PATHWAYS
"All this is replete, with courage, with tenacity, with vision, with understanding this community. And loving this community. And they love me back...In terms of my programs, my most favorite program is my summer jobs program."

"Our young people know they too can succeed, in spite of it all. They too can overcome if they believe in themselves."

Marion S. Barry
OVERVIEW

Since 1979, the District of Columbia's Marion S. Barry Summer Youth Employment Program (MBSYEP) has connected generations of youth ages 14 to 22 (ages 14 to 24 as of 2016) with their first job. Since then, the program has consistently provided opportunities for summer employment for those who are age-eligible. The program has been consequential for young people from low-income families who live in communities with few employment opportunities coupled with systemic high rates of unemployment. MBSYEP has and continues to serve as a major pathway for employment and job training and job readiness skills. Youth participants earn a competitive wage while learning critical social and job readiness skills.

MBSYEP’s mission is to provide enriching and constructive summer work experiences for youth ages 14 to 24 through subsidized placements in the private, non-profit, educational and government sectors.

During the 40 years that MBSYEP has operated it has provided dynamic and enriching employment opportunities; life and job skills; and job readiness training designed to meet the ever-changing needs of the District of Columbia, its youth, employers and its economic development goals. This 2019 Independent Evaluation captures the growth and adaptation of the summer youth program and the extent to which it has and continues to fulfill its mission.
# Table of Contents

01 Executive Summary

02 MBSYEP At a Glance - Youth

03 MBSYEP At a Glance - Employers

04 Research Studies on Summer Youth Employment Programs

06 Program Evaluation Methodology for MBSYEP

08 Previous Years' Recommendations

12 2019 MBSYEP Highlights

13 New Partnerships
# Table of Contents

<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td>Additional Programs and Events</td>
</tr>
<tr>
<td>15</td>
<td>MBSYEP Program Overview</td>
</tr>
<tr>
<td></td>
<td>History 15</td>
</tr>
<tr>
<td></td>
<td>Mission and Strategic Goals 15</td>
</tr>
<tr>
<td></td>
<td>Evaluation 16 Methodology</td>
</tr>
<tr>
<td>19</td>
<td>MBSYEP Key Findings</td>
</tr>
<tr>
<td></td>
<td>Strengths 19</td>
</tr>
<tr>
<td></td>
<td>Opportunities for Improvement 20</td>
</tr>
<tr>
<td>22</td>
<td>Detailed Evaluation Findings</td>
</tr>
<tr>
<td></td>
<td>MBSYEP Participant Survey Responses 23</td>
</tr>
<tr>
<td></td>
<td>MBSYEP Employer Survey Responses 38</td>
</tr>
</tbody>
</table>
EXECUTIVE SUMMARY

For the second year, The Coles Group, LLC has conducted the annual evaluation of Washington D.C.'s Marion S. Barry Summer Youth Employment Program (MBSYEP) for the D.C. Department of Employment Services (DOES). The Coles Group’s program evaluators worked closely with the DOES Office of Youth Programs (OYP) to collect the data required for the program evaluation. The data collection and analysis, both quantitative and qualitative, was essential to developing a set of recommendations to improve the MBSYEP.

This program evaluation was conducted using a mixed-methodology research design that included quantitative data analysis and qualitative analysis of data extrapolated from various collection instruments. The collection instruments included participant and employer surveys and various stakeholder interviews designed to capture the perspectives and “lived” experiences of youth participants, worksite supervisors of host employers and OYP staff members. In addition, this evaluation provides an assessment framework that can be used to assess preparation activities for subsequent years. This framework includes metrics for the program evaluation, data collection and analysis tools.
2019 MBSYEP
NUMBERS AT A GLANCE

YOUTH

74% Youth Satisfied With Their Experience

91% Youth Who Definitely or Probably Would Participate in MBSYEP Again

79% Youth Satisfied With Their Employer

74% Youth Who Felt the Job They Had Matched Their Interests or Preferences

50% Youth Satisfied With The Rate of Pay

60% Youth Who Felt MBSYEP Helped Them Become More Prepared For a Professional Job A Great Deal or A Lot
Employers Satisfied With Their Experience: 78%

Employers Who Definitely or Probably Would Participate in MBSYEP Again: 93%

Employers Who Felt Youth Were Matched to Their Organization Based on Their Passions or Interests A Great Deal or A Lot: 48%

Youth Rated Far Above Average or Above Average By Employers: 57%
RESEARCH STUDIES ON SUMMER YOUTH EMPLOYMENT PROGRAMS

Recent theoretical and empirical studies on summer youth employment programs (SYEP) in the United States have reported findings detailing the positive impacts on both youth participants and the communities where they live. For example, at the youth participant level, these findings included, but were not limited to, “increases in community engagement and social skills, job readiness skills, and college aspirations” (Modestino and Paulsen, 2019, p. 40).

At the community level, research found that benefits of youth connected to SYEPs have translated into reductions in rates of preventable illness, public assistance, crime, violence and incarceration in many jurisdictions (Modestino and Paulsen, 2019).

A recent study by Modestino and Paulsen (2019), found that “the prevalence of teen employment has been falling steadily since 2000 with less than one-third of teens ages 16 to 19 years currently employed today.” This finding is consistent with recent unemployment data published by the National Center for Education Statistics, which revealed that youth ages 16 to 19 years with less than a high school education experienced unemployment rates of 25.6%, 21.6% and 21.7% in 2015, 2016 and 2017, respectively (National Center for Education Statistics, 2019). Discouragingly, there was little difference in unemployment rates in this age group among high school graduates in 2015 (23.3%) and 2016 (22.0%) compared to those with less than a high school education. However, in 2017, the national employment rate for high school graduates dropped to 12.6% (National Center for Education Statistics, 2019). This development signaled an encouraging turning point in youth employment.

The National Center for Education Statistics also reported unemployment rates for ages 20 to 24, which is an eligible age group for the MBSYEP. Youth in this age range with less than a high school education experienced unemployment rates of 19.9%, 17.3% and 16.0% in 2015, 2016 and 2017, respectively. Youth with a high school diploma reported rates of 15.8%, 12.2% and 9.7% in 2015, 2016 and 2017, respectively.
In the District of Columbia, the average unemployment rates for 2017, 2018 and the first half of 2019 were 5.4%, 5.3% and 5.6%, respectively (U.S. Department of Labor Statistics, 2019). However, among disconnected youth ages 16 to 19, unemployment rates were 9.9%, 9.3% and 8.5% in 2015, 2016 and 2017, respectively (Federal Reserve Bank of St. Louis, Economic Research, 2019). “Disconnected youth” are defined as youth ages 16 to 19, who are not enrolled in school and who are unemployed or not in the labor force. A study published by Governing found that unemployment rates for ages 16 to 24 and 20 to 24 were 14.4% and 12.3%, respectively in 2018 (Governing, 2018). As such, SYEPs that provide employment opportunities inclusive of disconnected youth serve as major pathways for youth to enter and remain in the workforce.

In addition to providing early labor force attachment of youth, SYEPs influence and shape youth participants’ aspirations to “complete high school, obtain career training, or attend college, potentially raising academic achievement” (Mortimer, 2010). The early work experience also provides youth participants with strong, supportive and sustained relationships with adults and peers; and fosters opportunities to engage in activities and tasks that contribute to their positive identity as a valued member of the community (Kautz, Heckman, Diris, Weel, and Borghans, 2014).

D.C. MARION S. BARRY SUMMER YOUTH EMPLOYMENT PROGRAM (MBSYEP)

In accordance with D.C. Code § 32-244: Evaluation of The Summer Youth Employment Program, this program evaluation consists of:

1. Pre-and-post-program surveys of participating youth and employers
2. Interviews with local youth workforce development stakeholders, experts, and providers
3. Evaluations of client satisfaction from participating youth and employers
4. Assessments of job responsibilities of participating youth
5. Assessments of support mechanisms for participating youth and employers
6. Assessment of progress as it relates to job readiness and specific work skills gained for participating youth
7. 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)
8. An assessment of the steps taken to address shortcomings identified in previous program evaluations and an analysis of the effectiveness of these corrective measures
The methodology for this program evaluation was designed to identify and describe the factors contributing to the ability of MBSYEP to achieve its mission and program goals and objectives in 2019. A “mixed methods” (quantitative and qualitative) model was used that relied on document review of reports, statistics and other data generated before and during the program as well as written surveys and interviews completed by youth participants, worksite supervisors, host employers and OYP staff.

The written pre-and-post program surveys and face-to-face interviews with key stakeholders allowed The Coles Group to construct a hermeneutic phenomenological approach to capture the “lived” experiences of those involved in the summer youth employment program. Creswell (2009) describes phenomenological research as a method of “inquiry in which the researcher identifies the essence of human experiences about a phenomenon as described by participants” (p. 13). Hermeneutic phenomenology afforded The Coles Group the flexibility of applying “theoretical and personal knowledge” to interpret allegorical and decisive statements of participants’ experiences with the phenomena under study (Ajjawi and Higgs 2007, p. 612), which included perceptions of interactions with worksite supervisors, job tasks, program staff, peers, etc.

The findings included in this evaluation were gleaned from the following:

1. YOUTH PARTICIPANT PROGRAM SURVEYS

<table>
<thead>
<tr>
<th>PRE-PROGRAM</th>
<th>POST-PROGRAM</th>
</tr>
</thead>
<tbody>
<tr>
<td>26 QUESTIONS</td>
<td>31 QUESTIONS</td>
</tr>
<tr>
<td>survey sent to 10,952 YOUTH</td>
<td>survey sent to 11,014 YOUTH</td>
</tr>
<tr>
<td>97% confidence level 2,028 RESPONDENTS</td>
<td>97% confidence level 1,830 RESPONDENTS</td>
</tr>
<tr>
<td>2% margin of error</td>
<td>2% margin of error</td>
</tr>
</tbody>
</table>
2. YOUTH PARTICIPANT INTERVIEWS

Face-to-face interviews with youth participants to glean program quality and benefits, issues and challenges experienced during the program.

3. EMPLOYER PROGRAM SURVEYS

- **PRE-PROGRAM**
  - 15 QUESTIONS
  - survey sent to 689 EMPLOYER REPRESENTATIVES
  - 94% confidence level
  - 100 RESPONSES
  - 4% margin of error

- **POST-PROGRAM**
  - 15 QUESTIONS
  - survey sent to 682 EMPLOYER REPRESENTATIVES
  - 97% confidence level
  - 167 RESPONSES
  - 4% margin of error
4. INTERVIEWS WITH YOUTH AND OFFICE OF YOUTH PROGRAMS STAFF

Face-to-face interviews with a random selection of youth and designated OYP staff to glean administrative, management and programmatic issues and challenges experienced during the program.

5. IMPLEMENTATION OF RECOMMENDATIONS FROM 2018 MBSYEP EVALUATION

As a result of The Coles Group’s second consecutive year evaluation of the MBSYEP, one of the primary objectives was to determine the extent to which the recommendations from the 2018 MBSYEP evaluation were implemented. This evaluation captured the challenges associated with the implementation of specific recommendations.

PREVIOUS YEARS’ RECOMMENDATIONS

The recommendations from the 2018 MBSYEP Independent Evaluation and findings considered for the 2019 MBSYEP Evaluation are indicated:

EMPLOYER AND YOUTH PARTICIPANT ELIGIBILITY

MBSYEP should consider establishing enrollment priority for youth who are low-income or otherwise disadvantaged, as defined by the Workforce Innovation and Opportunity Act. A set percentage or number of slots should be allotted for this vulnerable population.

The MBSYEP remains available to eligible youth based on a first-come basis. All youth desiring to participate are provided ample opportunities to apply to the program regardless of family or individual income status.
Although the MBSYEP registration and eligibility process allows applicants to complete a “returning youth” application with pre-populated information, the documents required must be resubmitted each year. MBSYEP should explore ways to retain this information to eliminate redundancies related to document submissions and to reduce the length of time it takes for youth to complete the eligibility process.

The MBSYEP registration and eligibility process allows applicants to complete a “returning youth” application with pre-populated information. However, youth were still required to resubmit the documents required to determine eligibility in 2019, prior years’ participation notwithstanding.

There is a need to explore whether program orientation content and its delivery should be different for first-time youth participants compared to returning youth participants.

Recommendation status is pending

MBSYEP should be considered a foundational component in a broader series of in-school and out-of-school opportunities for learning, work experience and career exploration, rather than as an isolated, once-a-year program. With that in mind, the evaluation recommends creating a more explicit connection between employment programs and schools as well as developing intentional pathways that offer multi-year, progressive experiences for youth.

There are a number of programs that allow youth participants to continue to engage in employment and job/career readiness activities beyond the MBSYEP. These include the Marion Barry Youth Leadership Institute, Global Education Program and programs offered through DCPS career services.
MBSYEP should ensure that host employers/providers have the capacity/skills to impart the proposed career exploration programming to youth participants.

The employer application process and orientation provided information that equipped employers with the knowledge to engage youth in career exploration.

MBSYEP should encourage host employers/providers to partner with job development groups to help enhance and extend the employment opportunities and job readiness of youth participants where needed.

Some employers have retained youth beyond the summer employment program. The exact number or percentage is pending.

MBSYEP should secure additional host employers/providers to support future growth in order to serve more youth.

The 2019 MBSYEP included additional new employers and new host providers such as Starbucks, Inc., The Office of the Comptroller of the Currency, etc.

**INDIVIDUAL NEEDS/VALUES OF YOUTH PARTICIPANTS**

MBSYEP should consider creating a single, shared job development initiative across the city’s youth workforce development programs.

MBSYEP should consider revising its targeted messaging to potential employers surveyed.

MBSYEP contacts previous employers and provides information to business sector organizations and liaisons to promote employer participation in the program. The liaisons cover sectors such as School/NAF Academy, Community-Based Organizations, Government (Federal and District), Private Sector, Contracts (HCA) Liaison, Department of Parks and Recreation (DPR) Liaison and Outreach Coordinator.
MBSYEP should consider leveraging private businesses, the non-profit community, industry networks and Chambers of Commerce to increase the supply of jobs targeting youth beyond the summer program period.

New employers were identified from various sources including the Chambers of Commerce.

MBSYEP should consider enhancing training of worksite supervisors to align with the goals of the city's focus on career pathways.

Worksite supervisors were provided training and access to consultation with OYP during the program. The training encompassed the goals of the city's focus on career pathways.

**PREVIOUS-YEARS RECOMMENDATIONS**

Develop a detailed written strategic plan with short term and long term goals and objectives.

Recommendation status is pending

Efforts should continue to increase male enrollment in MBSYEP. Considerable progress was made in 2017 but male enrollment declined in 2018.

Male youth participants comprised 48.84% to total 4,356 participants, which was a slight increase from 2018.
### 2019 MBSYEP HIGHLIGHTS

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicants</td>
<td>18,718</td>
<td></td>
</tr>
<tr>
<td>of which eligible</td>
<td>11,357</td>
<td></td>
</tr>
<tr>
<td>of which ineligible</td>
<td>7,361</td>
<td></td>
</tr>
<tr>
<td>Youth Participants</td>
<td>9,936</td>
<td>48.84%</td>
</tr>
<tr>
<td>of which full-time</td>
<td>8,923</td>
<td></td>
</tr>
<tr>
<td>of which female</td>
<td>1,148,843</td>
<td>56.16%</td>
</tr>
<tr>
<td>Male Participants</td>
<td>4,356</td>
<td>48.84%</td>
</tr>
<tr>
<td>Female Participants</td>
<td>5,580</td>
<td>56.16%</td>
</tr>
<tr>
<td>Total Hours</td>
<td>1,148,843</td>
<td></td>
</tr>
<tr>
<td>Youth Participants' Total Gross Pay</td>
<td>$9,703,965</td>
<td>with an average gross pay of $1,097</td>
</tr>
</tbody>
</table>
THE OFFICE OF THE COMPTROLLER OF THE CURRENCY

JUNE 24 - AUG. 3, 2019

MBSYEP has formed a partnership with the Office of the Comptroller of the Currency (OCC) to implement a pilot program for the High School Scholars Internship Program (HSSIP). The program provides students with opportunities to work with OCC. Through this program students will gain an understanding of the financial services industry. The 6-week program lasted from June 24 to August 3, 2019.

OCC’s HSSIP is a $2.25M investment over 5 years and targets 75-100 incoming seniors. MBSYEP youth participants earn $20-per hour, a food stipend and a week’s worth of attire for work. In addition, internship selectees were nominated by their school administrators/counselors, interviewed by OCC officials and went through DOES’ application process.

STARBUCKS, INC.

MARCH 2019 - ONGOING

The Office of Youth Programs entered a partnership with local Starbucks stores (12) in March 2019. The ongoing program is targeted to MBSYEP eligible and ineligible youth, ages 18-24 years old.

Thus far, Starbucks has hired more than 40 youth this year. Participants are also eligible for the Starbucks Achievement Plan and subsequently receive 100% tuition coverage for a first-time bachelor’s degree through Arizona State University’s online program.
Through this program, District Middle Schoolers experience and explore a plethora of career areas through insights from workforce professionals and hands-on activities. More than 200 middle school students participated in the Camp, which lasted from August 5 to August 9, 2019.

More than 300 youth participated in the MBSYEP Event/Close-Out Conference. The Conference featured prominent keynote speakers and panel discussions with established professionals in the fields of education, employment, S.T.E.A.M and economic development.

MBSYEP was recognized for 40 years of service to District youth. Over 150 youth received Outstanding Youth honors and several hosts were honored for their contribution. Awards tallied $308,000 in scholarships disbursed among 77 Mayors Opportunity Scholarships. In addition, OYP staff received various awards for their hard work in 2019.

This program provided youth with the opportunity to “pitch” their business ideas to a panel of judges in an effort to win seed money for their business ideas. Three awardees received seed money ranging from 1st Place-$2,000, 2nd Place-$1,000, and 3rd Place $500. Youth will also 1) receive support in applying for a DC business license after program completion, and 2) receive technical support for their business goals for one year.
MBSYEP PROGRAM OVERVIEW

MBSYEP HISTORY

The Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP) is a locally-funded initiative administered by the Department of Employment Services (DOES) that provides District youth, ages 14 to 24, with enriching and constructive summer work experiences through subsidized placements in the private, nonprofit and government sectors. Mayor Muriel Bowser signed Mayor’s Order 2015-037 on January 14, 2015, which renamed the program from “The Summer Youth Employment Program” to the “Mayor Marion S. Barry Summer Youth Employment Program” in honor of the former mayor and the program's founder. Barry established the summer youth employment program in 1979.

MBSYEP serves some of the most vulnerable citizens. The youth participants' employability is crucial not only to their own futures but to the District’s. The program has remained instrumental in allaying some of the formidable challenges faced by many youth. For example, the following demographics have been characteristic of program participants and are reflective of the 2018 MBSYEP:

- The majority of youth participants (58%) were from Wards 7 and 8 in economically disadvantaged and high-crime neighborhoods where employment opportunities and jobs are scarce or nonexistent
- 9% receive Temporary Assistance for Needy Families (TANF)
- 26% receive food stamps
- 426 youth registrants were homeless

MISSION & STRATEGIC GOALS

The mission of MBSYEP is to provide short-term employment and training to District youth, ages 14 to 24. The primary strategic goal is to introduce them to employers who will positively impact their futures by providing productive employment experiences. As such, the program’s purpose is to provide youth with a transferable set of work-related experiences that can better prepare them to succeed in employment regardless of their educational (in-school, out-of-school, post-secondary, vocational, etc.), social (public assistance, teen-parent, homeless, etc.) or financial (economically disadvantaged, etc.) situation. The general goals for MBSYEP youth include but are not limited to:

- Developing social, communication, critical thinking, decision making, problem solving and self-management skills while building and improving self-confidence and self-awareness
- Learning work norms and culture
- Understanding career pathways and decision points
- Building a social network
Employers in the Washington D.C. metropolitan area make this annual program possible by volunteering to serve as Host Employers and by providing structured job opportunities for youth during the summer.

EVALUATION METHODOLOGY

As described in the Executive Summary, the methodology for this program evaluation was designed to identify and describe the factors contributing to the ability of MBSYEP to achieve its mission and program goals and objectives in 2019. The Coles Group applied a “mixed methods” model that consisted of both quantitative and qualitative analysis. Quantitative data and analysis was focused on document review of key reports, statistics and other data generated during the program. Qualitative analysis was derived from pre-and-post program surveys and face-to-face interviews of youth participants, worksite supervisors, host employers and OYP staff.

QUANTITATIVE ANALYSIS

The quantitative analysis primarily consisted of identifying and aggregating data such as age, gender and racial composition; composition of participants based on educational and geographical location (Ward) demographic; participant payments by Ward and employer demographics by Ward and occupational sector. In addition, the maximum hours worked by youth participants and other relevant data was collected and aggregated.

QUALITATIVE ANALYSIS

The written pre-and-post program surveys and face-to-face interviews were used to construct a hermeneutic phenomenological approach to capture the “lived” experiences of those involved in the MBSYEP. Creswell (2009) describes phenomenological research as a method of “inquiry in which the researcher identifies the essence of human experiences about a phenomenon as described by participants” (p. 13). Hermeneutic phenomenology afforded The Coles Group the flexibility of applying “theoretical and personal knowledge” to interpret allegorical and decisive statements of participants’ experiences with the phenomena under study (Ajjawi and Higgs 2007, 612), which included perceptions of interactions with worksite supervisors, job tasks, program staff, peers, etc.
Identify the perspectives of different groups associated with the MBSYEP to glean program effectiveness

When conducting any program evaluation, specific metrics are needed. For this evaluation, similar to 2018, the metrics were primarily based on the point of view of different groups associated with the MBSYEP. The Coles Group specifically identified the perspectives of the youth participants, host employers/worksite supervisors and program staff. Each of these groups contributes considerably to the MBSYEP program as a whole.

In an effort to identify the perspectives of these key stakeholder groups, information was gathered from each using qualitative data collection instruments, specifically surveys and face-to-face interviews. For example, the feedback from youth participants and host employers/worksites were collected via survey instruments, while face-to-face interviews were used to collect information from program staff.

Develop an evaluation framework, including metrics and methods, for collecting present and future data from all key stakeholders involved in the MBSYEP

The Coles Group created an assessment framework for the MBSYEP to improve the ease of yearly evaluations and to provide a mechanism for recognizing trends in survey responses from year to year. The assessment framework is a combination of the following:

- metrics for evaluating the program
- process for data collection
- surveys for yearly distribution to collect data
- spreadsheet for organizing and visually representing survey data (Data Analysis Tools)
- standardization of interview questionnaires
The process developed to evaluate the MBSYEP consists of two parts. The first part is the process used to evaluate the program and provide recommendations. The second part is the process created to help track the progress of any recommendations implemented, including monitoring and updating relevant aspects of the program, as required. The second process uses data from surveys distributed to key stakeholders at the end of each year’s program.

Standardizing the MBSYEP annual program evaluation

After creating the evaluation framework, The Coles Group evaluated the program using the data collection instruments and metrics developed for quantitative and qualitative analysis. The evaluation findings were grouped based on the metrics from the assessment framework and included the identification of opportunities for improvement in specific areas. If any finding was gleaned and repeated by multiple sources, the number was documented and tracked to show the prevalence and how widespread the finding was amongst the groupings.

By compiling all the findings and comparing the different groups' perspectives and opinions on the quality of MBSYEP, actual or potential areas for improvement can be identified.

Developing a set of recommendations to improve the MBSYEP and evaluation protocols for subsequent future evaluations

The Coles Group created a set of recommendations by identifying and prioritizing commonalities in perspectives and comments gleaned from youth participants, host employers/worksite supervisors and program staff. The recommendations were based on what each group regarded as most important for the MBSYEP, including specific strengths and weaknesses. It is presumed that by addressing the concerns that all stakeholder groups have in common, it would allow MBSYEP management to spend their time efficiently instead of focusing on the concerns or challenges that a single group may deem as an issue.
Cataloging the comments would also allow MBSYEP to prioritize and improve individual relationships. For example, if MBSYEP wanted to focus specifically on worksite related issues, it would be able to see how their worksites felt about the program and collaborate with them to implement improvements. The MBSYEP can also observe differing perspectives and opinions about the program from stakeholders to better inform any needed changes in program management and administration.

2019 MBSYEP KEY FINDINGS

A major goal of this annual MBSYEP Independent Evaluation is to determine aspects of the program that are most important to the key stakeholders (youth participants, host employers/worksite supervisors and program staff) while understanding the program’s effectiveness. After analyzing ample data, The Coles Group identified the relevant perspectives and categorized them according to “strengths” or “opportunities for improvement.” We then explained those opportunities for improvement.

The 2019 MBSYEP evaluation findings were as follows:

STRENGTHS

- Youth participants favor enrichment activities included with employment opportunities
- Youth participants credited the MBSYEP with enhancing their self-confidence
- Youth participants expressed support for an expansion of the program
- Host employers/worksites appreciated MBSYEP’s goals and its efforts to assist District youth
- The MBSYEP provides host employers /worksites with opportunities to enhance their levels of social responsibility. It also allows them invaluable and immense opportunities to help youth participants enter the workforce for the first time
- The program’s supporting activities and trainings provide youth participants an environment to learn new things
- The MBSYEP is a very valuable program for youth and the communities where they live
- MBSYEP is very good for local businesses and nonprofit organizations in the District of Columbia
OPPORTUNITIES FOR IMPROVEMENT

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.

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.

There is a need to determine why some youth participants were not happy with their job placements or felt underutilized at their workplace. It is recommended that a more targeted survey occur at the completion of the orientation and/or during the employment cycle. There is a need to assess the alignment of information provided during orientation with the anticipated expectations of specific job tasks or applicant screening for a specific job.

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.

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.
Additional data is needed to determine why there was a decline in Hispanic/Latino youth participation.

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.

There is a need to collect concurrent feedback and data during the employment cycle versus at the completion of the program.
Detailed 2019 Evaluation Findings

This detailed evaluation begins with a review of the program demographic composition for 2019. More specifically, a description of data related to participant demographics (age, gender, race, educational level, residence (Ward), etc.) is presented. This is followed by employer demographics and an MBSYEP demographic snapshot. Some of the data presented is compared to MBSYEP 2018 demographic data and findings.

In addition, post-program information and stakeholder interview data is presented. Again, the methodology is “mixed methods,” comprising quantitative and qualitative analysis.

The specific questions and findings from both participant and employer surveys and staff interview data were constructed to effectively describe program outcomes and identify actual and potential challenges that warrant consideration in the future.
As indicated in the graph above, in 2019 youth participants aged 15 represented the largest group at nearly 18%, followed by age 14/16 (16%) and age 17 (15.7%). In 2017, the average age was 16, followed by ages 15 and 17, respectively. Overall, the age-distribution for MBSYEP was more balanced than in previous years, particularly for 14-18, and 19-23.
In 2019, female MBSYEP youth accounted for nearly 65% of participants, which was an increase from 2018 (57.51%). The female-male ratio was more imbalanced than in previous years, even though one of the objectives this year was to increase the number of male MBSYEP youth from 2017.

In 2019, African-Americans accounted for 91% of participants, which was an increase from 2018 (86%) that also led to a decrease in participation of other races, including Hispanic/Latino, Caucasian/White and Asian.
In 2019, 58% of MBSYEP youth were in high school, while 15% and nearly 10% were college students and students enrolled in post-high school training programs, respectively.

High School Graduate/currently enrolled in an educational or training program: 58.3%
High School Graduate/not currently in school or a training program: 8%
Currently in High School: 9.8%
Left High School before graduating: 0.87%
Obtained GED: 0.77%
Middle School: 3.22%
Not currently in school: 0.55%

Similar to 2018, Wards 7 (23.4%) and 8 (28.4%) accounted for the largest percentages of enrollment in 2019. Wards 5, 4 and 6 accounted for 13.4%, 13.2% and 8.52%, respectively. There was an increase in enrollment from 2018 in Ward 4.
In 2019, participation levels among the three criteria were very balanced, with the slightly higher percentage being first-time participants (37%). This was significantly higher than in 2018 (11%).

**PARTICIPATION LEVELS**

Q: Please describe your participation with MBSYEP

- This was my first time participating in MBSYEP: 37%
- I've participated more than once, but only a few times: 27.3%
- I've participated multiple times in MBSYEP: 36%

**RATING THE MBSYEP EXPERIENCE**

Q: Overall, how would you rate your experience with MBSYEP in 2019?

- Very satisfied: 34.5%
- Satisfied: 39.8%
- Neither satisfied or dissatisfied: 13%
- Dissatisfied: 7%
- Very dissatisfied: 5.7%

In 2019, most participants were satisfied with MBSYEP (74%), which is similar to 2018 (78%).
In 2019, the majority of MBSYEP youth had no difficulty with the MBSYEP registration process (94%). This is similar to 2018 (96%).

Q: Overall, how would you rate the MBSYEP registration process?

- Very easy: 35.6%
- Easy: 37.7%
- Neither easy or difficult: 21%
- Difficult: 4.4%
- Very difficult: 1.42%

In 2019, most MBSYEP youth considered the orientation process helpful (89%), which was similar to 2018 (90%).

Q: How helpful was the orientation in preparing you for your summer work experience?

- Extremely helpful: 26.64%
- Very helpful: 34%
- Somewhat helpful: 28.72%
- Not so helpful: 6.85%
- Not helpful at all: 3.90%
In 2019, most MBSYEP youth interacted with the MBSYEP Youth Portal (85%). This was similar to 2018 (84%).

Q: How much did you interact with the MBSYEP Youth Portal?

A great deal throughout my MBSYEP experience: 28.54%
A lot during my MBSYEP experience: 32.93%
Somewhat during my MBSYEP experience: 23.24%
A little during my MBSYEP experience: 10.36%
Only during orientation: 4.94%

In 2019, most MBSYEP youth rated the MBSYEP Youth Portal very high — either 4 or 5 stars (83%). This is similar to 2018 (81%).

Q: Overall, how would you rate the MBSYEP Youth Portal?

1-Star: 2.53%
2-Stars: 2.35%
3-Stars: 11.39%
4-Stars: 32.07%
5-Stars: 51.66%
In 2019, an overwhelming majority (74%) of MBSYEP youth felt the job they had matched their preferences and interests. This is similar to 2018 (74%).

Q: How closely were you matched with a job based on your interests or preferences?

![Bar chart showing percentage of youth matched with jobs based on interests or preferences]

- A great deal: 35.91%
- A lot: 21%
- A moderate amount: 17.1%
- A little: 9.1%
- Not matched at all based on my interests or preferences: 18%

In 2019, the majority of MBSYEP youth (78%) were satisfied with their employer. Less than 10% of participants were dissatisfied, which is a slight increase from 2018.

Q: Overall, how would you rate your experience with your employer?

![Bar chart showing percentage of youth rating their experience with employers]

- Very satisfied: 48.9%
- Satisfied: 29.83%
- Neither satisfied or dissatisfied: 11.55%
- Dissatisfied: 4.49%
- Very dissatisfied: 5.25%
In 2019, the majority of participants (83%) felt that their employers were vested in their professional experience. Approximately, 17% of participants felt otherwise.

Q: Was your employer invested in your professional experience?

- A great deal: 42.88%
- A lot: 24.13%
- A moderate amount: 16.41%
- A little: 7.78%
- None at all: 8.81%

In 2019, most MBSYEP youth gained some benefit from their work experiences. The majority of participants gained valuable hard/soft skills (66.47%) and exposure to professionalism (62.42%).

Q: Please explain what benefits you gained from the program?

- I learned and practiced valuable hard & soft skills, (i.e. communication, task responsibility, how to present myself, how to meet deadlines, etc.): 66.47%
- I learned what's expected of me in a professional workplace, learned about work culture and gained valuable other professional information: 62.42%
- I made valuable networking connections with workplace professionals: 41.19%
- I made valuable income that was much needed: 39.51%
- I was exposed to valuable career options and career enrichment activities: 40.65%
- I was simply exposed to the world of work and did not benefit much beyond this: 14.23%
- I did not benefit at all: 7.30%
In 2019, most MBSYEP youth learned job skills destined to significantly affect their future in the workforce, such as promptness, organization, management, teamwork, problem-solving and various levels of work-related responsibilities. These percentages are similar to 2018.
In 2019, the majority of MBSYEP youth declared that they would participate in MBSYEP again (91%). This is similar to 2018 (95%).

Q: Would you participate in MBSYEP again if you could?

- Definitely would: 67.64%
- Probably would: 23.8%
- Probably would not: 5.69%
- Definitely would not: 2.87%

In 2019, the majority of MBSYEP youth responded that they would recommend MBSYEP to other people (92%). This is similar to 2018 (95%).

Q: Would you recommend MBSYEP to others?

- Definitely would: 67.84%
- Probably would: 23.89%
- Probably would not: 4.74%
- Definitely would not: 3.53%
In 2019, 44% of MBSYEP youth believed if it were not for MBSYEP, they would not have gotten a summer job. This is near that of 2018 (50%).

Q: Do you think you would have gotten a summer job without MBSYEP?

- Yes: 27%
- No: 44%
- Unsure: 29%
Q: If you had not participated in MBSYEP what do you think you would have done for the summer?

- Found a job another way: 38.16%
- Mostly stayed in the house: 24.59%
- Enjoyed time with friends outside: 6.78%
- Attended summer school or studied: 3.27%
- Participated in formal or informal athletics: 2.73%
- Traveled: 4.24%
- Performed volunteer work: 3.27%
- Found another program to participate in: 3.88%
- I would have simply been unemployed: 3.03%
- Unsure: 7.09%
- Other: 2.97%

In 2019, 38% of MBSYEP youth felt they would have found another summer job if they did not participate in MBSYEP. This is similar to 2018 (36%).
In 2019, the majority of MBSYEP youth (83%) felt that the program helped them become more prepared for a professional job. This is similar to 2018 (88%).

Q: Do you believe MBSYEP helped you become more ready for a professional job?

- A great deal: 32.69%
- A lot: 27.07%
- A moderate amount: 22.9%
- A little: 10.63%
- None at all: 6.71%

In 2019, 50% of MBSYEP youth were satisfied with their pay rate, as opposed to 29% who were dissatisfied. These percentages are similar to 2018 (57%) and (21%), respectively.
In 2019, the majority of MBSYEP youth (84%) either spent or saved their money on/for school-related purposes or other important obligations. This is similar to 2018 (90%).

Q: What did you do with the money you earned?

- Saved it for school/college: 27.41%
- Spent it on clothing, material items: 20.19%
- Saved it for important obligations: 19.22%
- Gave it to my parent, family: 2.67%
- Paid off debt: 2.06%
- Spent it on essentials: food, transportation, personal items: 20.13%
- Other: 8.31%

In 2019, the majority of MBSYEP youth (90%) were excited about their summer jobs. This is similar to 2018 (95%).

Q: Were you excited about working everyday during the program?

- Yes: 54%
- Somewhat: 36%
- No: 10.13%
In 2019, the majority of MBSYEP youth felt they had clear communication with their supervisors (90%). This is similar to 2018 (95%).

In 2019, the majority of MBSYEP youth felt that they received adequate help and support from the Office of Youth Programs (88%). This is similar to 2018 percentages (90%).
In 2019, most employers were in the non-profit, private and government sectors (94%), which was similar to 2018 (93%).

In 2019, the majority of employers were located in Wards 5 and 8 (35%), followed by Wards 7, 1 and 6. In 2018, the majority of employers were in Wards 6, 7, and 8.
**EMPLOYEE PARTICIPATION WITH MBSYEP**

Q: Please describe your organization's participation with MBSYEP

- This was our first time participating with MBSYEP: 19.76%
- We have participated more than once, but only a few times: 29.34%
- Our organization has participated multiple times with MBSYEP: 50.90%

In 2019, the majority of employers (80%) had previously participated in MBSYEP, which was similar to 2018. The percentage of first-time employers was larger than in 2018 (20% vs 11%).

**EMPLOYEE EXPERIENCE WITH MBSYEP**

Q: Overall, how would you rate your organization's experience with MBSYEP in 2019?

- Very satisfied: 35.93%
- Satisfied: 41.92%
- Neither satisfied or dissatisfied: 11.38%
- Dissatisfied: 4.79%
- Very dissatisfied: 5.99%

In 2019, most employers were satisfied with MBSYEP (78%), which was the same as in 2018 (78%).
In 2019, most employers rated the MBSYEP registration process high (77%), which was the same as in 2018 (77%).

Q: Overall, how would you rate the MBSYEP registration process for employers?

- Very easy: 46.99%
- Easy: 30.12%
- Neither easy or difficult: 18.67%
- Difficult: 2.4%
- Very difficult: 1.8%

In 2019, the majority of employers felt the orientation process was effective in preparing them for MBSYEP youth (89%). This is similar to 2018 (88%).

Q: How helpful was the employer orientation in preparing your organization for MBSYEP youth?

- Extremely helpful: 27.27%
- Very helpful: 35.15%
- Somewhat helpful: 26.67%
- Not so helpful: 6.67%
- Not helpful at all: 4.24%
In 2019, the majority of employers felt that the Supervisor Handbook was helpful (91%), which was similar to 2018 (95%).

Q: How helpful was the Supervisor Handbook in informing and guiding your organization about the policies, procedures and employer responsibilities?

- Extremely helpful: 32.93%
- Very helpful: 39.63%
- Somewhat helpful: 18.29%
- Not so helpful: 6.71%
- Not helpful at all: 2.44%

In 2019, most employers felt MBSYEP youth were matched with their organization based on their interests and preferences (73%), which was similar to 2018 (74%).

Q: How well were youth matched with your organization based on their passions and interests?

- A great deal: 23.64%
- A lot: 24.24%
- A moderate amount: 24.85%
- A little: 13.33%
- Not matched at all: 13.94%
Q: Please explain what benefits you feel your MBSYEP youth gained from the program.

They learned and practiced valuable hard & soft skills, (i.e. communication, task responsibility, how to present myself, how to meet deadlines, etc.)

They learned what’s expected of them in a professional workplace, learned about work culture and gained valuable other professional information

They made valuable networking connections with workplace professionals

They made valuable income that was much needed

They were exposed to valuable career options and career enrichment activities

They were simply exposed to the world of work and did not benefit much beyond this

Unfortunately, our MBSYEP youth did not benefit at all

In 2019, the majority of employers believed that MBSYEP youth gained significantly from employment with them. They felt the majority of youth learned about the requirements of a professional workplace and culture (82%). The percentage categories are similar to 2018.
Q: What specific job skills did your youth learn from their MBSYEP experience?

- Being on time: 84.34%
- Being organized: 60.24%
- Being responsible: 84.94%
- Financial management: 25.90%
- Financial assignments: 65.66%
- Solving problems: 52.41%
- Computer skills: 31.33%
- How to present a professional appearance: 58.43%
- Meeting deadlines: 37.95%
- How to work with co-workers and bosses: 79.52%
- Other: 22.89%

In 2019, most employers believed that MBSYEP youth gained valuable job skills. The percentages were similar to 2018.
Q: Please name any significant challenges in hosting MBSYEP youth.

In 2019, many employers felt that the main challenges with MBSYEP youth were: tardiness (39%); frequent absences (37%) and unprofessional attire/self presentation (29%). These ranking percentages are similar to 2018.
In 2019, most employers did not experience challenges in tracking and reporting work hours for MBSYEP youth (77%). These percentages were similar to 2018 (78%).

**Q: Did your organization experience significant issues tracking and reporting youth work hours?**

- Always: 4.24%
- Usually: 3.03%
- Sometimes: 10.91%
- Rarely: 26.67%
- Never: 55.15%

In 2019, most employers declared that they would participate in MBSYEP again (93%). This is similar to 2018 (96%).

**Q: Would your organization participate in MBSYEP again if it could?**

- Definitely would: 73.05%
- Probably would: 20.36%
- Probably would not: 5.99%
- Definitely would not: 0.6%
In 2019, most employers declared that they would recommend MBSYEP to other employers (94%). This is the same as in 2018 (94%).

**Recommend MBSYEP to Others**

Q: Would you recommend MBSYEP to other organizations?

- Definitely would: 73.49%
- Probably would: 19.88%
- Probably would not: 4.82%
- Definitely would not: 1.81%

In 2019, most employers stated that they would provide positive referrals/recommendations for MBSYEP youth (87%). This is similar to 2018 (90%).

**Provide Referrals/Recommendations for MBSYEP Youth**

Q: Would your organization provide positive referrals/recommendations for the youth it hosted?

- Very likely: 59.39%
- Likely: 27.27%
- Neither likely nor unlikely: 7.27%
- Unlikely: 1.21%
- Very unlikely: 4.85%
**Rating Overall Quality of MBSYEP Youth**

Q: How would your organization rate the overall quality of MBSYEP participants?

In 2019, most employers rated MBSYEP youth favorably (90%). This is similar to 2018 (91%).

- Far above average: 15.06%
- Above average: 41.57%
- Average: 33.13%
- Below average: 5.42%
- Far below average: 4.82%

**Communication with the Office of Youth Programs**

Q: How would you rate the effectiveness of communication between your organization and The Office of Youth Programs pertaining to participants?

In 2019, most employers felt that they communicated effectively with the Office of Youth Programs (88%). This is similar to 2018 (91%).

- Extremely effective: 32.93%
- Very effective: 35.37%
- Somewhat effective: 20.12%
- Not so effective: 5.49%
- Not at all effective: 6.1%
In 2019, most employers felt that the Office of Youth Programs met their expectations in the support they received (77%). This is similar to 2018 (78%).

Q: 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?

- Exceeded expectations: 32.32%
- Met expectations: 54.88%
- Below expectations: 12.8%
2019 MBSYEP INDEPENDENT EVALUATION

Prepared for The Washington D.C. Department of Employment Services

Prepared By:

THE COLES GROUP