



2017 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 Employment Services (YES)
Agency: Ithaca Youth Bureau

CLIENTS:
Youth ages 14-20

PARTNERS:
Ithaca City School District , parents, worksite partners

RESULTS BASED ACCOUNTABILITY HEADLINE PERFORMANCE MEASURES

HOW MUCH:

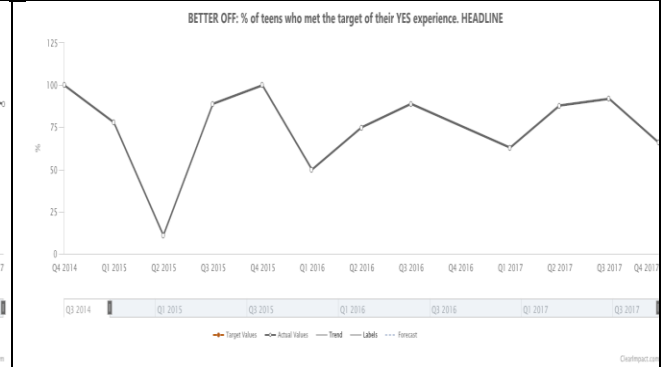
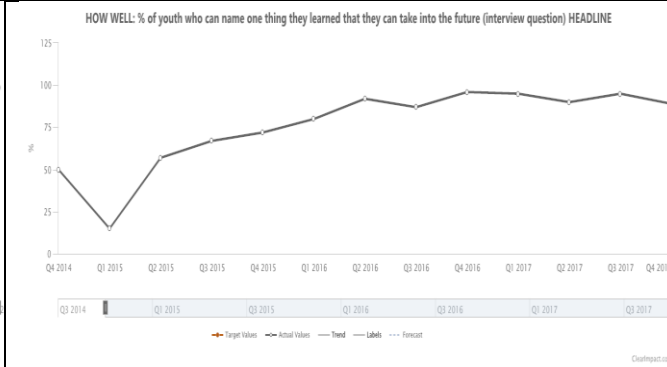
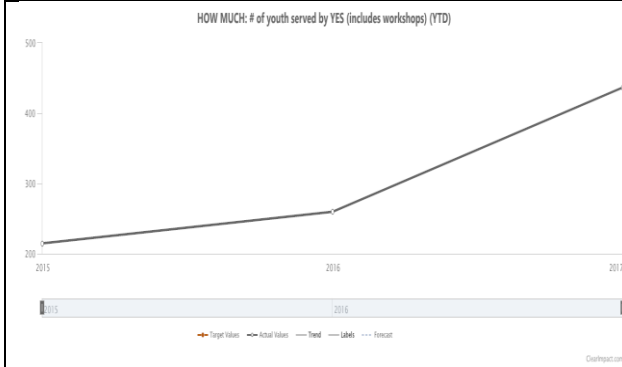
437 youth

HOW WELL:

89%

BETTER OFF:

87%



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 20.

GRAPH 2: % of youth who can name one thing they learned that they can take into the future (interview question) – 387/437 Youth begin working with Youth Employment Service by filling out an application, followed by an Interview and Skills Assessment. The interview is conducted in a one-on-one setting, and includes common job interview questions, as well as questions regarding a teen’s work interest, level of experience, availability, and transportation. Staff provide feedback on the teen’s application and interview skills, highlighting both areas of strength and areas to improve. At the conclusion of the interview, staff ask teens if they can name something they learned about applying and interviewing for jobs through the YES application and interview. 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 steadily increasing.

GRAPH 3: % of teens with improved work skills (increased rubric score)- 270/309 All teens who participate in YES receive an initial Skills Assessment after their interview. Teens who participate in subsidized employment have two additional evaluations completed during their work experience, both in the middle and at the end of the placement. The evaluations include assessments both by the teen and the worksite supervisor, as well as the YES staff caseworker. The focus of these evaluations is a rubric, which includes nine assessment criteria (such as Attendance and Punctuality, Quality of Work, Communication Skills, etc.) and was designed to align with the NYS Career Development and Occupational Studies Commencement

Credential. The percentage of teens who improve their work skills appears volatile on a longitudinal chart, primarily because the sample size varies widely.

AGENCY ACTION PLAN TO "TURN THE CURVE"

2018 Action Plan

HOW MUCH

- YES will create more interactive elements for program outreach at ICSD schools, including a game where teens can answer work-related trivia in exchange for candy and prizes.
- YES will increase interest/engagement during outreach by bringing in local employers who are actively hiring..
- Continue to engage with students during lunch with #YESAsks polls. The results of each survey will be posted on our website and social media.

HOW WELL

- Continue to frame the interview by stating that we will ask teens to name something they learned at the end.
- Implement a feedback form specifically tailored to the summer interview.
- Improve oversight over Workshop Participants filling out the demographic form and allow teens more time.

BETTER OFF

- Moving forward we will ***strongly encourage*** teens enrolling in YES Connect to develop a resume and/or fact sheet before attempting other targets. We may incentivize this by reserving access to our Now Hiring List for teens who have already developed a resume/fact sheet.
- We will continue to invest in training seasonal staff on our rubric model so that they can score teens effectively.
- We will formalize a process for weekly and monthly follow-up with teens who have slipped out of regular contact with YES.

2017 Action Plan

HOW MUCH

- YES will work in 2017 to increase our presence at ICSD by taking the following actions: secure an afterschool space for offering workshops and outreach after the school day, target Family Groups at LACS and AVID classrooms at IHS with eligible teens and offer them workshops as a way of demonstrating our services, speak to sports teams and extracurricular groups about YES. ✓ **Changed (due to new data)**
- YES will implement an "Interview Scheduled" card (given when a teen turns in their application) to remind teens of their interviews and reduce the number of teens who never finish the enrollment process. ↑ **Accomplished**
- YES will experiment with alternative outreach locations, interactive elements at outreach, and tabling at community and school events. ↔ **In process**

HOW WELL

- YES will formalize the practice of framing the interview by telling youth that they will be asked to name something they learned. ↑ **Accomplished**
- YES will create a follow-up question to ask teens who say they didn't learn anything new, to help us learn how we might better serve them. ↑ **Accomplished**
- YES will implement a written feedback form that staff will complete at the end of the interview, which highlight areas of strength and growth for the teen that they can reference in the future. ↑ **Accomplished**

BETTER OFF

- YES will continue to train our staff how to score appropriately using the Employability Profile. ↑ **Accomplished**
- This current performance measure only applies to teens in subsidized work experiences, which lends itself to volatility in the data and an incomplete view of how well *all* of our participants are doing. While we will continue to track this measure, we would like to add a performance measure in 2017 that will track the percentage of teens who meet the objective of their experience with YES. Objectives this measure would track include teens in temporary subsidized placements who improved their work skills rubric (the current measure), teens in transitional subsidized placements who were hired by the business at the end of the trial, teens who are in our work-readiness program who attain private employment (for 15+), teens who are in our work-readiness program who complete a curriculum of work readiness training (for 14+). We feel that this will better indicate how well our teens are doing overall, across our various program components. Ultimately, we would want this new measure to replace the current one as a headline measure for our program. ↑ **Accomplished**