

MURIEL BOWSER
MAYOR

September 21, 2023

The Honorable Phil Mendelson
Chairman
Council of the District of Columbia
John A. Wilson Building
1350 Pennsylvania Avenue, NW, Suite 504
Washington, DC 20004

Dear Chairman Mendelson:

I am pleased to submit to the Council of the District of Columbia the enclosed "Mayor Marion S. Barry Summer Youth Employment Program FY 2021 Independent Evaluation," which was prepared by an independent contractor pursuant to section 2d of the Youth Employment Act of 1979, effective September 24, 2010 (D.C. Law 18-223; D.C. Official Code § 32-245).

The report evaluates the 2021 Mayor Marion S. Barry Summer Youth Employment Program and includes, among other assessments, an analysis of the job responsibilities of participating youth, the support mechanisms for participating youth and employers, and assessments of client satisfaction from participating youth and employers.

My administration is available to discuss any questions you may have regarding this report. In order to facilitate a response to your questions, please contact Dr. Unique Morris-Hughes, Director, DOES, at (202) 671-1900.

Sincerely,

A handwritten signature in black ink, appearing to read "Muriel Bowser", written over a horizontal line.

Muriel Bowser

Enclosure

**DEPARTMENT OF
EMPLOYMENT SERVICES**

2021

**MAYOR
MARION S.
BARRY
SUMMER
YOUTH
EMPLOYMENT
PROGRAM**



**INDEPENDENT
EVALUATION**

OFFICE OF YOUTH PROGRAMS

**DC DEPARTMENT OF
EMPLOYMENT SERVICES**

Mayor Marion S. Barry
Summer Youth Employment Program
FY 2021 Independent Evaluation

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EVALUATORS LETTER – MBSYEP 2021 REPORT

The
Georgetown
Firm

The Georgetown Firm completed the review and evaluation of the District of Columbia's Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP) in the Fall of 2021. We believe 2021 was a remarkable year for the MBSYEP program, displaying the resiliency and adaptability of programs with invested leadership and a robust operational infrastructure.

Following the initial lockdown period and the impact of COVID-19, many industries grappled with the new normal of living and working, given the reality of the pandemic response and a contracting economy. Building off the successful shift in 2020 to virtual, hybrid, and limited in-person programs, 2021 tested how effective that transition was over the long term and how deeply it resonated with stakeholders.

MBSYEP proved not only to meet but exceed that challenge. In 2021, MBSYEP accommodated 10,000 youth in virtual, hybrid, and in-person formats. Youth were able to earn a competitive salary, work toward certificates, and become familiar with different models of work in different industries. To adapt to the continued presence of COVID-19 and to increase safety for all youth, MBSYEP developed Health and Wellness Ambassadors to educate on optimal safety measures such as testing, proper masking, and more. To increase accessibility for MBSYEP, equipment for virtual work and reliable internet access were acquired by the program leadership for youth who were in need. MBSYEP continued to set the standard for successful and effective summer employment programs by showcasing its adaptable nature and commitment to excellence for all youth and organizations involved.

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EXECUTIVE SUMMARY

While the nation recovered from the initial impact of COVID-19, many aftereffects threatened to impede the progress organizations in many industries were making. According to the Bureau of Labor Statistics, 60% of industries experienced employees who were ordered not to work and 48% of industries in the arts, entertainment, and recreation experienced a government-mandated closure. Additionally, every industry saw an increase in telework, highlighting which organizations had established a reliable infrastructure for the hybrid work model we see and use today. Despite the unprecedented speed and scale at which remote work occurred, MBSYEP proved adaptable and resilient, reflected in participants' sentiments toward the program. Under the leadership of Mayor Muriel Bowser and supported by Department of Employment Services Director Dr. Unique Morris-Hughes and Associate Director of Youth Programs Ms. Thennie Freeman, MBSYEP withstood many pandemic aftereffects and set the standard for equitable and effective youth employment programs.

Despite the unusual circumstance of a global pandemic, MBSYEP showed clear improvement in multiple areas when compared with information from 2020. Participants reported high degrees of overall satisfaction with MBSYEP, their employers, and virtual work accommodations. Likewise, MBSYEP's efforts resonated with employers, as year-over-year increases in overall satisfaction and a desire for future collaboration with MBSYEP were observed.

While the influence of a global pandemic caused a significant departure from MBSYEP's standard operating procedure, the rapid COVID-19 response functioned as a business operations agility test in many aspects.

Participant Experience		
Metric Measured	2020	2021
Overall Experience	80%	88%
Satisfaction with MBSYEP Pandemic Response	71%	73%
Matched with a Preferred Job	81%	88%
Professional Job Preparation	92%	95%

Employer Experience		
Metric Measured	2020	2021
Overall Experience	79%	86%
Repeat Participation	97%	98%
Recommend MBSYEP to other Organizations	99%	99%

Participant Virtual Experience		
Metric Measured	2020	2021
Overall Virtual Experience Satisfaction	78%	87%
Virtual Certification Preference	41%	49%
Preference for Virtual MBSYEP Experience	74%	84%
Possessed Equipment for Virtual Work	80%	87%

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MBSYEP has not only proved to be innovative in response to external factors, but it has done so in a way that encourages repeat youth involvement and increased collaboration with other organizations.

There are specific ways to improve the program, which are likely driven by the unpredictability of a nationwide pandemic response and the novelty of mass virtual work. Our recommendations are summarized below:

- Highlight educational, professional, and real-world benefits to MBSYEP youth.
 - 2021 saw a decrease of ~5% in satisfaction with the rate of pay, as well as a ~5% increase in employees using their earnings to save for college. A decrease in retail spending (ie: clothes) was also observed, suggesting that employees are increasingly concerned about future education.
 - Increasing the focus on how MBSYEP prepares employees for college and professional life may help attract and retain talented and enthusiastic students for the program.
- Increase communication and resources for companies partnering with MBSYEP to set reasonable expectations.
 - 2021 saw a 2% total decrease in employers that reported their youth were matched to jobs based off their interests, while a 7% total increase was seen in youth that reported they were matched to jobs they had an interest in. Additionally, a 23% percentage point decrease was observed in 2021 from employers who reported the quality of their participants was “far above average”.
 - While MBSYEP was highly regarded for helping companies transition to a virtual format, 2021 saw decreases in organizations desiring virtual participation for the future and in how helpful they saw themselves in guiding the youth through a virtual program.
 - Developing and tailoring virtual work resources for employers can help set appropriate expectations, isolate areas MBSYEP can further assist employers, and improve the experience for all involved.
- Streamline the response process for the Office of Youth Programs
 - 2021 saw a 9% increase in organizations that viewed communicating with the Office of Youth Programs as “extremely effective”. Despite this, 2021 only saw a 4% increase in organizations that said the Office “exceeded expectations” regarding addressing problems organizations had, and no change in organizations that said they had “extremely effective” communication with the Office about participants through the pandemic (2020 and 2021 = 35%).
 - Increasing communication regarding the operational bandwidth of the Office of Youth Programs may increase its overall effectiveness, which will likely result in an increase in reporting measures from organizations.

Given the seismic impact of the pandemic and the unexpected demands industries had to accommodate, MBSYEP has proved to be adaptable in creating a safe and productive experience for both the youth and partner organizations. MBSYEP’s key accomplishments include the successful development, transition to, and use of an infrastructure that supports virtual work across various industries, increasing the satisfaction of organizations and youth with the MBSYEP experience, and increasing the desire of both organizations and youth to return annually.

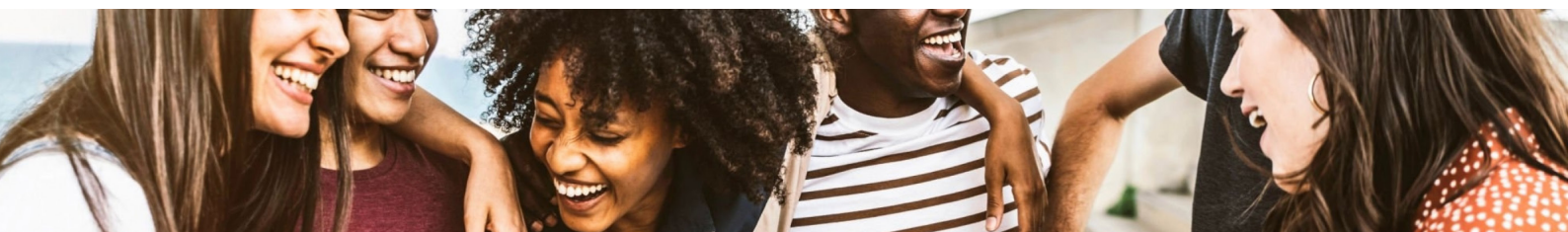
MBSYEP OVERVIEW

The Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP) is a DC-funded project that aims to provide youth ages 14 to 24 with reliable employment in Washington, DC, every summer. In addition to employment, participants can explore various industries, gain exposure to professional networks, and develop skills to use throughout their careers. MBSYEP also offers employers the ability to recruit the next generation of talent.

As MBSYEP is the largest summer youth employment program in the nation, it has been recognized as a model for sustainable and equitable youth employment from the pandemic to the present day.

MBSYEP annually provides opportunities to over 10,000 youth, 85% of whom are full-time students. A wide variety of firms partner with MBSYEP to provide employment, ~75% of which are private-sector companies and community-based/non-profit organizations. MBSYEP has routinely provided many opportunities for disadvantaged and at-risk youth, and the program is anticipating the ability to offer scholarship funds in the future to assist as many youths as possible.

MBSYEP participants will also be able to explore the financial regulatory industry through partnerships with the Federal Financial Institutions Reform, Recovery, and Enforcement Act (FIRREA) agencies such as the Office of the Comptroller of the Currency, the Consumer Financial Protection Bureau, the National Credit Union Administration, and the Securities Exchange Commission.



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2021 PROGRAM STRUCTURE

Building off of the success with virtual and hybrid work models from 2020, MBSYEP utilized that approach and existing infrastructure to offer a similar experience in 2021.

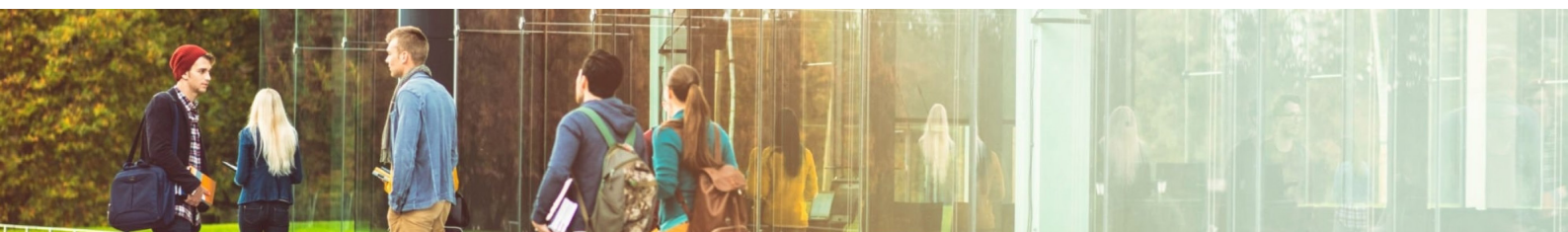
Organizations interested and able to offer virtual work worked with MBSYEP to implement their plans. MBSYEP approved all elements of virtual work plans, including equipping youth with the necessary equipment for virtual work and all necessary COVID-19 safety precautions.

CAREEREDGE CURRICULUM:

MBSYEP developed an online training tool to assist youth in their professional development. If the organizations partnering with MBSYEP did not already possess their own curriculum, they were required to utilize Careeredge to help their youth for the duration of the program.

HEALTH AND WELLNESS AMBASSADORS:

Originally created in 2020, MBSYEP Health and Wellness Ambassadors were responsible for all aspects of safety regarding COVID-19. This included educating, guiding, and accommodating all youth and employers in all work models as to what virtual, hybrid and in-person best practices were.



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

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.

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. The results of data collection were shared throughout the evaluation process.

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FINDINGS

Finding 1: While the overall number of youths reported feeling prepared for their summer experience, the overall sentiment appears to be trending toward youth feeling progressively unprepared. 2021 saw an 8% decrease from 2020 in youth reporting they felt “very prepared”, a 7% increase in reports of “prepared”, a 2% increase in youth who felt neither prepared nor unprepared, and a 1% increase in youth who felt very unprepared. This suggests that despite the virtual and hybrid models existing prior to the youth starting the summer, there are other factors that contribute to the youth entering MBSYEP where they are positioned in the most optimal position for success.

Recommendation: Regular use of the Youth Portal to survey the youth throughout the duration of their experience may uncover reasons for this occurrence and if it is likely to continue.

YOUTH PREPARATION FOR MBSYEP 2021				
Year	Very Prepared	Prepared	Neither	Very Unprepared
2021	38%	43%	15%	2%
2020	46%	38%	13%	1%

Finding 2: Several metrics reported by organizations regarding youth performance saw changes of >5% from 2020 to 2021. 2021 saw a 14% increase in “youth transportation” alongside an 11% increase in “frequent absences,” listed as the most significant challenges for employers. 2021 also saw a 5% increase in both “lack of passion” and “training youth” as the next most reported challenges employers experienced. When surveyed separately regarding issues tracking and reporting youth hours, employers in 2021 reported a 6% increase.

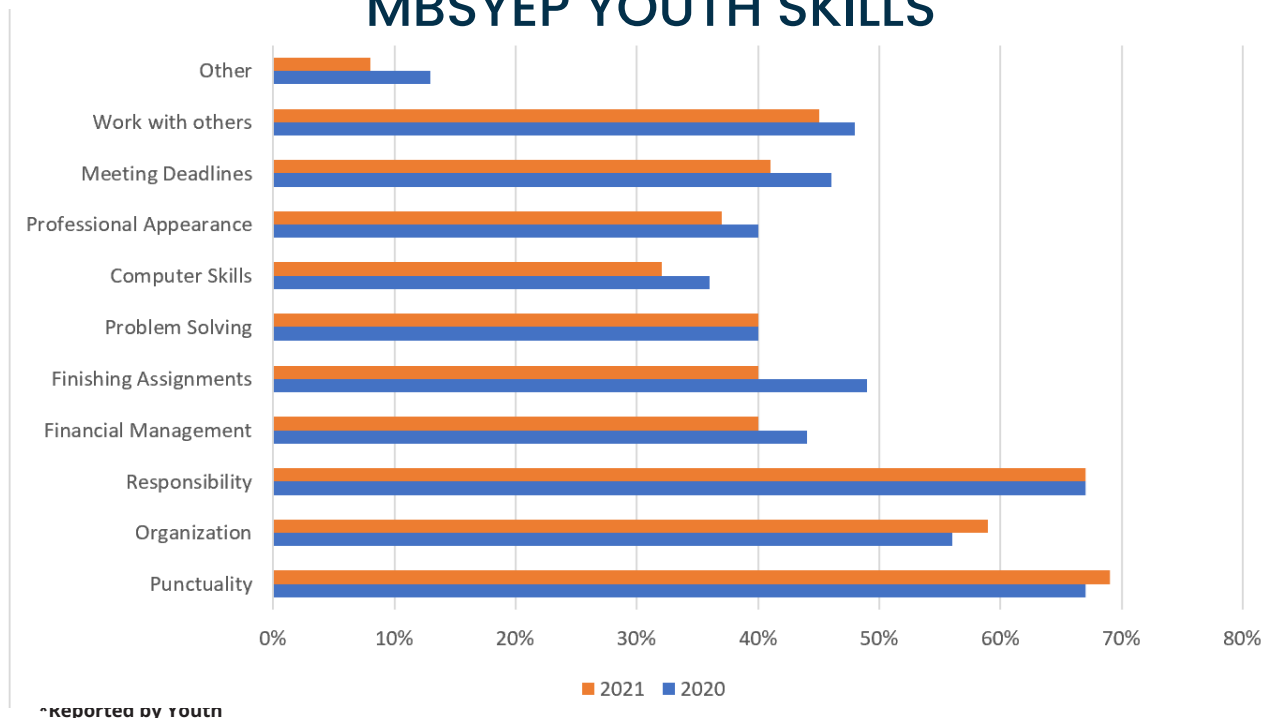
These challenges do not appear to significantly affect organizations’ enthusiasm about participating in MBSYEP, as both 2020 and 2021 saw 84% of organizations report they would definitely participate in MBSYEP again if they could, and a 1% total increase in organizations reporting any desire to participate in MBSYEP again. Additionally, these challenges do not appear to affect the specific job skills that MBSYEP youth are learning, as relatively equal percentages were observed when the youth were asked what they learned year over year (being on time, being organized, etc).

ORGANIZATIONS’ ENTHUSIASM FOR FUTURE MBSYEP PARTICIPATION				
Year	Definitely Would	Probably Would	Probably Would Not	Definitely Would Not
2021	84%	14%	1%	1%
2020	84%	13%	2%	0%

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MBSYEP YOUTH SKILLS



Given the variety of organizations and industries in MBSYEP, the work the youth were doing, the work models the youth were involved in, and the overall responses from organizations and the youth, it may be the case that the challenges experienced by organizations are not consistent year over year. If similar results are seen for future programs, action should be taken to determine the primary drivers.

Recommendation: Increase the frequency and depth of surveys and communication with employers for subsequent MBSYEP years to determine if consistent results are reported. If so, action should be taken immediately to increase employer retention and participant and employer satisfaction levels.

Finding 3: Given the relatively same distributions across the metrics of ward, demographic information, and education level, there is a large disparity between years of the MBSYEP participant quality according to organizations. 2021 saw a 23% decrease in the number of organizations rating MBSYEP participants are “far above average” and a 7% increase in the number of participants rated “above average”. Organizations in 2021 also reported a slight 2% decrease (2020 = 88%, 2021 = 90%) when asked if youth were matched well with their organizations based off their interests. Within those results, the largest decrease of 10% was observed with organizations that reported that youth were matched “a great deal” with their organization based off their passions and interests.

Recommendation: More data should be taken to understand why organizations believe that MBSYEP youth quality is decreasing. A possible explanation for this may be that organizations believe that while the quality of youth is consistently high, more complementary fits exist for the youth MBSYEP is admitting to the program. Organizations should be surveyed in depth for what they are looking for prior to the program starting if they have committed to annual participation to ensure the most accurate match.

PRIOR YEAR RECOMMENDATIONS

PY FINDING 1

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.

2021 IMPACT

2021 saw a 6% increase in first-time MBSYEP participants, with the same number indicating that they had participated more than once but only a few times from 2020 to 2021. This indicates that applicants are finding the resources and support they need to complete the application and participate in MBSYEP. While there was a 6% decrease in participants who had participated multiple times, this is to be expected as MBSYEP generally targets a younger student population, and a percentage of those youth will have graduated.

PY FINDING 2

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.

2021 IMPACT

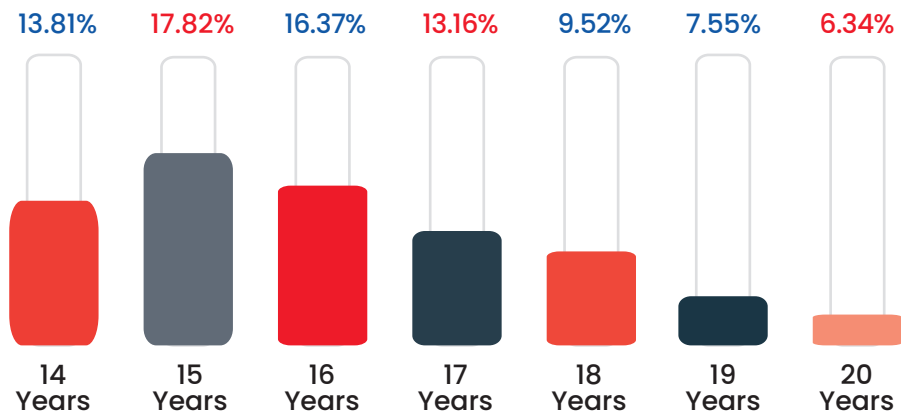
While ~10% of MBSYEP youth participants rank the Youth Portal as their preferred communication method, an 8% increase was seen among participants interacting with the Youth Portal in 2021.

PY FINDING 3

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. This recommendation was deemed impractical.

MBSYEP INITIAL EXPERIENCE SURVEY 2021

WHAT IS YOUR AGE?



<5%

21, 22,
23 & 24
Years Old

WHAT GENDER DO YOU IDENTIFY AS?



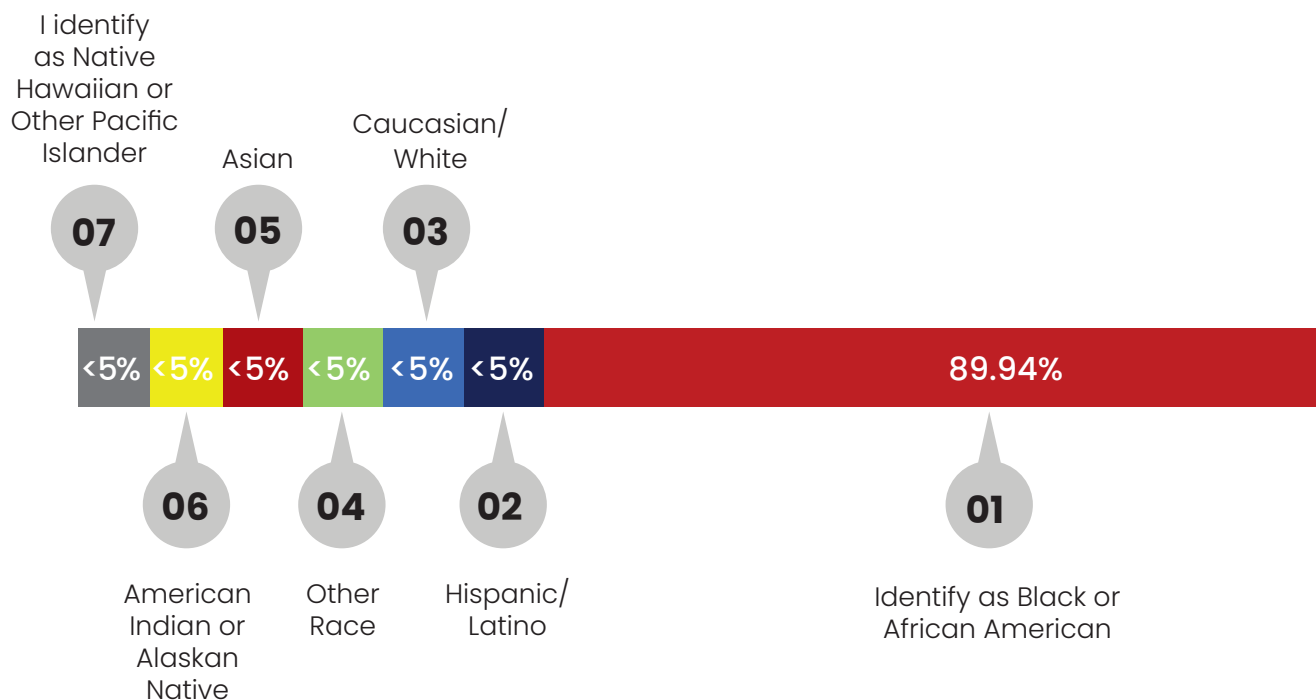
<5%

Identify as X/
Unspecified/Other

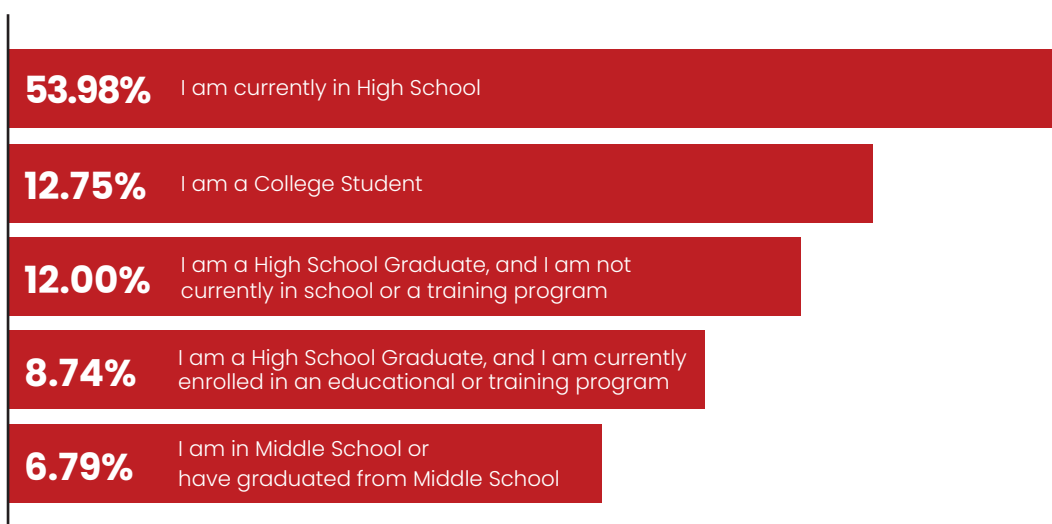
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WHAT IS YOUR RACE?



WHAT IS YOUR EDUCATION LEVEL?



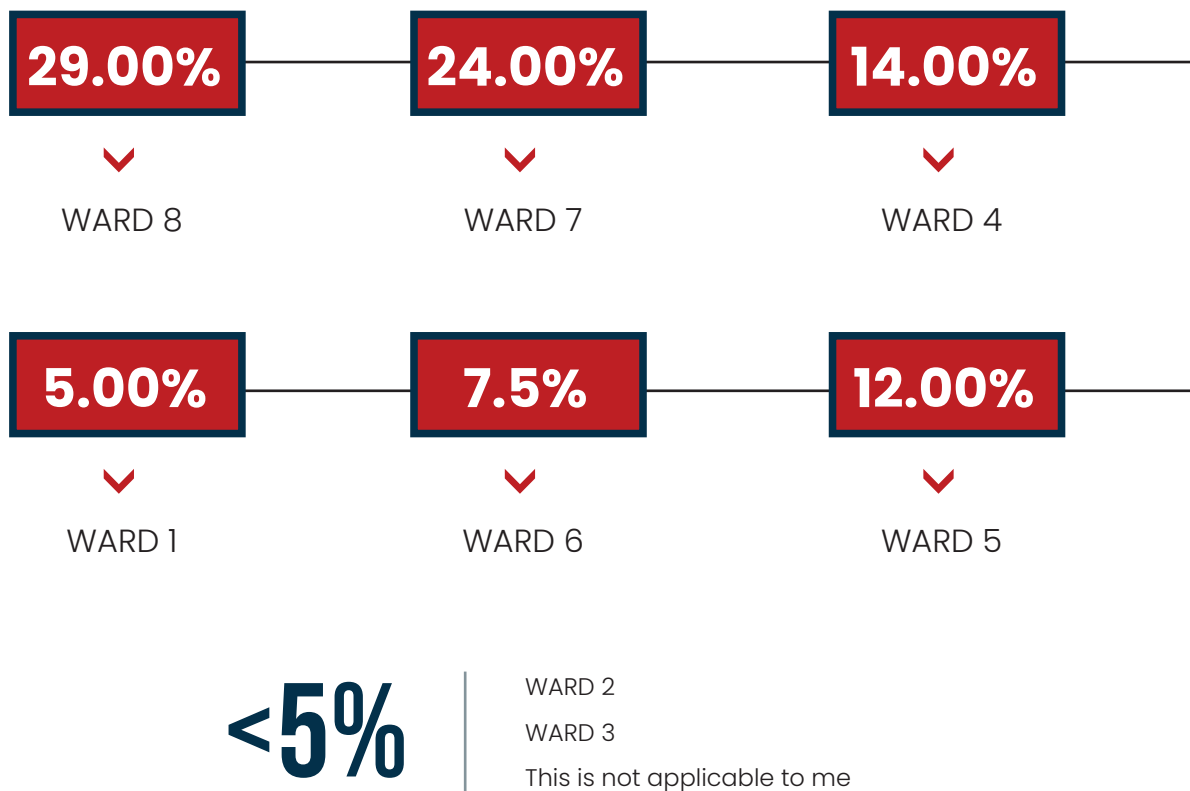
<5%

I am not currently in school
I have obtained GED
I left High School before graduating
I have a Associates Degree
I have a Bachelors Degree
I have a Masters Degree

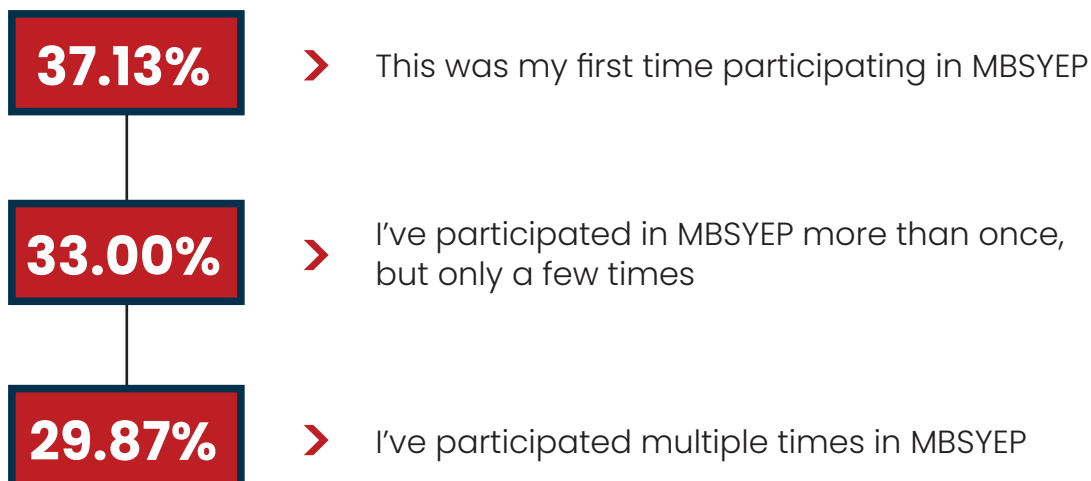
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WHAT WARD DO YOU RESIDE IN?



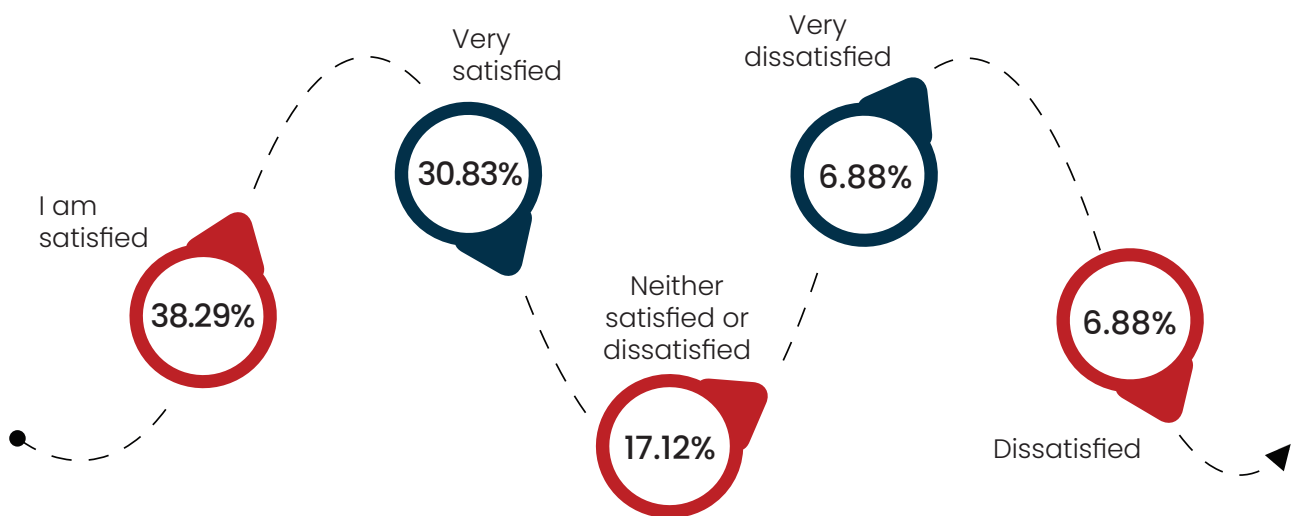
PLEASE SELECT THE SENTENCE THAT BEST DESCRIBES YOUR PARTICIPATION WITH MBSYEP



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OVERALL, HOW WOULD YOU RATE YOUR EXPERIENCE WITH MBSYEP TO DATE IN 2021?



IF YOU ARE NOT SATISFIED WITH YOUR EXPERIENCE WITH MBSYEP TO DATE IN 2021, WHAT ARE THE REASONS?

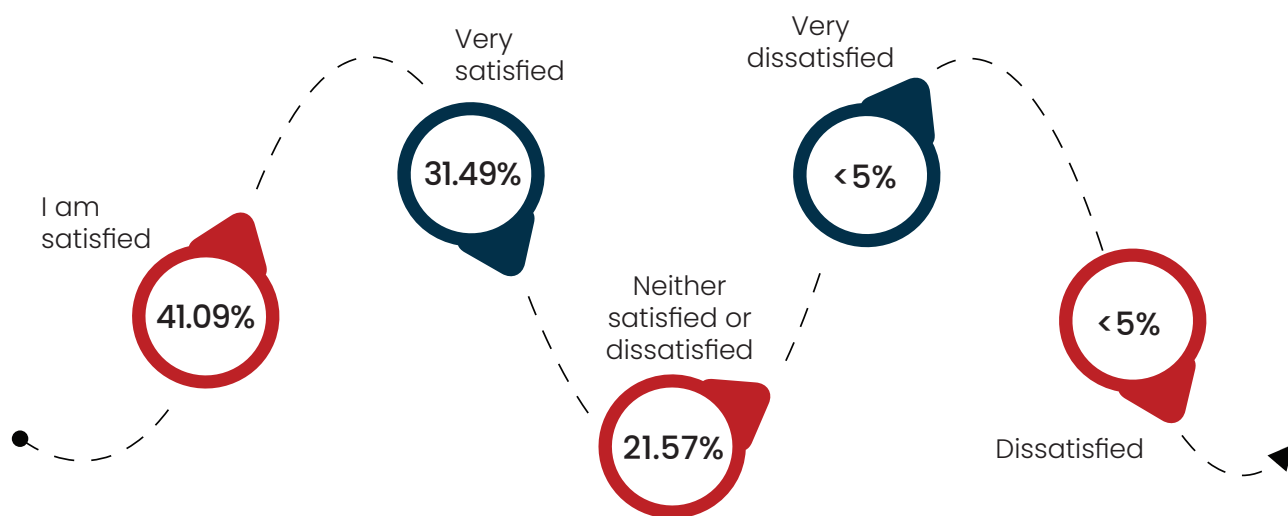
Reasons cited:

- Disorganization at the Host Site
- Pay rate is lower than desired
- MBSYEP felt more like school than work experience
- A lack of support after job placement
- My job placement was not what I wanted

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



IF YOU ARE NOT SATISFIED WITH MBSYEP'S RESPONSE TO THE PANDEMIC CHANGES, WHAT ARE YOUR REASONS?

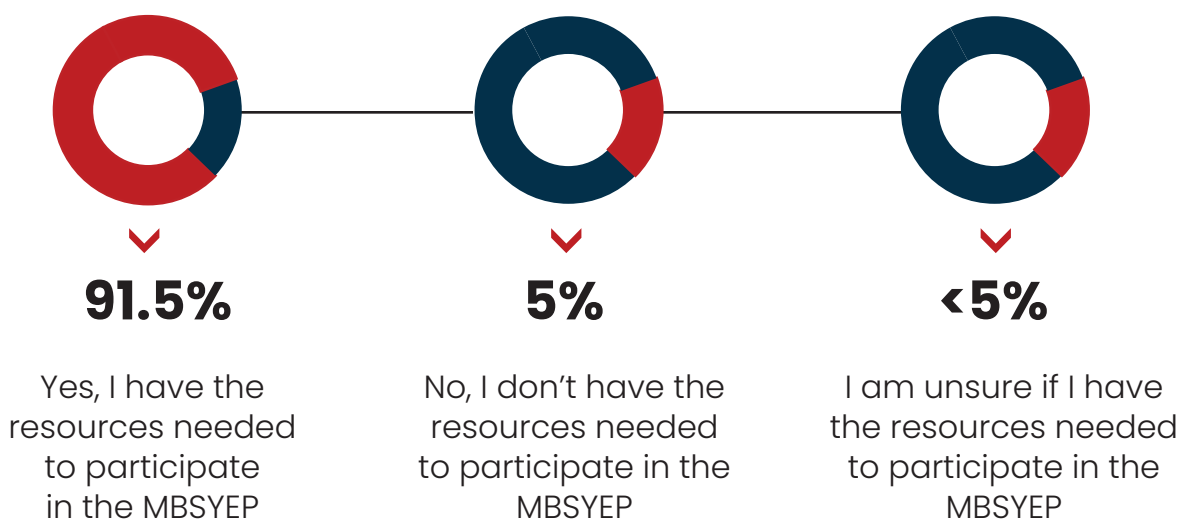
Reasons cited:

- Prefer onsite instead of virtual
- Feels more like school than work
- Communication is lacking
- Job placement options were too limited

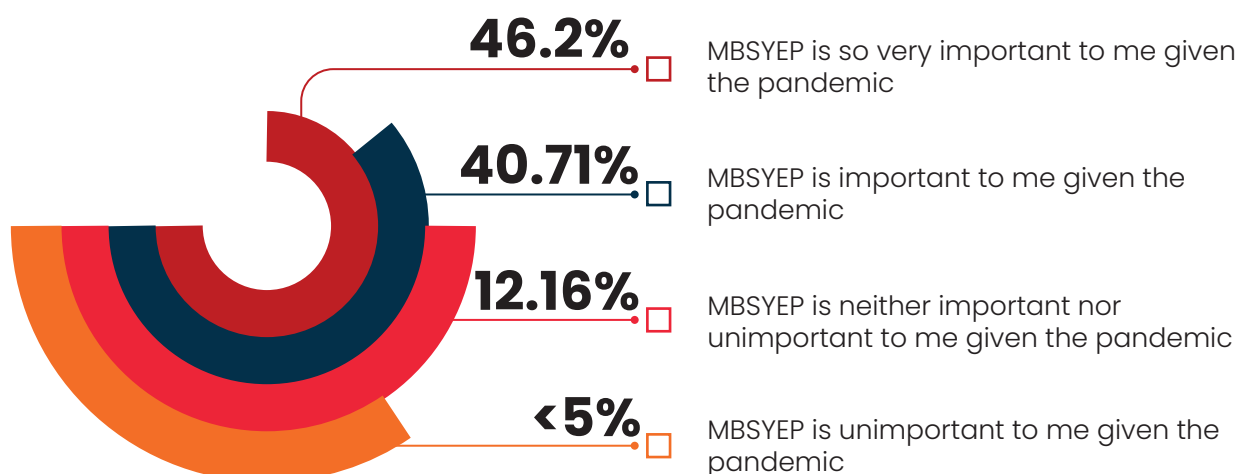
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DO YOU HAVE THE RESOURCES (INTERNET ACCESS, COMPUTER/TABLET, PERSONAL PROTECTIVE EQUIPMENT (PPE)) NEEDED TO PARTICIPATE IN THE MBSYEP?



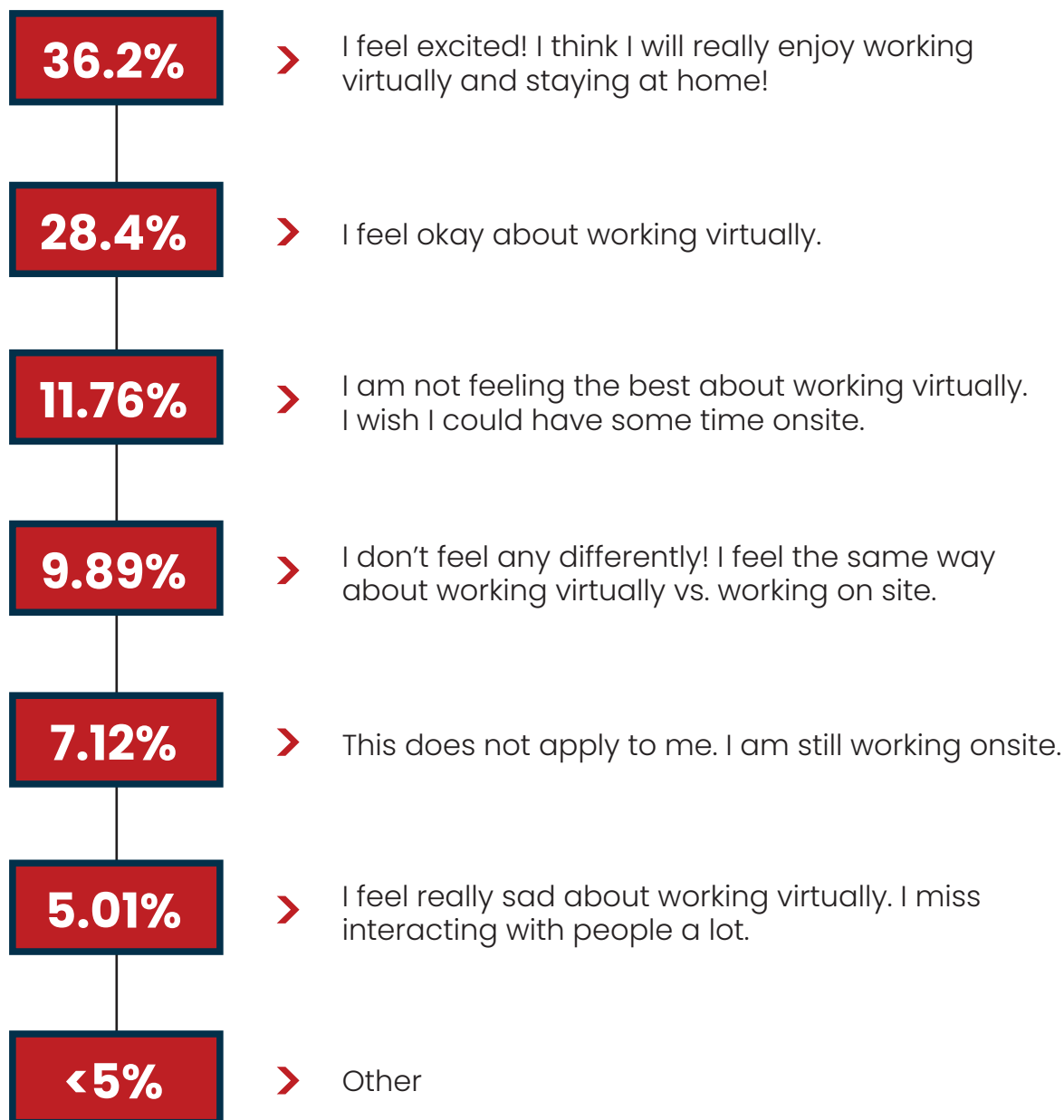
HOW IMPORTANT IS THE MBSYEP TO YOU GIVEN THE PANDEMIC?



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HOW DO YOU FEEL ABOUT WORKING VIRTUALLY?

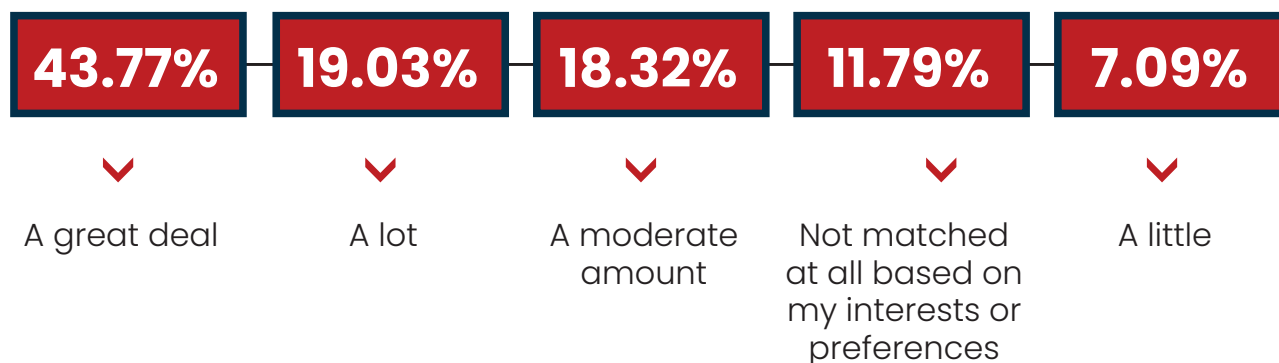


MBSYEP PARTICIPANT EXIT SURVEY 2021

OVERALL, HOW WOULD YOU RATE YOUR EXPERIENCE WITH MBSYEP IN 2021?



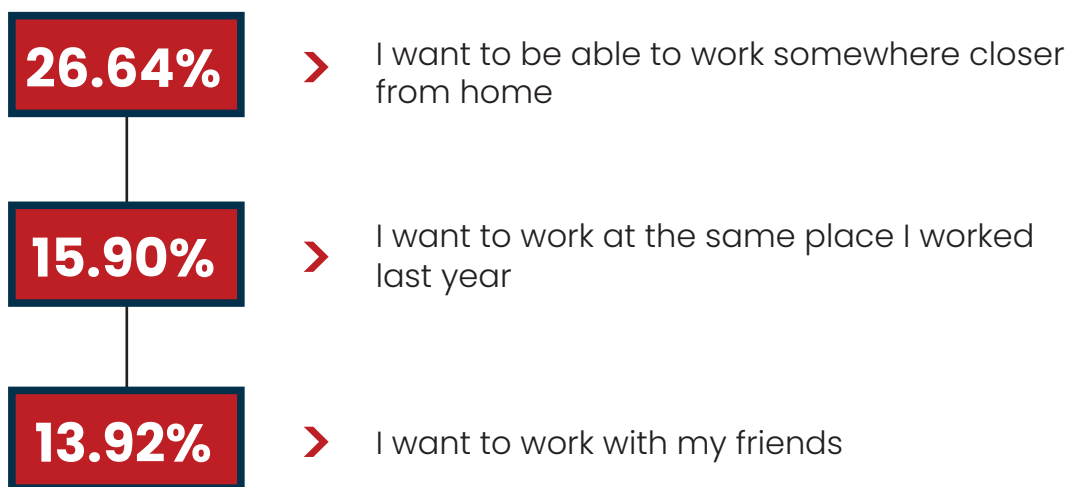
HOW CLOSELY WERE YOU MATCHED WITH A JOB BASED ON YOUR INTERESTS OR PREFERENCES?



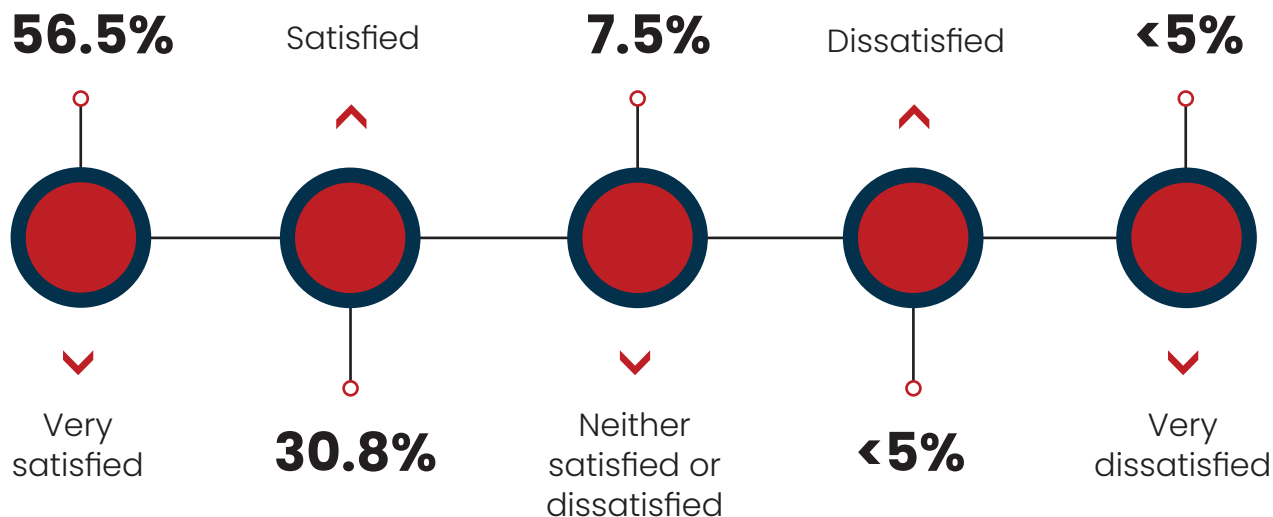
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IF YOU DON'T FEEL LIKE YOU WERE CLOSELY MATCHED WITH A JOB BASED ON YOUR INTERESTS OR PREFERENCES, WHAT ARE THE REASONS?



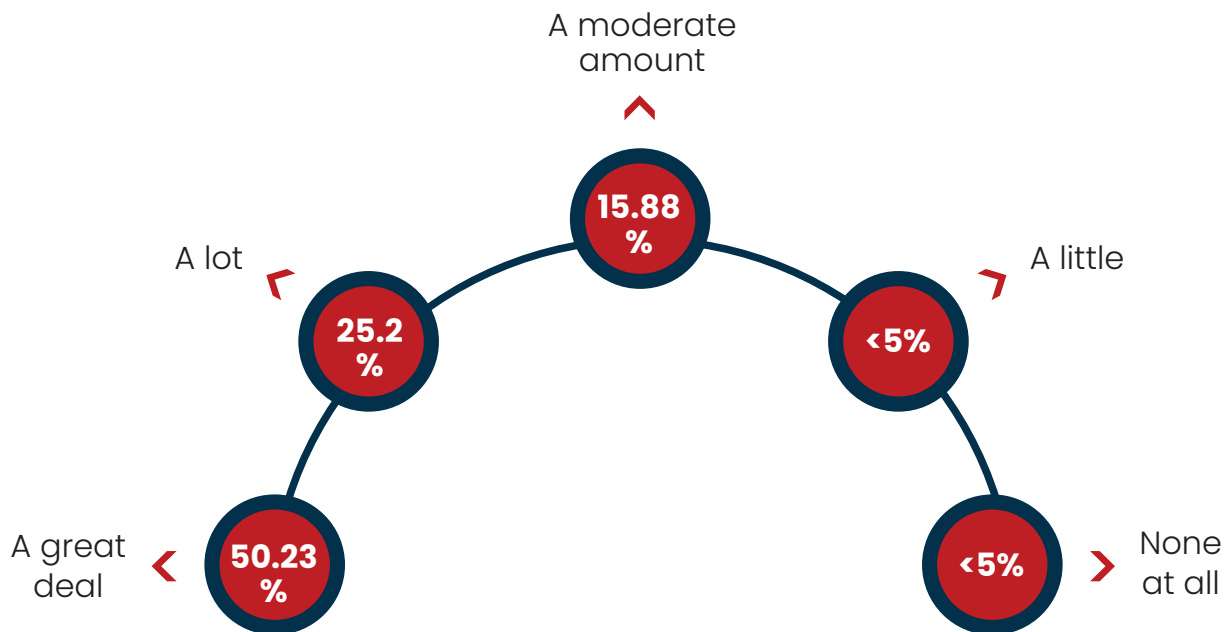
OVERALL, HOW WOULD YOU RATE YOUR EXPERIENCE WITH YOUR EMPLOYER?



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WAS YOUR EMPLOYER INVESTED IN YOUR PROFESSIONAL EXPERIENCE?



PLEASE EXPLAIN WHAT BENEFITS YOU GAINED FROM THE PROGRAM (CHOOSE ALL THAT APPLY)? TOP 7

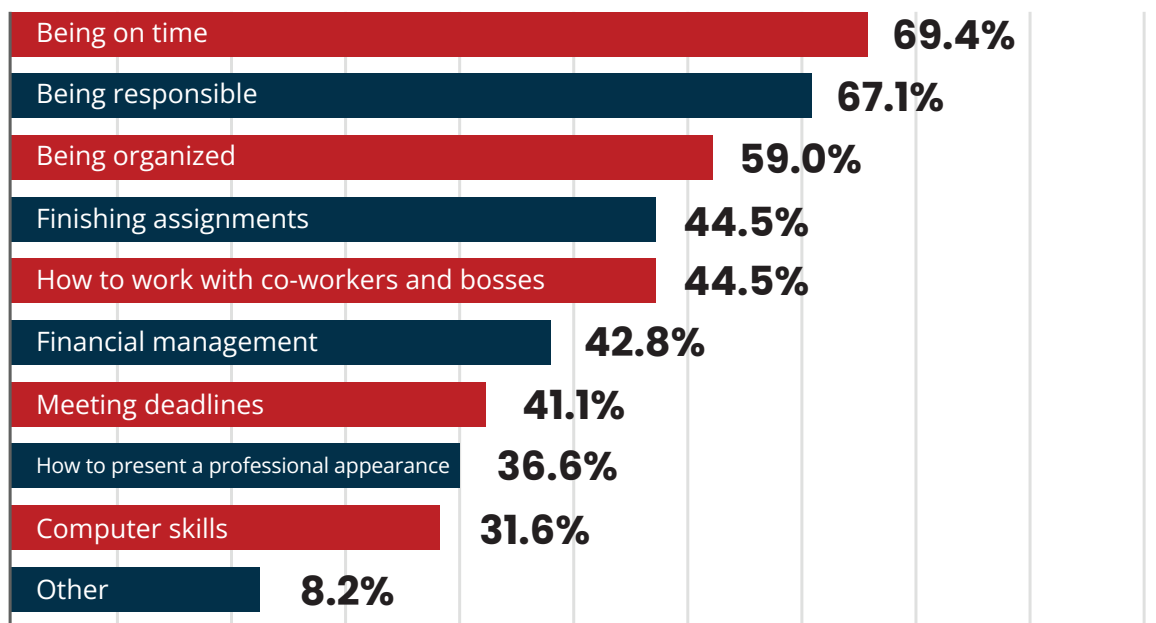
- 70.6%** > I learned and practiced valuable hard & soft skills, (i.e. communication, task responsibility, how to present myself, how to meet deadlines, etc.)
- 58.4%** > I learned what's expected of me in a professional workplace, learned about work culture and gained valuable other professional information
- 38.7%** > I made valuable income that was much needed
- 34.6%** > I made valuable networking connections with workplace professionals
- 28.3%** > I was exposed to valuable career options and career enrichment activities
- 13.0%** > I was simply exposed to the world of work and did not benefit much beyond this
- 5.4%** > I did not benefit at all

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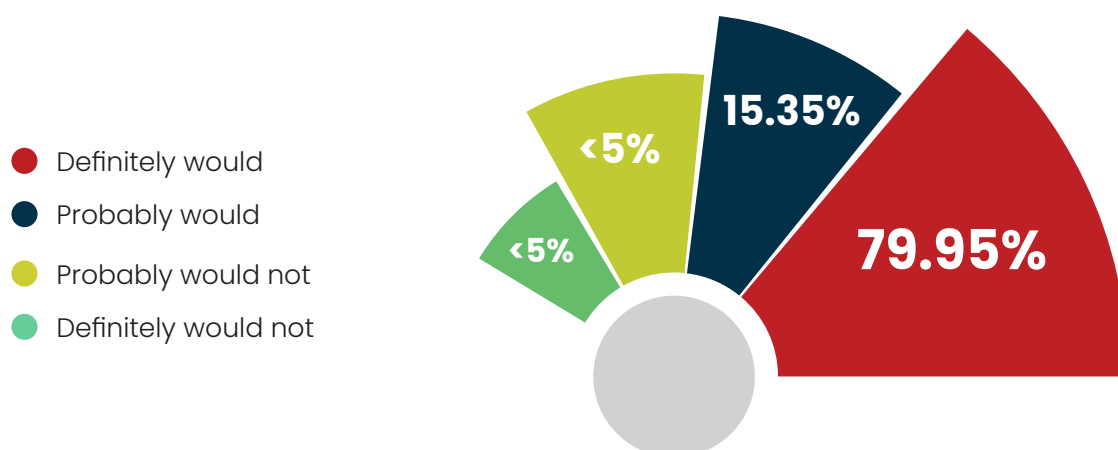
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WHAT SPECIFIC JOB SKILLS DID YOU LEARN FROM YOUR MBSYEP EXPERIENCE?

TOP TEN



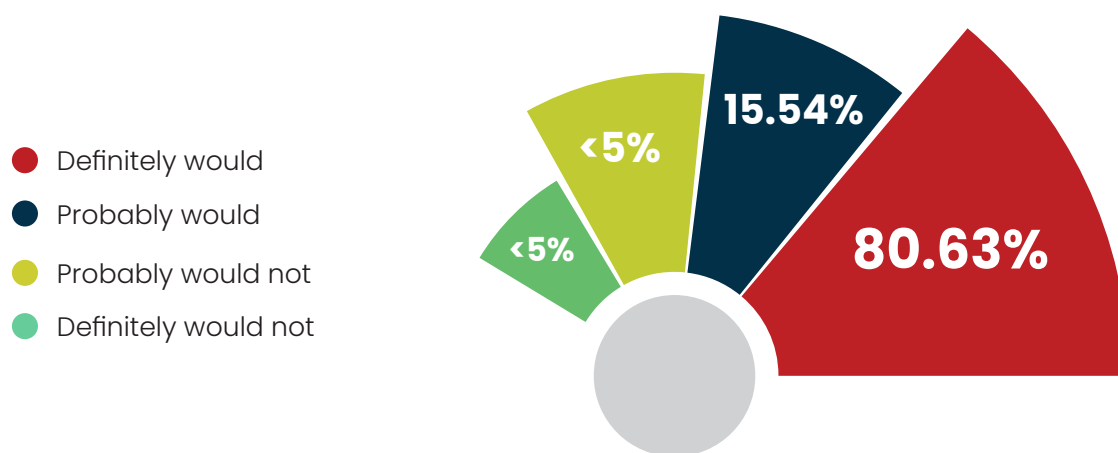
WOULD YOU PARTICIPATE IN MBSYEP AGAIN IF YOU COULD?



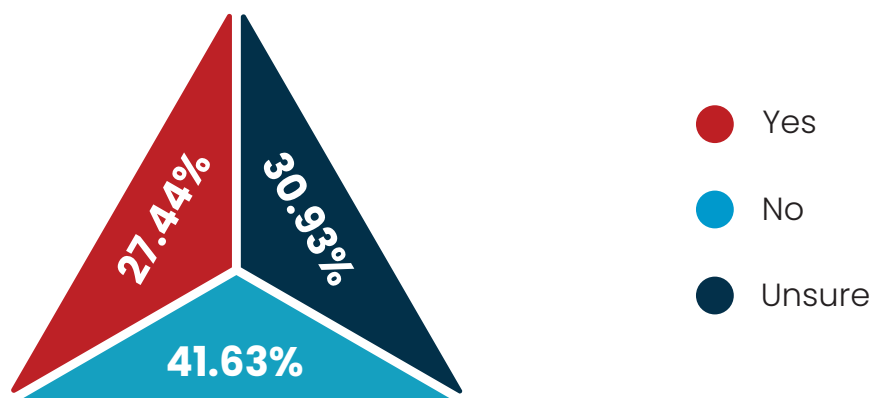
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WOULD YOU RECOMMEND MBSYEP TO OTHERS?



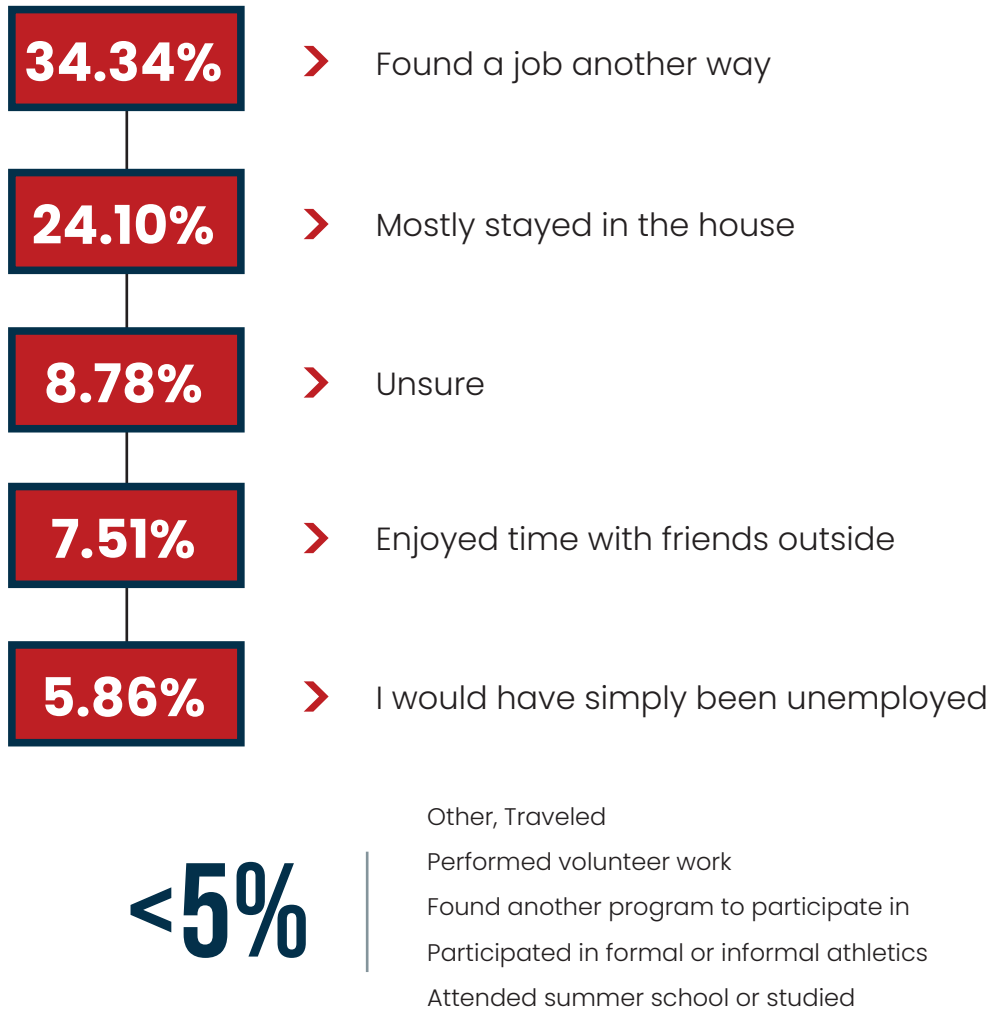
DO YOU THINK YOU WOULD HAVE GOTTEN A SUMMER JOB WITHOUT MBSYEP?



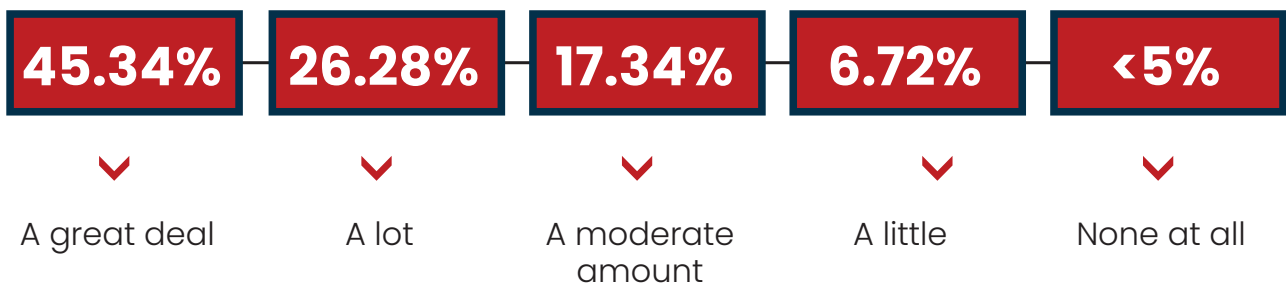
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IF YOU HAD NOT PARTICIPATED IN MBSYEP WHAT DO YOU THINK YOU WOULD HAVE DONE FOR THE SUMMER?



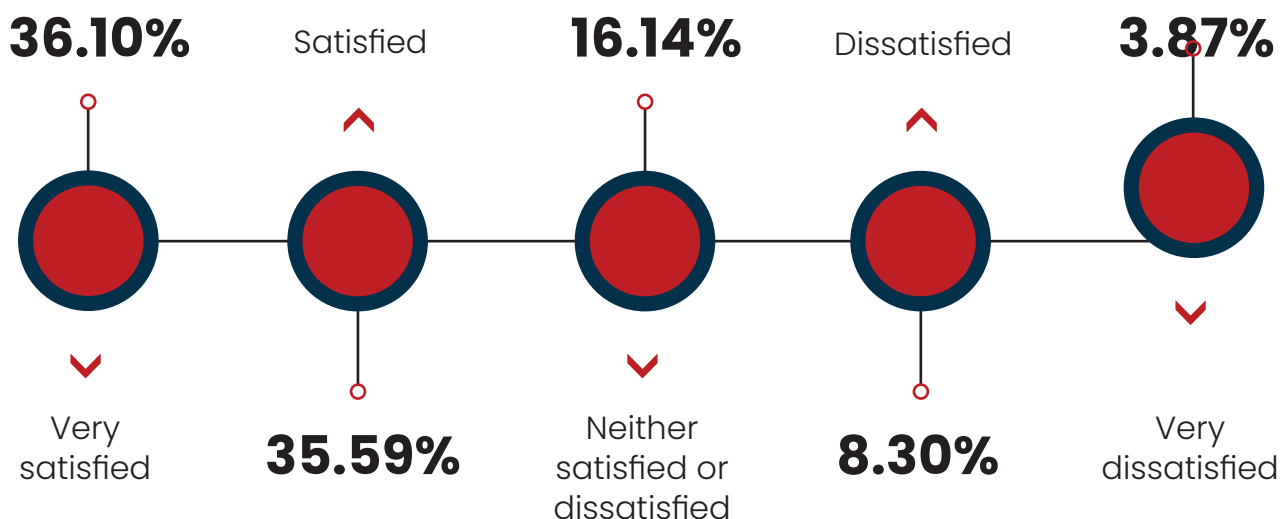
DO YOU BELIEVE MBSYEP HELPED YOU BECOME MORE READY FOR A PROFESSIONAL JOB?



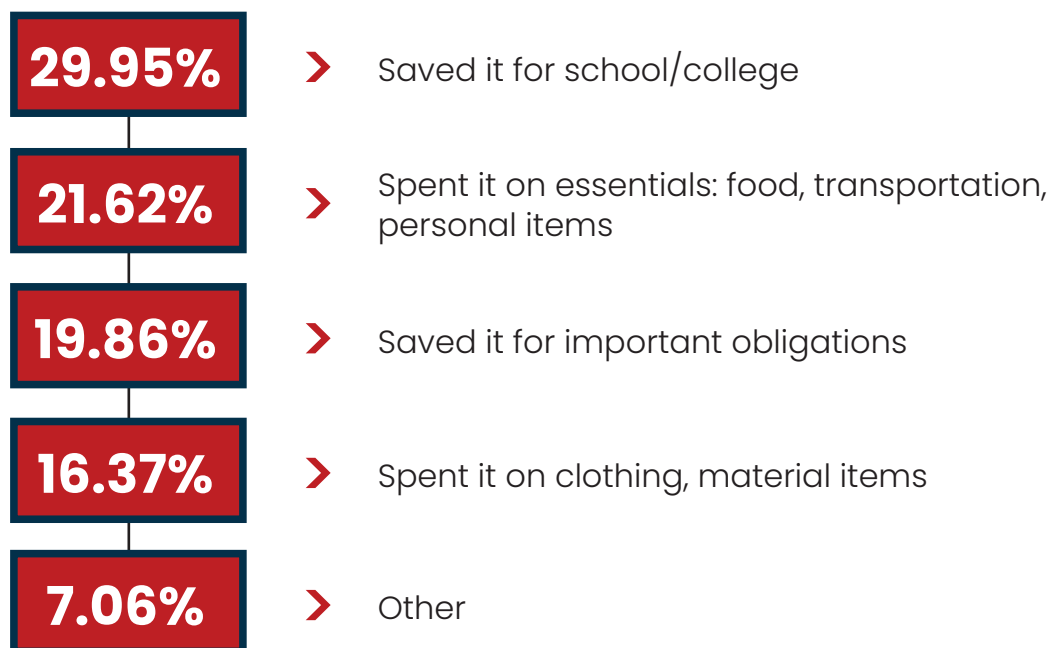
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OVERALL, HOW SATISFIED WERE YOU WITH YOUR RATE OF PAY?



WHAT DID YOU DO WITH THE MONEY YOU EARNED?



<5%

Paid off debt
Gave it to my parent, family

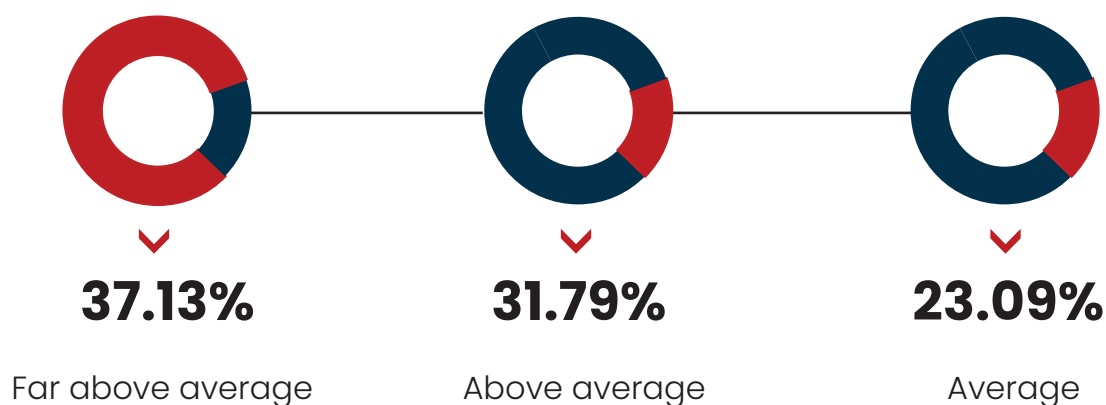
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WERE YOU EXCITED ABOUT WORKING EVERYDAY DURING THE PROGRAM?



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



<5%

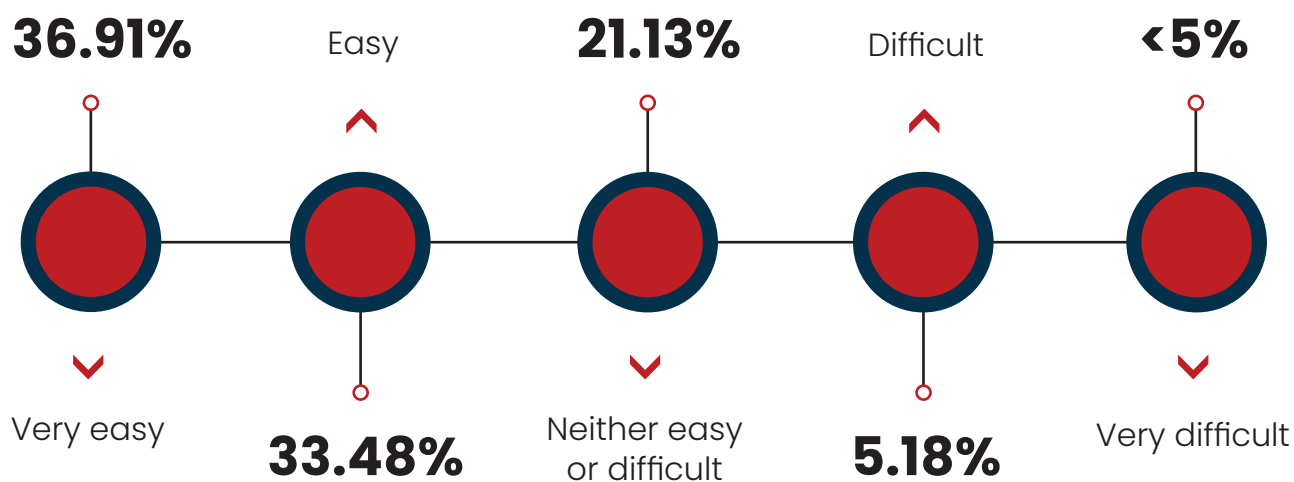
Below average

Far below average

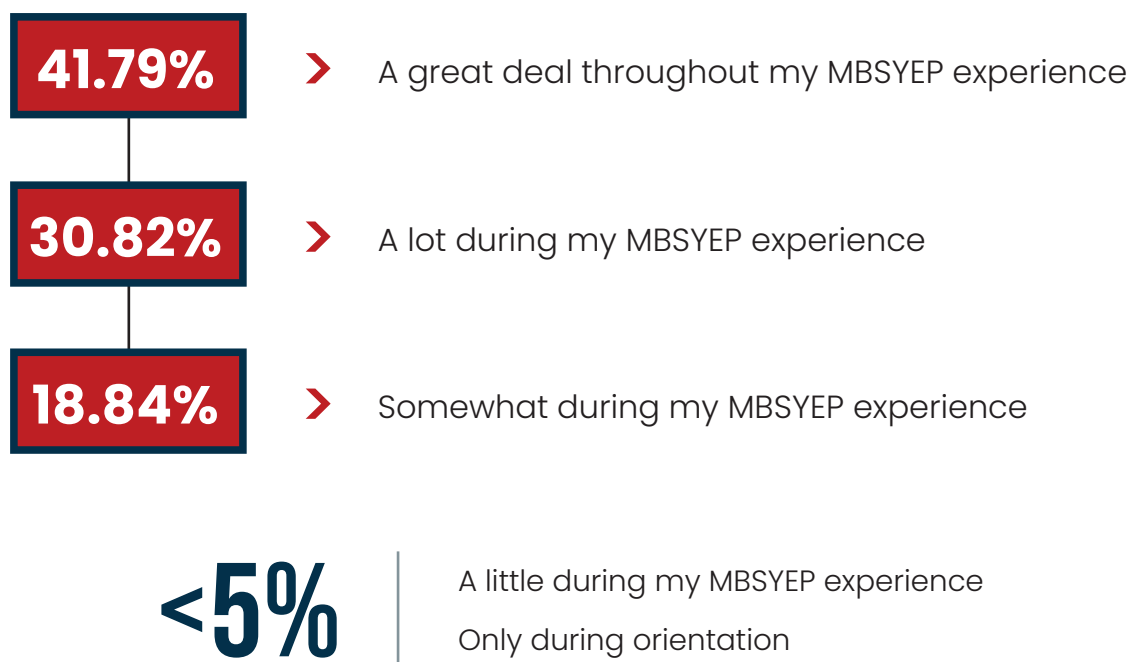
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IF YOU HAD A QUESTION OR A PROBLEM, HOW WOULD YOU RATE THE PROCESS FOR GETTING ANSWERS AND HELP FROM THE OFFICE OF YOUTH PROGRAMS?



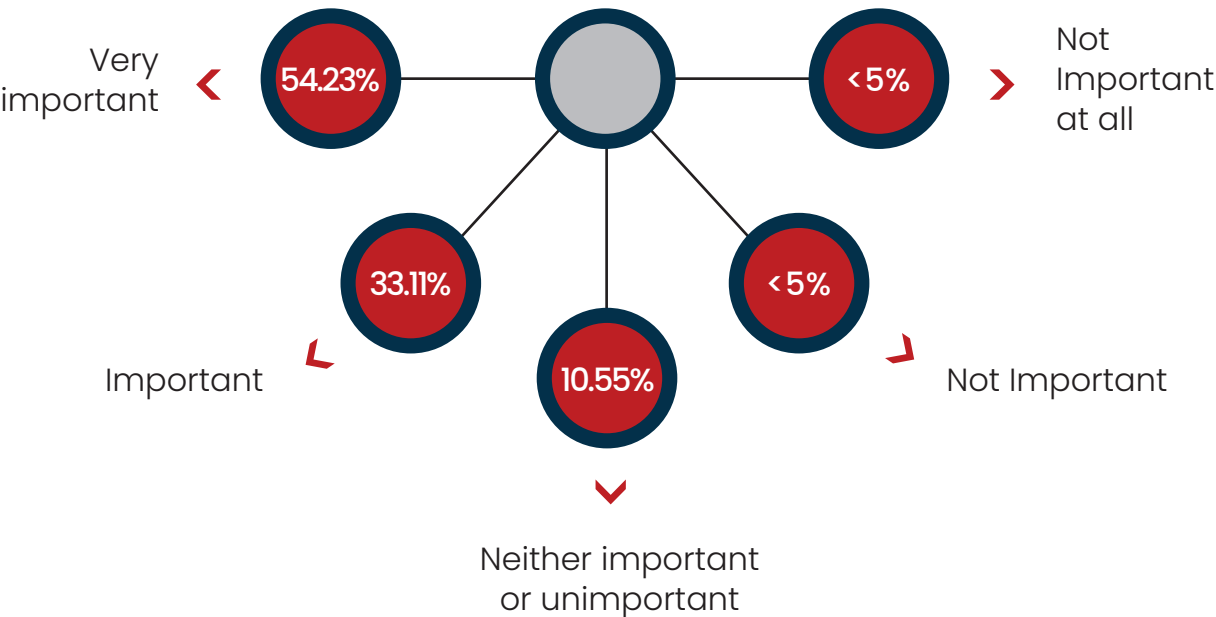
HOW MUCH DID YOU INTERACT WITH THE MBSYEP YOUTH PORTAL?



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



HOW IMPORTANT WAS THE MBSYEP FOR YOU
DURING THIS PANDEMIC?



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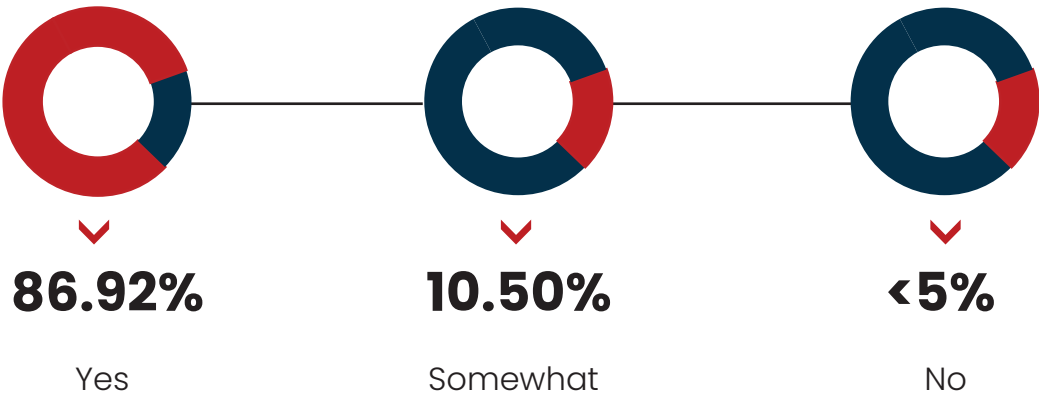
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HOW DID YOUR PROGRAM ADAPT TO THE
PANDEMIC?



FOR VIRTUAL PROGRAMS

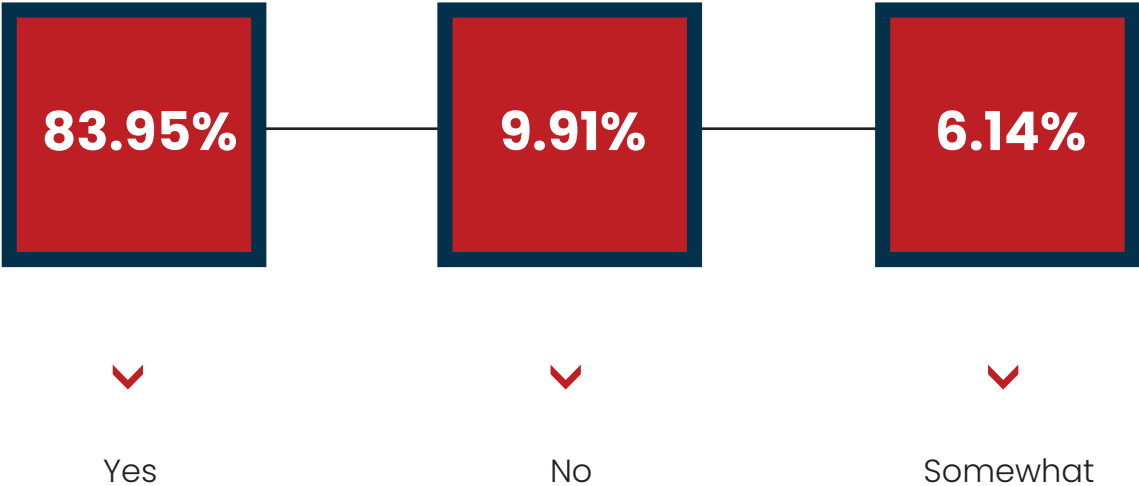
DO YOU FEEL LIKE YOU HAD THE NECESSARY EQUIPMENT
TO WORK VIRTUALLY?



OVERALL, HOW WOULD YOU RATE YOUR
EXPERIENCE WORKING VIRTUALLY?



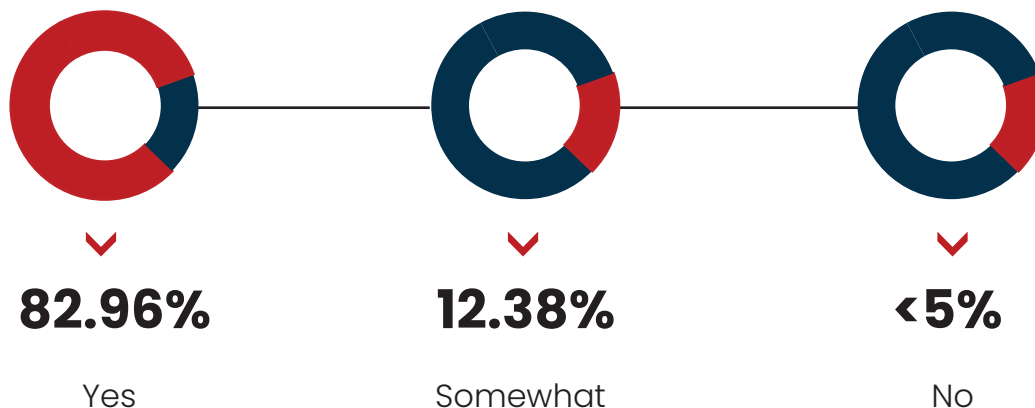
WOULD YOU PARTICIPATE IN MBSYEP
VIRTUALLY AGAIN IF GIVEN THE CHOICE?



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



HOW DO YOU FEEL ABOUT WORKING VIRTUALLY?

TOP FIVE RESPONSES:

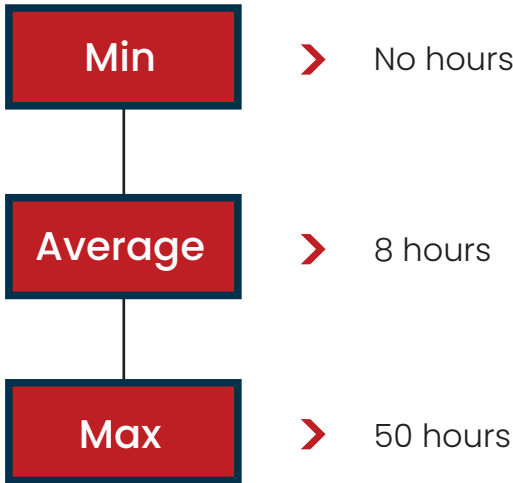


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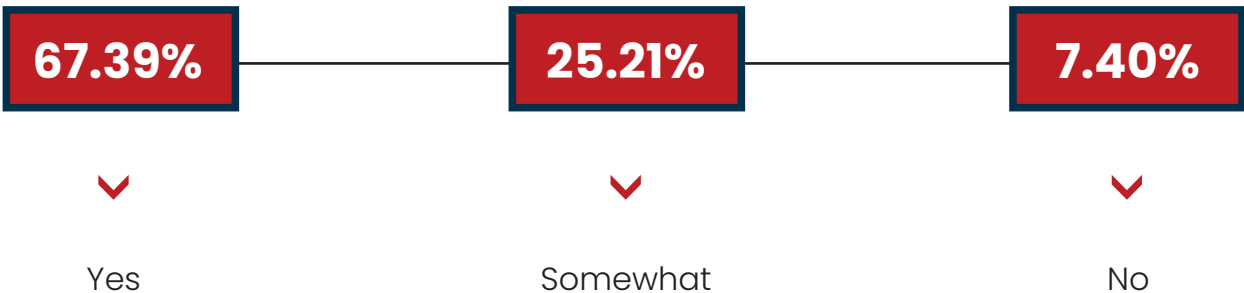
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FOR HYBRID PROGRAMS

HOW MANY HOURS A WEEK ARE YOU
WORKING ONSITE?



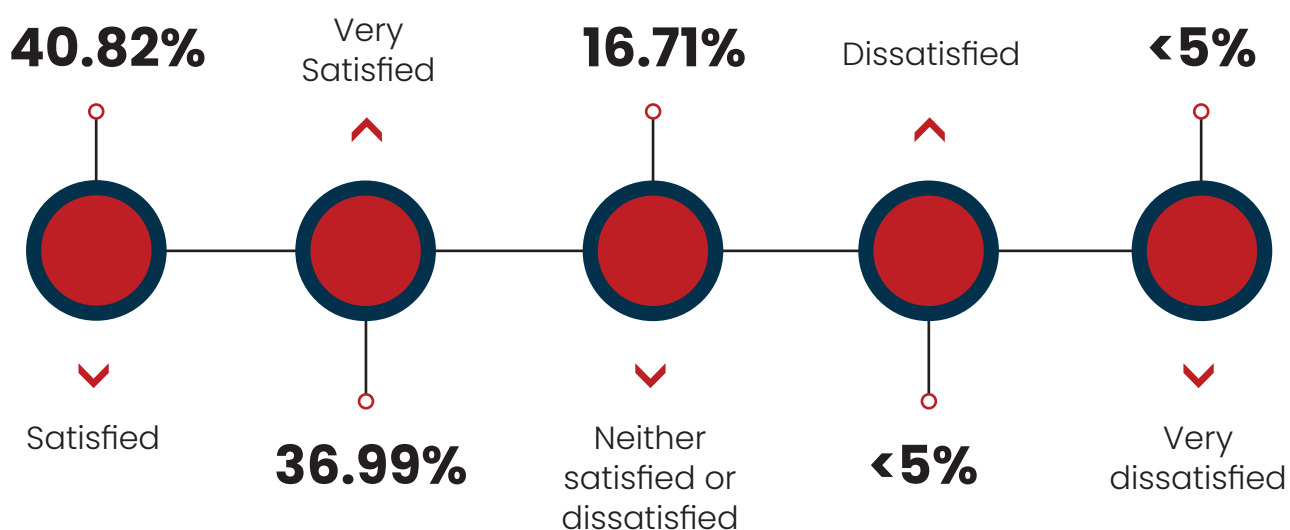
DO YOU FEEL LIKE YOU HAD THE NECESSARY
EQUIPMENT TO WORK IN HYBRID MODE?



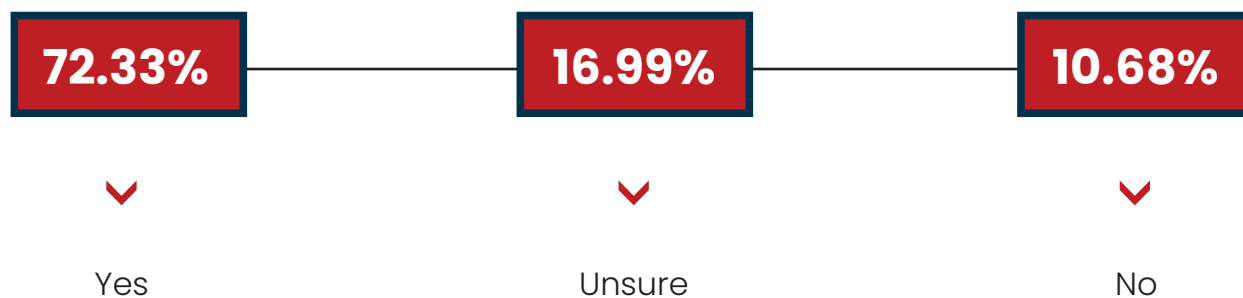
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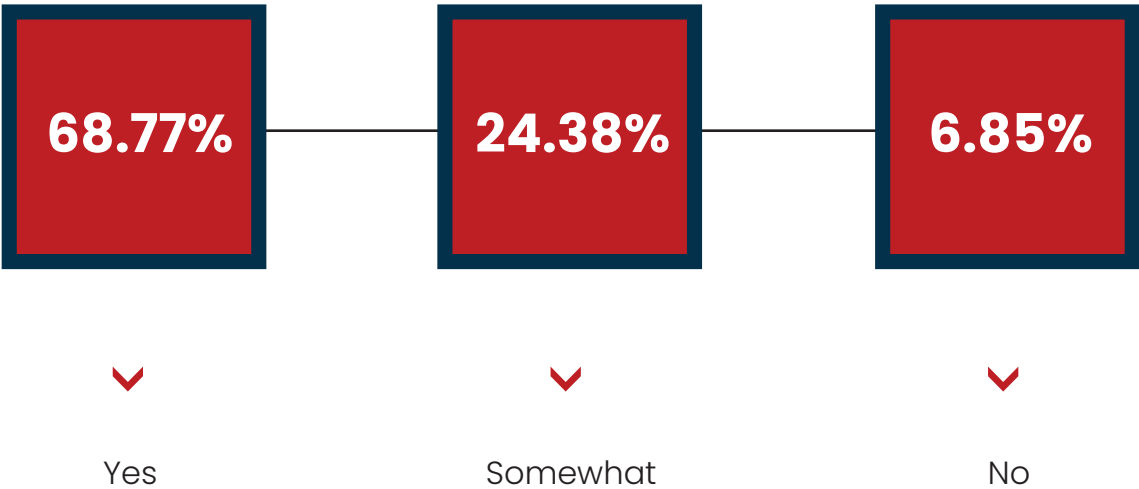
OVERALL, HOW WOULD YOU RATE YOUR EXPERIENCE WORKING IN HYBRID MODE?



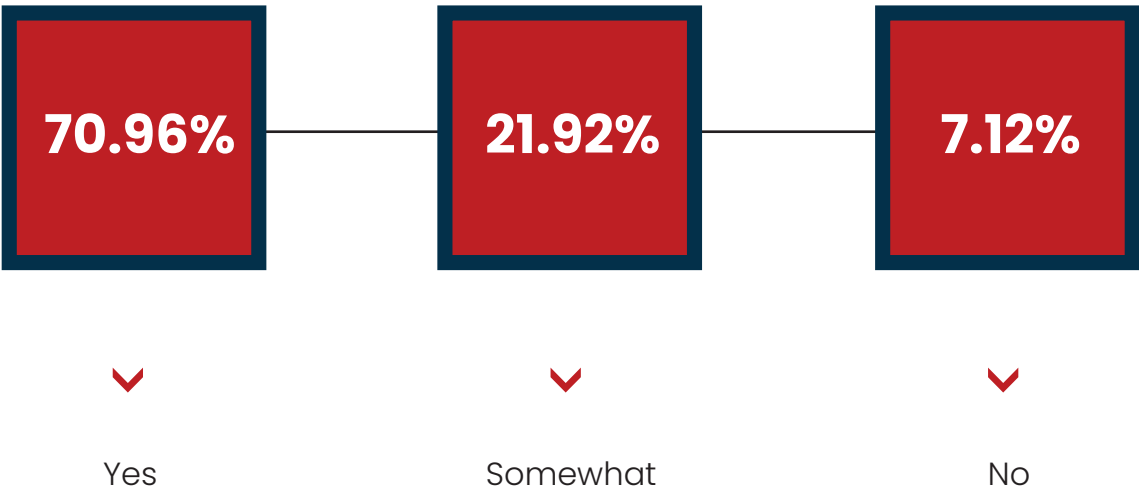
WOULD YOU PARTICIPATE IN MBSYEP IN HYBRID AGAIN IF GIVEN THE CHOICE?



**WAS YOUR EMPLOYER HELPFUL AND
ACCOMMODATING IN GUIDING YOU THROUGH
THE PROGRAM IN HYBRID MODE?**



DID YOU FEEL SAFE WHEN WORKING ONSITE?



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WHAT DID YOUR EMPLOYER DO TO ENSURE YOUR SAFETY (SELECT ALL THAT APPLY)?

83.84%



They ensured
socially distant
work environment

23.56%



They provided PPE
and testing
for us

19.18%



They
accommodated
regular testing

FOR IN PERSON PROGRAMS

DO YOU FEEL LIKE YOU HAD THE NECESSARY EQUIPMENT TO WORK ON SITE DURING A PANDEMIC?

76.07%



Yes

13.22%



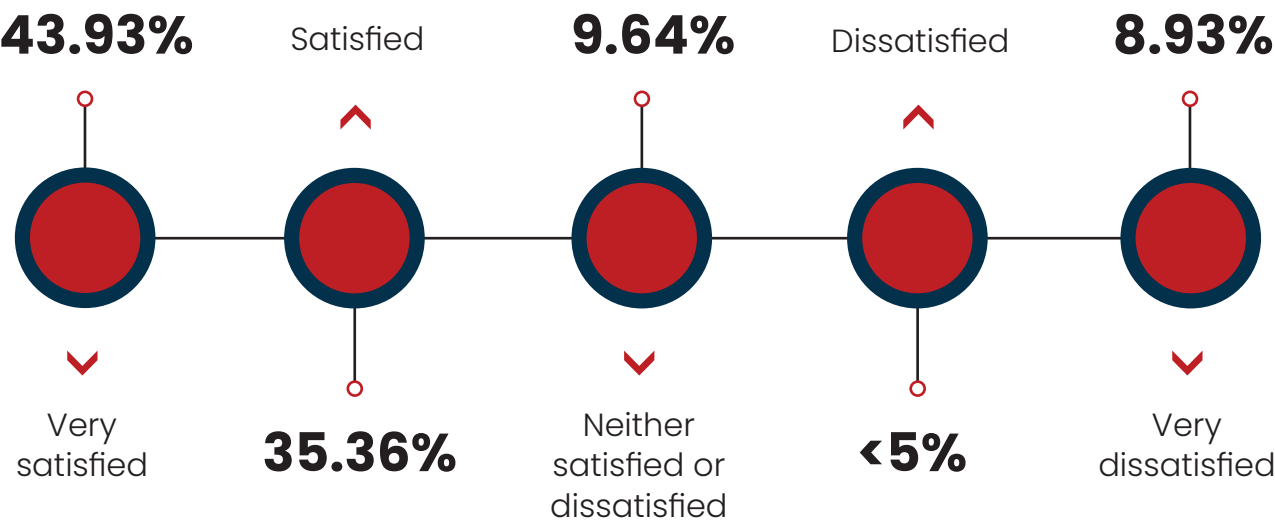
Somewhat

10.71%

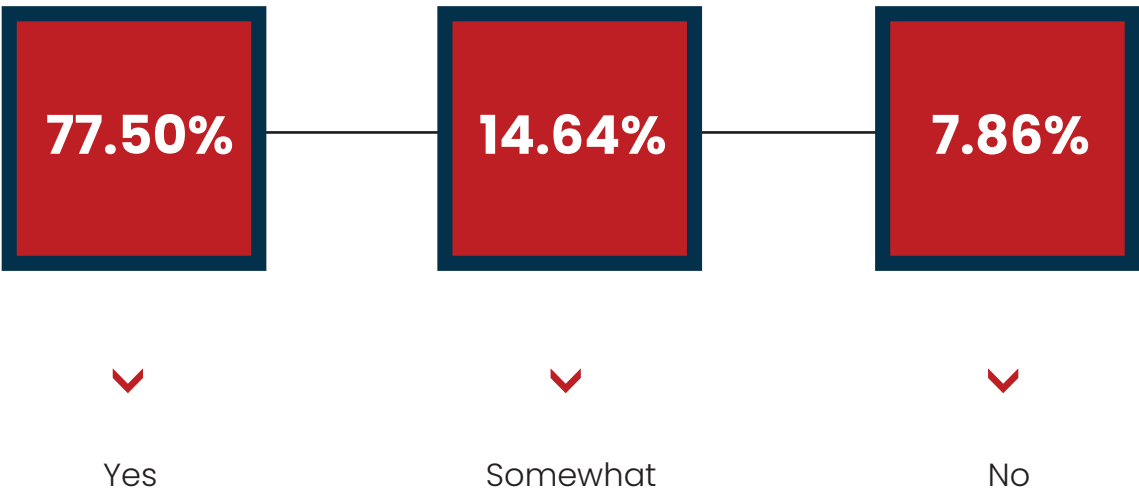


No

OVERALL, HOW WOULD YOU RATE YOUR EXPERIENCE
WORKING ON SITE DURING A PANDEMIC?



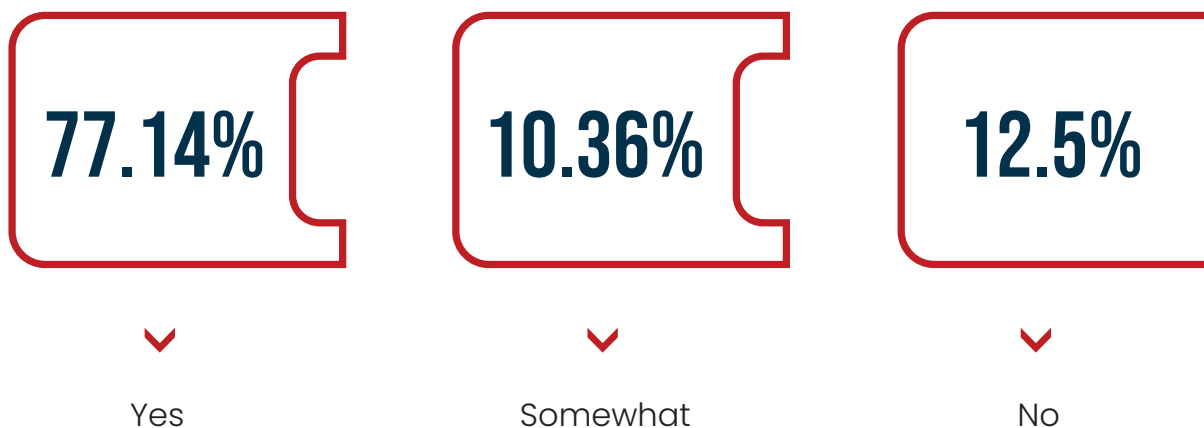
DID YOU FEEL SAFE WHEN WORKING ONSITE?



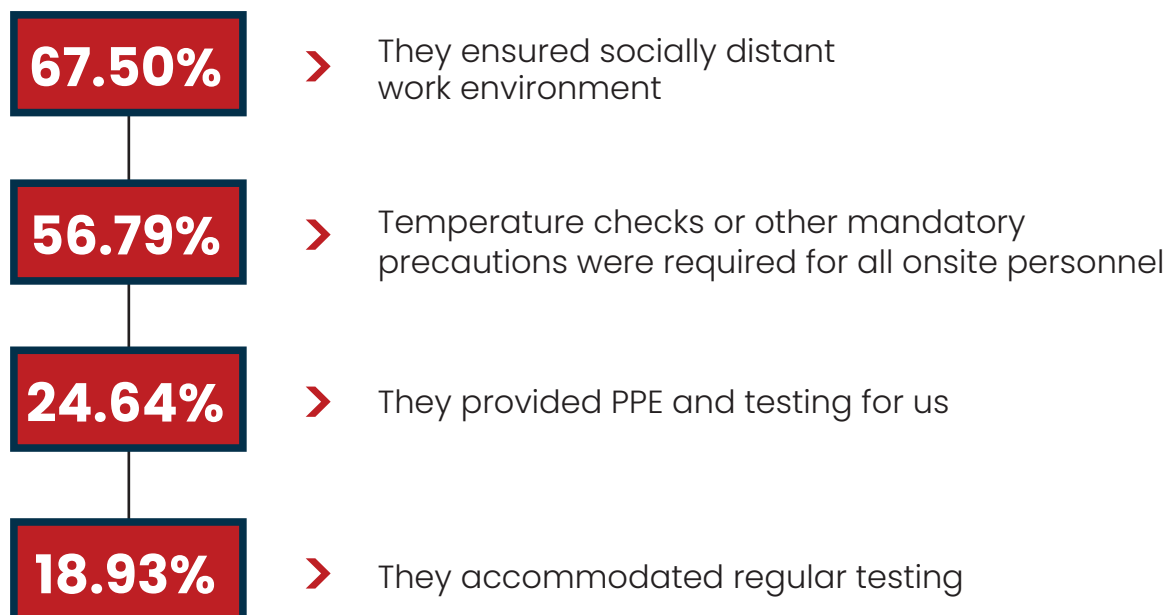
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WAS YOUR EMPLOYER HELPFUL AND ACCOMMODATING IN GUIDING YOU THROUGH THE PROGRAM DURING A PANDEMIC?



WHAT DID YOUR EMPLOYER DO TO ENSURE YOUR SAFETY (SELECT ALL THAT APPLY)?



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FOR ALL PROGRAMS

HOW DO YOU FEEL ABOUT THE VIRTUAL GAMES AND EVENTS MBSYEP HOSTED?

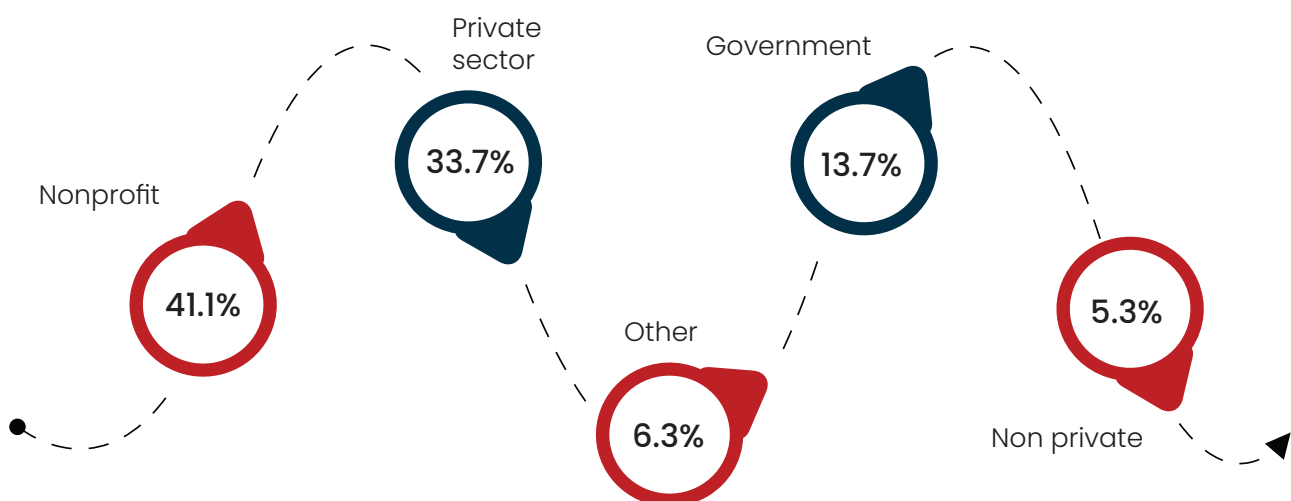


<5%

I hated those events
I did not like those events

MBSYEP EMPLOYER SURVEY 2021

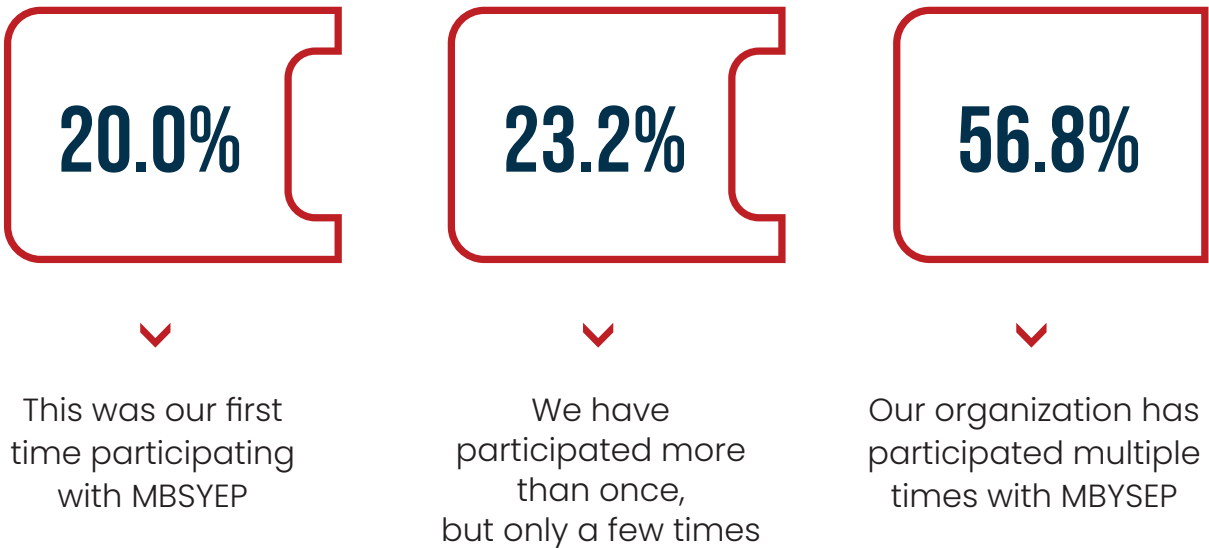
WHAT CATEGORY DOES YOUR ORGANIZATION FALL UNDER?



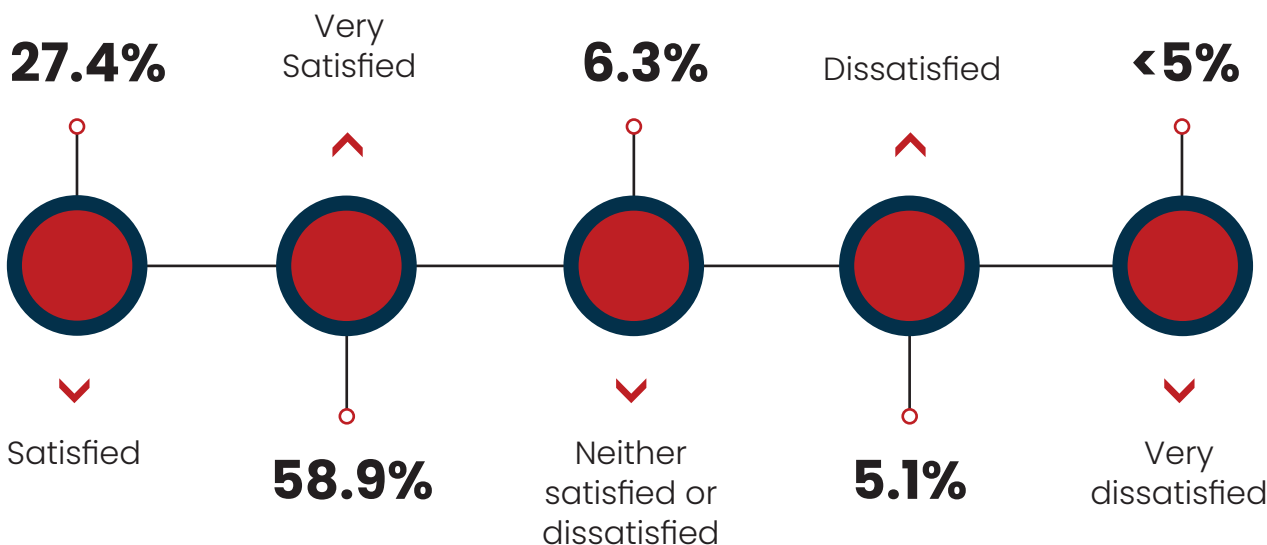
WHAT WARD IS YOUR ORGANIZATION LOCATED IN?

WARD 1	7.4%
WARD 2	9.5%
WARD 3	Less than 5%
WARD 4	8.4%
WARD 5	22.1%
WARD 6	9.5%
WARD 7	14.7%
WARD 8	10.5%
Not applicable	13.7%

PLEASE DESCRIBE YOUR ORGANIZATION’S
PARTICIPATION WITH MBSYEP



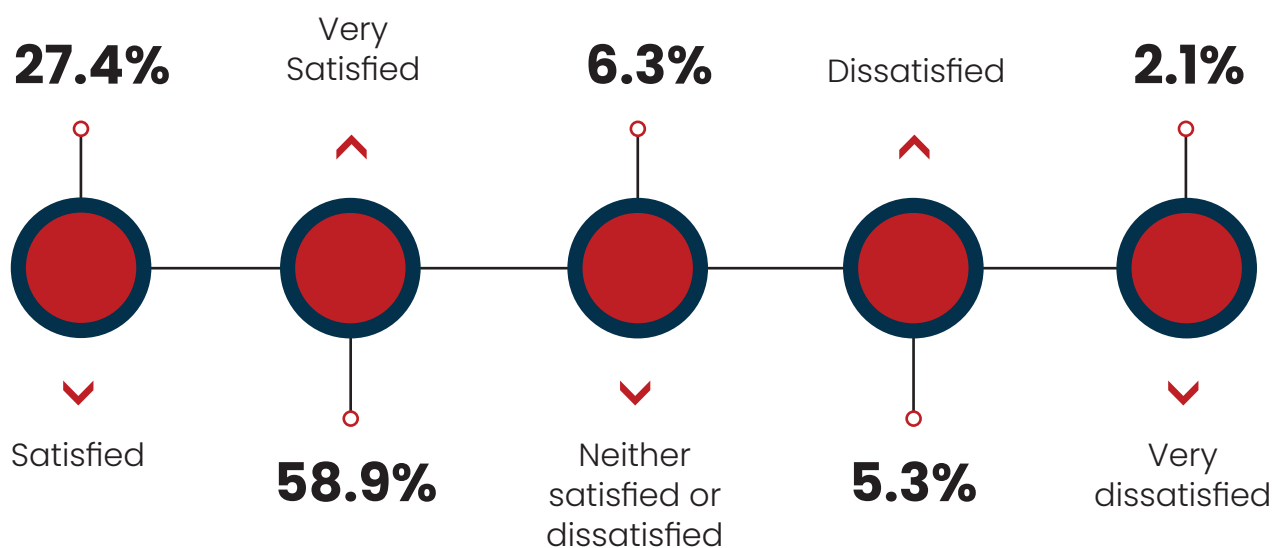
OVERALL, HOW WOULD YOU RATE YOUR
ORGANIZATION’S EXPERIENCE WITH MBSYEP IN 2021?



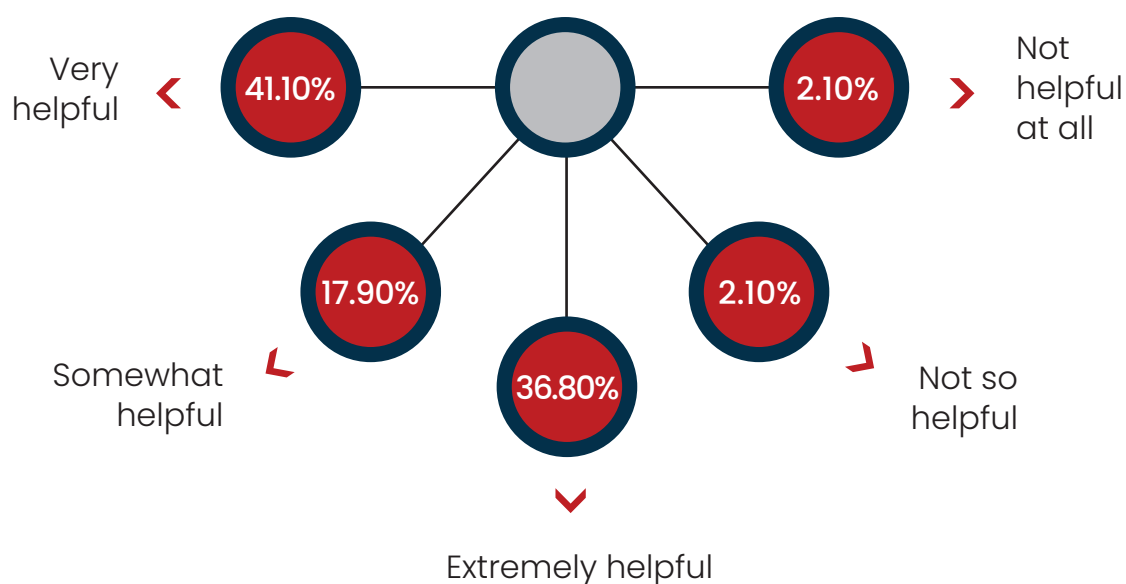
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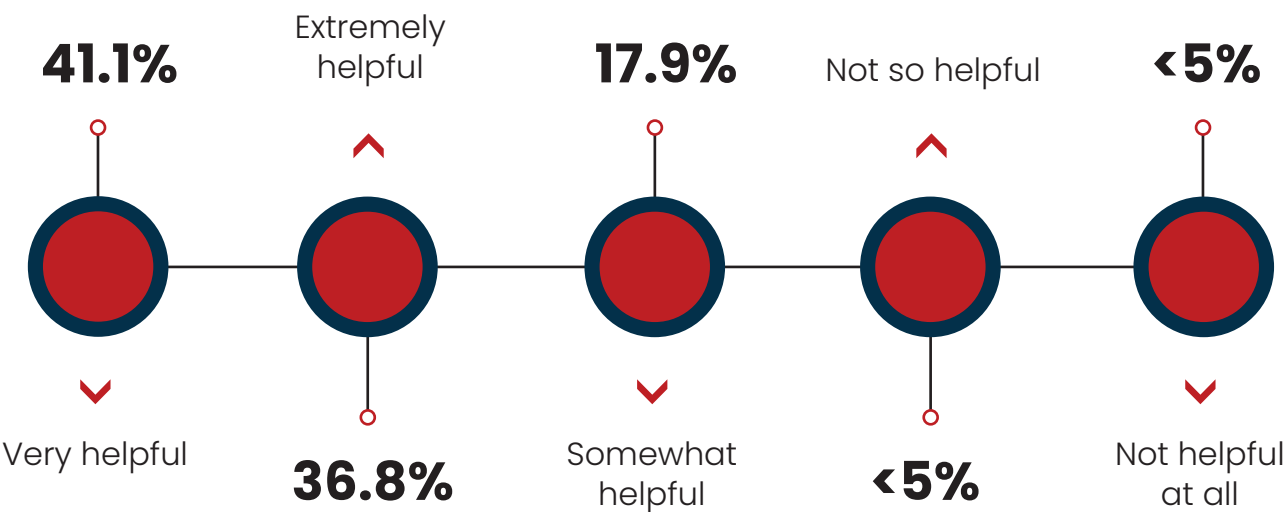
OVERALL, HOW WOULD YOU RATE THE MBSYEP REGISTRATION PROCESS FOR EMPLOYERS?



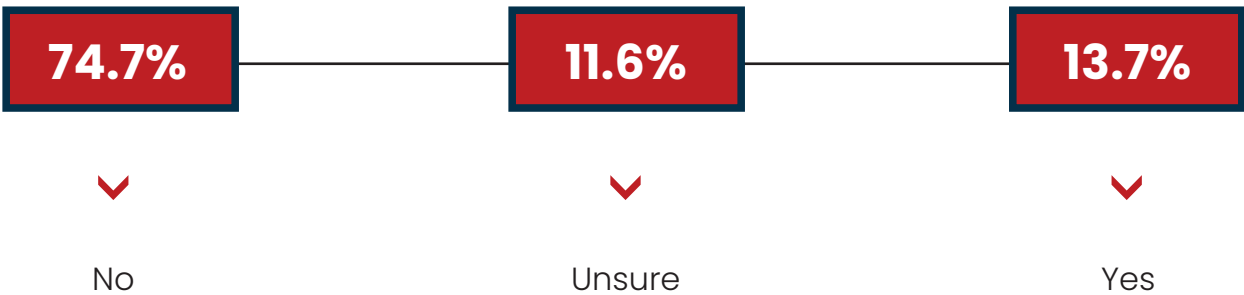
HOW HELPFUL WAS THE EMPLOYER ORIENTATION IN PREPARING YOUR ORGANIZATION FOR MBSYEP YOUTH?



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



DO YOU FIND THE ORGANIZATION OF THE
PROGRAM CHALLENGING?



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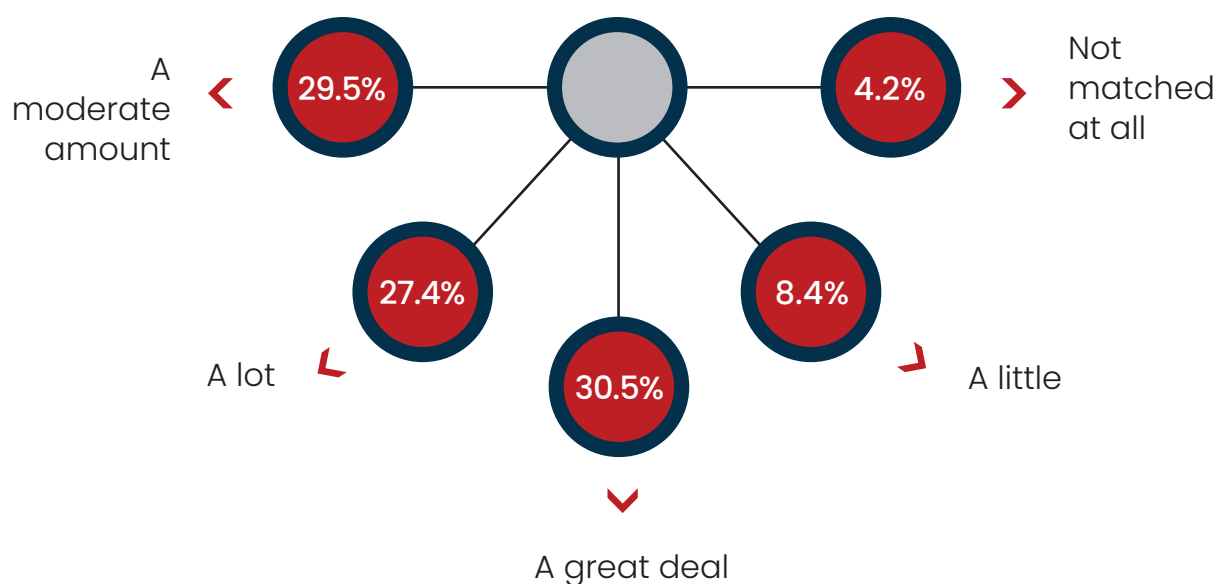
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IF YOU FIND THE ORGANIZATION OF THE PROGRAM CHALLENGING, WHAT ARE THE REASONS?

Reasons cited:

- Lack of consistent communication
- Payment system was inefficient at times
- Working virtually with youth was not productive
- Youth need more support/training

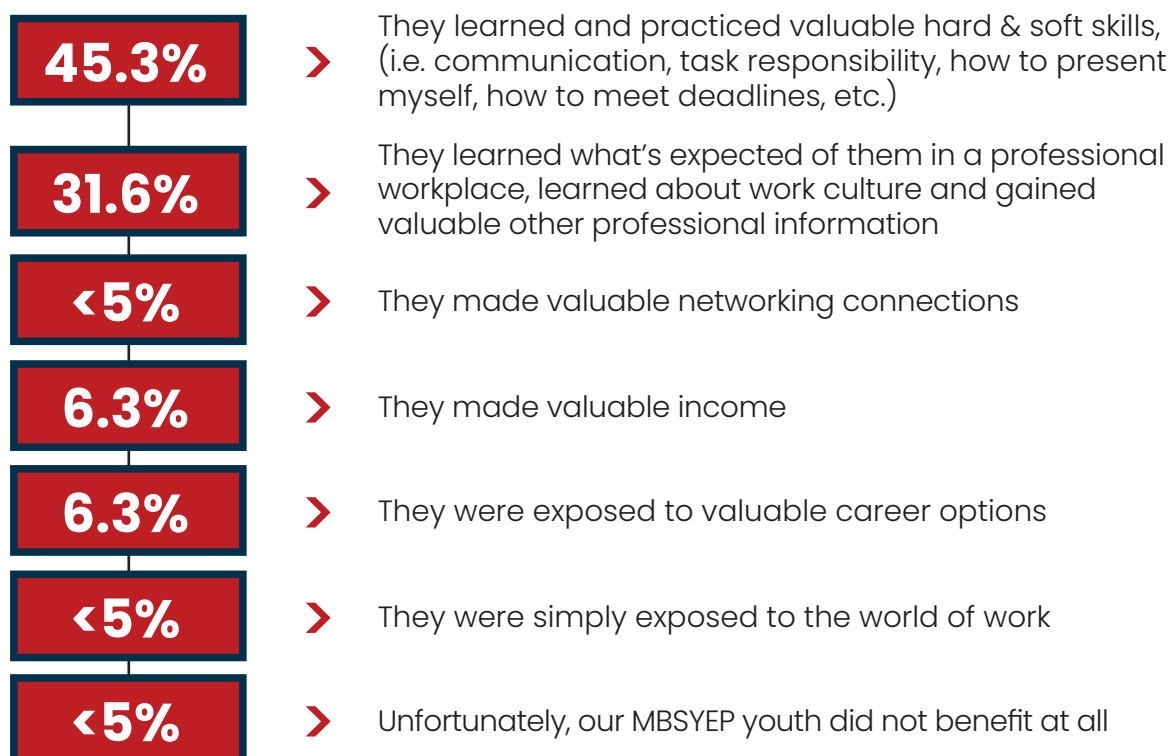
HOW WELL WERE YOUTH MATCHED WITH YOUR ORGANIZATION BASED ON THEIR PASSIONS AND INTERESTS?



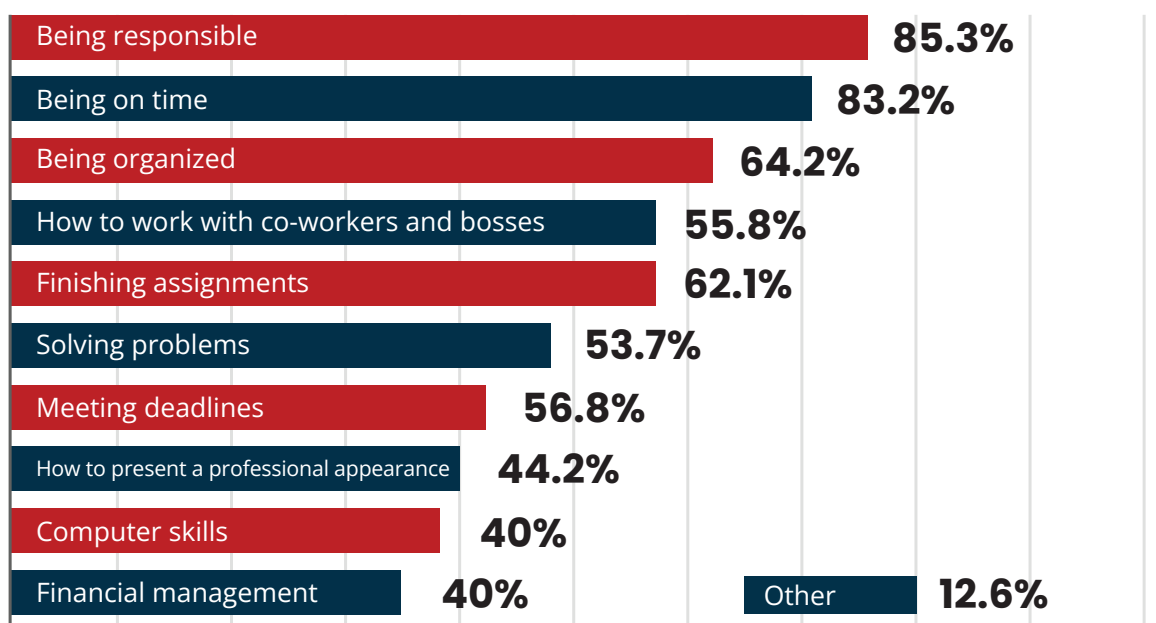
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PLEASE EXPLAIN WHAT BENEFITS YOU FEEL YOUR MBSYEP YOUTH GAINED FROM THE PROGRAM.



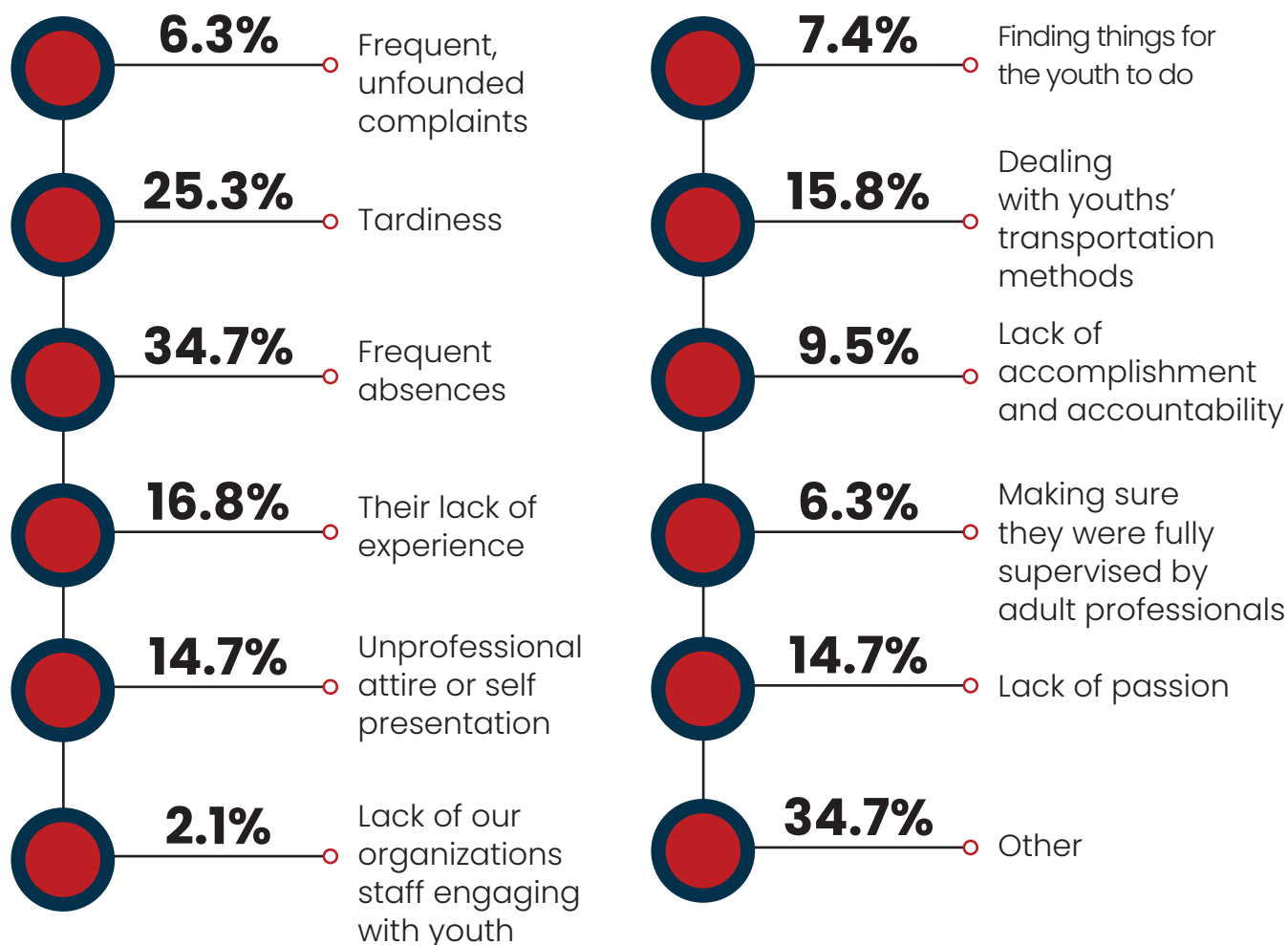
WHAT SPECIFIC JOB SKILLS DID YOUR YOUTH LEARN FROM THEIR MBSYEP EXPERIENCE (SELECT ALL THAT APPLY)?



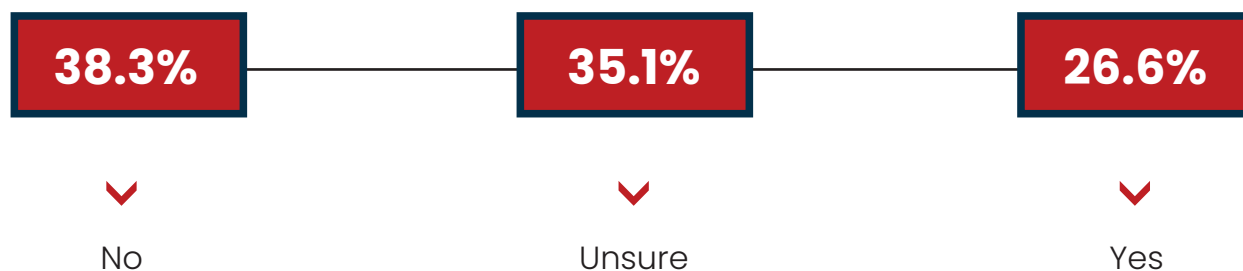
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PLEASE NAME ANY SIGNIFICANT CHALLENGES IN HOSTING MBSYEP YOUTH



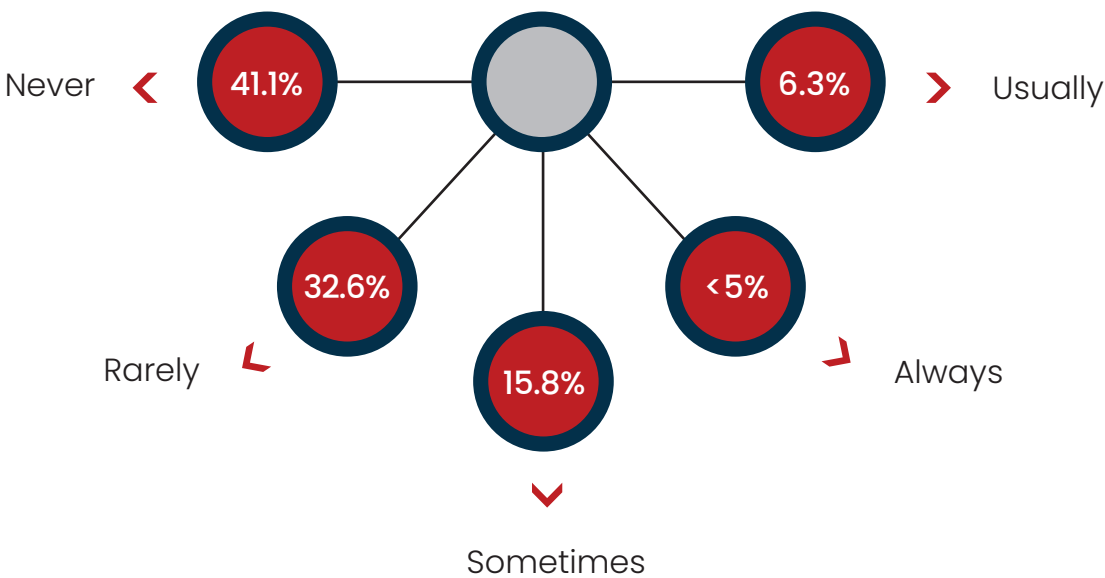
DO YOU FEEL LIKE MORE TRAINING WAS REQUIRED FOR YOUTH PARTICIPANTS INVOLVED IN CLERICAL WORK?



**IF YOU FEEL LIKE MORE TRAINING WAS
REQUIRED FOR YOUTH PARTICIPANTS INVOLVED
IN CLERICAL WORK, WHAT ARE THE REASONS?**

This was not applicable to most respondents. However, one respondent recommended that the youth need more social and emotional learning during the pandemic.

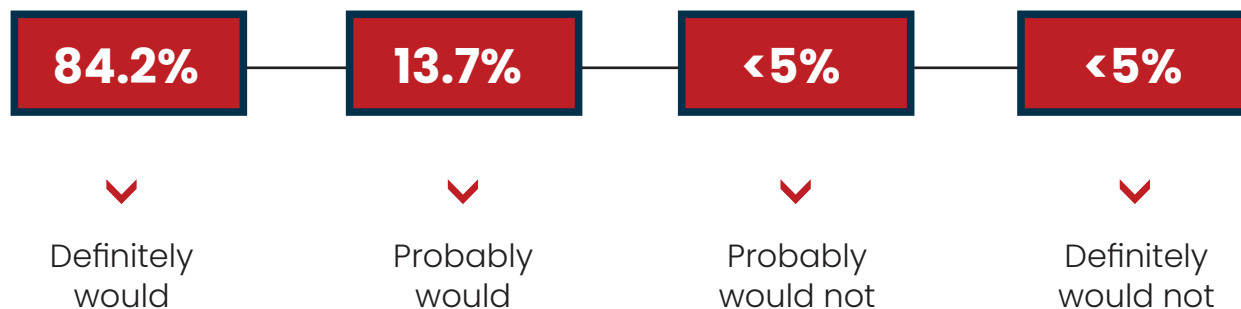
**DID YOUR ORGANIZATION EXPERIENCE SIGNIFICANT
ISSUES TRACKING AND REPORTING YOUTH
WORK HOURS?**



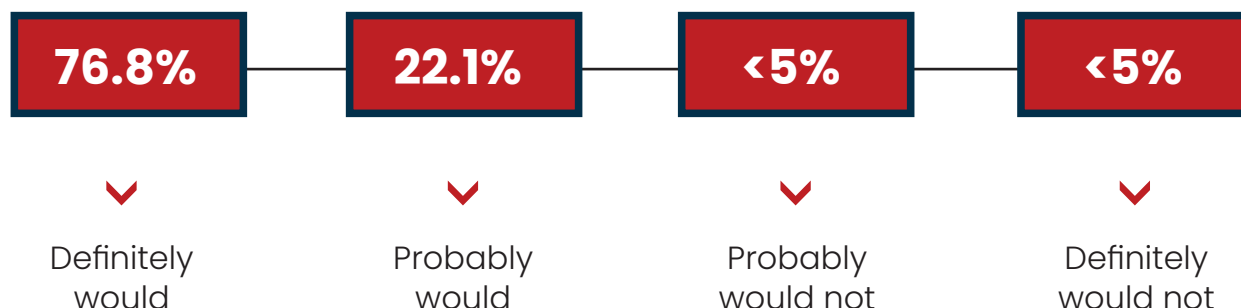
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WOULD YOUR ORGANIZATION PARTICIPATE IN MBSYEP AGAIN IF IT COULD?



WOULD YOU RECOMMEND MBSYEP TO OTHER ORGANIZATIONS?



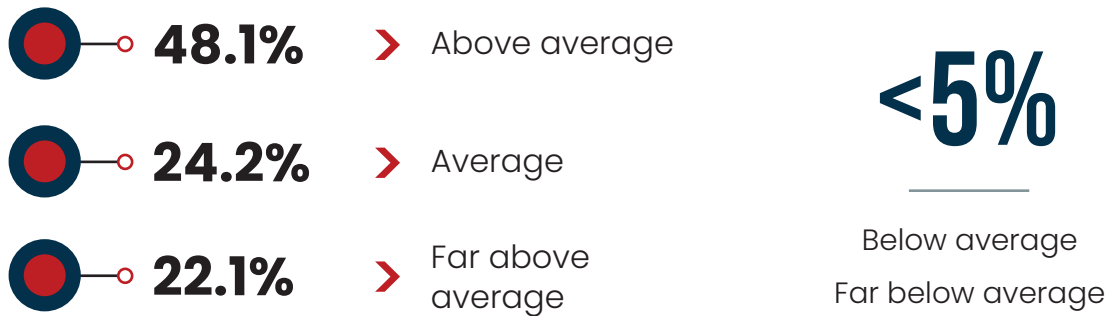
WOULD YOUR ORGANIZATION PROVIDE POSITIVE REFERRALS/RECOMMENDATIONS FOR THE YOUTH IT HOSTED?



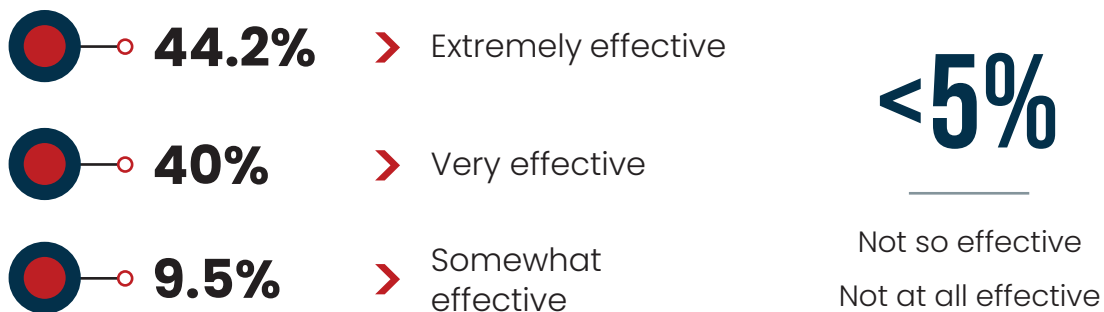
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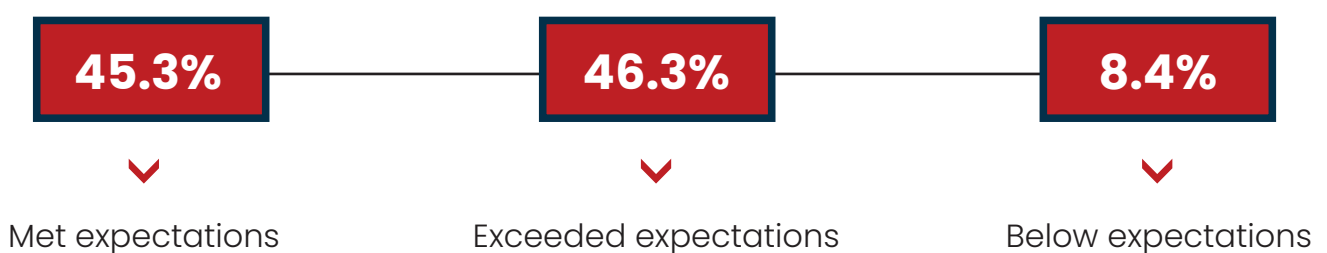
HOW WOULD YOUR ORGANIZATION RATE THE OVERALL QUALITY OF MBSYEP PARTICIPANTS?



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



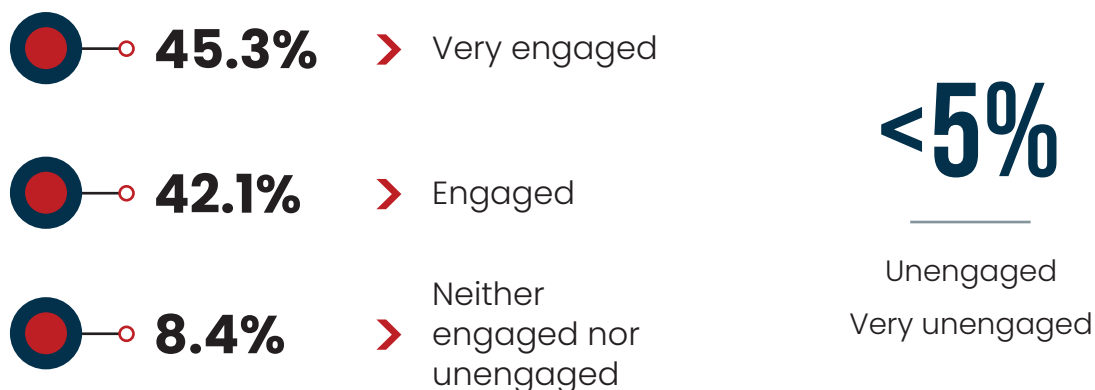
HOW MUCH DID THE OFFICE OF YOUTH PROGRAMS MEET YOUR EXPECTATIONS IN RESPONDING TO AND ADDRESSING YOUR ORGANIZATION'S QUESTIONS OR PROBLEMS PERTAINING TO PARTICIPANTS?



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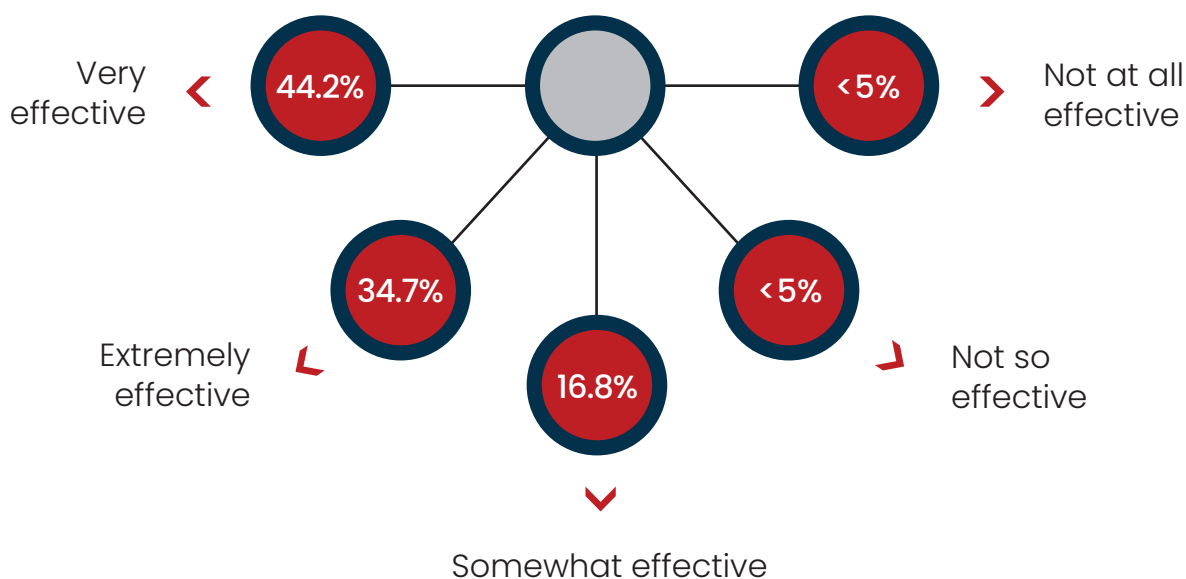
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OVERALL, HOW ENGAGED WAS YOUR MBSYEP YOUTH?

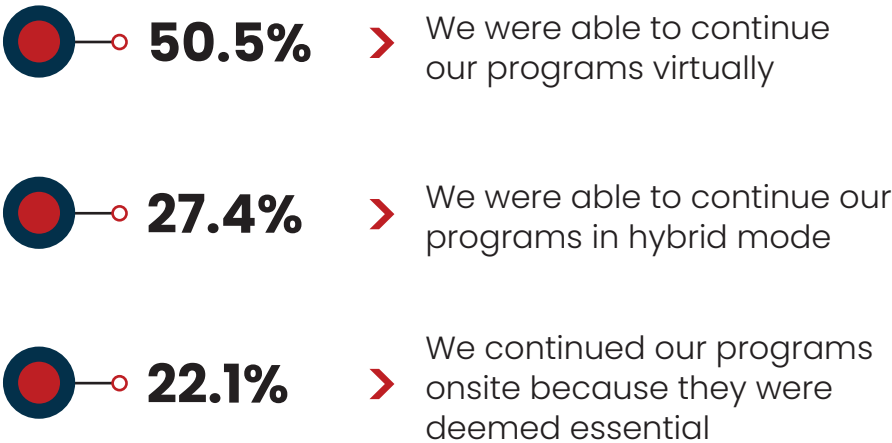


COVID-19 RELATED QUESTIONS

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

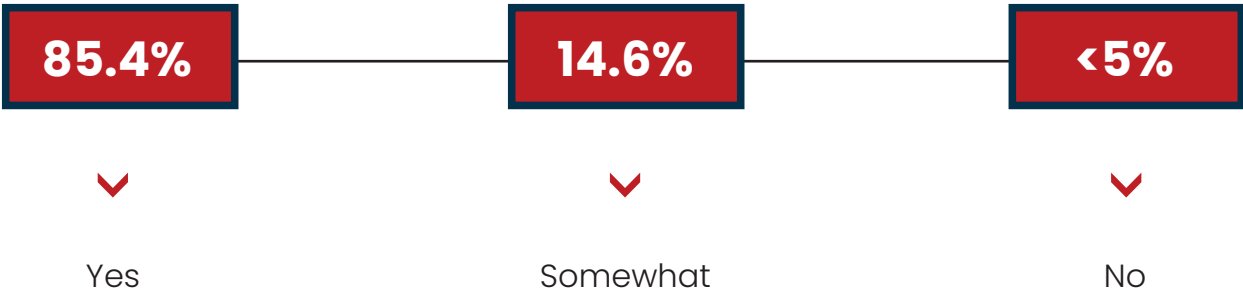


HOW DID YOUR ORGANIZATION ADAPT TO THE PANDEMIC?



FOR VIRTUAL PROGRAMS

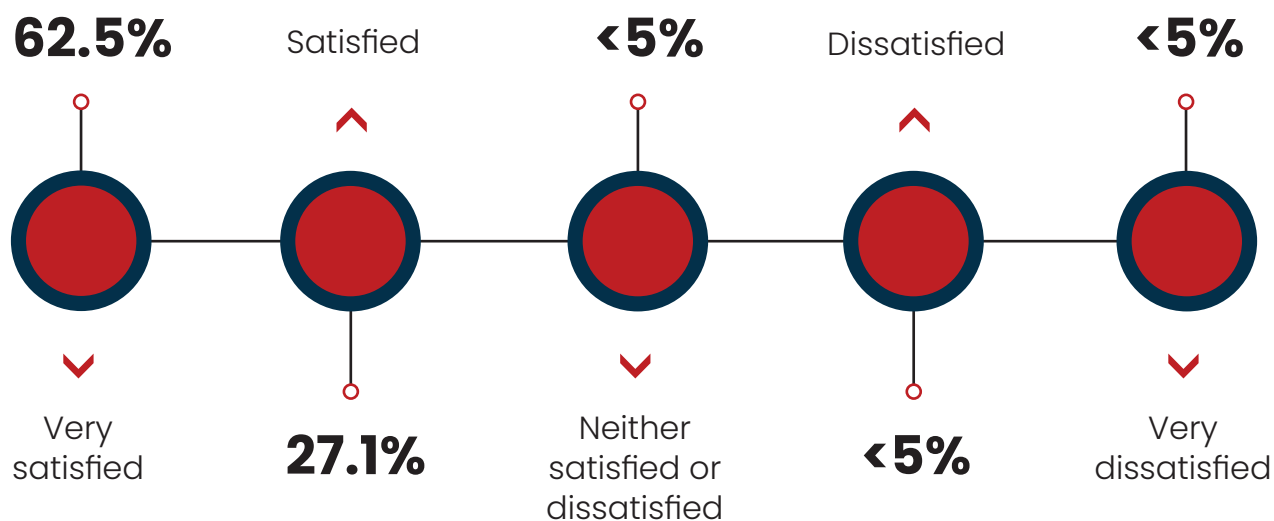
WERE YOUR ORGANIZATION EQUIPPED ENOUGH TO MOVE OPERATIONS ONLINE EASILY?



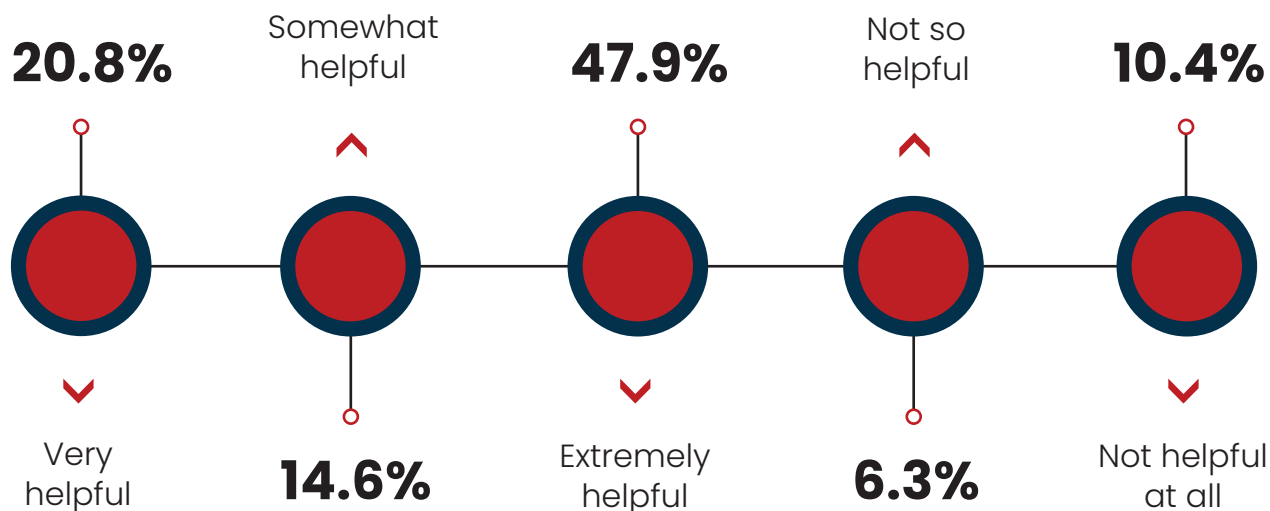
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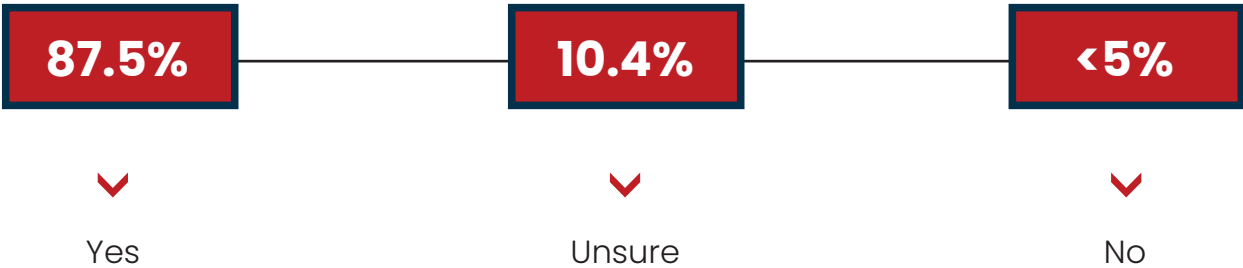
OVERALL, HOW WOULD YOU RATE THE MBSYEP VIRTUAL EXPERIENCES FOR EMPLOYERS?



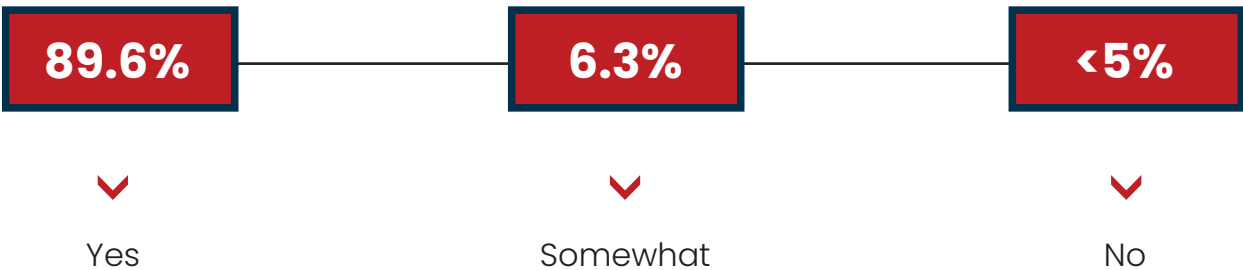
HOW HELPFUL WAS MBSYEP IN PREPARING YOUR ORGANIZATION FOR TRANSITIONING INTO VIRTUAL PROGRAMS?



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



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



FOR HYBRID PROGRAMS

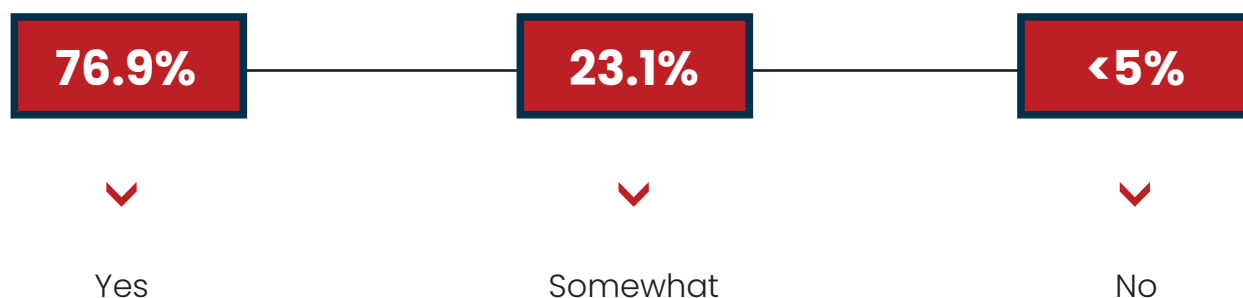
HOW MANY HOURS A WEEK ARE YOUR ORGANIZATION
ASKING THE YOUTH TO WORK ONSITE?



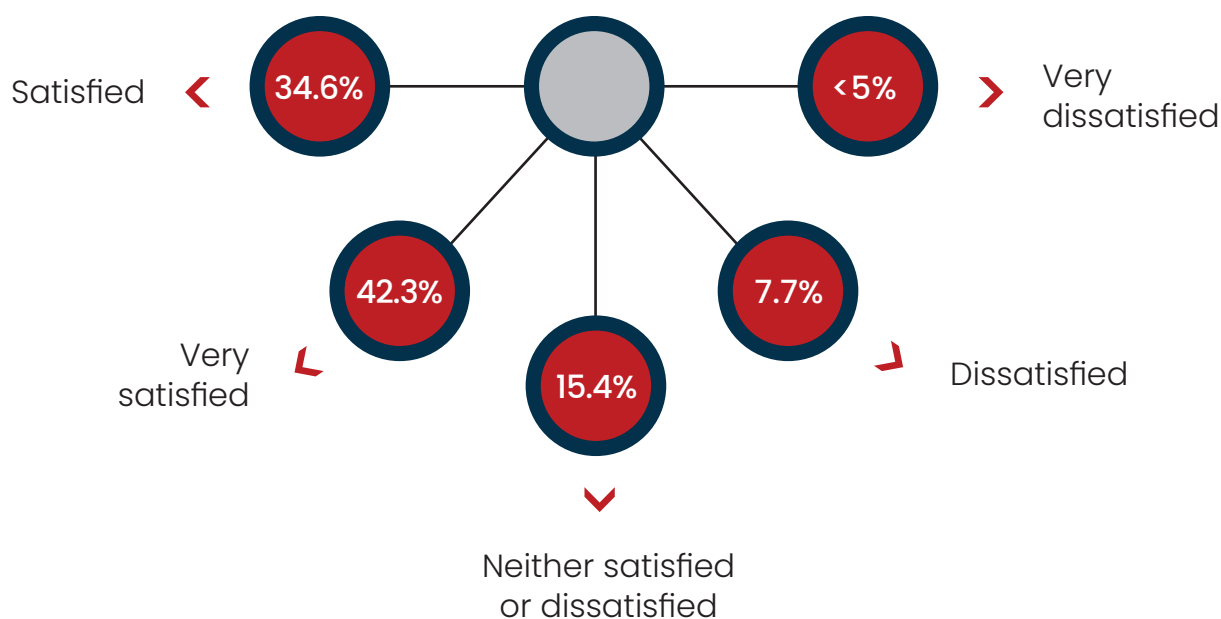
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WERE YOUR ORGANIZATION EQUIPPED ENOUGH TO MOVE OPERATIONS TO HYBRID MODE EASILY?



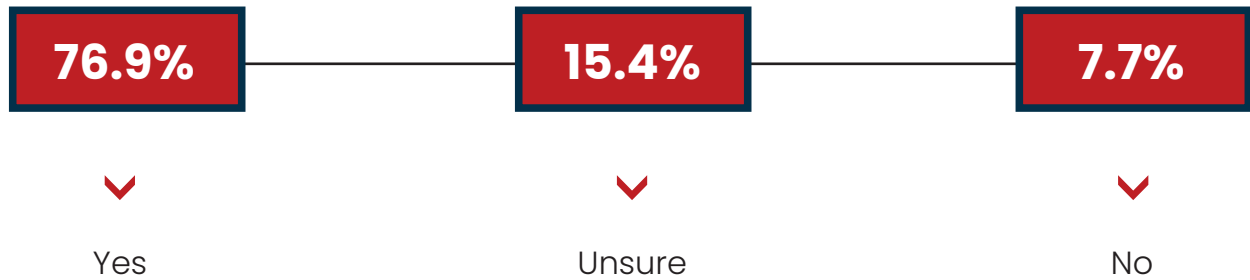
OVERALL, HOW WOULD YOU RATE THE MBSYEP HYBRID MODE EXPERIENCES FOR EMPLOYERS?



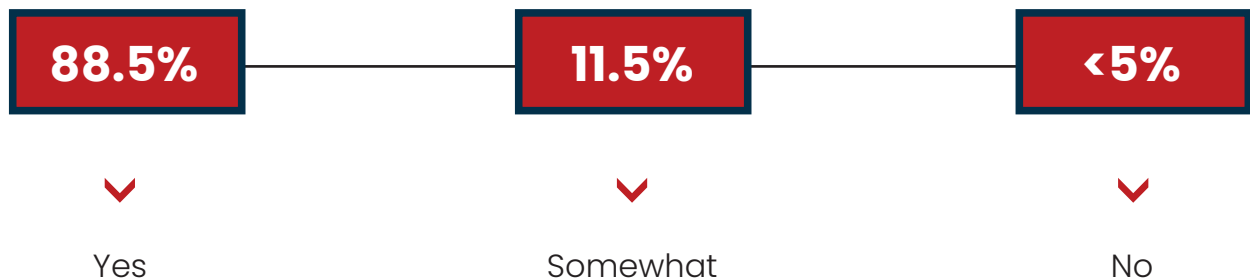
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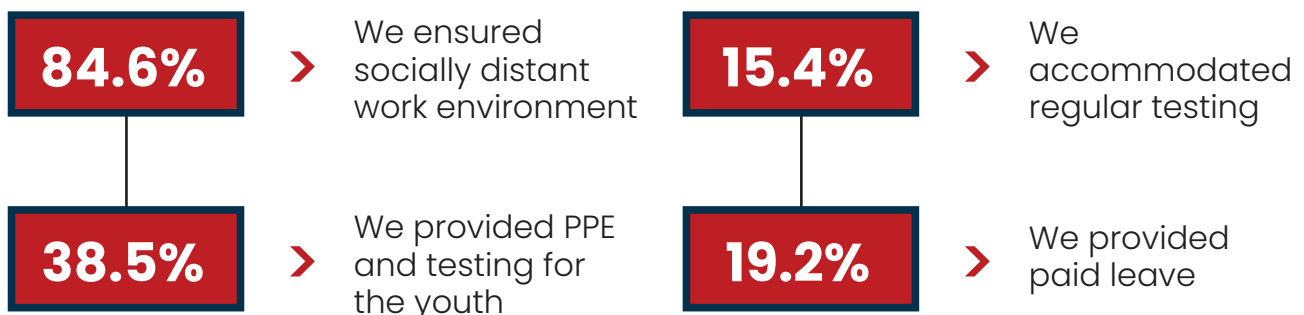
**WOULD YOUR ORGANIZATION PARTICIPATE IN MBSYEP
HYBRID MODE AGAIN IF IT COULD?**



**WAS YOUR ORGANIZATION HELPFUL AND
ACCOMMODATING IN GUIDING THE YOUTH THROUGH THE
HYBRID MODE PROGRAM?**



**WHAT DID YOUR ORGANIZATION DO TO ENSURE THE
SAFETY OF THE YOUTH? (SELECT ALL THAT APPLY)**

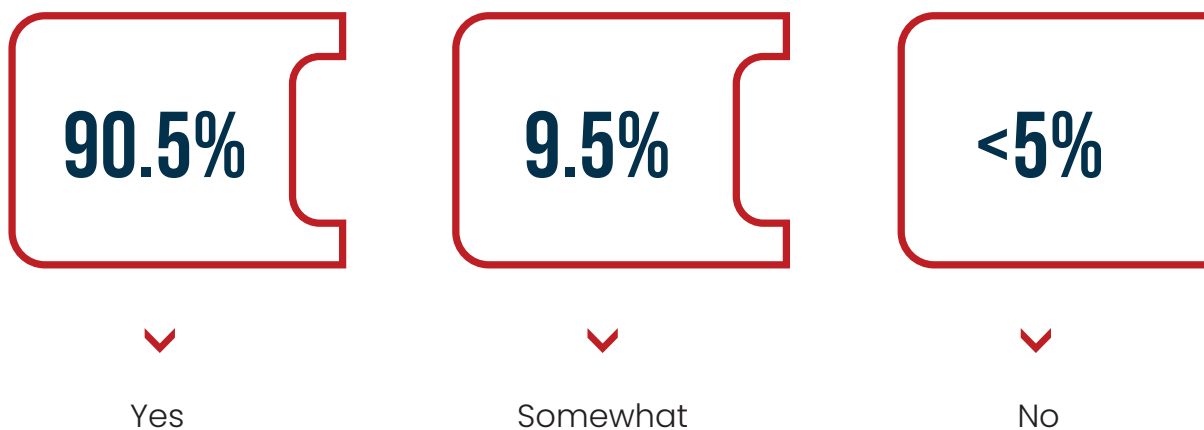


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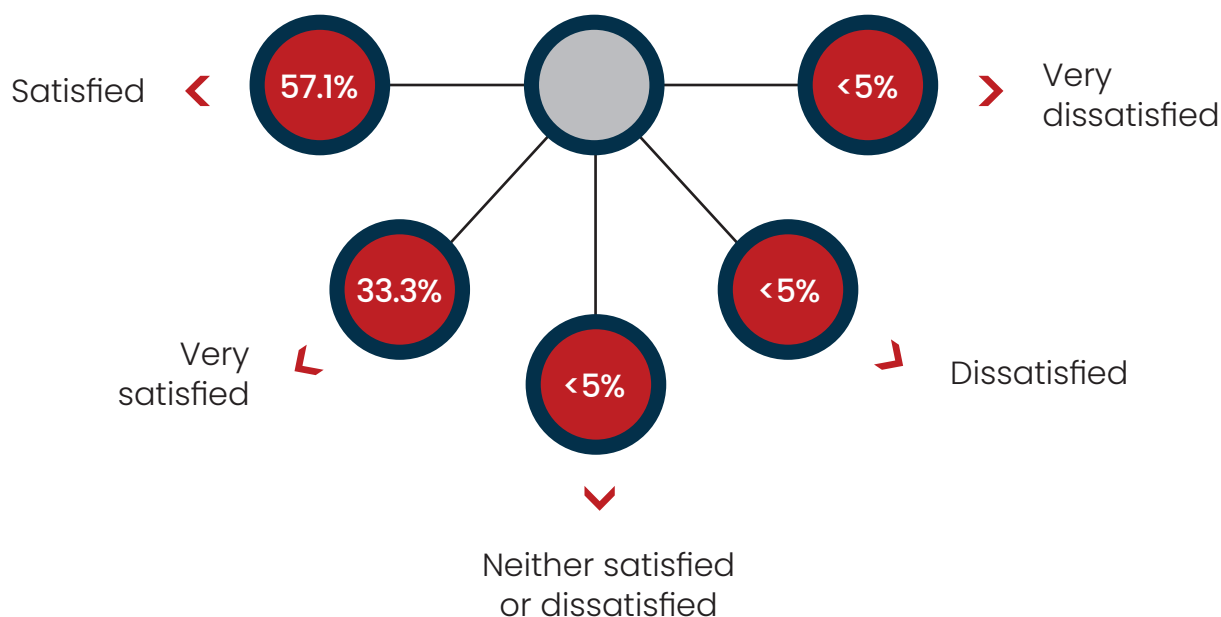
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FOR IN PERSON PROGRAMS

WERE YOUR ORGANIZATION EQUIPPED ENOUGH TO ENSURE THE SAFETY OF EMPLOYERS DURING THE PANDEMIC?



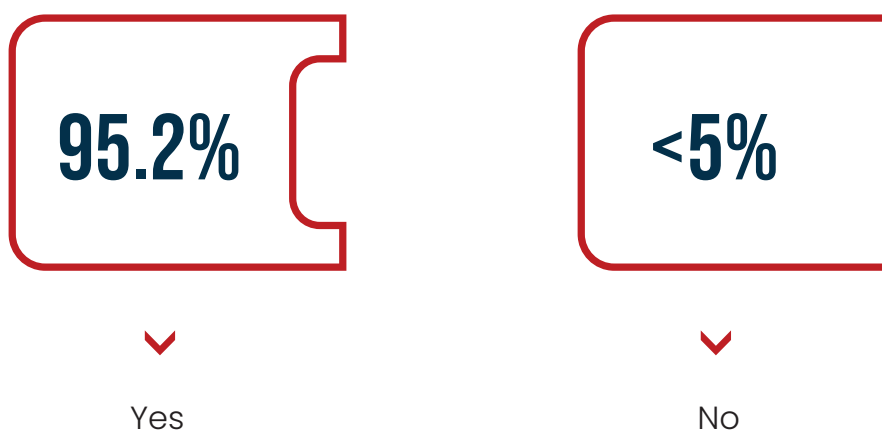
OVERALL, HOW WOULD YOU RATE THE MBSYEP EXPERIENCES FOR EMPLOYERS DURING THE PANDEMIC?



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WAS YOUR ORGANIZATION HELPFUL AND ACCOMMODATING IN GUIDING THE YOUTH THROUGH THE PROGRAM AND CHANGES DURING THE PANDEMIC?



WHAT DID YOUR ORGANIZATION DO TO ENSURE THE SAFETY OF THE YOUTH? (SELECT ALL THAT APPLY)

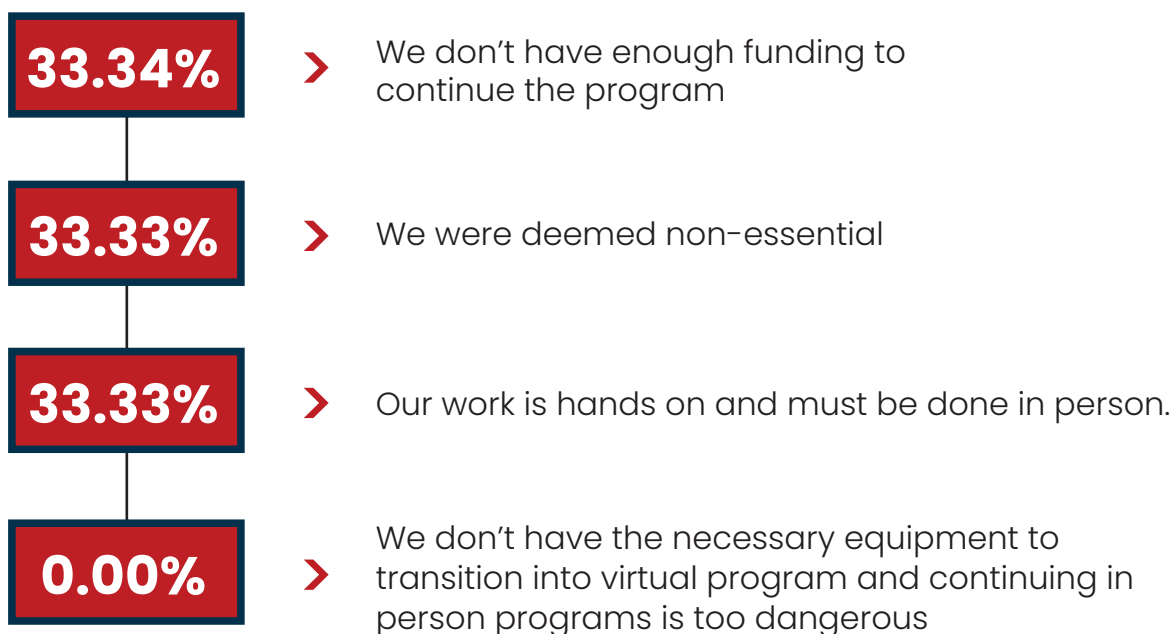


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FOR CANCELED PROGRAMS

WHAT IS THE REASON FOR CANCELLING THE PROGRAM?



WILL YOUR ORGANIZATION PARTICIPATE IN MBSYEP NEXT YEAR WITHOUT PANDEMIC RESTRICTIONS?

