCE MEASURES

**HOW MUCH:**

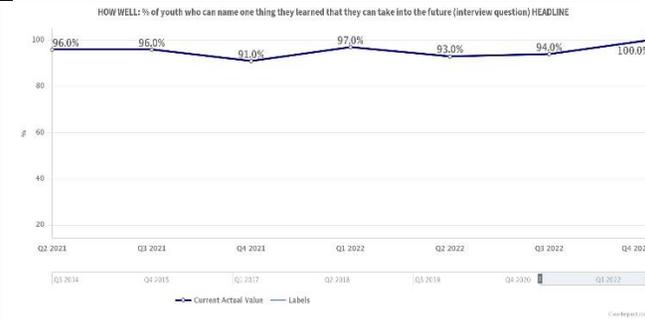
**254 Youth\***



\* Total served in 2022 (excludes workshops)

**HOW WELL:**

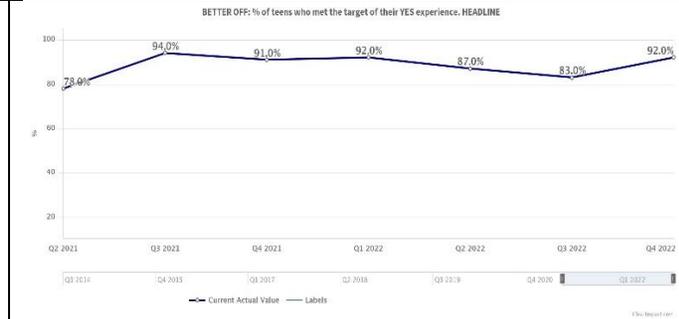
**100%\***



\* Q4 of 2022

**BETTER OFF:**

**92%\***



\* Q4 of 2022

## 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 250 and 350 over the years. Numbers directly related to staff capacity and funding. Forecast numbers will remain in the mid-200s.

**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 70 and 90% 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"**

**2023 Action Plan**

**HOW MUCH**

- Seek a dedicated space at IHS 1-2 days a week that we staff for the whole day, to combat the impacts of universal lunch on our outreach capacity.
- Partner with local schools to make our LEVELup work-readiness programming part of curriculum and/or credit-bearing.
- Kickoff our Spring recruiting season with a gift-card incentive for teens who refer their friends to apply.

**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.
- Offer returning YES Teens a different interview so that they gain exposure to different question styles and more opportunities to continue to learn.
- For teens who cannot name anything they learned during the interview, create a follow-up question asking what they hoped to learn, to get feedback about how we could improve our intake process.

**BETTER OFF**

- Continue to revise our rubric for teens in the summer jobs program (streamline to make completion easier).
- Create a version of our skill rubric that does not require literacy and can be coached through by a YES Rep
- Create stronger relationships with three hiring managers in businesses that regularly employ teens so that we can make warmer referrals

**2022 Action Plan & Status**

**HOW MUCH**

- Ask to be featured on the HIS Community Connects video that features local community orgs and highlights our services. . **↑ Accomplished**
- Create a mobile application kiosk that can be brought to community events/orgs and allows teens to apply to the program (reducing tech barrier). . **↑ Accomplished**
- Broaden virtual outreach/workshop opportunities to schools outside of ICSD. **↑ 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**
- Utilize translating support services such as the Language Assistance Plan (LAP) as necessary. **↑ Accomplished**
- Translate the application into Karen to assist our refugee population with understanding what is being asked of them. **↓ Not Accomplished, abandoned, more challenging than anticipated**

**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. **↑ Accomplished**
- Create pre and post assessments for the Youth Council Ambassadors and LEVELup participants for better quantitative data on improvement throughout involvement in program. **↑ Accomplished**
- Rebuild the Now Hiring list on a platform that will allow businesses to directly post-employment opportunities, encouraging greater business diversity and involvement. **↑ Accomplished**