



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 Employment Services (YES)
Agency: Ithaca Youth Bureau

CLIENTS:
Youth ages 14-20

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

RESULTS BASED ACCOUNTABILITY HEADLINE PERFORMANCE MEASURES

HOW MUCH:

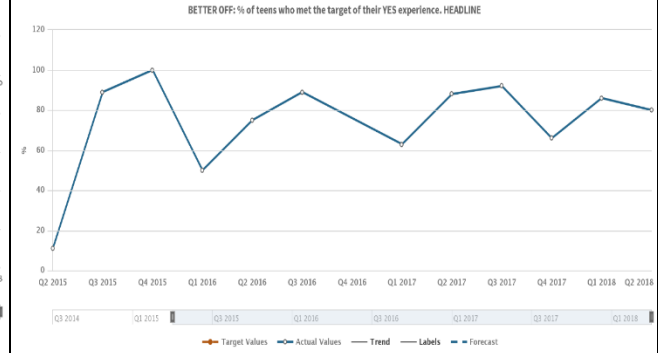
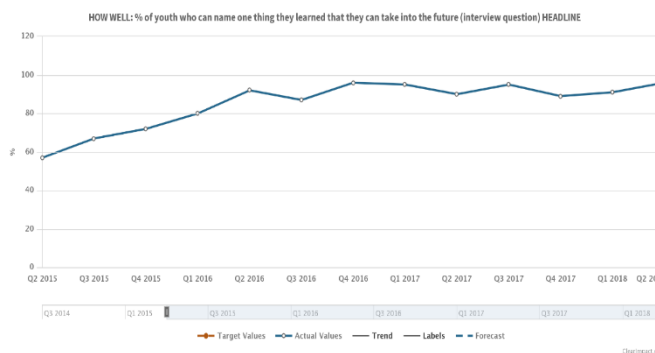
309 Youth*

HOW WELL:

96%*

BETTER OFF:

80%*



* Youth served in 2017 (excludes workshops)

* 260/270 youth in Q2 of 2018

* 195/245 youth in Q2 of 2018

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. As of July 2018, 261 teens applied, interviewed, and enrolled in the YES program. This number does not include teens who participate in our in-class workshops (99 as of July).

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 steady between 80 and 95% 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.

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. Because of the high-volume nature of our subsidized summer jobs program, each year's Q3 percentage represents the highest volume of participants.

AGENCY ACTION PLAN TO "TURN THE CURVE"

2019 Action Plan

HOW MUCH

- YES will ask one of our former YES teens write an article about YES for the IHS newspaper.
- YES will increase outreach presence at schools beyond IHS and LACS throughout the school year. We will maintain a weekly outreach presence at New Roots and BOCES.
- YES will create a "Resume Doctor" mobile station that can be brought to different community locations (TCPL, GIAC teen program, etc.).

HOW WELL

- Continue to frame the interview by stating at the beginning that we will ask teens to name something they learned.
- Add this question not only to our interview and demographic forms, but after every meeting and site visit.
- Simplify the demographic form for workshop participants to only contain the necessary information and this question.
- Utilize translating support services such as the Language Assistance Plan (LAP) as necessary.

BETTER OFF

- Revise the final evaluation so that instead of rating teens on their level of competence (as they do in the midpoint), they rate teens relative to their improvement since the midpoint.
- Use a texting service like Remind to send regular reminders and check-ins to teens working with us to find private employment.
- Revise the rubric to make it a true "behavioral" rubric, where actual behaviors for each level are outlined.

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. **↑ Accomplished with great success**
- YES will increase interest/engagement during outreach by bringing in local employers who are actively hiring. **↑ Accomplished and ongoing**
- Continue to engage with students during lunch with #YESAsks polls. The results of each survey will be posted on our website and social media. **↑ Accomplished, with Ithaca Youth Council Ambassadors taking the lead on surveying peers.**

HOW WELL

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

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. **↑ Accomplished**
- We will continue to invest in training seasonal staff on our rubric model so that they can score teens effectively. **↑ Accomplished**
- We will formalize a process for weekly and monthly follow-up with teens who have slipped out of regular contact with YES. We will also create a new layout in our database that makes it easier to track exactly how active and involved a teen is in their work with YES (including a place to track all scheduled, completed, and missed appointments). **↑ Accomplished**