

DEPARTMENT OF
EMPLOYMENT SERVICES

2020

MAYOR
MARION S.
BARRY
SUMMER
YOUTH
EMPLOYMENT
PROGRAM



INDEPENDENT
EVALUATION

OFFICE OF YOUTH PROGRAMS

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THE GEORGETOWN FIRM

The Georgetown Firm initiated its evaluation of the District of Columbia's Department of Employment Services' Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP) in December 2019. We followed the Management Team as they prepared for the Summer of 2020 in anticipation and excitement of ***building off of 2019 successes.***

March of 2020, with the onset of COVID-19, brought significant changes and challenges to the District of Columbia and MBSYEP. ***MBSYEP addressed this challenge. We observed as MBSYEP moved from in-person registration to an online portal in three days.*** The Management Team faced the challenges of a virtual world and ***embraced their broader role of supporting the District of Columbia's youth and community.*** While many summer youth employment programs around the country were shutting down, ***MBSYEP ramped up efforts to secure technology, funding, and host employers.*** While the Program's budget and the staff was partially reallocated to address urgent pandemic needs, ***MBSYEP's Management and Staff demonstrated commitment to its mission with innovation and long hours.***

MBSYEP became ***an example to other summer youth programs*** that planned to shut down, only to reverse course after witnessing MBSYEP's 'pivot' to a virtual program. MBSYEP ***secured grant opportunities to enhance the youth's experience and offered leading programs to youth to introduce post-secondary education*** to those who may not have been exposed to this pathway and prepared college-bound participants. If measured merely by the required metrics within this evaluation, the ***participant and employer experience is beneficial to both the host employers and the participants.*** However, the ***return on investment in the District's youth and community is unquantifiable yet undeniable.***



While 2020 was a display of commitment to the community and the youth MBSYEP serves, it was not without its opportunities for enhancement. Our recommendations reflect measures that could be taken to expand further the impact of MBSYEP, subject to additional investment.

- Additional applicant support may improve the conversion rate from applicant to eligible-certified.
- Investment in the MBSYEP portal technology may improve the user experience.
- The addition of temporary MBSYEP Counselors throughout the match and program execution may improve the employer and participant experience.

While the summer of 2020 was bleak for many, MBSYEP continues to stand out as an example of what summer youth programs have to offer.

EXECUTIVE SUMMARY

The 41st year of MBSYEP was a year like no other, and the effects on today's youth are arguably outsized. The Center for Promise found that high school youth in the United States “are experiencing a collective trauma,” while The Brookings Institution found “adolescents and young adults are likely to bear the brunt of the global economic and social crises unleashed by the coronavirus.” As schools began to shutter and businesses closed, the District of Columbia's MBSYEP faced a similar prospect. With the support and leadership of Mayor Bowser, Department of Employment Services Director, Dr. Unique Morris-Hughes, and Associate Director of Youth Programs, Ms. Thennie Freeman, MBSYEP pivoted. MBSYEP offered virtual and hybrid summer employment opportunities, maintained its summer payment model, secured needed IT resources as required for youth connectivity, and expanded its training and education programs. MBSYEP proved to be a model for other summer youth employment programs in the region.

The evaluation was performed consistent with the Joint Committee on Standards for Educational Evaluation (JCSEE) standards, adopting a utilization-focused approach. Findings are focused on the participant and employer experience, generating data-driven action recommendations.

The timeline, constraints, and execution requirements MBSYEP faced were unprecedented, making 2020 incomparable to prior years in many respects. Yet despite these challenges, the program improved upon key historical metrics.

Participant Experience		
Metric Measured	2020	2019
Satisfaction with Experience	79.6%	74.3%
Job Match With Interest/Preference	81.4%	74.0%
Satisfaction with Employer	80.7%	78.7%
Would Participate in MBSYEP Again	94.3%	91.4%
Satisfaction with Pay	73.4%	49.8%

Employer Experience		
Metric Measured	2020	2019
Would Recommend MBSYEP to Other Employers	98.4%	93.4%
Job Match With Interest/Preference	89.6%	72.7%
Would Provide Youth Referrals/Recommendations	92.0%	83.7%
Would Participate in MBSYEP Again	97.6%	93.4%

¹ Margolius, M., Doyle Lynch, A., Pufall Jones, E. & Hynes, M. (2020). The State of Young People during COVID-19: Findings from a nationally representative survey of high school youth. Americas Promise Alliance.

² Fine, Patrick, Reichle, Susan, and Lord, Kristin M. (2020). Youth or consequences: Put youth at the center of COVID-19 recovery. The Brookings Institution

³ The Utilization-Focused Evaluation was developed and refined by Michael Quinn Patton.

Other metrics remained consistent within a margin of error, while some findings revealed opportunities to improve the program further.

These opportunities for improvement, in large part, are a reflection of the success of the program. As MBSYEP has grown and modernized to meet the challenges of the pandemic, additional resources would enhance the experience of its stakeholders.

- MBSYEP continues to have an unfavorable conversion rate from applicant to eligible certified. We recommend MBSYEP supplement its outreach effort with temporary staff trained in the application process to provide more hands-on support from initial application to eligible-certified.
- MBSYEP's portal technology could be more user friendly. We recommend MBSYEP invest in improving the portal for user experience.
- Matching and communication continue to be an opportunity for improvement for MBSYEP. We recommend MBSYEP increase the number of MBSYEP Counselors during the match through the execution period.

As other summer youth employment programs prepared to close due to the pandemic, MBSYEP forged on and worked to adapt to the changing environment. Key observations that occurred during the evaluation period included MBSYEP's: creation of the online portal, successful actions to replace host employers that pulled out due to the pandemic, acquiring, supporting and in some instances developing virtual internships, programming, and training, and confirmation of a reversal in another regional SYEP's closure plans as a result of learning of summer youth employment program's approach. Based on the results of our evaluation, the 41st year was a positive year for MBSYEP.

PARTICIPANT QUOTES

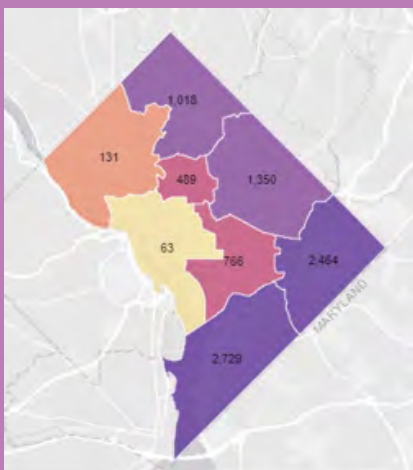
"I can truly say it was a great experience... not only did I get a chance to learn different things... I will always cherish the friendships I have made..." – UE

"I really had a great experience with everything this year because I learned a lot..." – IW

"Haynes SYEP 2020 was great. It not only gave me funds I badly needed for college, but it also gave me skills that will be essential for my success. #HaynesSYEP2020"

"...through the MBSYEP, I have been able to boost my confidence through financial literacy, career development and on my way to get certified in PowerPoint, Word and Excel..." – AA

"I am so grateful to be a part of something great" – ZK



Among Friends...
2020 Participants by Ward

93.9%

Would recommend MBSYEP to a friend

92.3%

Believe MBSYEP helped them become more ready
for a professional job

92%

Host employers would provide positive references
for their participants

54

\$2,000 Scholarships awarded to eligible
participants

21

\$4,100 Scholarships awarded
(Director's Award)



PARTICIPANT PAY RATES

Ages	Pay Rate/Hour	Maximum Hours
14-15 Years	\$6.25	20 (16 for the week of the 4th of July)
16-21 Years	\$9.00	25 (20 for the week of the 4th of July)
22-24 Years	*\$14.00	30 (24 for the week of the 4th of July)

*Pay increased to \$15.00 July 1

MBSYEP

In its 41st year, the Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP) is a Department of Employment Services managed, locally-funded Program which provides District of Columbia youth ages 14 to 24 with a typically six-week summer employment experience through subsidized placements in the public and private sectors. The program partners with hundreds of D.C. employers who provide training and guidance to MBSYEP participants.

Mayor Muriel Bowser signed Mayor's Order 2015-037 on January 14, 2015, which renamed the Program the "Mayor Marion S. Barry Summer Youth Employment Program" in honor of former Mayor and MBSYEP founder Marion Barry who established the Program in 1979. Mayor Bowser expanded the Program to include District residents ages 22-24, beyond the established 14-21 age groups. In 2017, the Program launched the Mayor's Opportunity Scholarship, designed to support MBSYEP participants in their post-secondary endeavors.

Currently, MBSYEP is the largest summer youth employment program per capita in the country. MBSYEP is open to all District residents ages 14 to 24. Historically, MBSYEP has served as a pathway to future employment for many of the District's underprivileged youth. In 2020, the majority of youth participants (57.2%) were from Wards 7 and 8, which have the lowest-grossing median household incomes in Washington D.C., ranging from \$36,000 in Ward 8 to \$40,000 in Ward 7. The applicant pool included 538 homeless youth, 311 in foster care, and 1,898 Temporary Assistance for Needy Families (TANF) program recipients.

On January 31, 2020, Mayor Bowser kicked-off the 2020 MBSYEP. The onset of COVID-19 created numerous challenges for the Program. Nonetheless, under the leadership of Mayor Bowser, Department of Employment Services Director, Dr. Unique Morris-Hughes, and Associate Director of Youth Programs, Ms. Thennie Freeman, MBSYEP started on Monday, June 22, 2020, and ended on Friday, August 14, 2020, extending the program to an eight week program for 2020.

The Office of Youth Programs requests that host employers help ensure each MBSYEP participant achieves six learning objectives:

1. Preparation Skills
2. Presentation Skills
3. Communication Skills
4. Knowing How to Set Yourself Apart
5. Interviewing Skills
6. Goal Setting Skills

****In 2020 MBSYEP augmented the internship experience with training to address these skills.**



2020 PROGRAM STRUCTURE

In its 41st year, MBSYEP received 19,897 applicants. Of these, 9,161 youth completed the application process and were certified as eligible. Adjusting to the pandemic, MBSYEP launched a virtual workforce development experience, or a hybrid model. Youth under 22 worked virtually, while youth ages 22 to 24 had the option of participating in a hybrid work model whereby they worked remotely and on-site. Adjusting to the pandemic, MBSYEP provided a series of models.

VIRTUAL INTERNSHIP:

Employer hosts submitted a virtual plan for approval to MBSYEP. Approved virtual plans included accessibility from a mobile device or desktop for users. Hosts provided MBSYEP 24/7 access to all aspects of their virtual platform, and included a safety plan.

CAREEREDGE CURRICULUM:

Hosts without an MBSYEP-approved online curriculum adopted the MBSYEP virtual CareerEdge curriculum. CareerEdge is a virtual tool that allowed youth to complete over 200 hours of professional and workforce development modules.

VIRTUAL WORKFORCE DEVELOPMENT EXPERIENCE:

MBSYEP interns either had access to Occupational Skills, Industry Specific, or Career Edge Workforce training. Content was offered virtually through modules that were compatible with mobile devices, laptops and desktop computers. MBSYEP hosted education forums through MBSYEP Health & Wellness Ambassadors on COVID-19 best practices, proper social distancing, proper use of personal protective equipment (PPE) and testing guidance.

HYBRID MODEL:

Some youth ages 22 to 24 were matched with a host site that offered both virtual and in-person experiences.

PROGRAM COVID-19 SUPPLEMENTS

INTERAGENCY PARTNERSHIPS:

The District of Columbia Metropolitan Police Department, Office of the Attorney General and the Department of Justice offered youth-oriented information sessions. These services were offered to MBSYEP hosts as supplemental to their virtual programs.

UDC VIRTUAL COLLEGE CAREER FAIR:

MBSYEP partnered with the University of the District of Columbia (UDC) to provide a virtual College Career Fair. Participants had the opportunity to learn about the college admissions process, how to apply for financial aid, were entered into a raffle to receive UDC swag, and were offered a Business Profile 10 (BP 10) Gallup Test.

WASHINGTON DC ECONOMIC PARTNERSHIP:

MBSYEP, supported by the Deputy Mayor of Planning and Economic Development's Office, recruited the Washington DC Economic Partnership to promote MBSYEP within the organization and support the recruitment of new hosts.

GRANTS:

MBSYEP modified the Apprenticeship Grant and the 2020 MBSYEP Public Safety Grant for virtual execution. New in 2020, the Apprenticeship Grant mandates MBSYEP Participants are connected with pre-apprenticeship and apprenticeship worksites. Additionally, an On-Ramps to Careers Grant trained 35 participants in IT Help Desk troubleshooting. Youth hosted an IT Call Center in conjunction with Office of the Chief Technology Officer (OCTO) to field calls directly related to IT Support. Youth also assisted other MBSYEP participants with IT Support. Also new in 2020, the MBSYEP Public Safety Grant supports public safety through civic engagement, financial literacy, workforce development, mental health, and trauma training activities. MBSYEP awarded a Literacy Gap Grant to Captivate Perspective to provide MBSYEP services to enhance literacy skills and promote independent reading.

DEPARTMENT OF INSURANCE AND BANKING (DISB) SUPPORT:

Wednesdays, DISB's Bank on DC hosted MBSYEP Virtual Financial Literacy Hour.

OFFICE OF THE STATE SUPERINTENDENT OF EDUCATION (OSSE) SUPPORT:

OSSE provided Microsoft Training and 123 youth passed pre-certification modules for Microsoft Office Training.

UNEMPLOYMENT INSURANCE (UI) SUPPORT:

MBSYEP selected 25 youth between the ages of 22-24 to be trained in processing unemployment claims, learning customer service training and gaining expertise in the UI system.

PROFESSIONAL DEVELOPMENT TRAINING:

MBSYEP Case Managers and Program Monitors held daily training on professional topics including online etiquette, time management, resume writing, goal setting, conflict resolution, money management and also featured guest speakers from several of MBSYEP's long-standing host sites.

FEDERAL PAID PARTNERSHIP:

MBSYEP's partnership with the Office of the Comptroller of the Currency (OCC) went virtual. Expanding from 2019 whereby 85 youth participated to 150 youth, rising seniors were paid \$20/hr and gained knowledge of the financial services industry through the OCC's High School Scholars Internship.

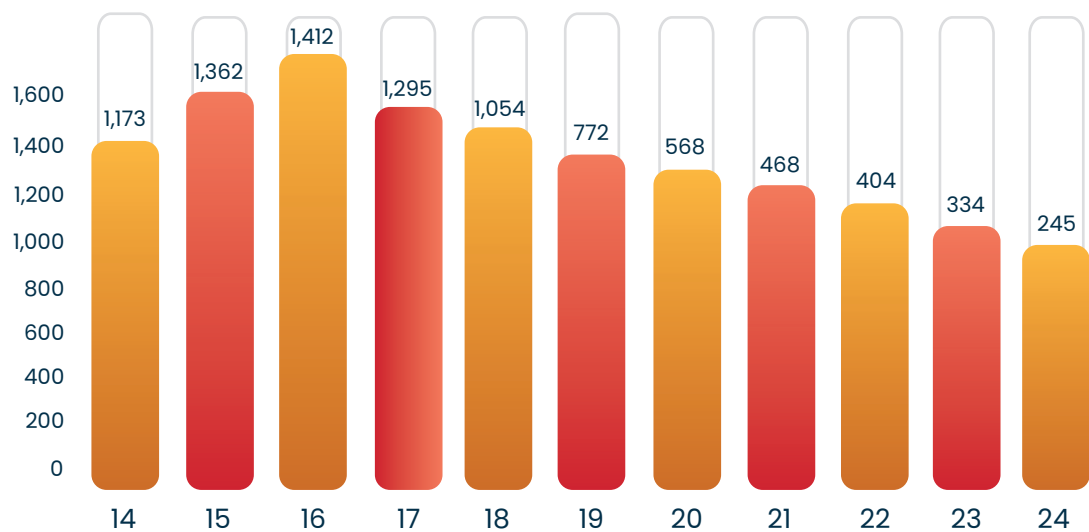
TECHNOLOGY GAP:

MBSYEP secured computers and hotspots for those youth that required them.

2020 DEMOGRAPHIC INFORMATION

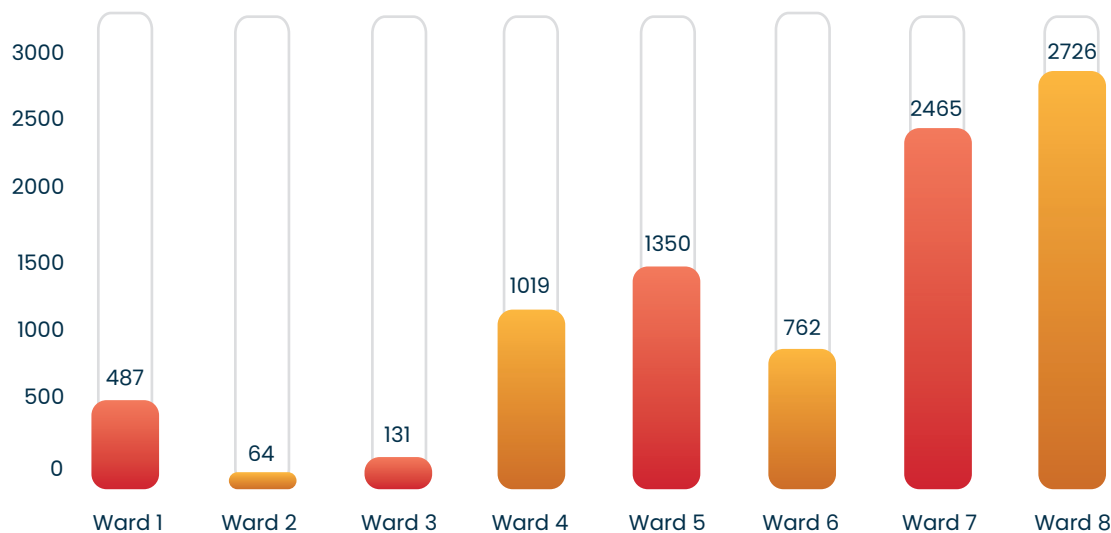
MBSYEP continued to serve the District's youngest population of youth with 69.3% 18 and under.

PARTICIPANT BY AGE



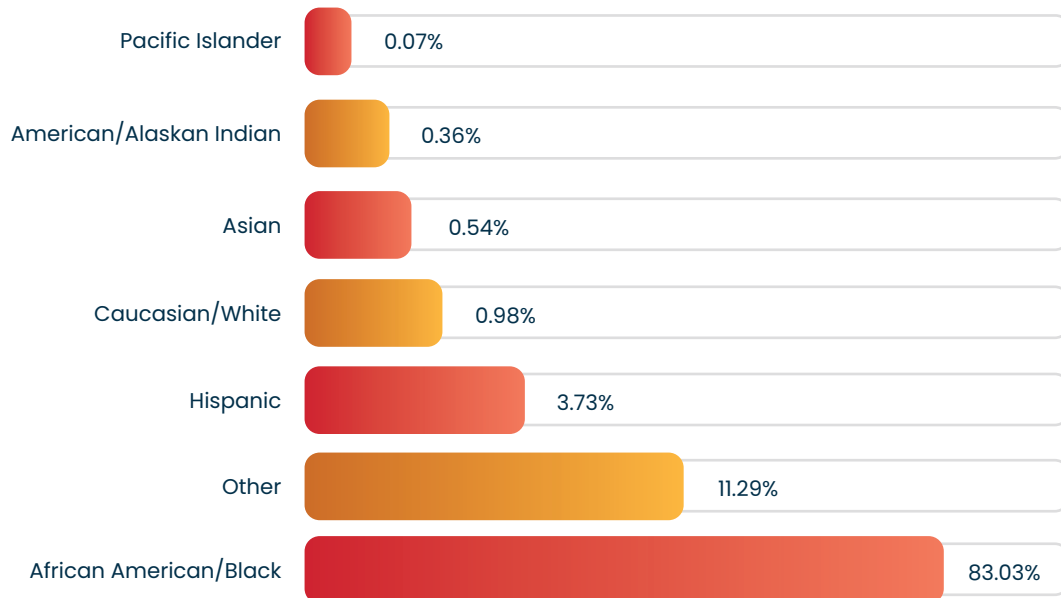
Participants residing in Wards 7 & 8 represented the majority of youth served followed by Wards 4 & 5. Together these four Wards represent 83.3 % of the participant pool.

PARTICIPANT BY WARD

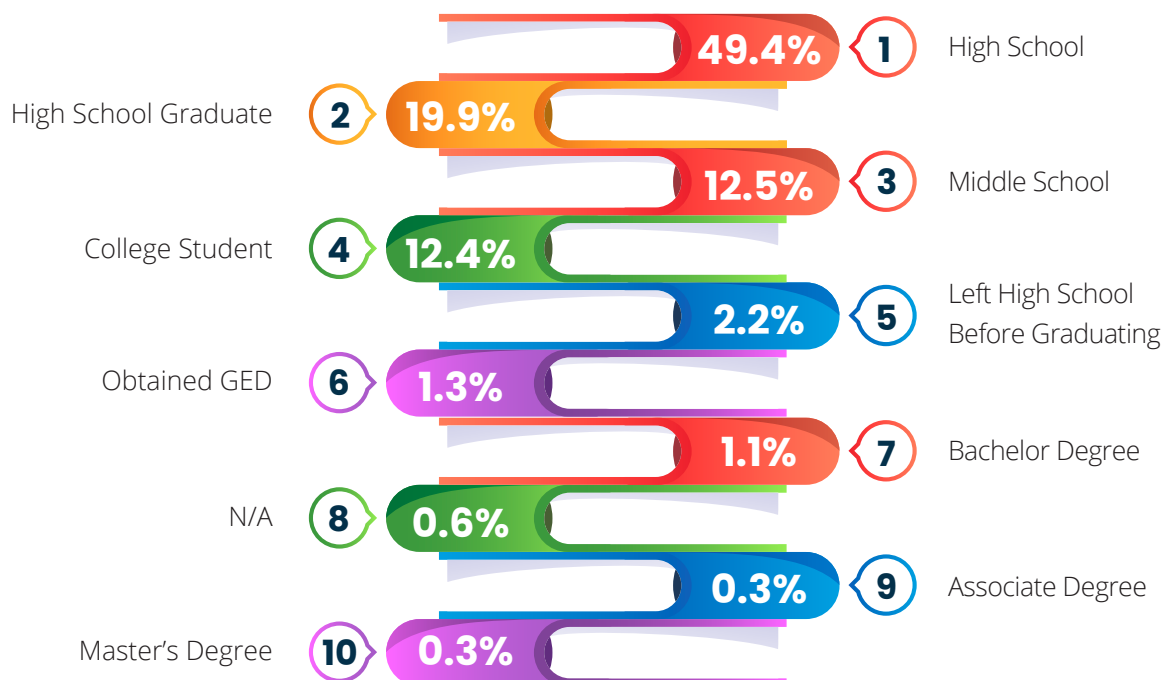


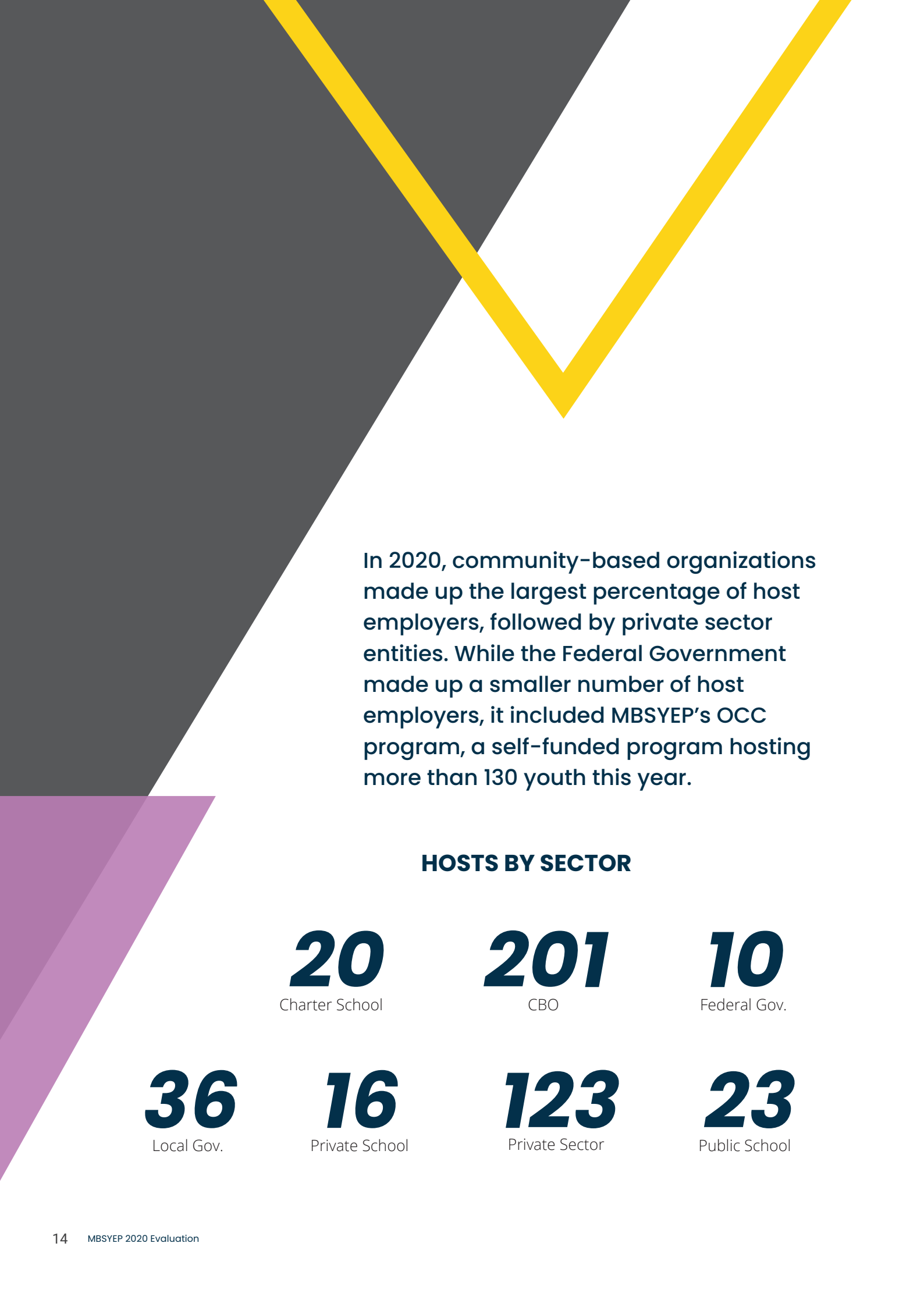
Applicants remained largely diverse. A higher reported 'other' may skew comparative percentages. Self-identified African American/Black participants continued to make up the overwhelming majority of applicants. All other categories remained consistent within the statistical margin of error.

PARTICIPANT BY RACE



PARTICIPANT BY EDUCATION





In 2020, community-based organizations made up the largest percentage of host employers, followed by private sector entities. While the Federal Government made up a smaller number of host employers, it included MBSYEP's OCC program, a self-funded program hosting more than 130 youth this year.

HOSTS BY SECTOR

20

Charter School

201

CBO

10

Federal Gov.

36

Local Gov.

16

Private School

123

Private Sector

23

Public School

OUR APPROACH

We used a utilization-focused evaluation addressing the requirements provided for in D.C. Code § 32-244, Evaluation of the Summer Youth Employment Program:

- Pre-and-post-program surveys of participating youth and employers
- Interviews with local youth workforce development stakeholders, experts, and providers
- Evaluations of client satisfaction from participating youth and employers
- Assessments of job responsibilities of participating youth
- Assessments of support mechanisms for participating youth and employers
- Assessment of progress as it relates to job readiness and specific work skills gained for participating youth
- An estimation of the percentage of youth participating in each of the various types of activities provided through the summer youth employment program (for example, work experience, academic, and youth enrichment)
- An assessment of the steps taken to address shortcomings identified in the previous program evaluations and an analysis of the effectiveness of these corrective measures

TECHNICAL BASIS AND APPLICATION

Surveys, interviews, and meetings were held throughout the period of planning and execution, adopting an approach based on Michael Patton's Utilization-Focused Evaluation and consistent with Joint Committee on Standards for Educational Evaluation (JCSEE) standards. The experience of MBSYEP participants and employers drove the findings. Qualitative inquiry followed principles aligned to John Creswell's frameworks. Data collection was performed throughout the engagement employing semi-structured interviews with selected Management, observations of participant activities and validation of purported benefits and outcomes via survey results.

MBSYEP is evaluated annually by statute and therefore deemed organizationally ready for the evaluation. MBSYEP Management and oversight entities were identified as primary intended users of the evaluation. An initial situational analysis and priority purposes were addressed in December 2019. With the pivot of the Program, the focus on the participant experience and its enhancement remained (priority evaluation questions) but were modified to address the new virtual and hybrid environment. Findings and recommendations were made addressing causality. Given the nature of the findings, simulated uses were deemed impractical. Despite this limitation, the benefits of the recommended use of additional resources are widely accepted. The results of data collection were shared throughout the evaluation process, enabling findings to generate action recommendations.

EVALUATION FINDINGS

A review of the status of prior year recommendations indicated that MBSYEP addressed applicable recommendations to the extent feasible. See Review of Historical Findings for more detail. Recommendations for the current year address the causality of these less favorable findings which could not be reasonably attributed to pandemic-related issues:

FINDING: MBSYEP continues to have an unfavorable conversion rate from applicant to eligible certified.

CAUSALITY: Improving participation in internships/social programs has been studied. Causality is often linked to many factors, including a demanding application process, misinformation, lack of outreach, and so on. Inquiry and observation of the MBSYEP applicant process indicated applicants might benefit from more support during the application process. Due to the age of the applicants, this support may best be more 'hands-on' in nature.

RECOMMENDATION: Additional applicant support may improve the conversion rate from applicant to eligible-certified. We recommend supplementing MBSYEP's outreach effort with temporary staff trained in the application process to provide more hands-on support from initial application to eligible-certified.

FINDING: MBSYEP's portal technology could be more user friendly.

CAUSALITY: Historically, the application process was paper-intensive. The onset of Covid-19 required a rapid shift to enable a more virtual application process. MBSYEP made this shift in three days, and accordingly, function was valued over form, as evidenced by the portal.

RECOMMENDATION: Investment in the MBSYEP portal technology may improve the user experience and consequently may also improve the conversion rate from applicant to eligible certified. We recommend MBSYEP invest in improving the portal for user experience.

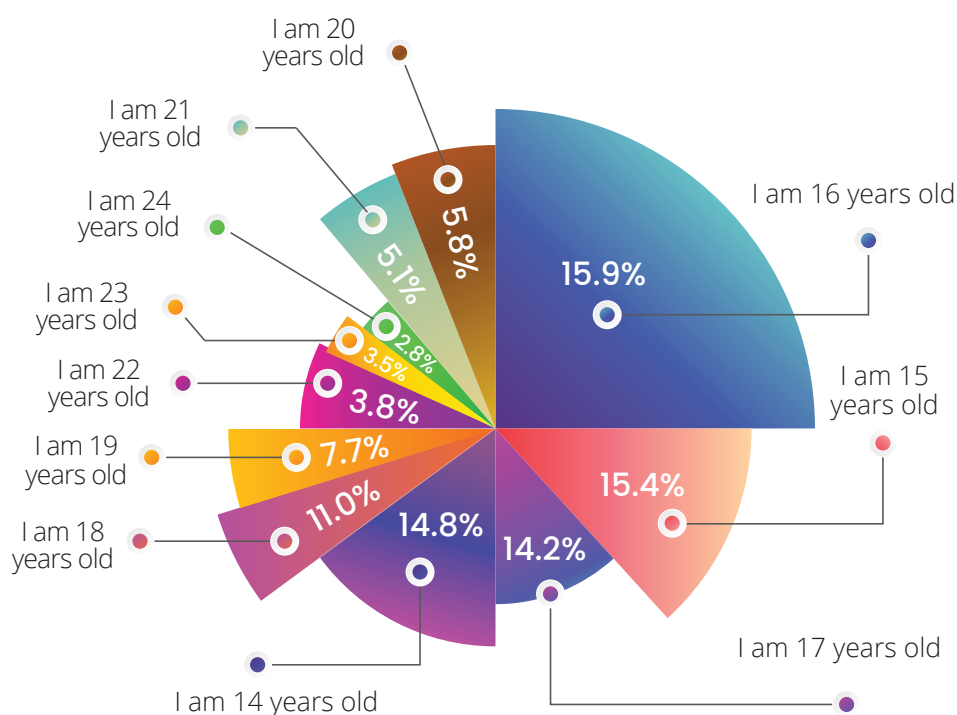
FINDING: Matching and communication continue to be an opportunity for improvement.

CAUSALITY: MBSYEP Counselors are charged with a significant number of participants per Counselor. Reducing this ratio may allow for more communication to improve the employer and participant experience.

RECOMMENDATION: The addition of temporary MBSYEP Counselors throughout the match and program execution may improve the employer and participant experience. We recommend MBSYEP increase the number of MBSYEP Counselors during the execution period.

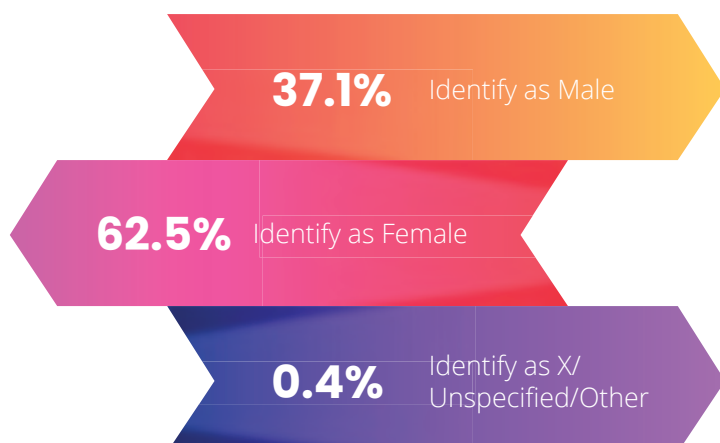
WHAT IS YOUR AGE?

6,932 Responses



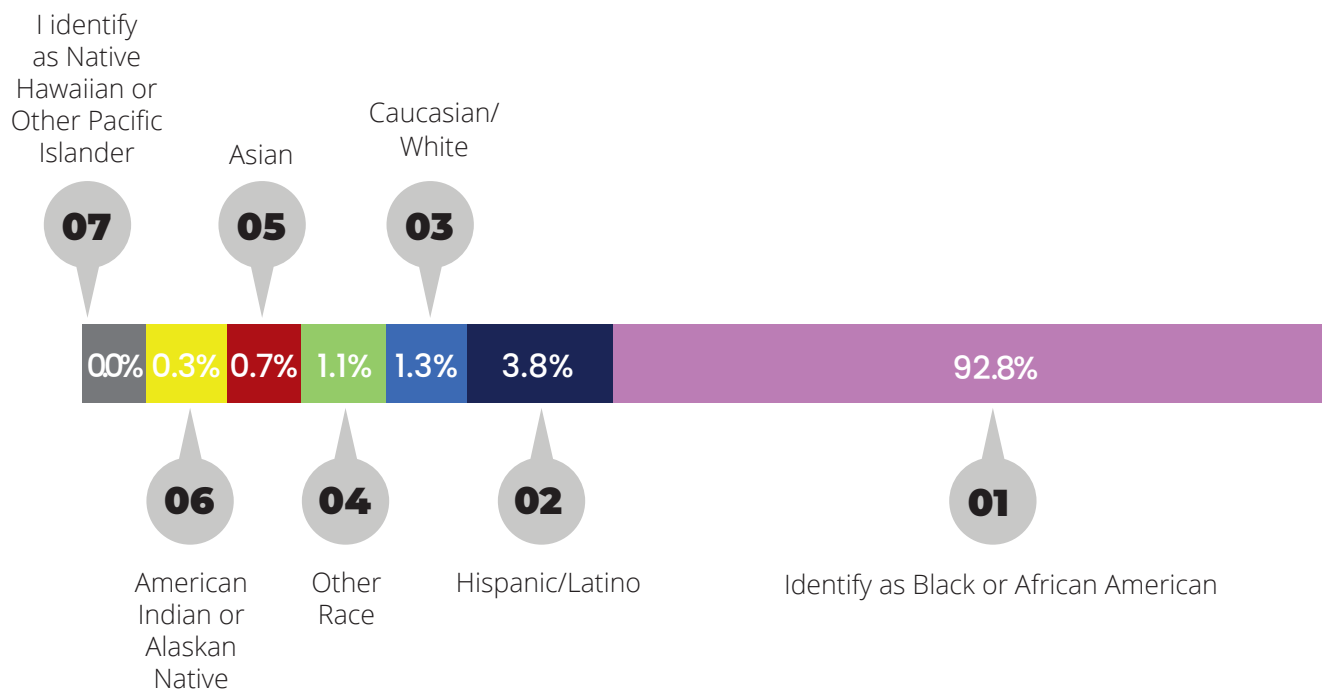
WHAT GENDER DO YOU IDENTIFY AS?

6,932 Responses



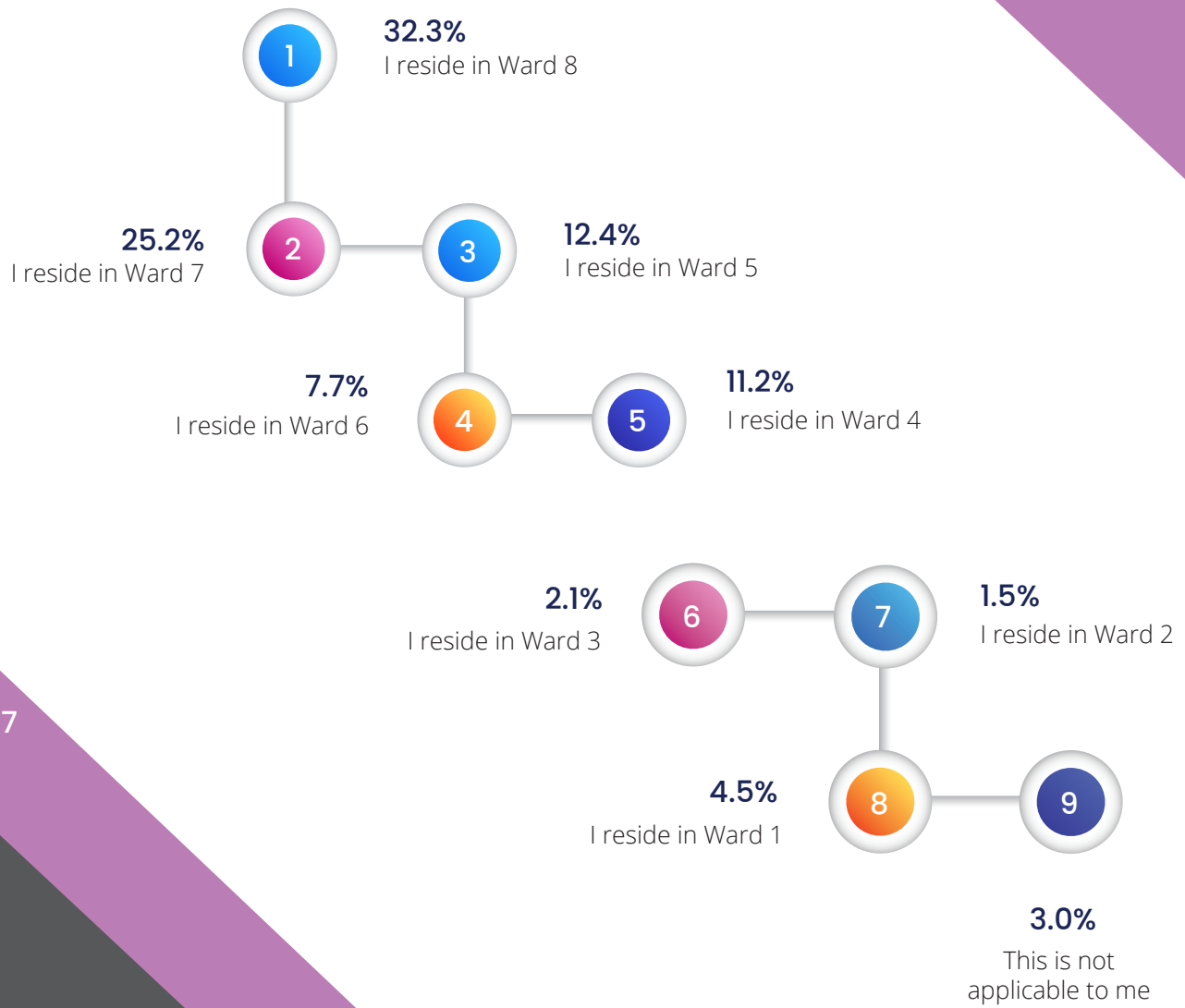
WHAT IS YOUR RACE?

6,932 Responses



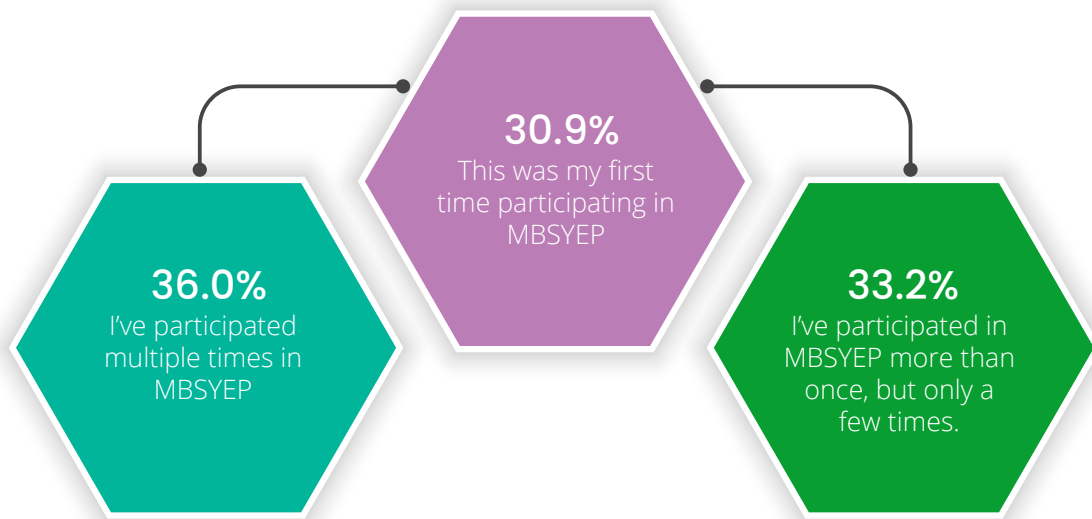
WHAT WARD DO YOU RESIDE IN?

6,932 Responses



PLEASE SELECT THE SENTENCE THAT BEST DESCRIBES YOUR PARTICIPATION WITH MBSYEP

6,932 Responses



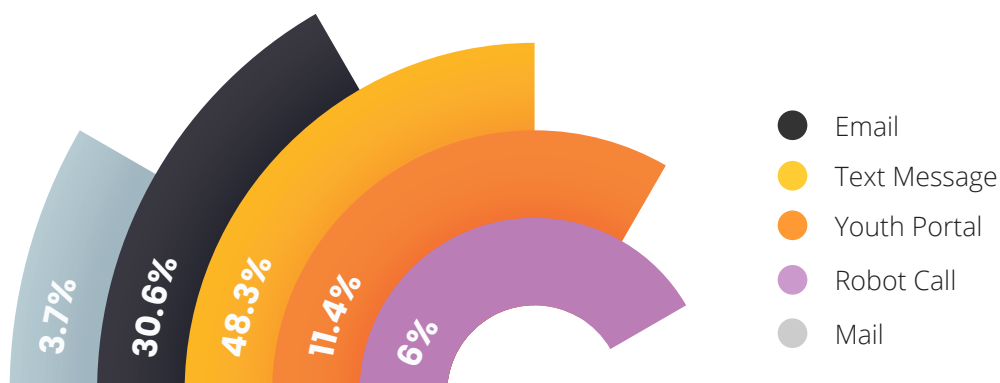
OVERALL, HOW WOULD YOU RATE YOUR EXPERIENCE WITH MBSYEP TO DATE IN 2020?

6,932 Responses



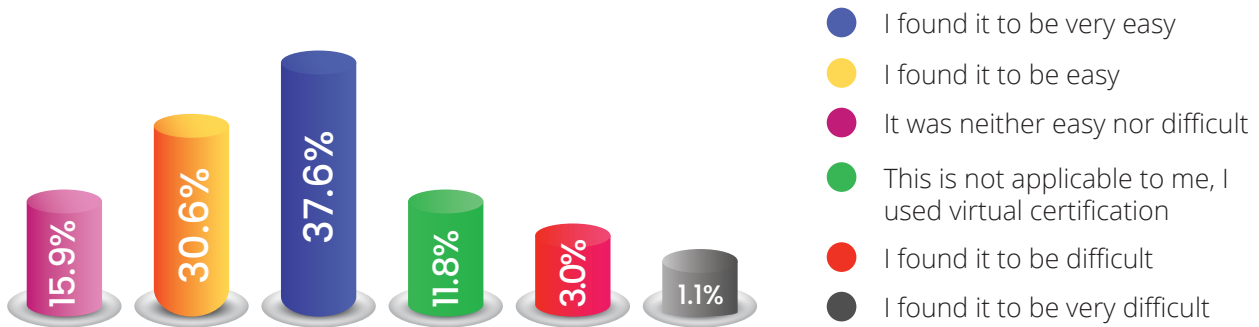
PLEASE RANK THE FOLLOWING COMMUNICATION METHODS FROM YOUR FAVORITE TO YOUR LEAST FAVORITE

6,932 Responses



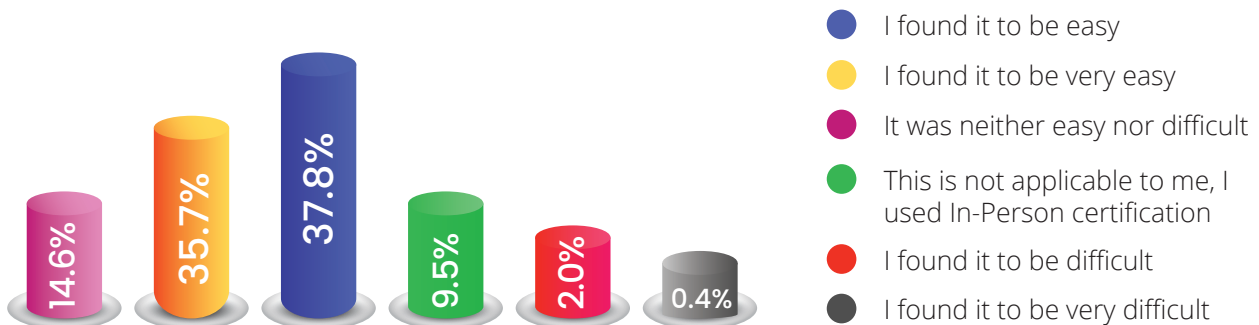
FOR IN-PERSON CERTIFICATION, OVERALL, HOW WOULD YOU RATE THE MBSYEP CERTIFICATION PROCESS?

6,932 Responses



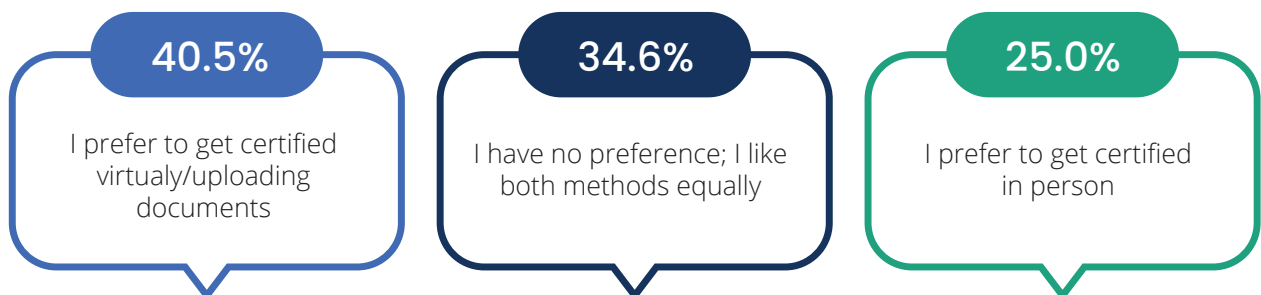
FOR VIRTUAL CERTIFICATION, HOW WOULD YOU RATE THE MBSYEP CERTIFICATION PROCESS?

6,932 Responses



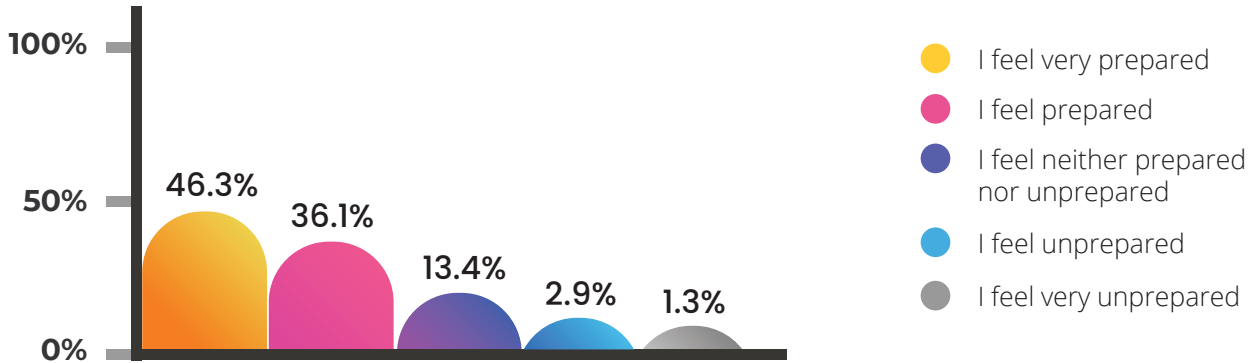
HOW WOULD YOU PREFER TO CERTIFY IN FUTURE YEARS?

6,932 Responses



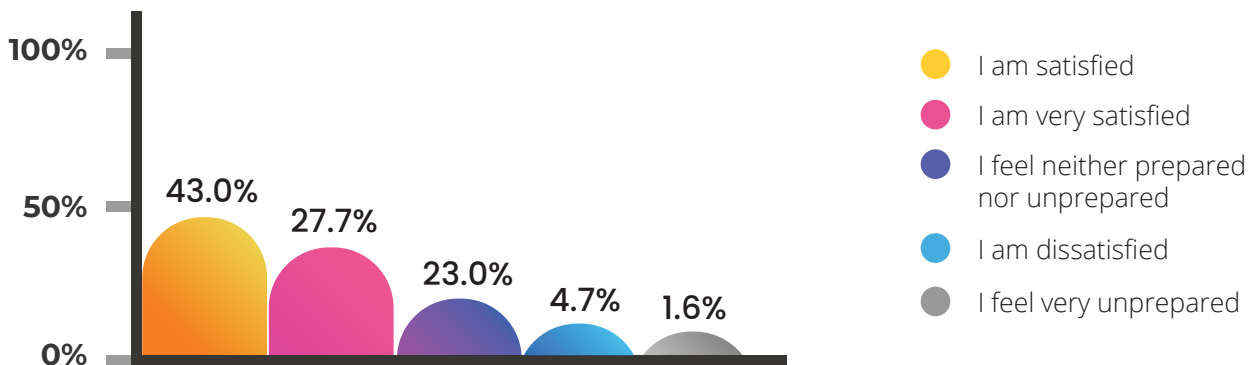
HOW PREPARED DO YOU FEEL FOR YOUR SUMMER WORK EXPERIENCE?

6,932 Responses



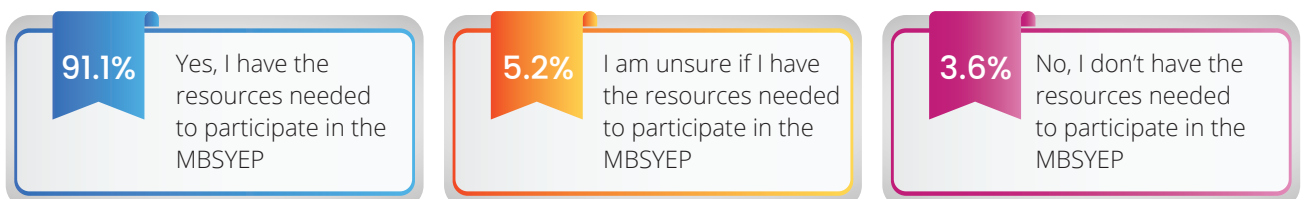
HOW SATISFIED ARE YOU WITH MBSYEP'S RESPONSE TO THE PANDEMIC CHANGES?

6,932 Responses



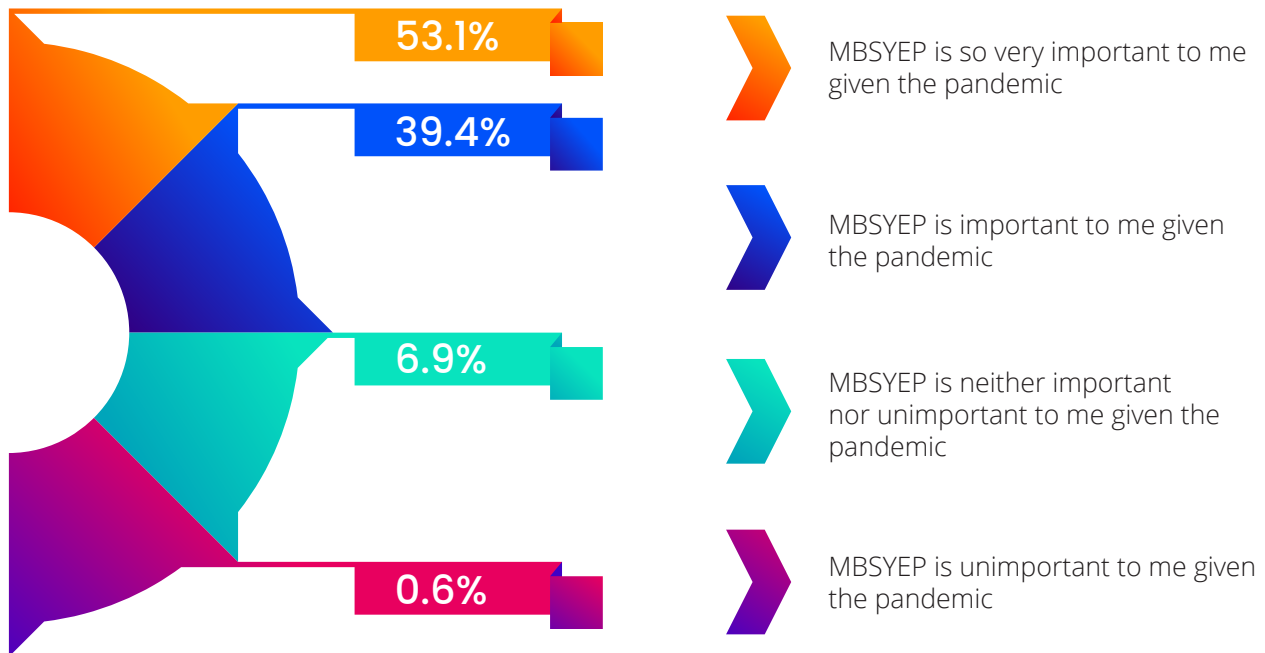
DO YOU HAVE THE RESOURCES (INTERNET ACCESS, COMPUTER/TABLET, PERSONAL PROTECTIVE EQUIPMENT (PPE)) NEEDED TO PARTICIPATE IN THE MBSYEP?

6,932 Responses



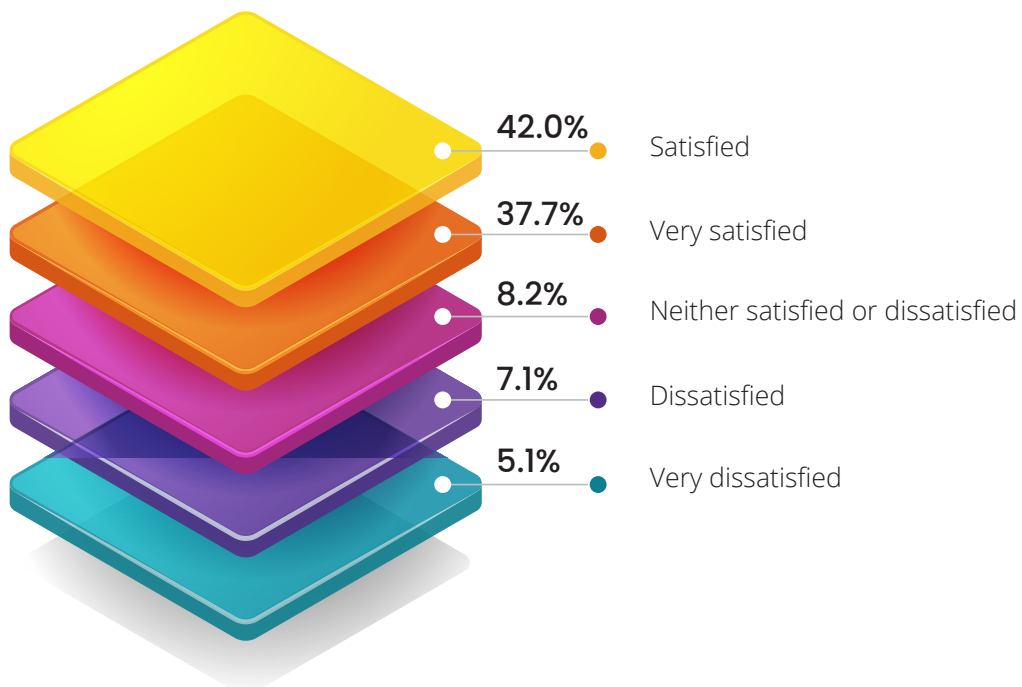
HOW IMPORTANT IS THE MBSYEP TO YOU GIVEN THE PANDEMIC?

6,932 Responses



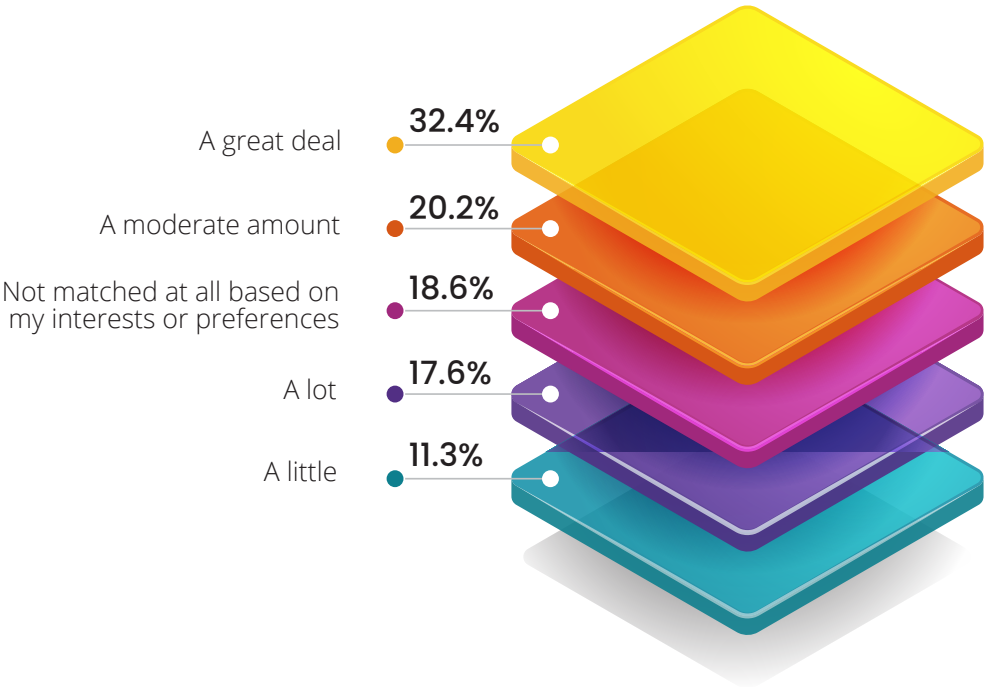
OVERALL, HOW WOULD YOU RATE YOUR EXPERIENCE WITH MBSYEP IN 2020?

6,932 Responses



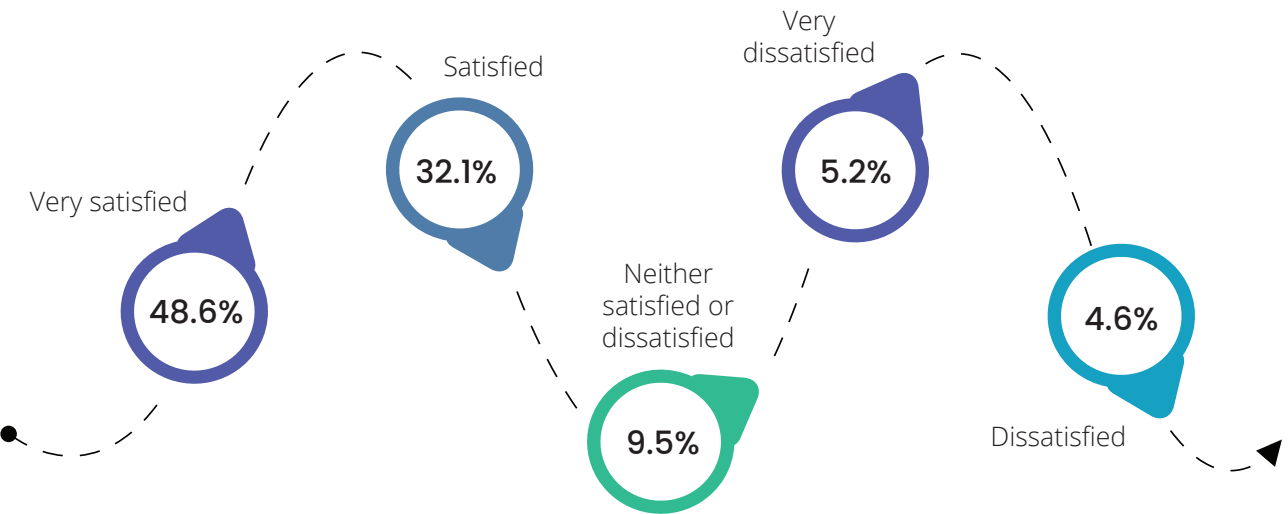
HOW CLOSELY WERE YOU MATCHED WITH A JOB BASED ON YOUR INTERESTS OR PREFERENCES?

6,932 Responses



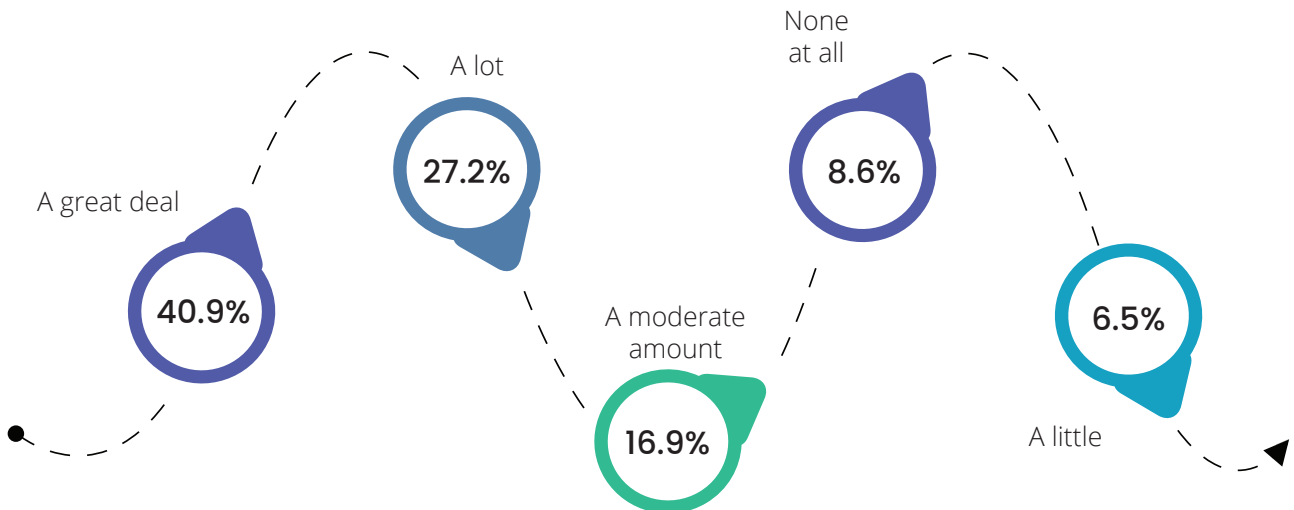
OVERALL, HOW WOULD YOU RATE YOUR EXPERIENCE WITH YOUR EMPLOYER?

6,932 Responses



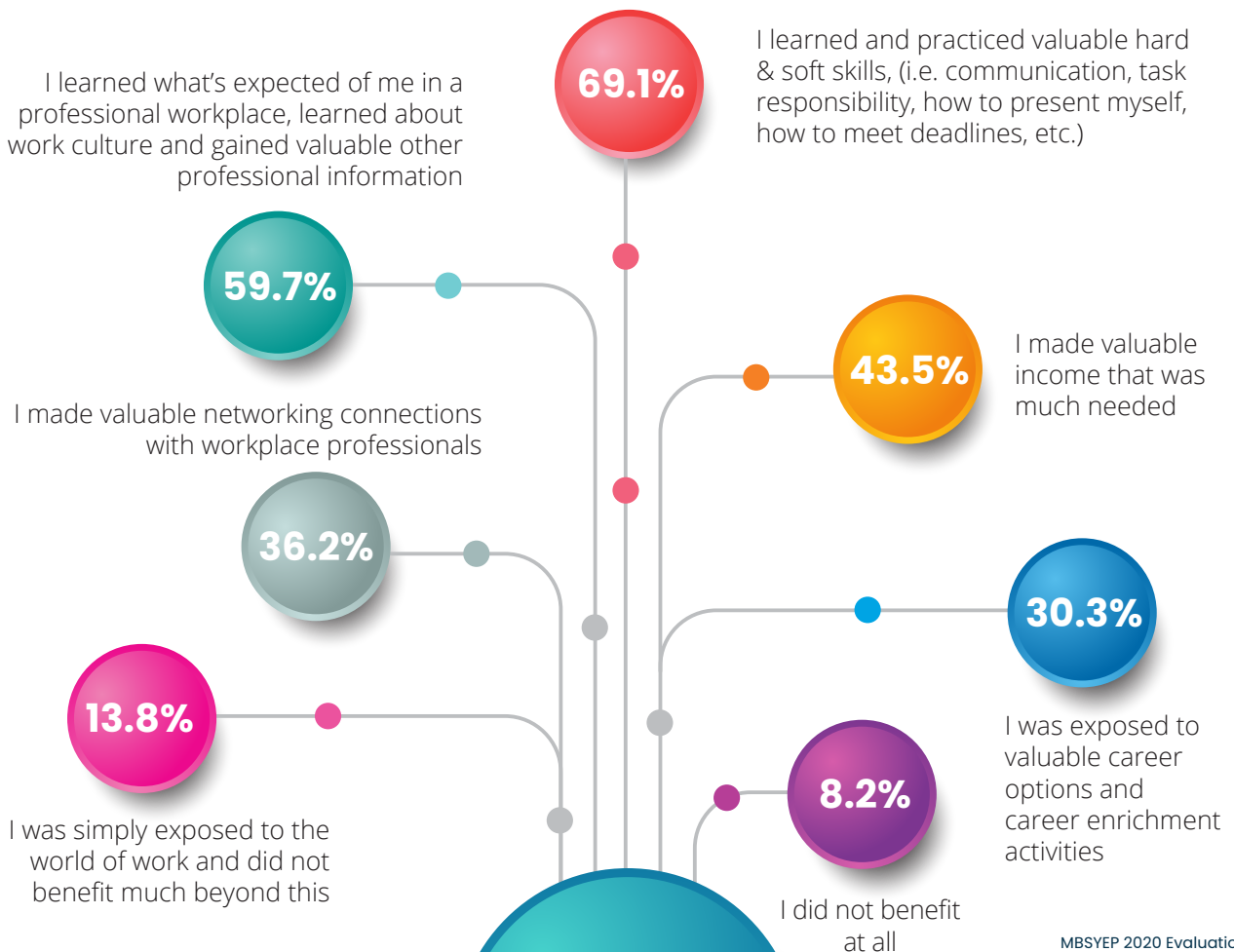
WAS YOUR EMPLOYER INVESTED IN YOUR PROFESSIONAL EXPERIENCE?

6,932 Responses



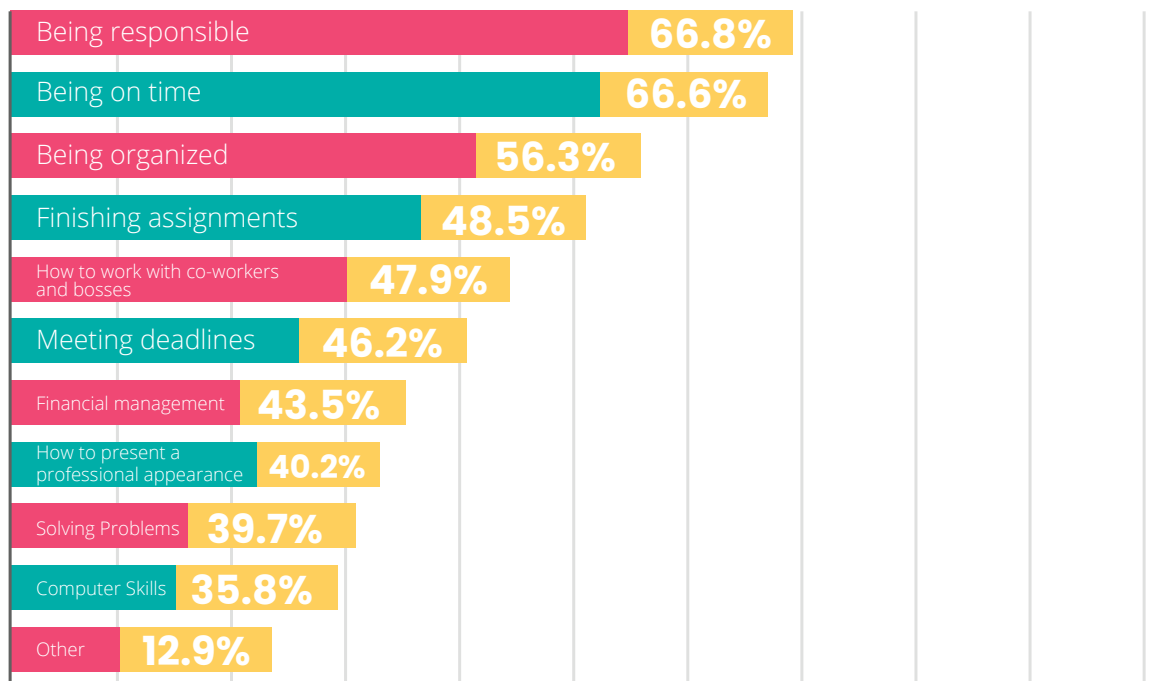
WAS YOUR EMPLOYER INVESTED IN YOUR PROFESSIONAL EXPERIENCE?

6,932 Responses



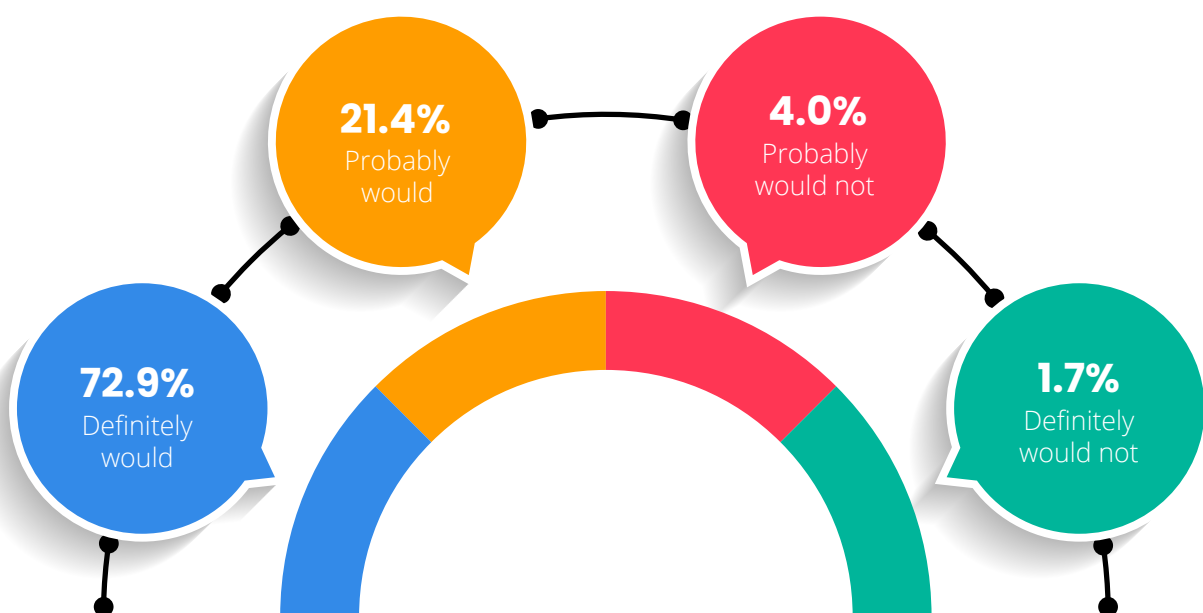
WHAT SPECIFIC JOB SKILLS DID YOU LEARN FROM YOUR MBSYEP EXPERIENCE?

6,932 Responses



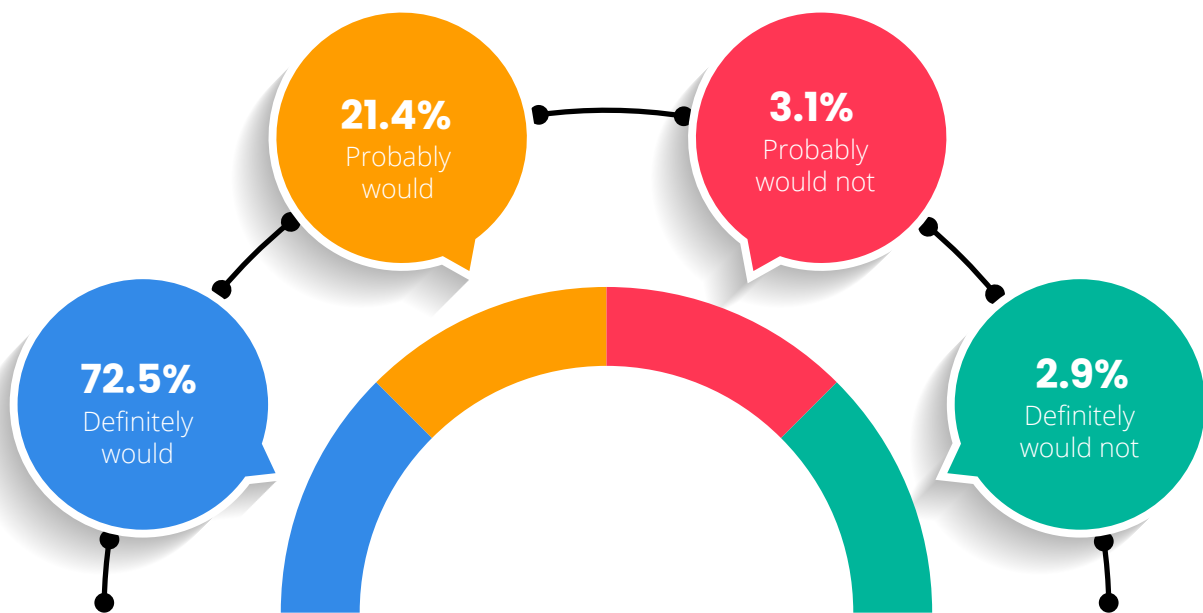
WOULD YOU PARTICIPATE IN MBSYEP AGAIN IF YOU COULD?

6,932 Responses



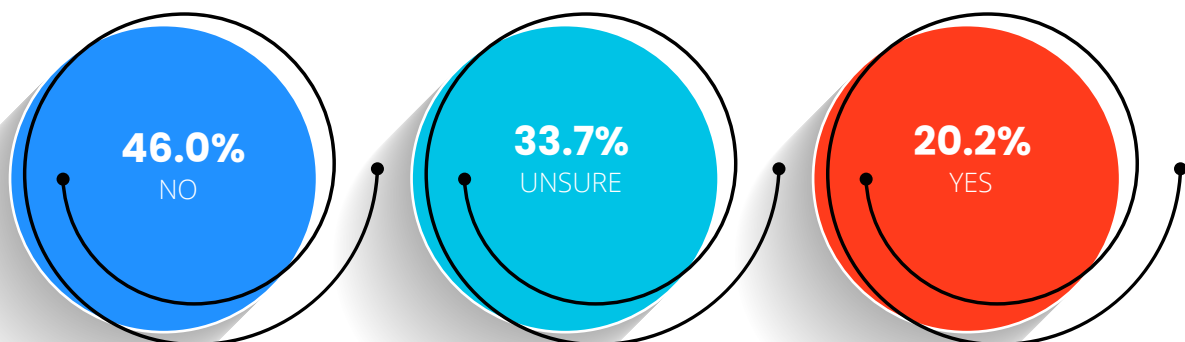
WOULD YOU RECOMMEND MBSYEP TO OTHERS?

6,932 Responses



DO YOU THINK YOU WOULD HAVE GOTTEN A SUMMER JOB WITHOUT MBSYEP?"

6,932 Responses



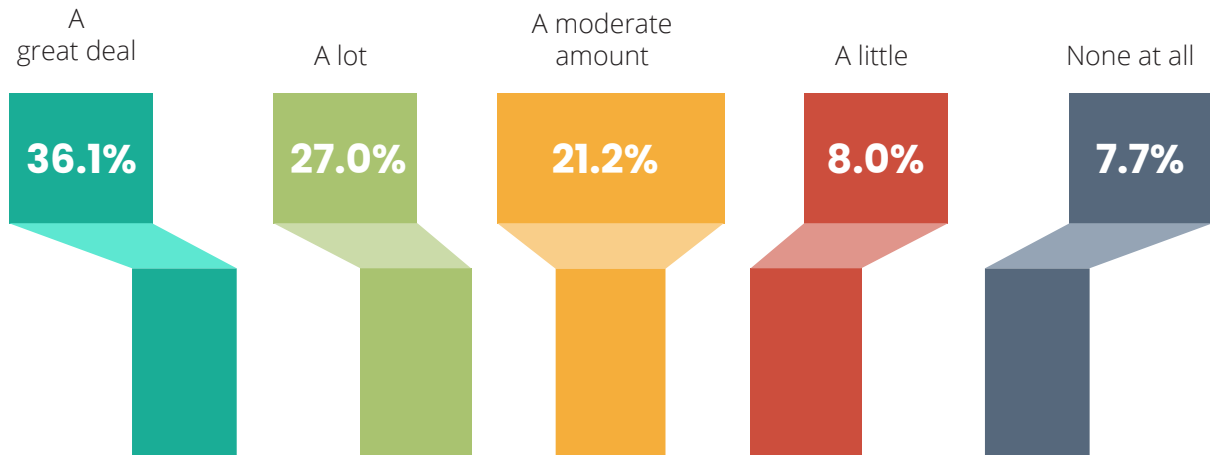
IF YOU HAD NOT PARTICIPATED IN MBSYEP WHAT DO YOU THINK YOU WOULD HAVE DONE FOR THE SUMMER?

6,932 Responses



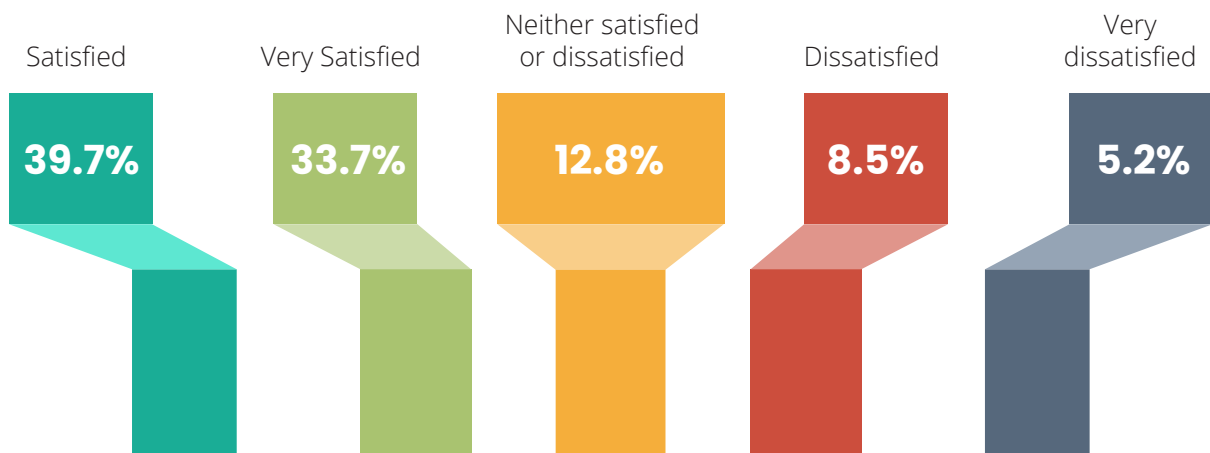
DO YOU BELIEVE MBSYEP HELPED YOU BECOME MORE READY FOR A PROFESSIONAL JOB?

6,932 Responses



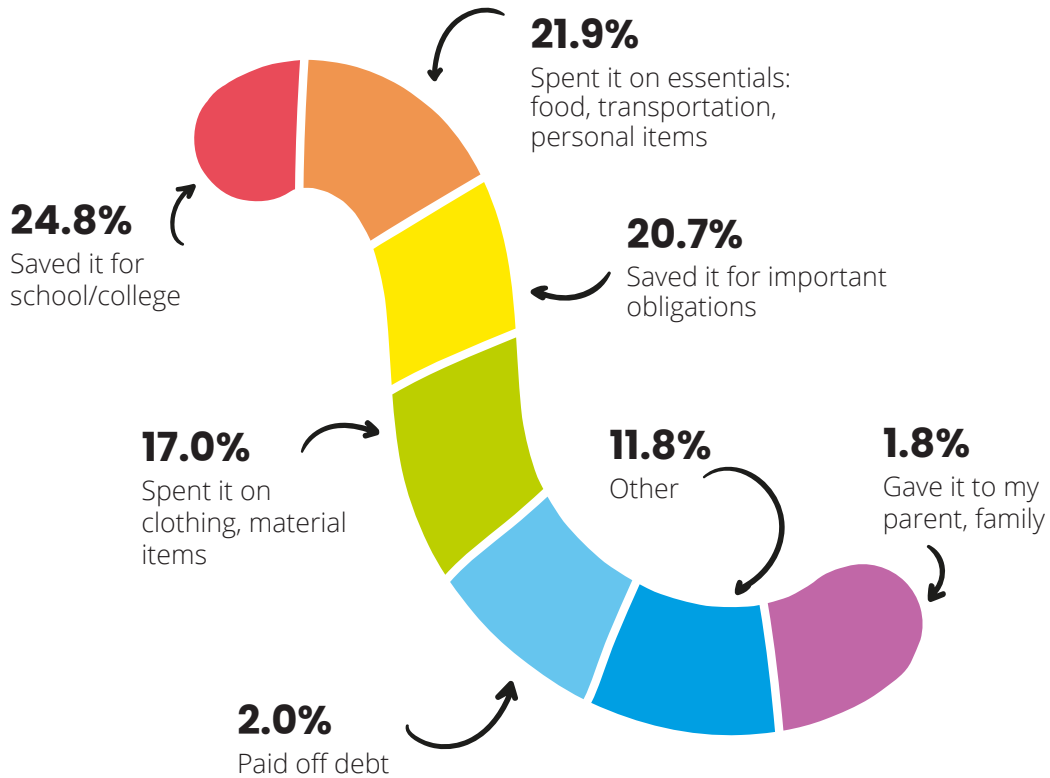
OVERALL, HOW SATISFIED WERE YOU WITH YOUR RATE OF PAY?

6,932 Responses



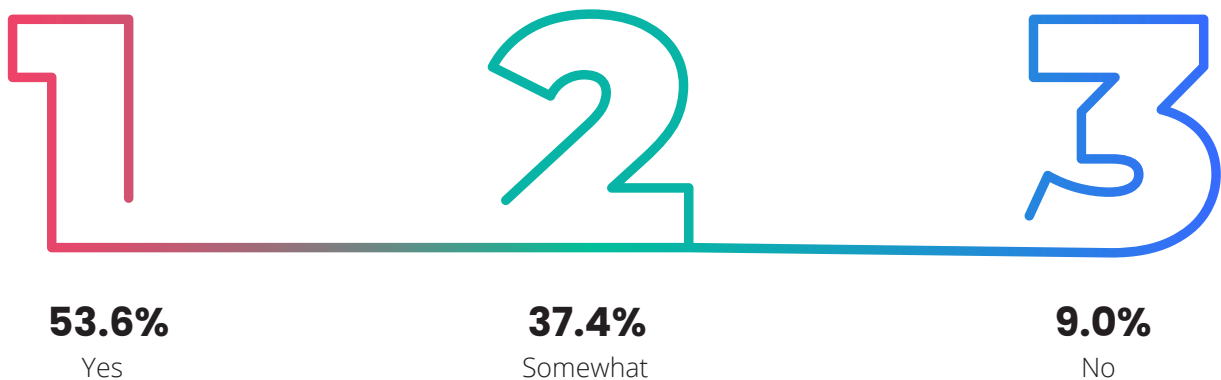
WHAT DID YOU DO WITH THE MONEY YOU EARNED?

6,932 Responses



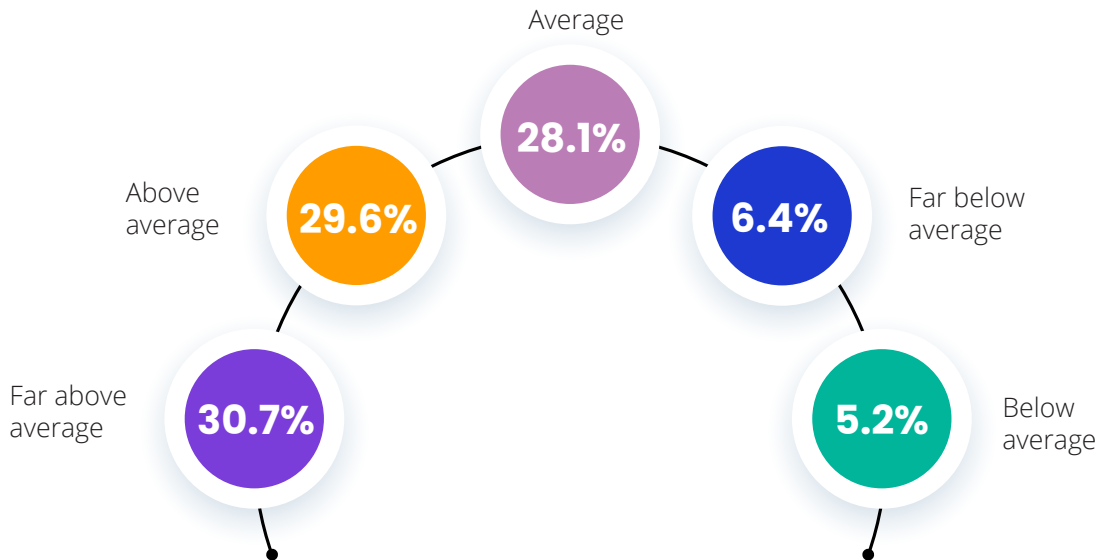
WERE YOU EXCITED ABOUT WORKING EVERYDAY DURING THE PROGRAM?

6,932 Responses



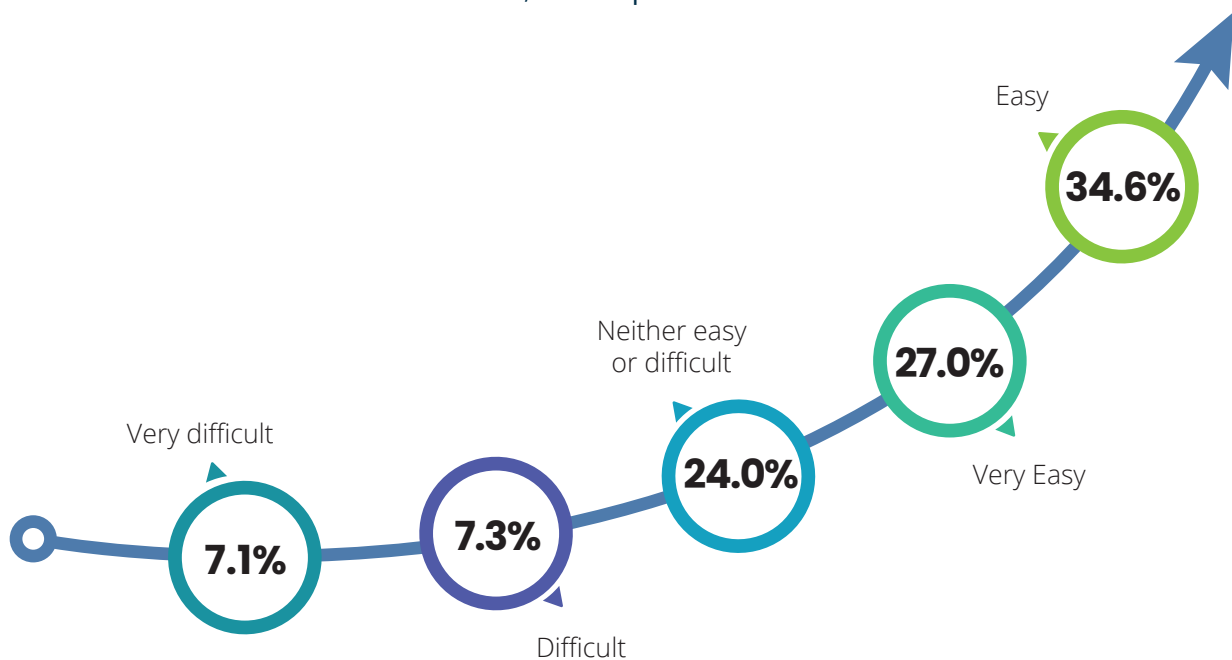
PLEASE FINISH THIS SENTENCE: CLEAR COMMUNICATION BETWEEN ME AND MY SUPERVISORS WAS...?

6,932 Responses



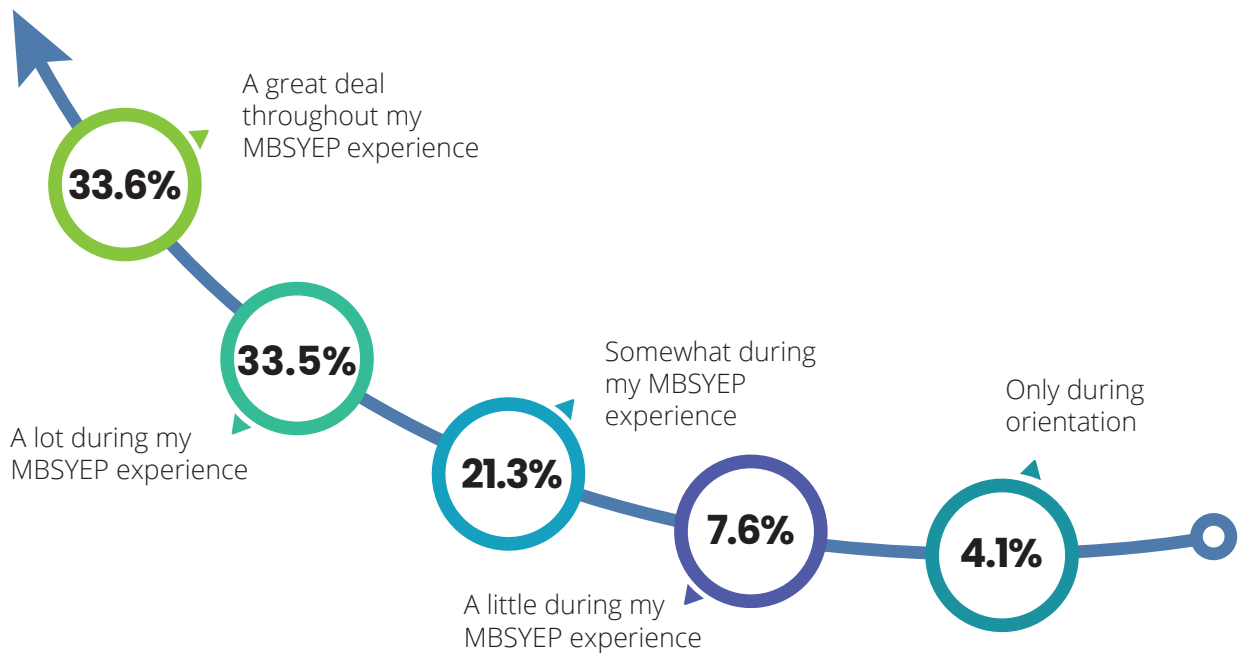
IF YOU HAD A QUESTION OR A PROBLEM, HOW WOULD YOU RATE THE PROCESS FOR GETTING ANSWERS AND HELP FROM THE OFFICE OF YOUTH PROGRAMS?

6,932 Responses



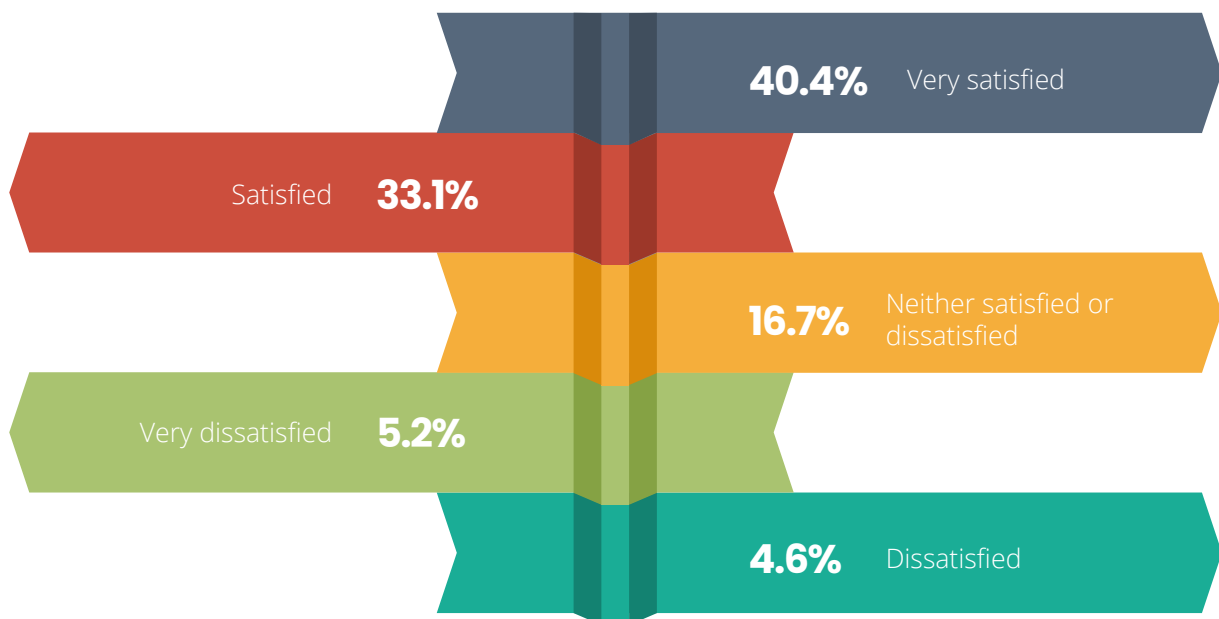
HOW MUCH DID YOU INTERACT WITH THE MBSYEP YOUTH PORTAL?

6,932 Responses



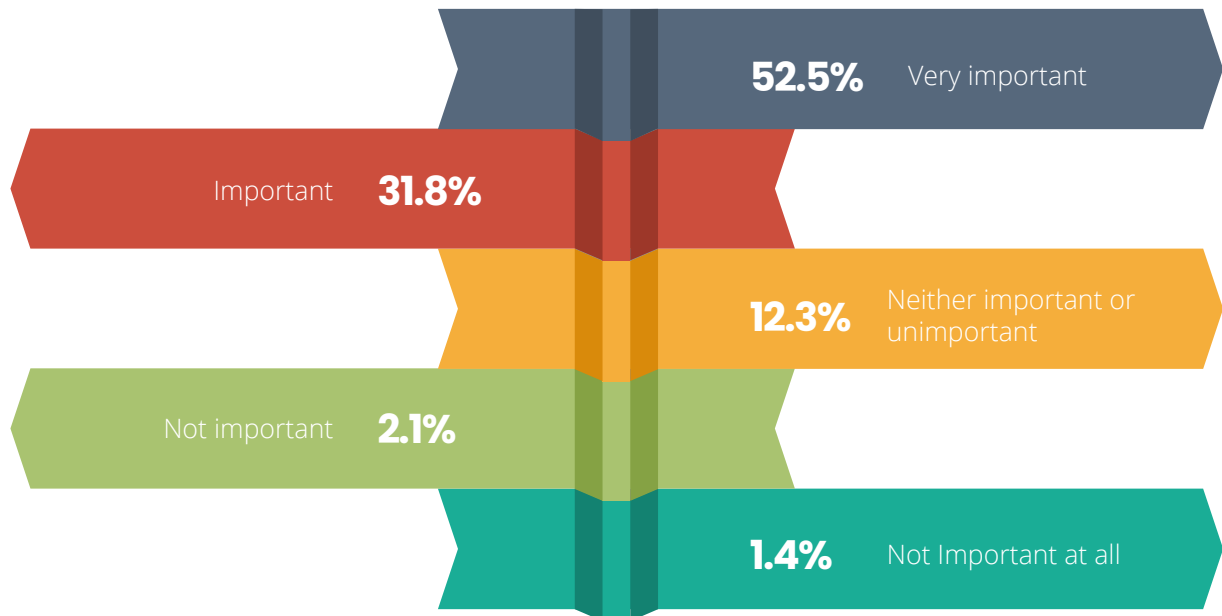
HOW SATISFIED ARE YOU WITH MBSYEP'S RESPONSE TO THE PANDEMIC CHANGES?

6,932 Responses



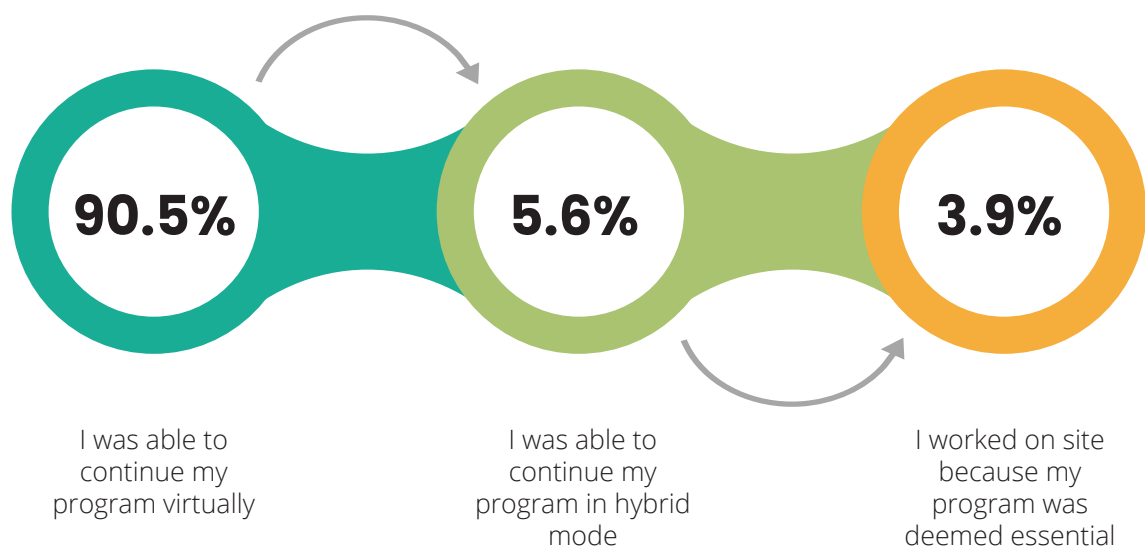
HOW IMPORTANT WAS THE MBSYEP FOR YOU DURING THIS PANDEMIC?

6,932 Responses



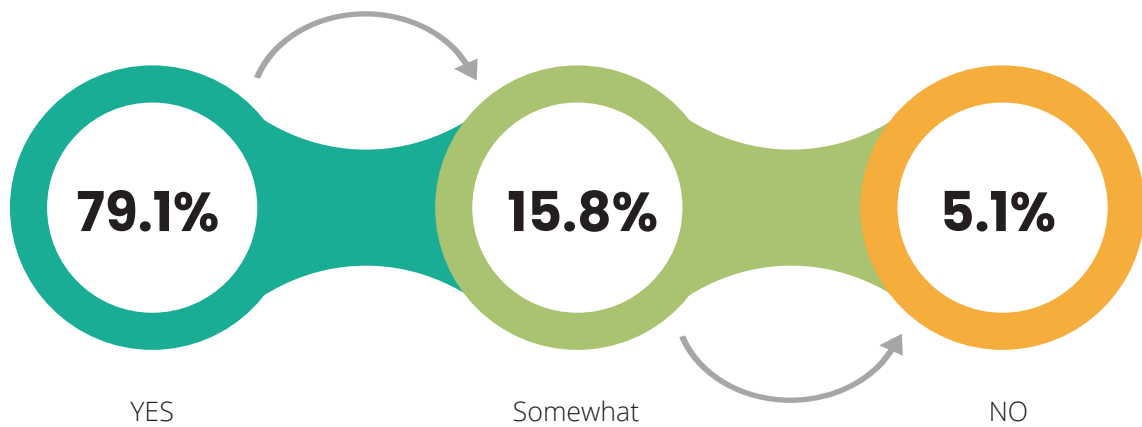
HOW DID YOUR PROGRAM ADAPT TO THE PANDEMIC?

6,932 Responses



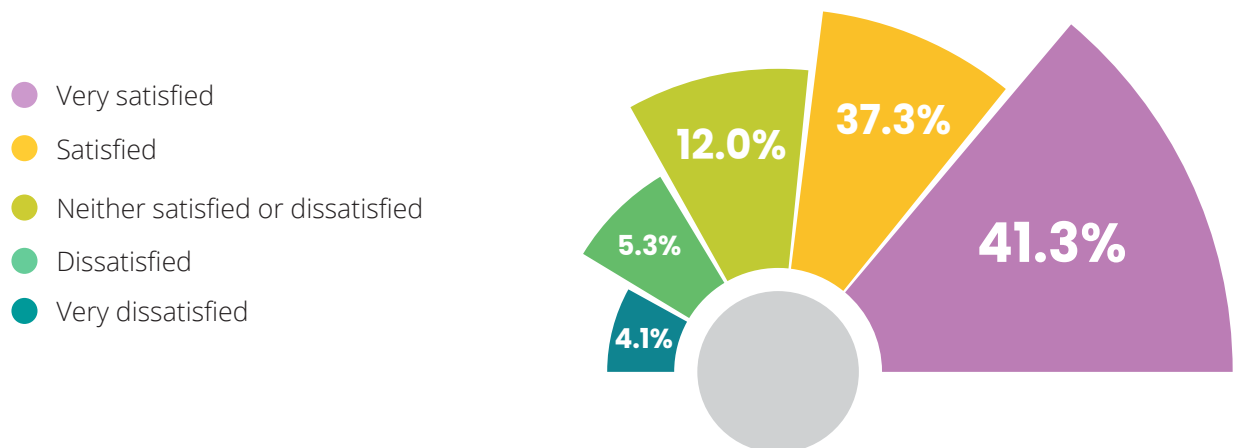
DO YOU FEEL LIKE YOU HAD THE NECESSARY EQUIPMENT TO WORK VIRTUALLY?

6,932 Responses



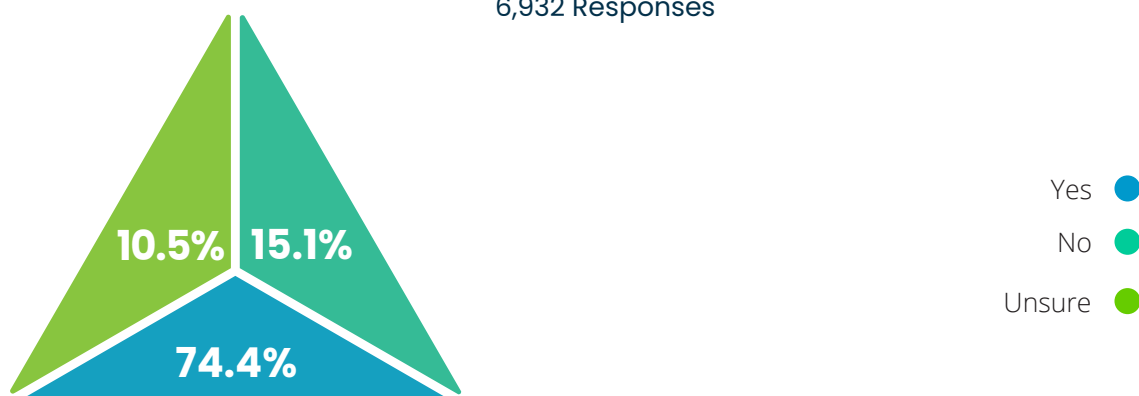
OVERALL, HOW WOULD YOU RATE YOUR EXPERIENCE WORKING VIRTUALLY?

6,932 Responses



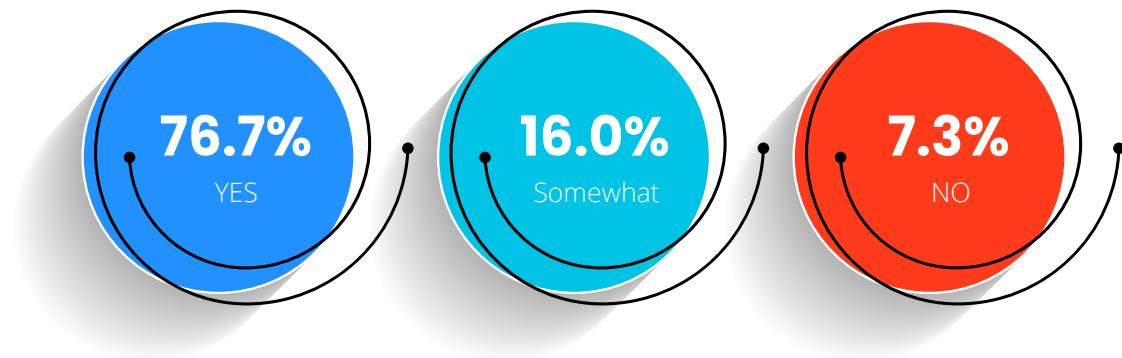
WOULD YOU PARTICIPATE IN MBSYEP VIRTUALLY AGAIN IF GIVEN THE CHOICE?

6,932 Responses



WAS YOUR EMPLOYER HELPFUL AND ACCOMMODATING IN GUIDING YOU THROUGH THE VIRTUAL PROGRAM?

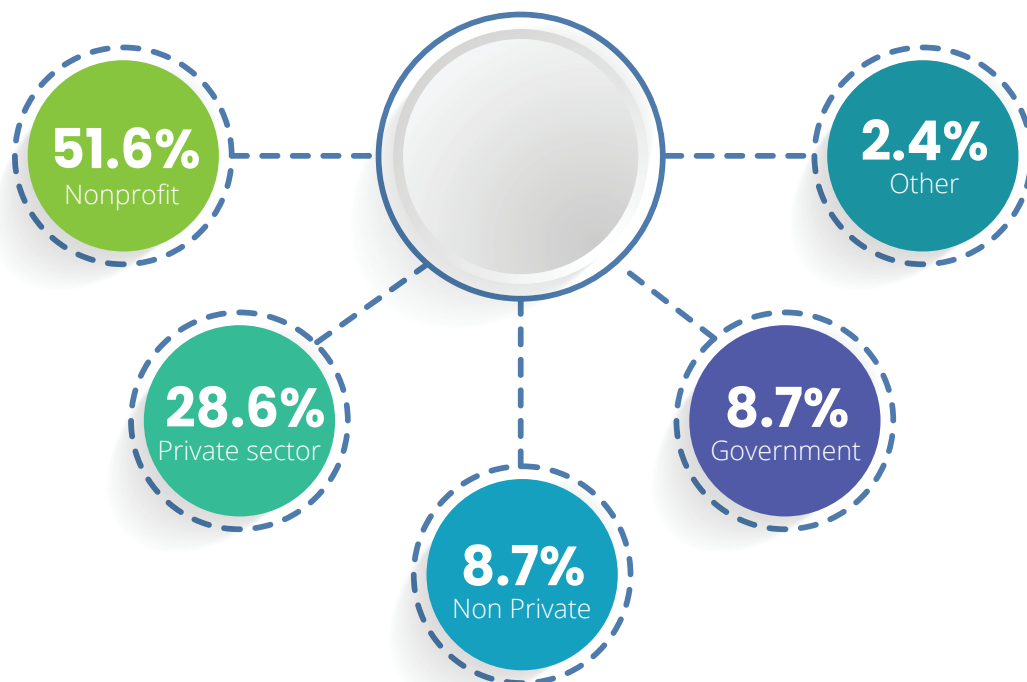
6,932 Responses



EMPLOYER SURVEY RESPONSES

WHAT CATEGORY DOES YOUR ORGANIZATION FALL UNDER?

125 Responses



WHAT WARD IS YOUR ORGANIZATION LOCATED IN?

125 Responses



PLEASE DESCRIBE YOUR ORGANIZATION'S PARTICIPATION WITH MBSYEP

125 Responses



52.0%

Our organization has participated multiple times with MBSYEP

26.8%

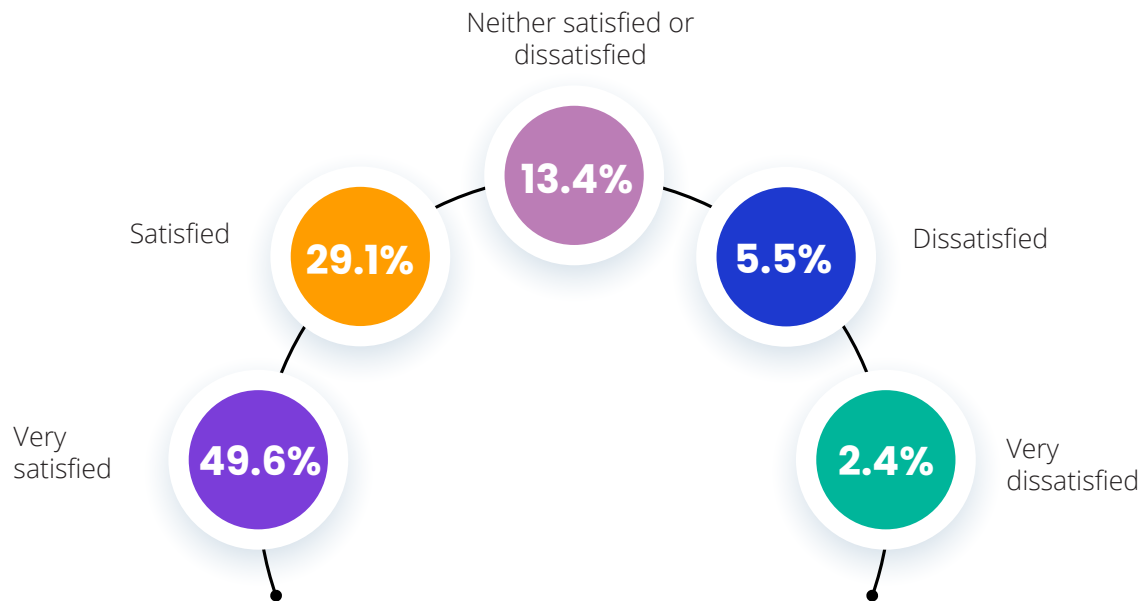
This was our first time participating with MBSYEP

21.3%

We have participated more than once, but only a few times

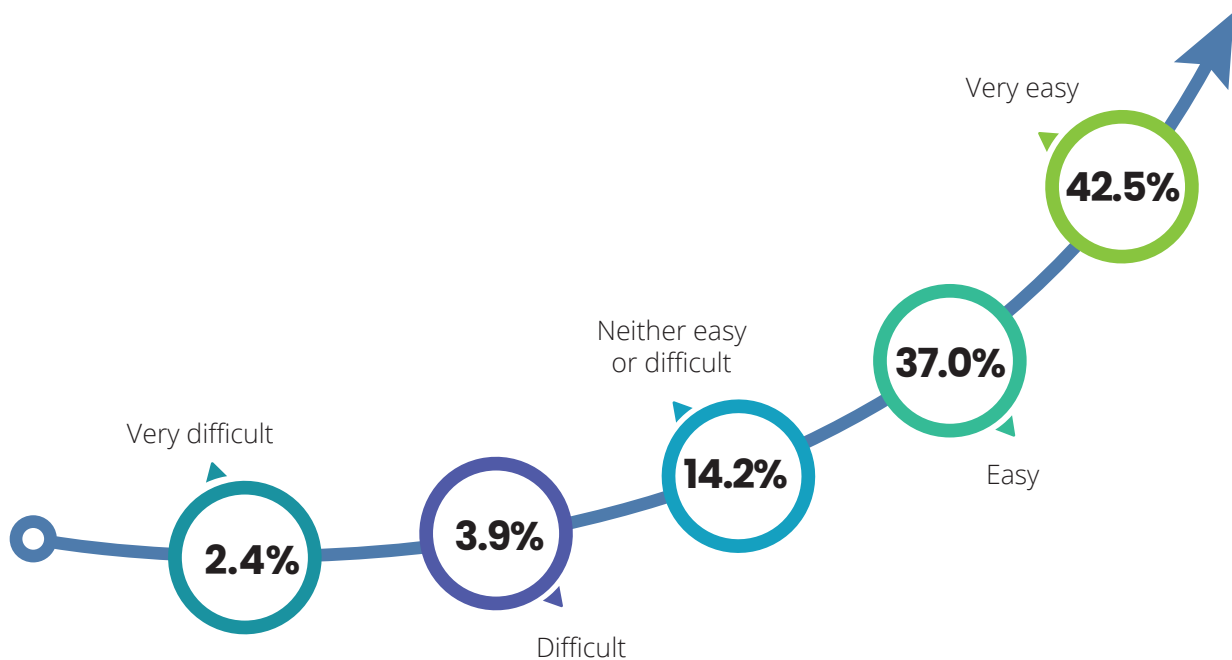
OVERALL, HOW WOULD YOU RATE YOUR ORGANIZATION'S EXPERIENCE WITH MBSYEP IN 2020?

125 Responses



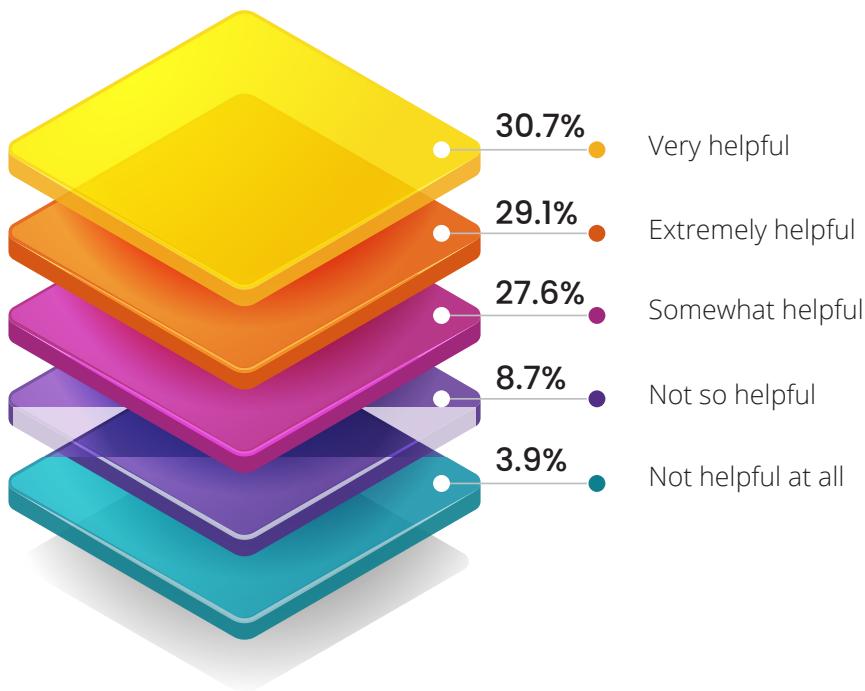
OVERALL, HOW WOULD YOU RATE THE MBSYEP REGISTRATION PROCESS FOR EMPLOYERS?

125 Responses



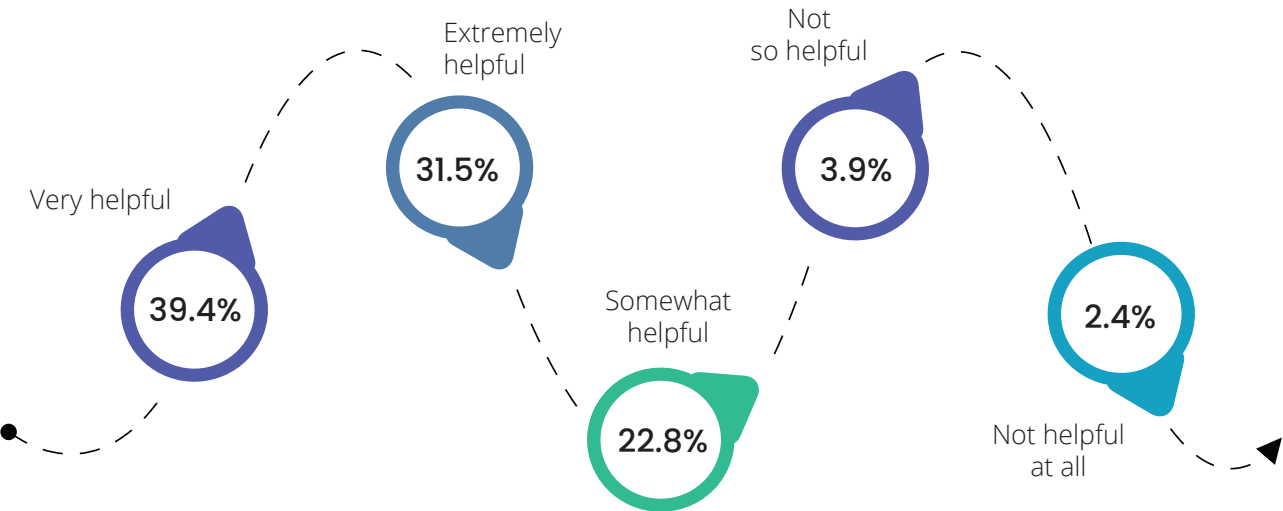
PLEASE DESCRIBE YOUR ORGANIZATION’S PARTICIPATION
WITH MBSYEP

125 Responses



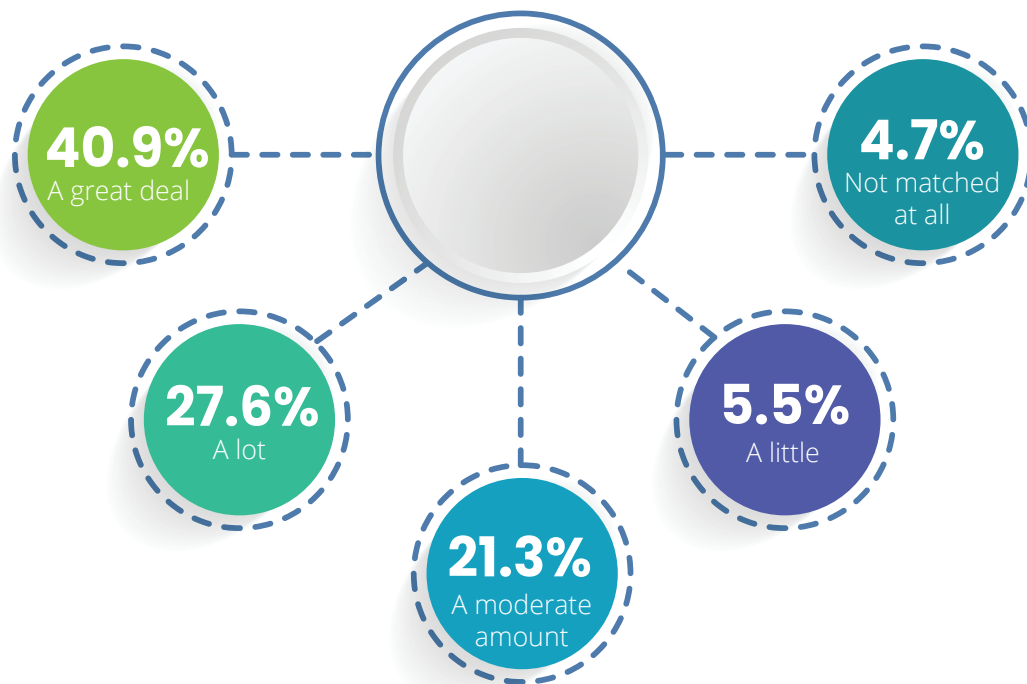
HOW HELPFUL WAS THE SUPERVISOR HANDBOOK IN
INFORMING AND GUIDING YOUR ORGANIZATION ABOUT THE
POLICIES, PROCEDURES AND EMPLOYER RESPONSIBILITIES?

125 Responses



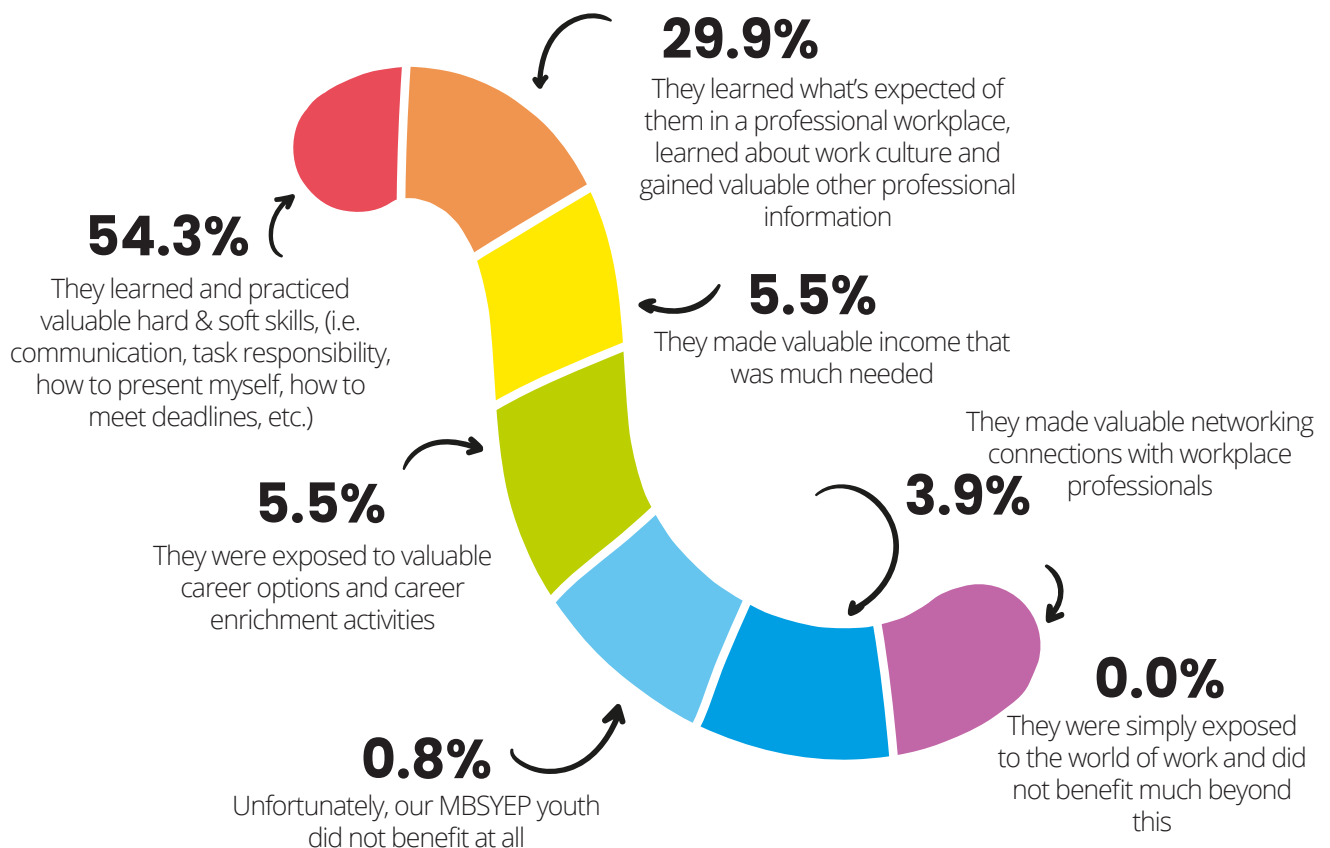
HOW WELL WERE YOUTH MATCHED WITH YOUR ORGANIZATION BASED ON THEIR PASSIONS AND INTERESTS?

125 Responses



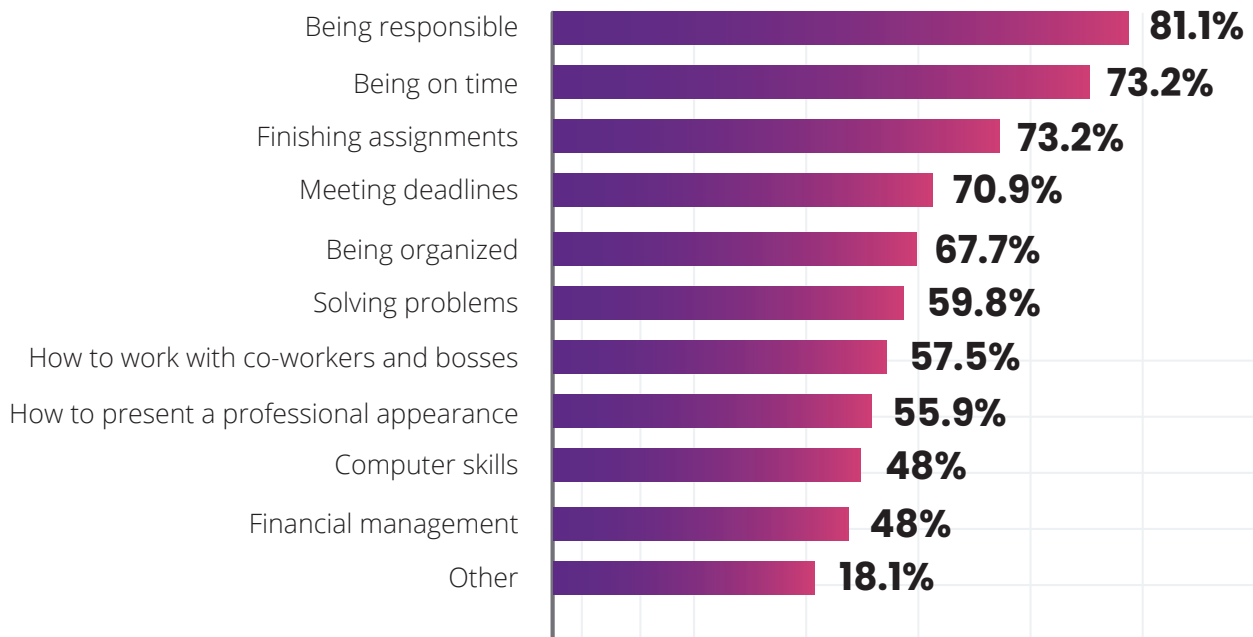
PLEASE EXPLAIN WHAT BENEFITS YOU FEEL YOUR MBSYEP YOUTH GAINED FROM THE PROGRAM.

125 Responses



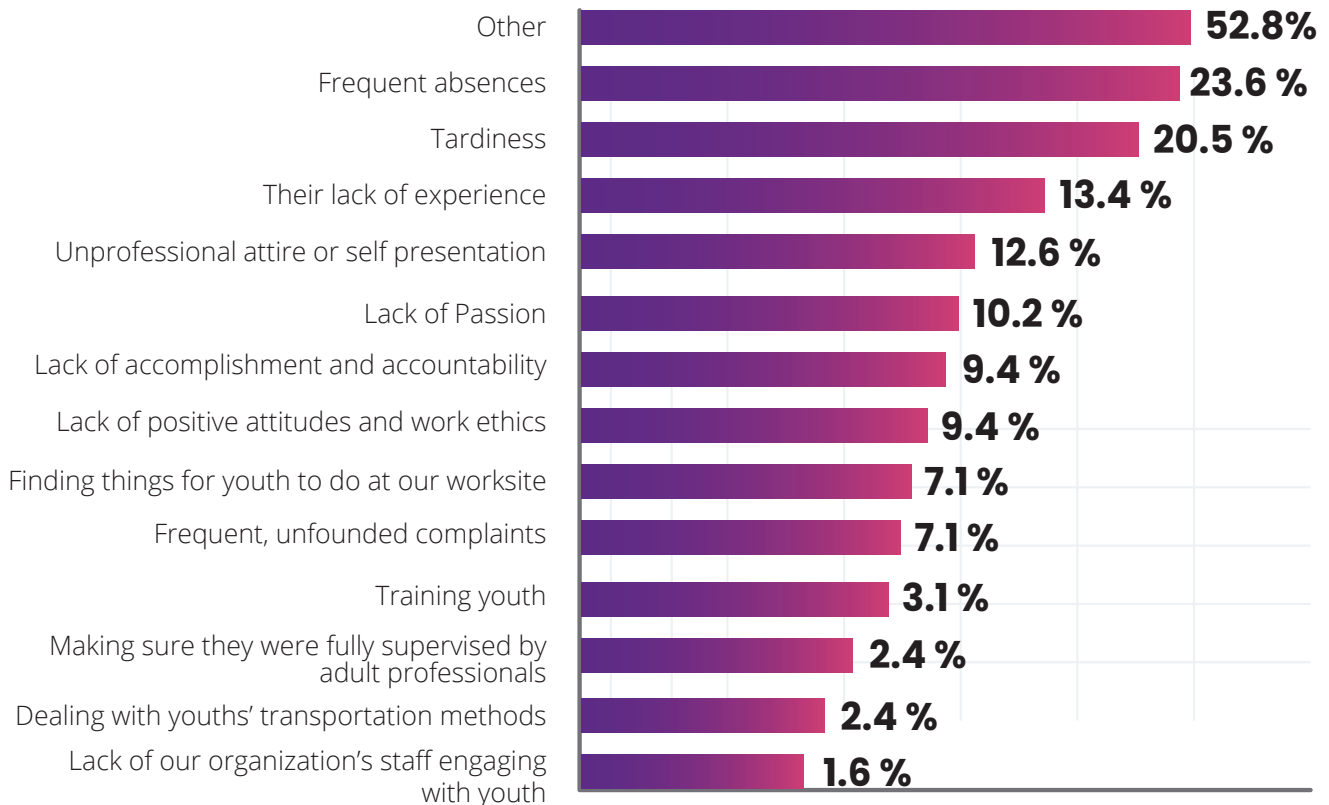
WHAT SPECIFIC JOB SKILLS DID YOUR YOUTH LEARN FROM THEIR MBSYEP EXPERIENCE?

125 Responses



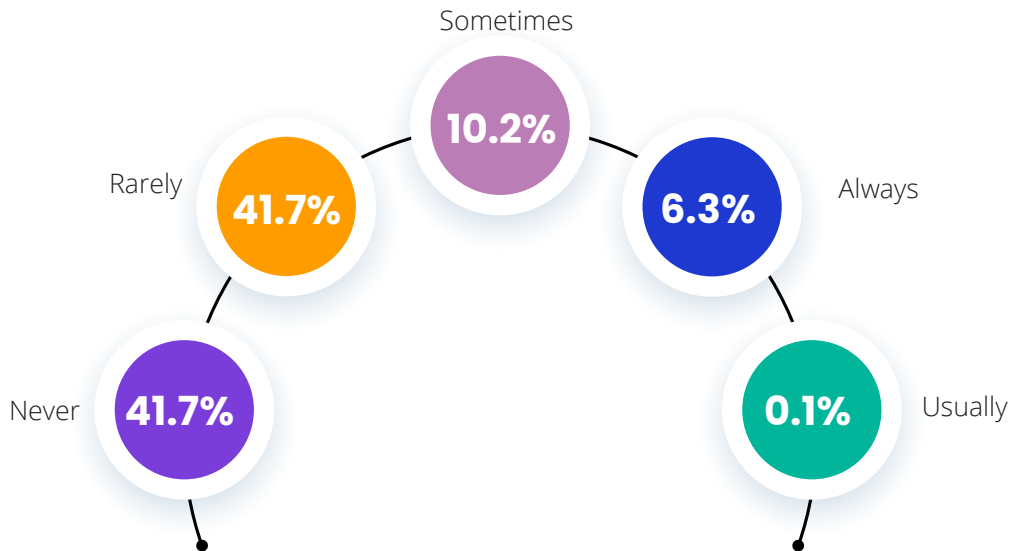
PLEASE NAME ANY SIGNIFICANT CHALLENGES IN HOSTING MBSYEP YOUTH.

125 Responses



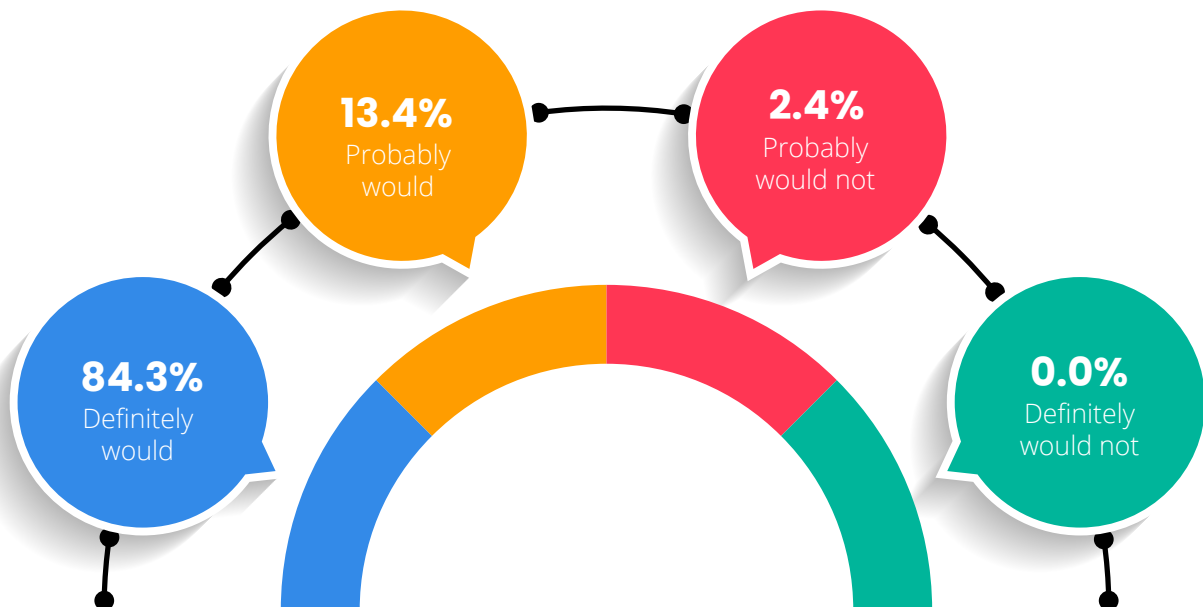
DID YOUR ORGANIZATION EXPERIENCE SIGNIFICANT ISSUES TRACKING AND REPORTING YOUTH WORK HOURS?

125 Responses



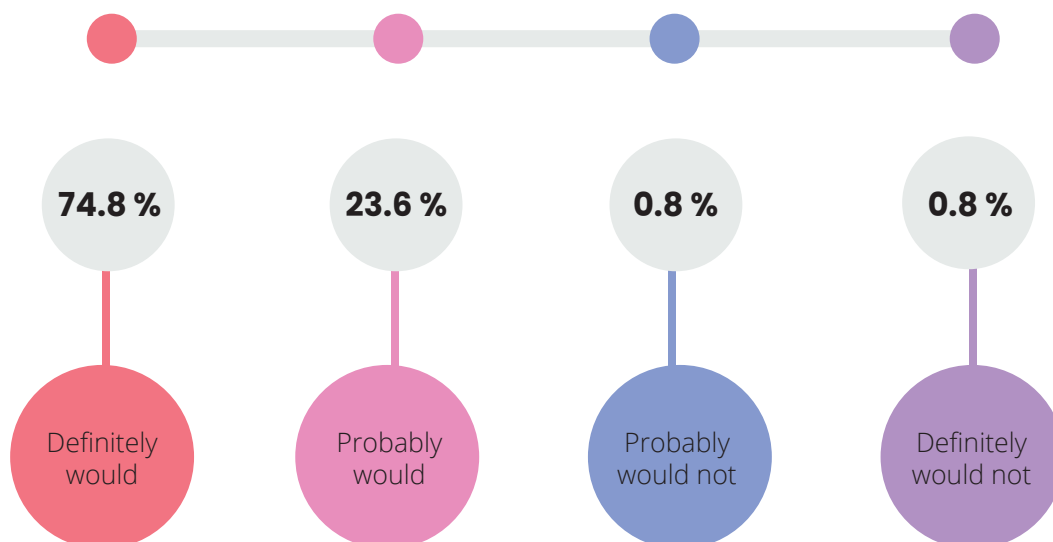
WOULD YOUR ORGANIZATION PARTICIPATE IN MBSYEP AGAIN IF IT COULD?

125 Responses



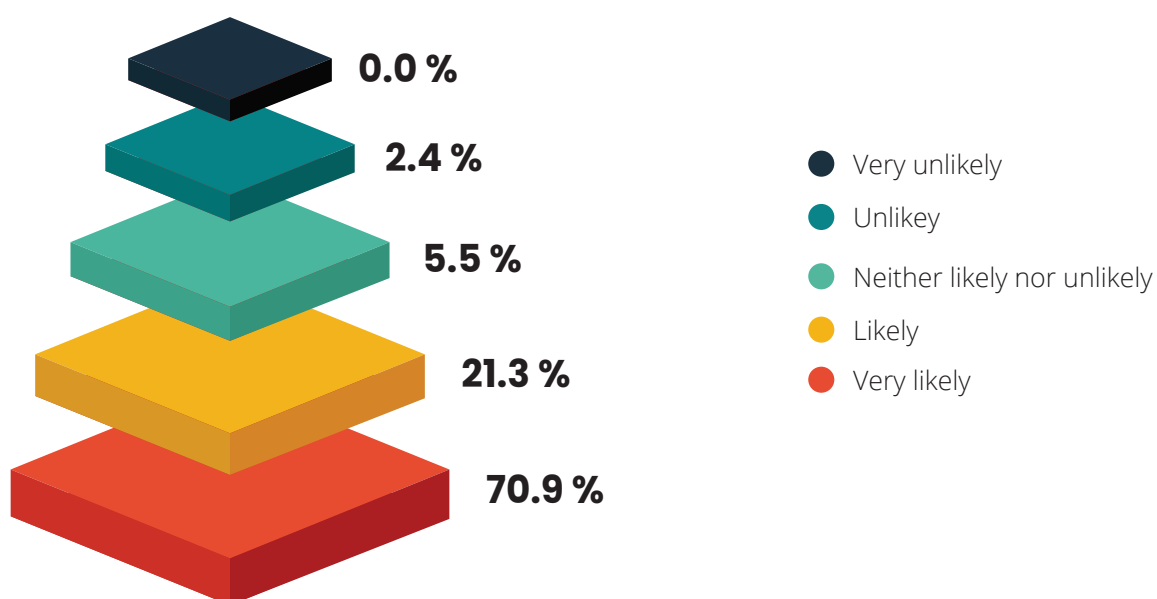
WOULD YOU RECOMMEND MBSYEP TO OTHER ORGANIZATIONS?

125 Responses



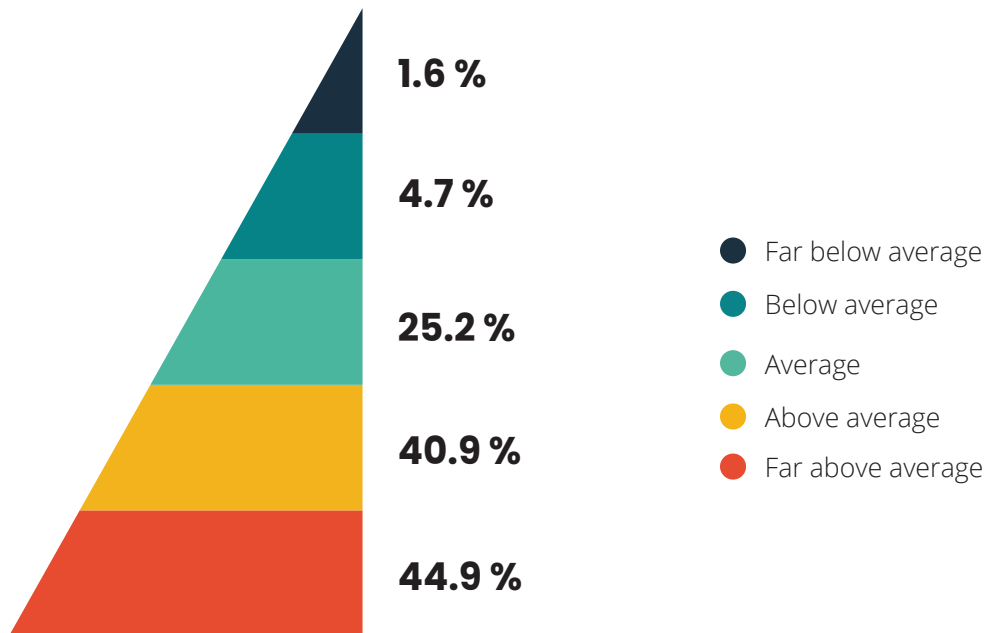
WOULD YOUR ORGANIZATION PROVIDE POSITIVE REFERRALS/ RECOMMENDATIONS FOR THE YOUTH IT HOSTED?

125 Responses



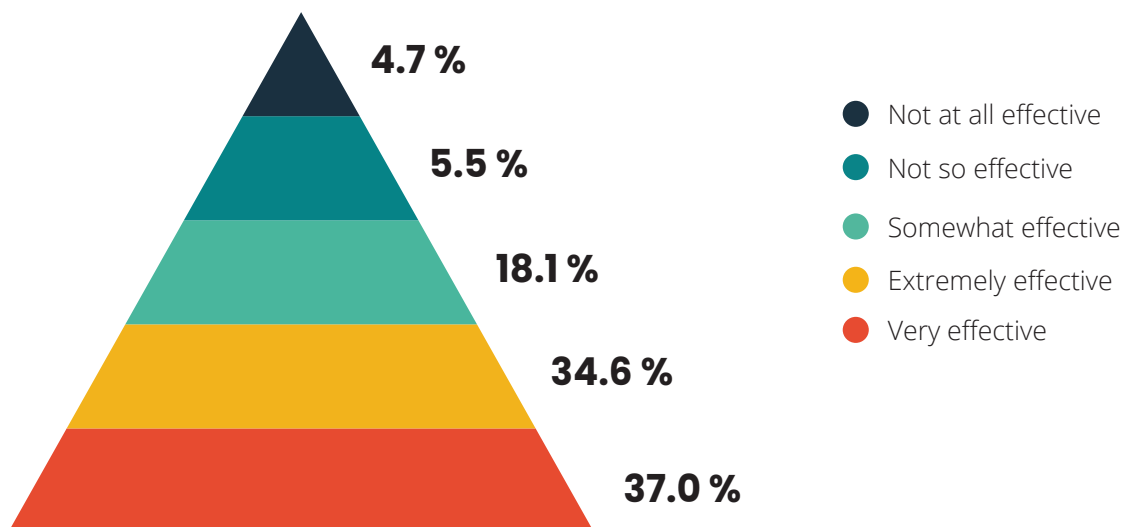
HOW WOULD YOUR ORGANIZATION RATE THE OVERALL QUALITY OF MBSYEP PARTICIPANTS?

125 Responses



HOW WOULD YOU RATE THE EFFECTIVENESS OF COMMUNICATION BETWEEN YOUR ORGANIZATION AND THE OFFICE OF YOUTH PROGRAMS PERTAINING TO PARTICIPANTS?

125 Responses



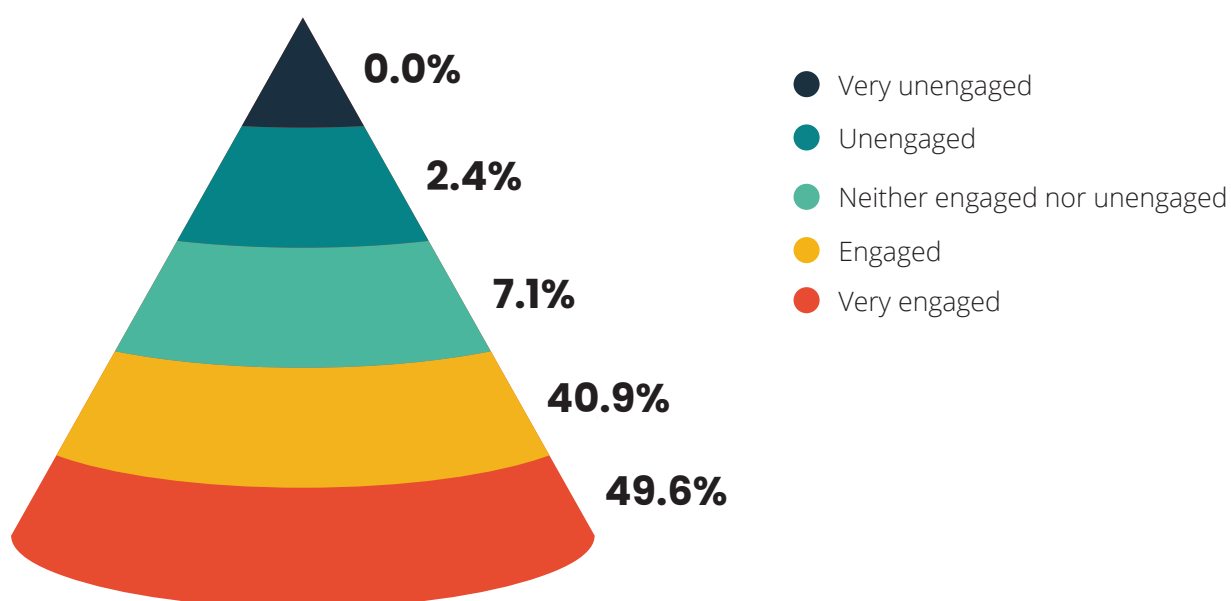
HOW MUCH DID THE OFFICE OF YOUTH PROGRAMS MEET YOUR EXPECTATIONS IN RESPONDING TO AND ADDRESSING YOUR ORGANIZATION'S QUESTIONS OR PROBLEMS PERTAINING TO PARTICIPANTS?

125 Responses



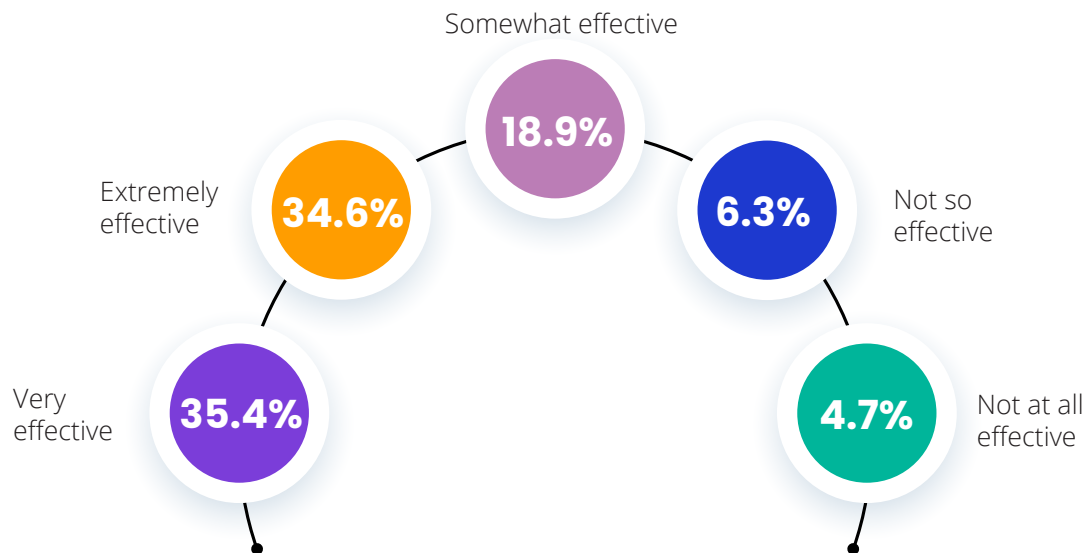
OVERALL, HOW ENGAGED WAS YOUR MBSYEP YOUTH?

125 Responses



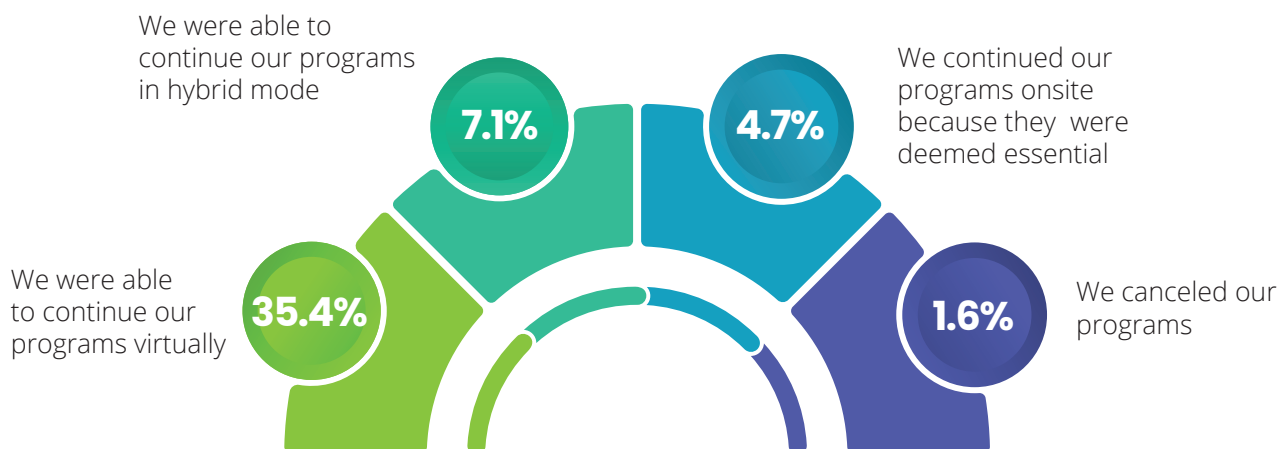
HOW WOULD YOU RATE THE EFFECTIVENESS OF COMMUNICATION BETWEEN YOUR ORGANIZATION AND THE OFFICE OF YOUTH PROGRAMS PERTAINING TO PARTICIPANTS DURING THE PANDEMIC?

125 Responses



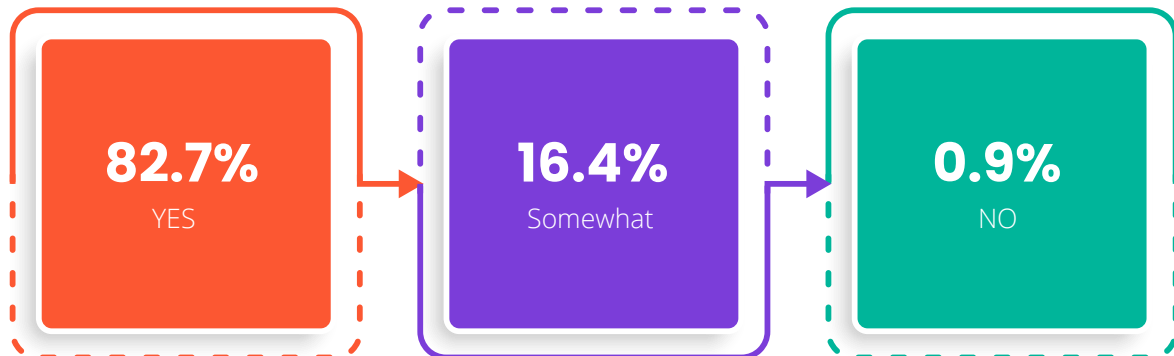
HOW DID YOUR ORGANIZATION ADAPT TO THE PANDEMIC?

125 Responses



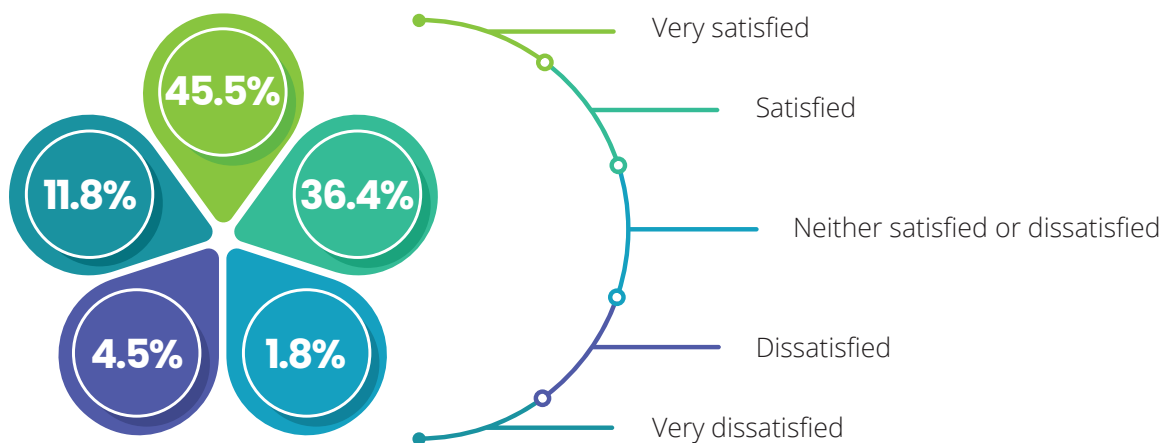
WERE YOUR ORGANIZATION EQUIPPED ENOUGH TO MOVE OPERATIONS ONLINE EASILY?

125 Responses



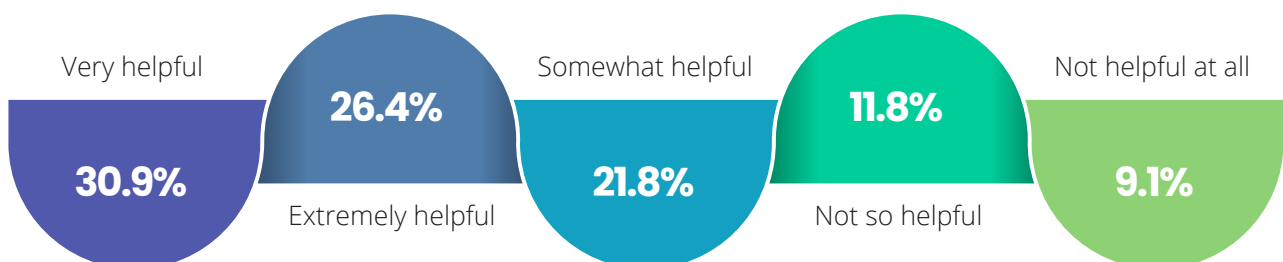
OVERALL, HOW ENGAGED WAS YOUR MBSYEP YOUTH?

125 Responses



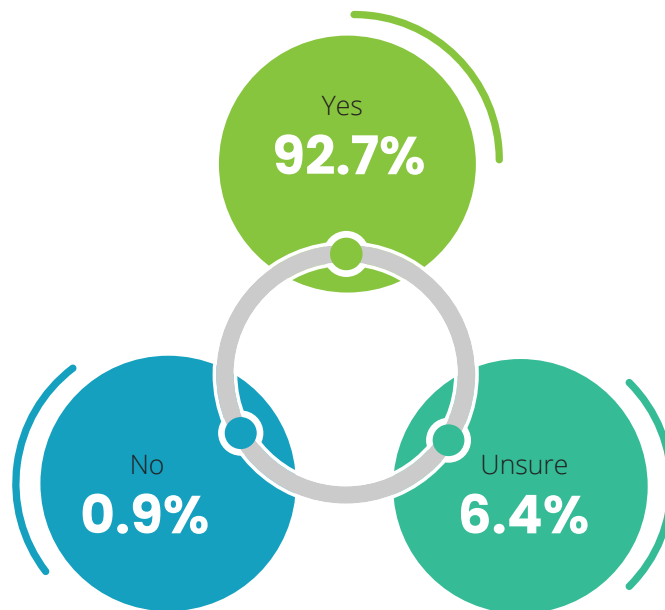
HOW HELPFUL WAS MBSYEP IN PREPARING YOUR ORGANIZATION FOR TRANSITIONING INTO VIRTUAL PROGRAMS?

125 Responses



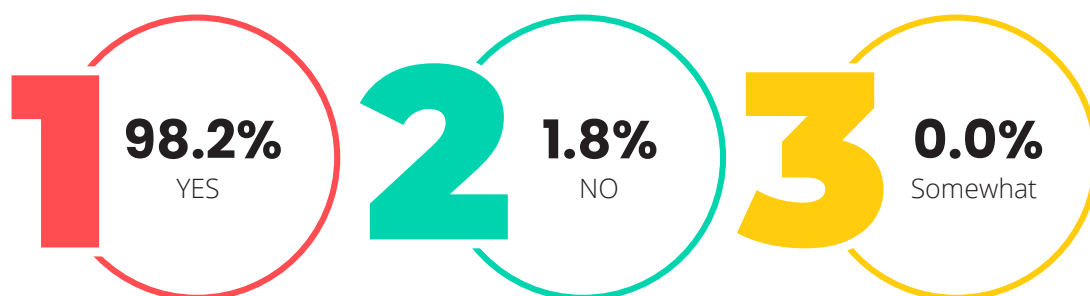
WOULD YOUR ORGANIZATION PARTICIPATE IN MBSYEP VIRTUALLY AGAIN IF IT COULD?

125 Responses



WAS YOUR ORGANIZATION HELPFUL AND ACCOMMODATING IN GUIDING THE YOUTH THROUGH THE VIRTUAL PROGRAM?

125 Responses





REVIEW OF HISTORICAL FINDINGS

Prior Year Findings have been considered. A review of these findings are presented below.

PY Finding: “There is a need to determine why some youth participants were not completely satisfied with the application process and the candidate selection process. It is recommended that a more targeted survey occur at the completion of the application process - before the Program begins - to identify challenges. For example, there was no specific data or information provided that explains why more than 7,300 applicants failed eligibility. Again, as in 2018, the provided data did not list the percentage of first-time and returning youth participants. It is clear that eligibility and registration requirements continue to be a formidable challenge for many applicants.”

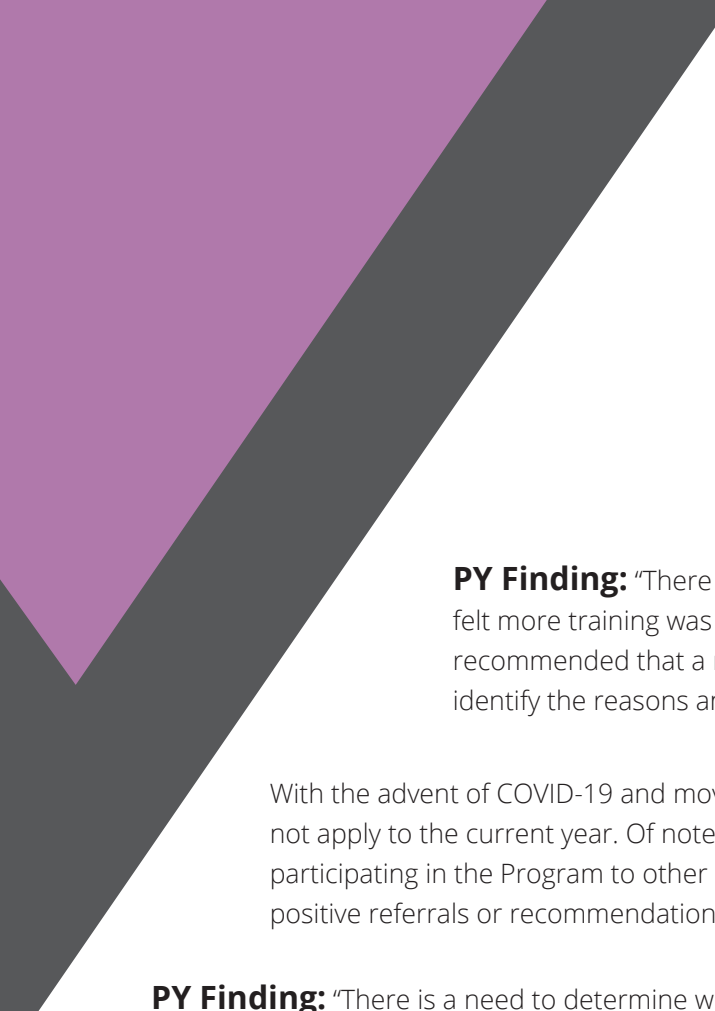
MBSYEP tracked the reasons for ineligibility in 2020:

- 8,273 Applicants failed to submit required documents before the deadline
- 2,405 Applicants failed to complete required steps before the deadline
- 91 Applicants were participants in another program
- 15 Applicants indicated they were no longer interested in participating
- 3 Applicants were identified as providing inaccurate information by the MBSYEP fraud team

Please see the current year findings regarding additional resources needed to assist potential applicants in the application process.

PY Finding: “There is a need to determine why some youth participants felt unprepared to start working at their worksites despite participating in the orientation process. It is recommended that a more targeted survey occur at the completion of the orientation and/or during the employment cycle to identify the reasons and challenges and assess the alignment of information provided during orientation with the anticipated expectations of specific job tasks.”

In 2020 less than 5% of the youth felt unprepared. While ideally, 100% of youth will assess themselves as very prepared, a nominal percentage reporting as feeling unprepared is anticipated, and 5% is deemed within a normative range.



PY Finding: “There is a need to determine why some host Employers/worksites felt more training was required for youth participants involved in clerical work. It is recommended that a more targeted survey occur during the employment cycle to identify the reasons and challenges.”

With the advent of COVID-19 and movement to primarily virtual participation, this finding does not apply to the current year. Of note, in 2020, 98.4% of host employers would recommend participating in the Program to other employers and 92% were likely or very likely to provide positive referrals or recommendations for their participants.

PY Finding: “There is a need to determine why the organization of the Program was challenging to some employers/worksites. It is recommended that a more targeted survey occur during the employment cycle to identify the reasons and challenges.”

With the advent of COVID-19 and a significant shift in the Program for many employers, this finding may not be applicable. Of note in 2020, despite the significant changes, employers were asked to make, 94.4% found the MBSYEP experience to be neutral or positive in 2020.

PY Finding: “Additional data is needed to determine why there was a decline in Hispanic/Latino youth participation.”

While an increase in self-identified Hispanic/Latino youth participation is desirable, a declining trend is consistent with other publicly sponsored programs in this demographic group. MBSYEP reported for 2020 that the Hispanic/Latino participation rate remained statistically consistent with 2019.

PY Finding: “There is a need to improve the process for increasing pre-and-post-program survey responses from youth participants and employers. It is recommended that the post-program survey occur during the final week of the Program until several weeks after program termination.”

This recommendation was implemented in 2020, with disappointing results and a challenge to the timeline. Future approaches will differ.

PY Finding: “There is a need to collect concurrent feedback and data during the employment cycle versus at the completion of the program.”

MBSYEP collects concurrent feedback and data throughout the employment cycle through employer hosts.

