



2019 MBSYEP INDEPENDENT EVALUATION

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



Prepared By:

PATHWAYS



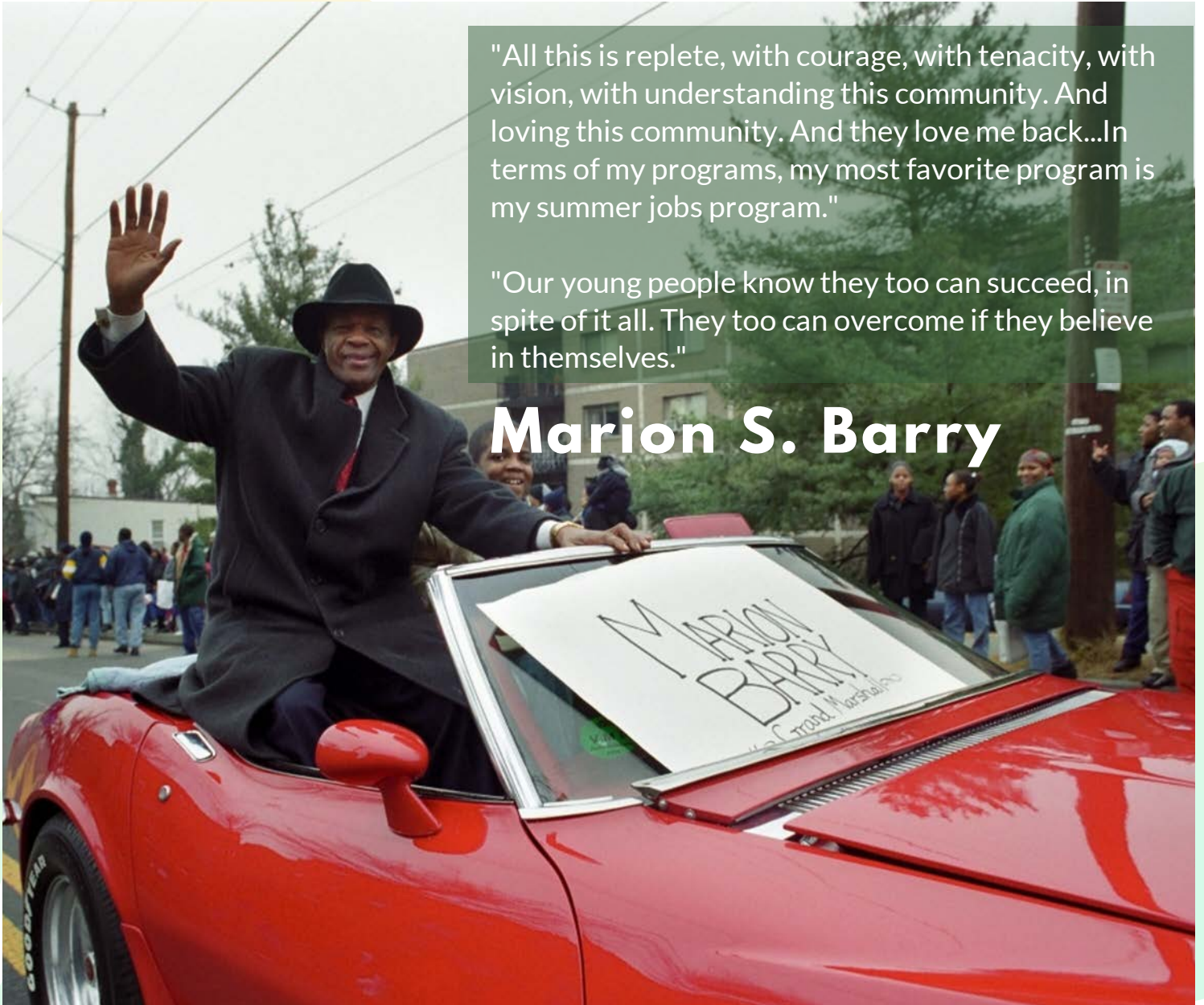
THE
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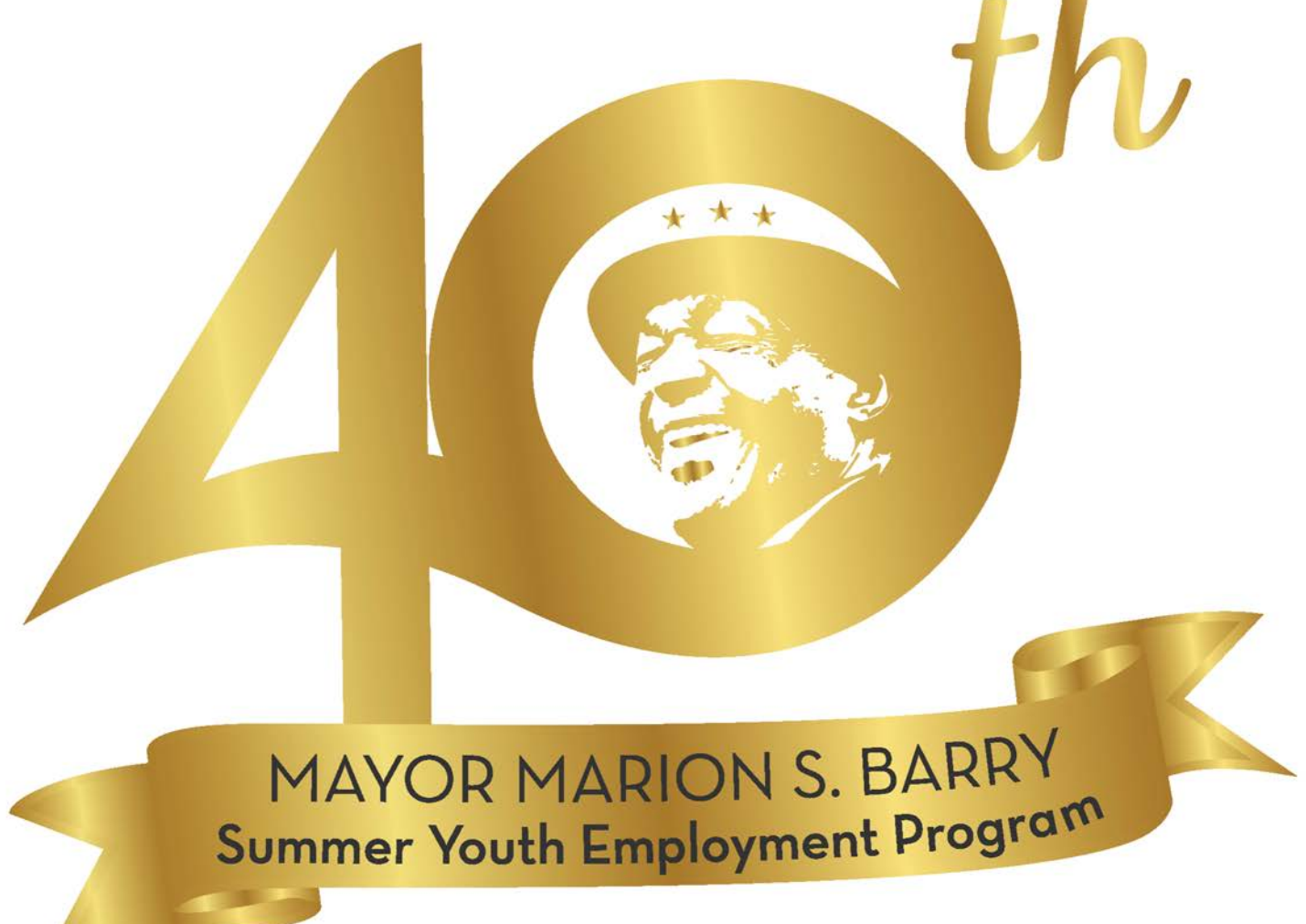


"All this is replete, with courage, with tenacity, with vision, with understanding this community. And loving this community. And they love me back...In terms of my programs, my most favorite program is my summer jobs program."

"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

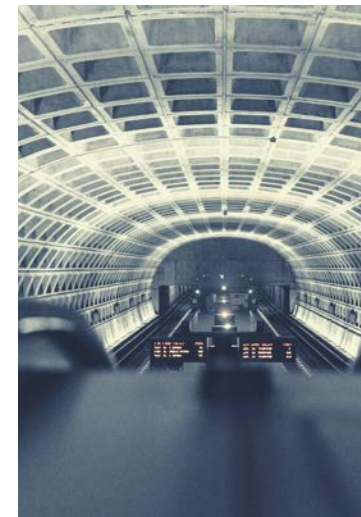
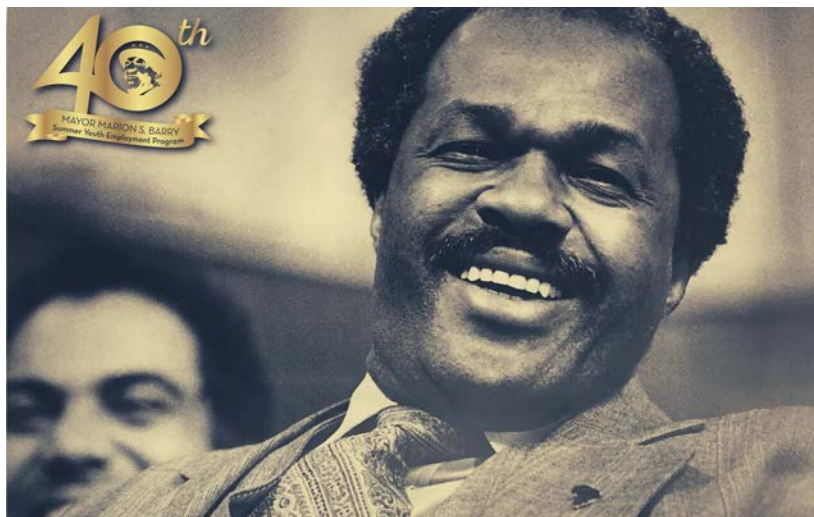
Since 1979, the District of Columbia's Marion S. Barry Summer Youth Employment Program (MBSYEP) has connected generations of youth ages 14 to 22 (ages 14 to 24 as of 2016) with their first job. Since then, the program has consistently provided opportunities for summer employment for those who are age-eligible. 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.

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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**

2019 MBSYEP NUMBERS AT A GLANCE EMPLOYERS

78%

Employers Satisfied
With Their Experience

93%

Employers Who Definitely
or Probably Would
Participate in MBSYEP
Again

48%

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

57%

Youth Rated Far Above
Average or Above
Average By Employers

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

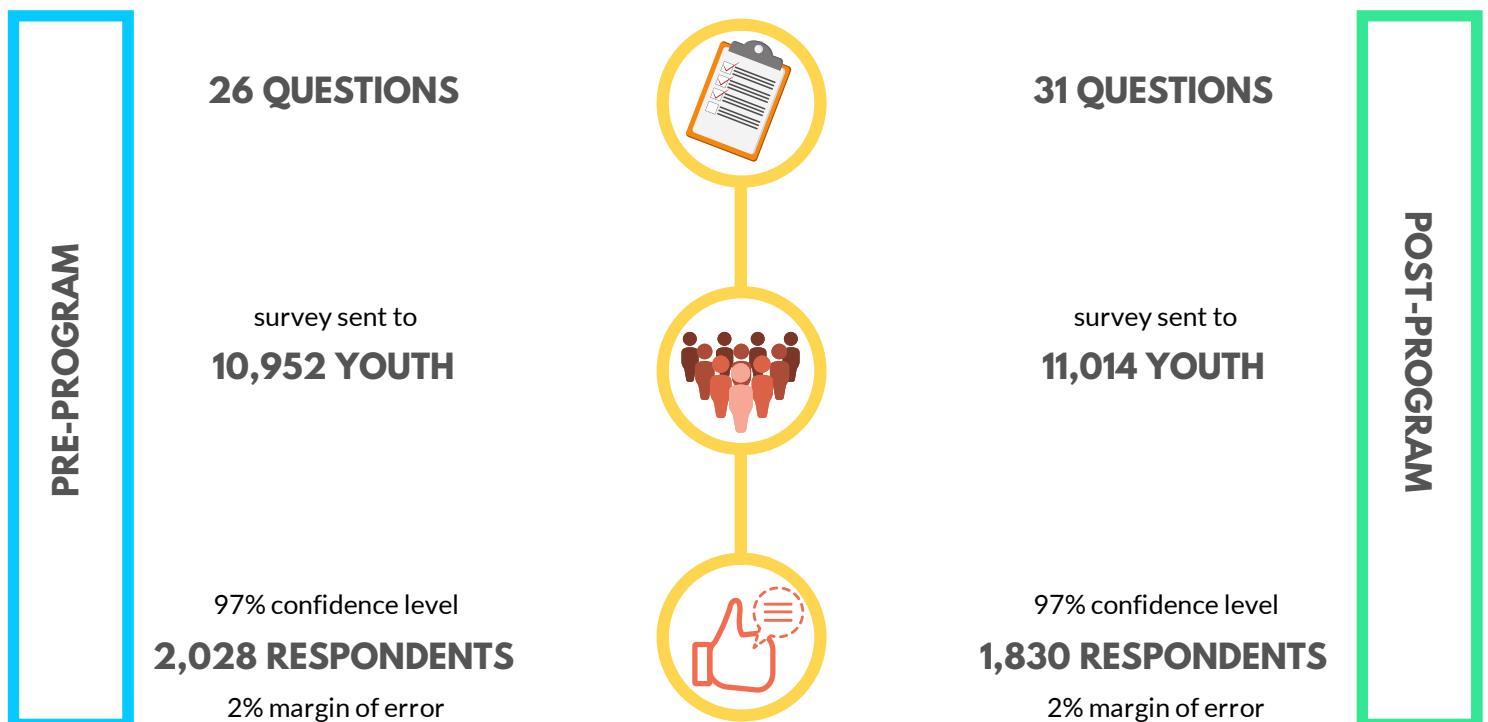
PROGRAM EVALUATION METHODOLOGY FOR MBSYEP

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.

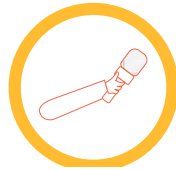
The written pre-and-post program surveys and face-to-face interviews with key stakeholders allowed The Coles Group to construct a hermeneutic phenomenological approach to capture the “lived” experiences of those involved in the summer youth employment program. Creswell (2009) describes phenomenological 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



2. YOUTH PARTICIPANT INTERVIEWS

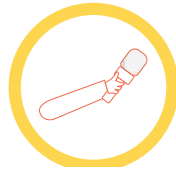


Face-to-face interviews with youth participants to glean program quality and benefits, issues and challenges experienced during the program.

3. EMPLOYER PROGRAM SURVEYS



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.



YOUTH PARTICIPANT TASKS AND SKILLS DEVELOPMENT

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

APPLICANTS

18,718



of which 11,357 were eligible-certified and 7,361 were deemed ineligible

9,936

YOUTH PARTICIPANTS

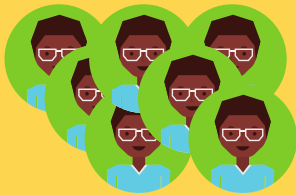
of which 8,923 were full-time students



MALE PARTICIPANTS

4,356

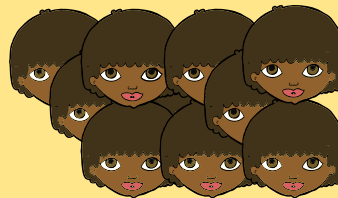
48.84% of total



5,580

FEMALE PARTICIPANTS

56.16% of total



HOURS

1,148,843

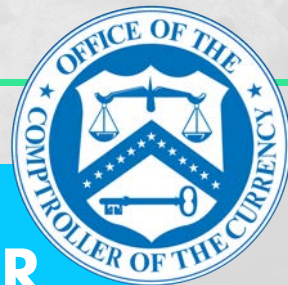


total hours worked by youth participants

\$9,703,965

with an average gross pay of \$1,097

YOUTH PARTICIPANTS' TOTAL GROSS PAY



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 weeks' 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.

ADDITIONAL PROGRAMS AND EVENTS

MIDDLE SCHOOL EXPLORATION CAMP

AUG. 5 - AUG. 9, 2019

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.

40TH YEAR CELEBRATION EVENT/ MBSYEP CLOSE-OUT CONFERENCE

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 40TH CELEBRATION AWARDS CEREMONY & GALA

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.

ENTREPRENEUR PROGRAM PITCH COMPETITION

CAN I LIVE, INC. (HOST)

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

- Creating a positive identity as a productive employee
- Learning to manage money and time
- Articulating the skills they have developed

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.

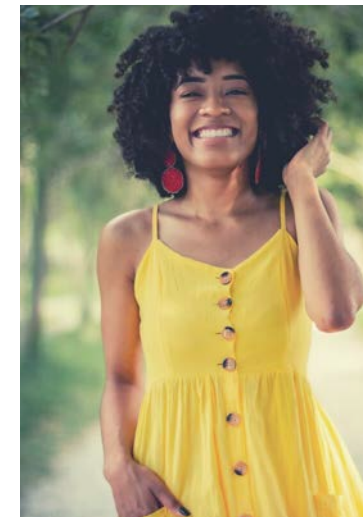
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-  Additional data is needed to determine why there was a decline in Hispanic/Latino youth participation.
 -  There is a need to improve the process for increasing pre-and-post-program survey responses from youth participants and employers. It is recommended 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.

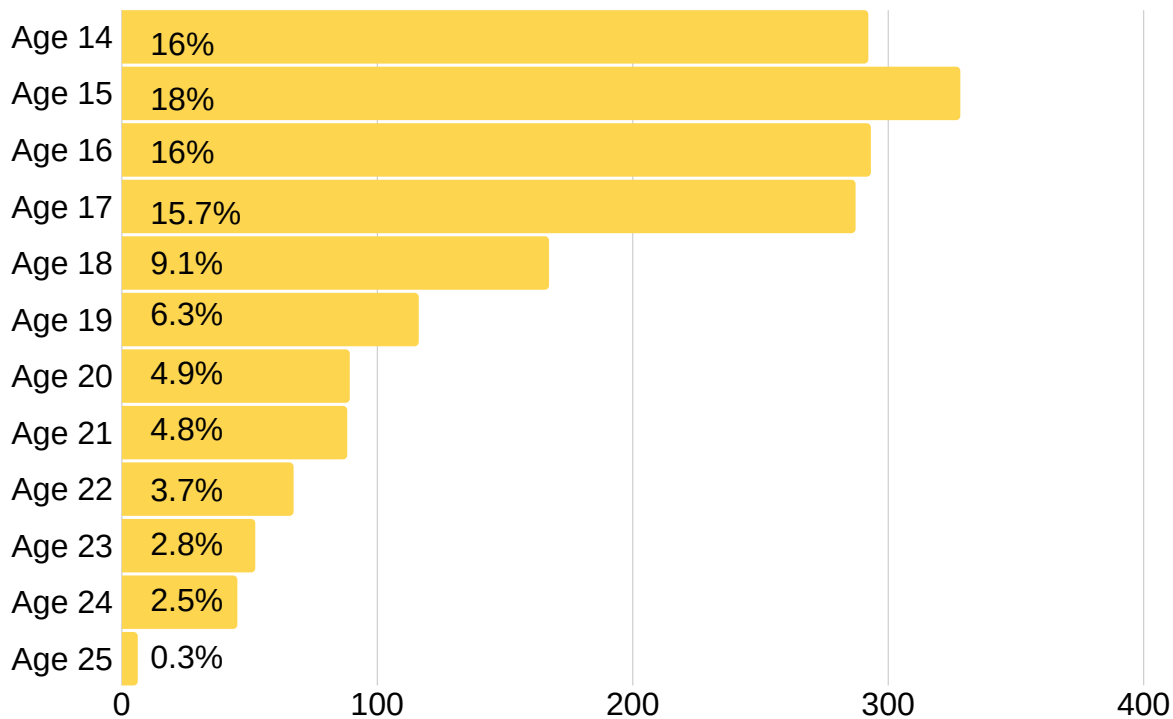
The specific questions and findings from both participant and employer surveys and staff interview data were constructed to effectively describe program outcomes and identify actual and potential challenges that warrant consideration in the future.



2019 MBSYEP PARTICIPANT SURVEY RESPONSES

PARTICIPANT AGES

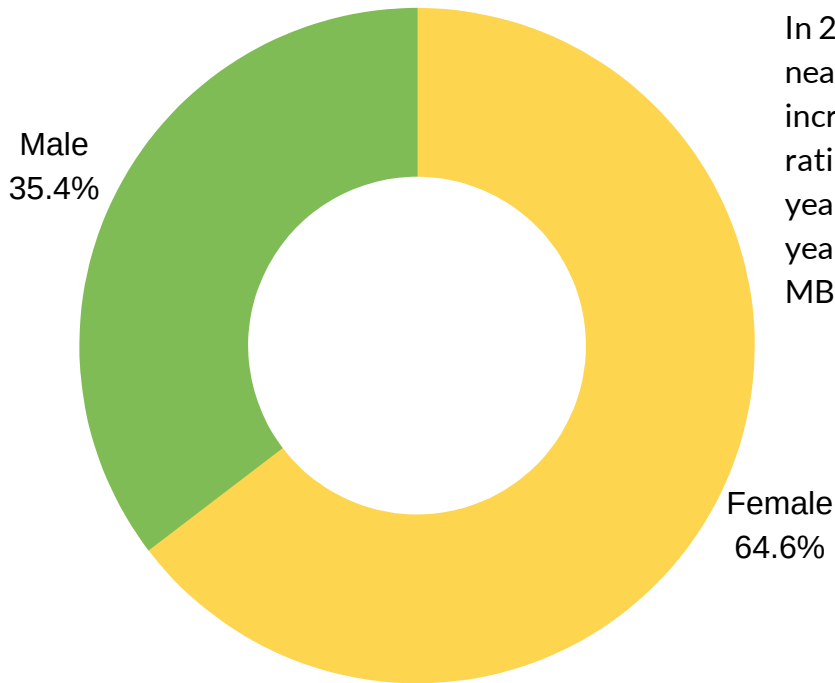
Q: What is your age?



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.

PARTICIPANT GENDER

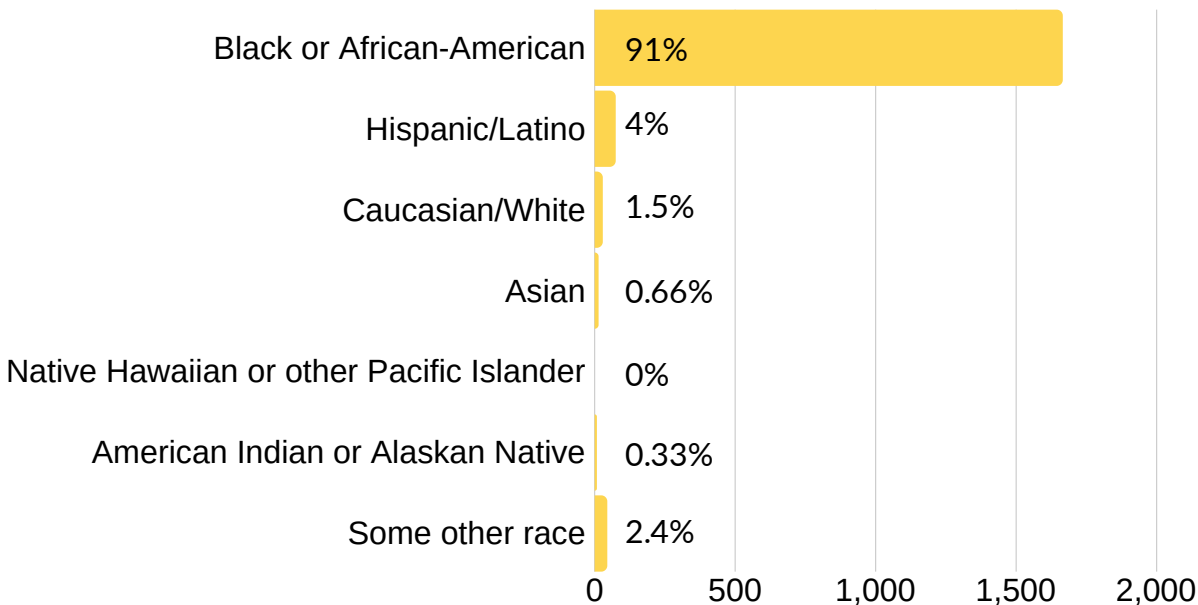
Q: What is your gender?



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.

PARTICIPANT RACE

Q: What is your race?

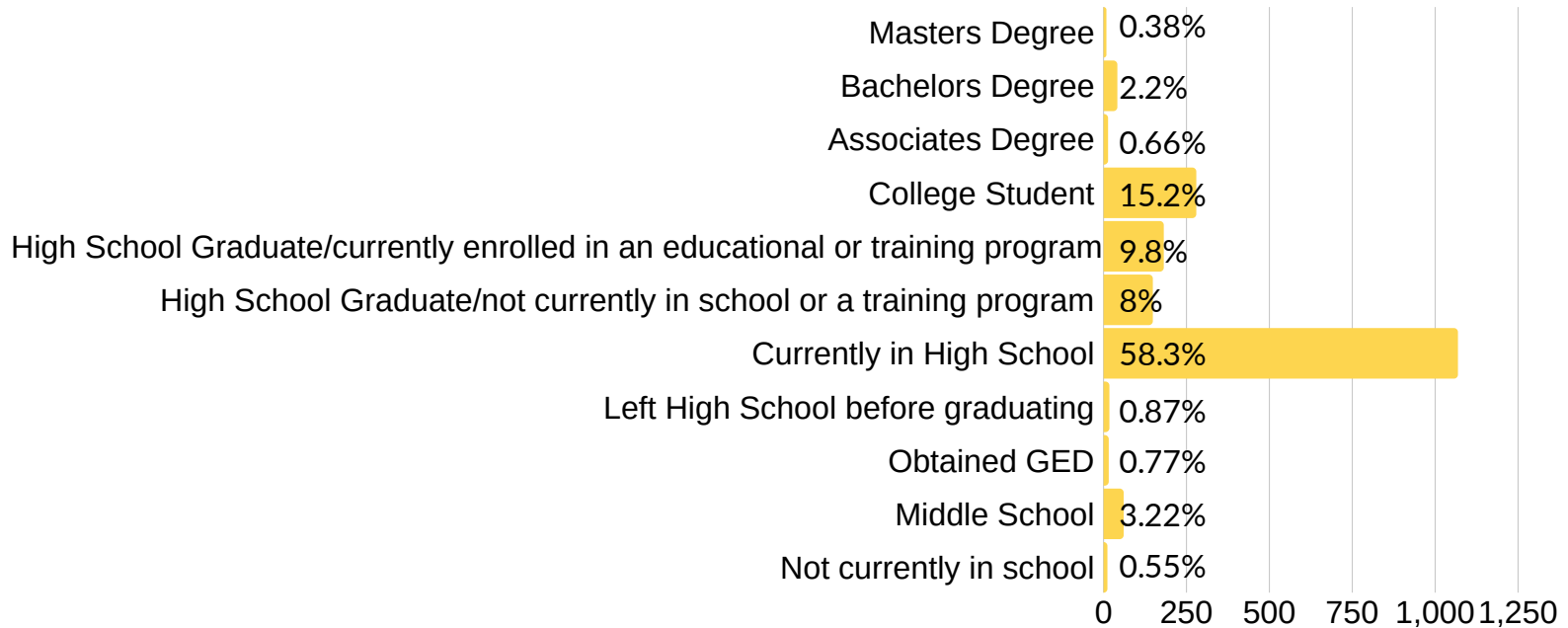


In 2019, African-Americans accounted for 91% of participants, which was an increase from 2018 (86%) that also led to a decrease in participation of other races, including Hispanic/Latino, Caucasian/White and Asian.

PARTICIPANT EDUCATION LEVEL

Q: What is your education level?

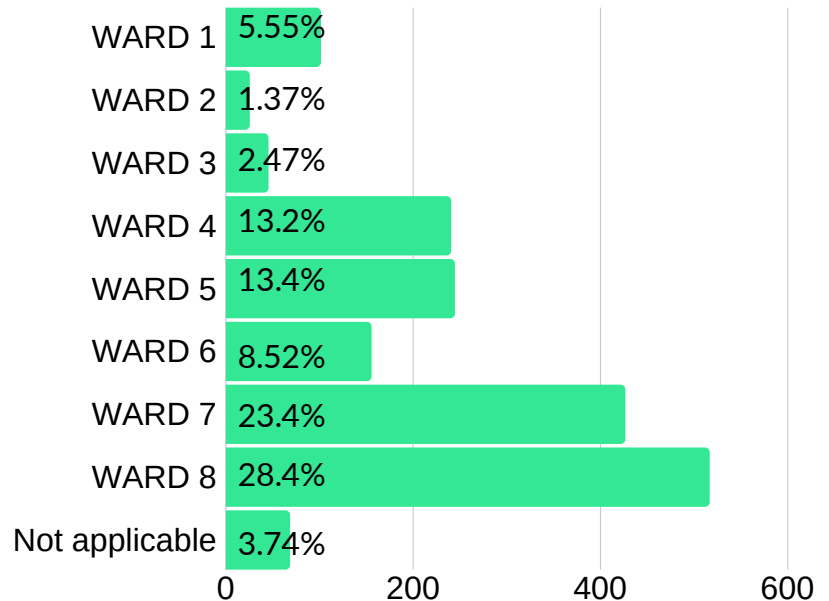
In 2019, 58% of MBSYEP youth were in high school, while 15% and nearly 10% were college students and students enrolled in post-high school training programs, respectively.



PARTICIPANT WARD RESIDENCE

Q: What Ward do you reside in?

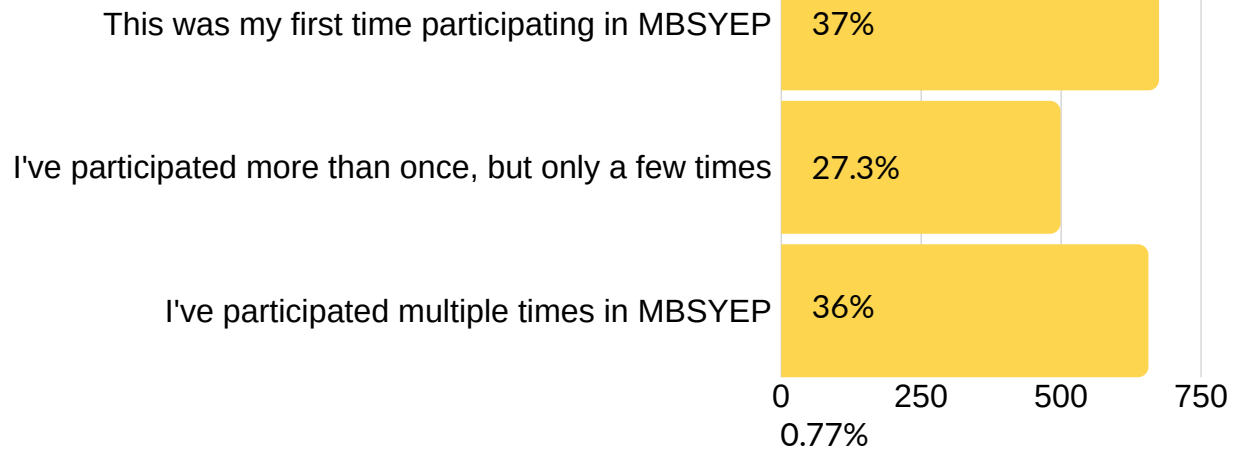
Similar to 2018, Wards 7 (23.4%) and 8 (28.4%) accounted for the largest percentages of enrollment in 2019. Wards 5, 4 and 6 accounted for 13.4%, 13.2% and 8.52%, respectively. There was an increase in enrollment from 2018 in Ward 4.



PARTICIPATION LEVELS

Q: Please describe your participation with MBSYEP

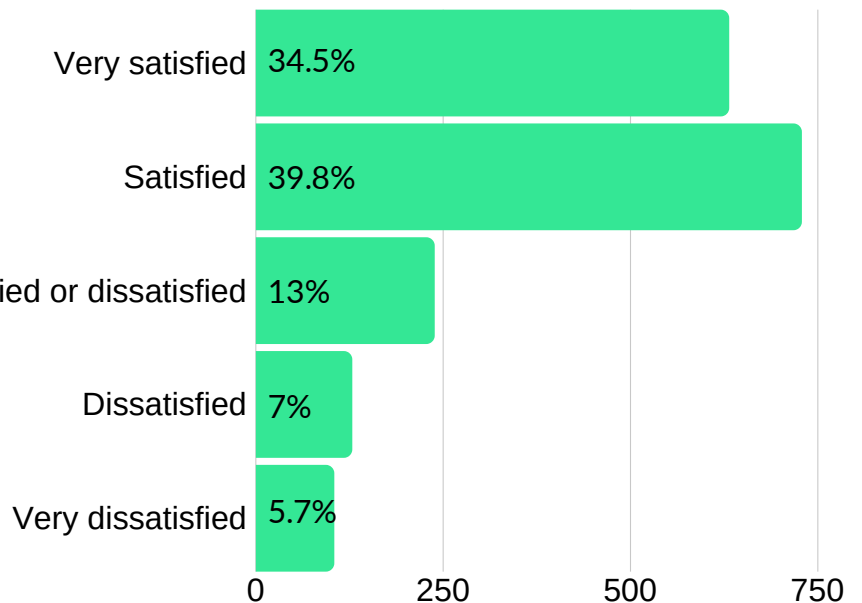
In 2019, participation levels among the three criteria were very balanced, with the slightly higher percentage being first-time participants (37%). This was significantly higher than in 2018 (11%).



RATING THE MBSYEP EXPERIENCE

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

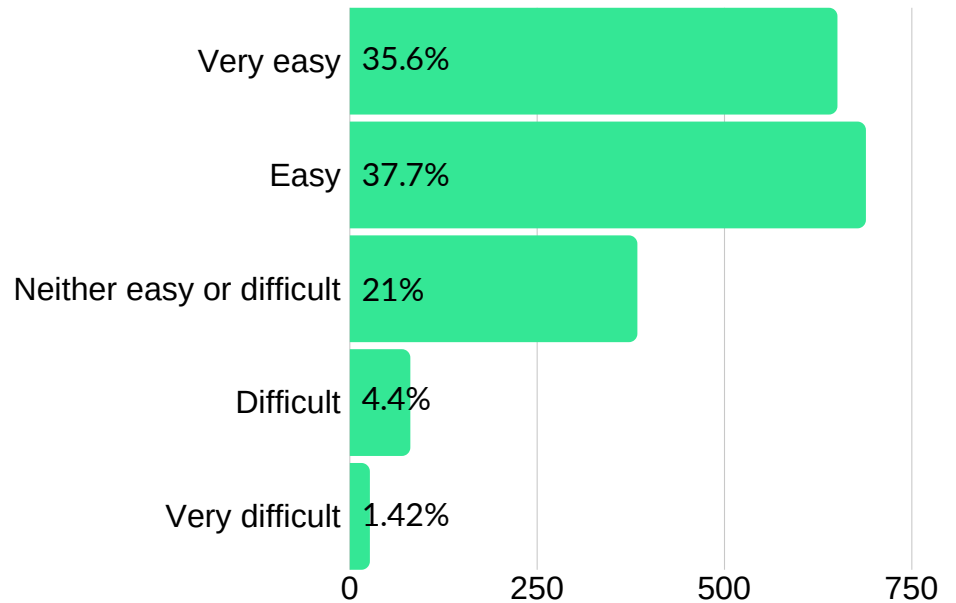
In 2019, most participants were satisfied with MBSYEP (74%), which is similar to 2018 (78%).



RATING THE MBSYEP REGISTRATION PROCESS

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

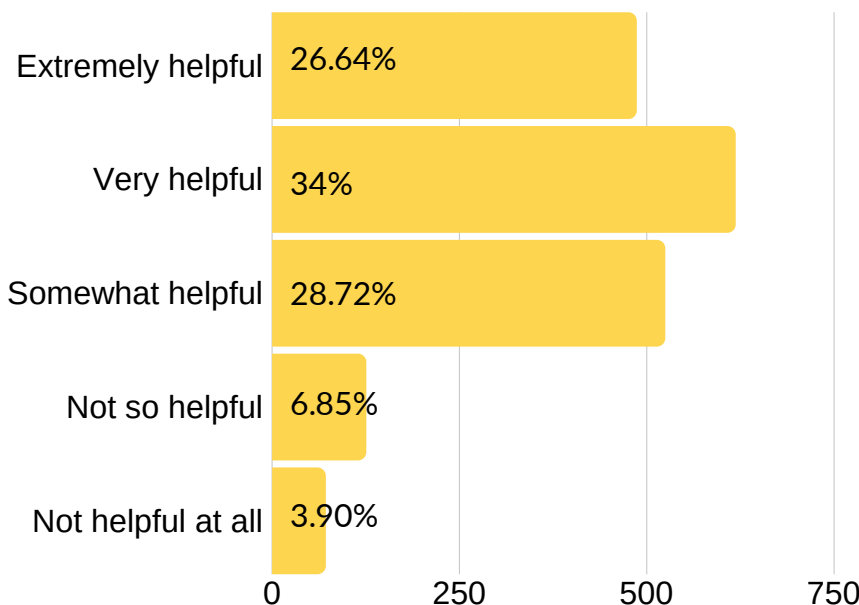
In 2019, the majority of MBSYEP youth had no difficulty with the MBSYEP registration process (94%). This is similar to 2018 (96%).



RATING THE ORIENTATION PROCESS

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

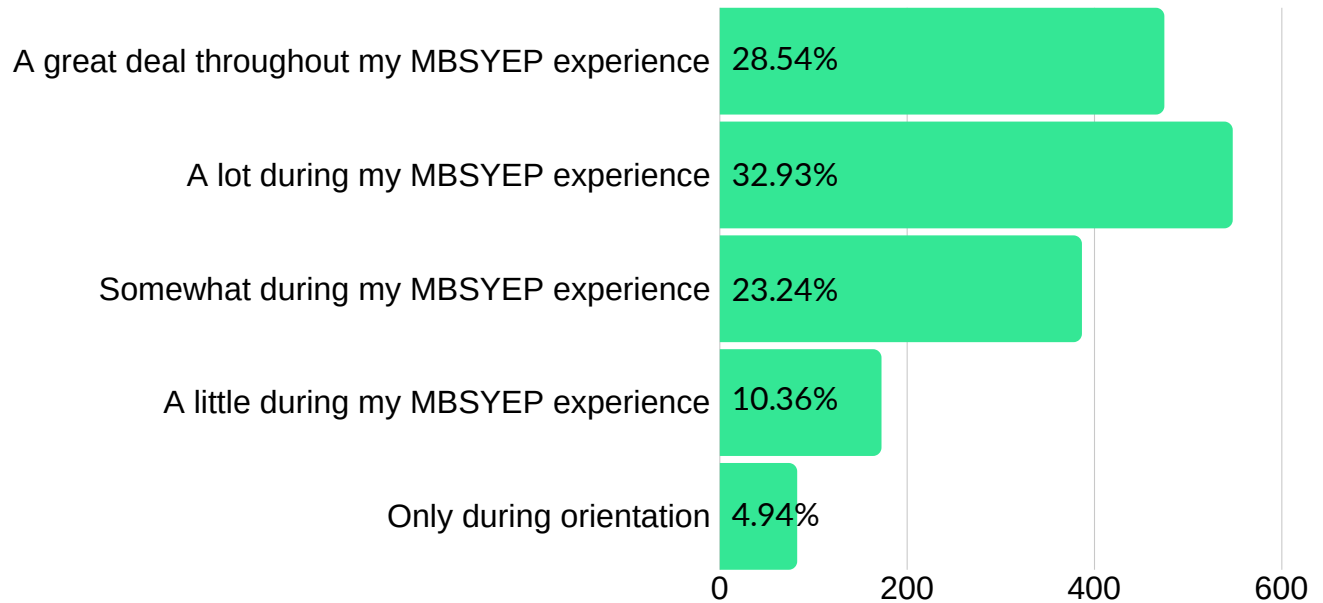
In 2019, most MBSYEP youth considered the orientation process helpful (89%), which was similar to 2018 (90%).



INTERACTING WITH THE YOUTH PORTAL

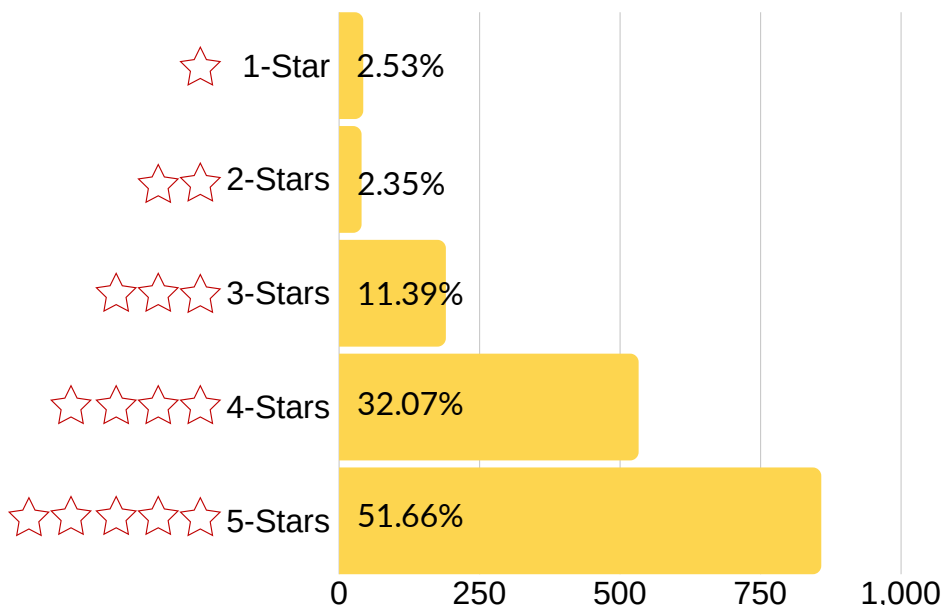
In 2019, most MBSYEP youth interacted with the MBSYEP Youth Portal (85%). This was similar to 2018 (84%).

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



RATING THE MBSYEP YOUTH PORTAL

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

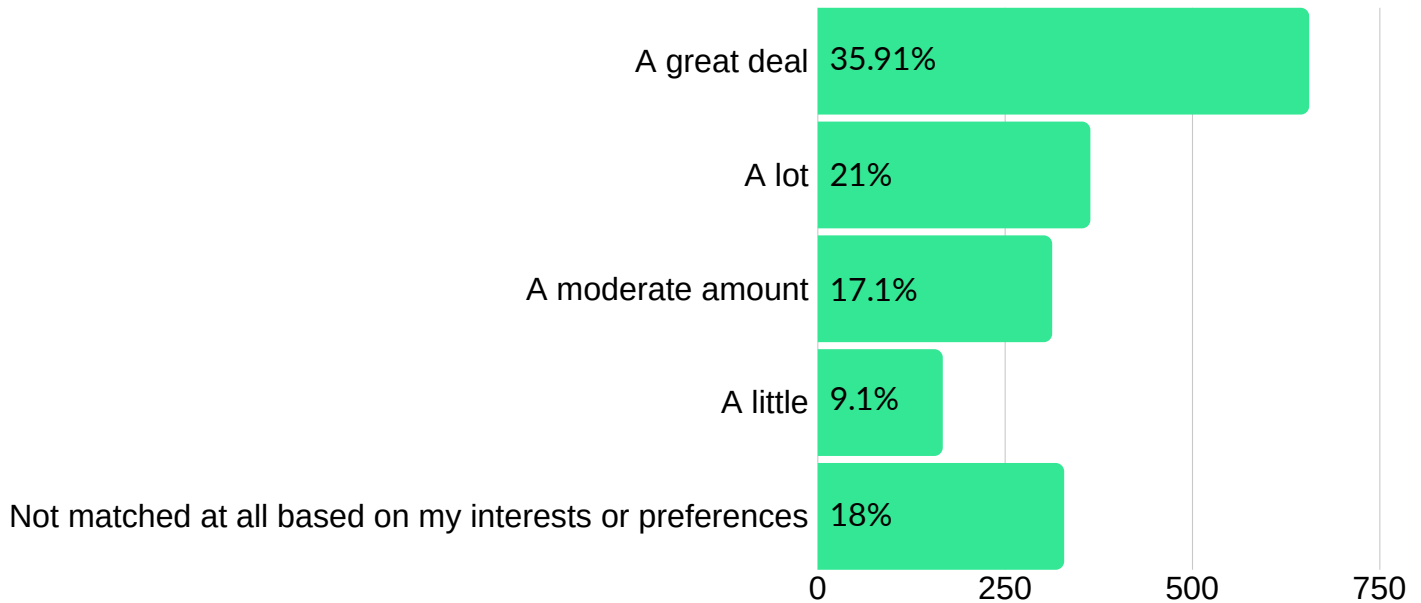


In 2019, most MBSYEP youth rated the MBSYEP Youth Portal very high – either 4 or 5 stars (83%). This is similar to 2018 (81%).

JOB MATCHED INTERESTS

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%).

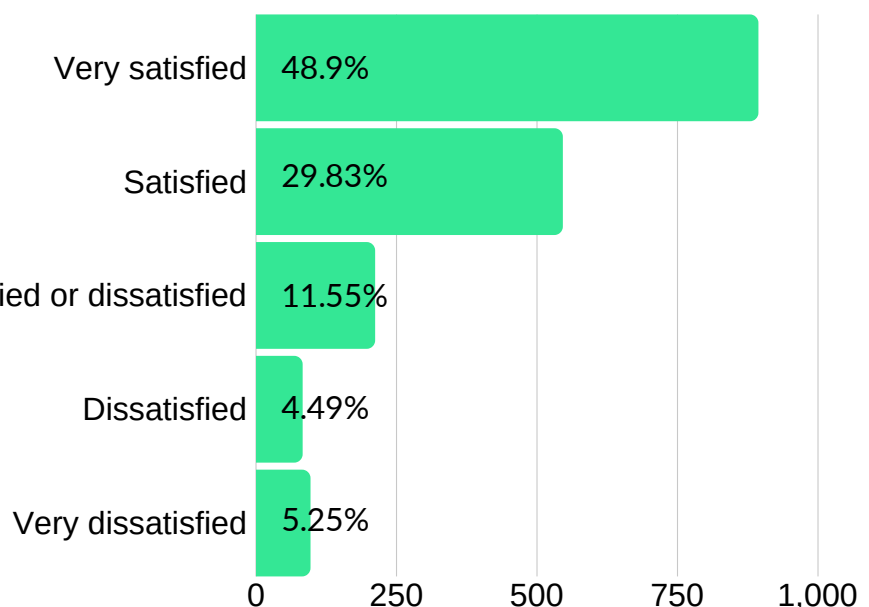
Q: How closely were you matched with a job based on your interests or preferences?



RATING THE EXPERIENCE WITH THE EMPLOYER

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

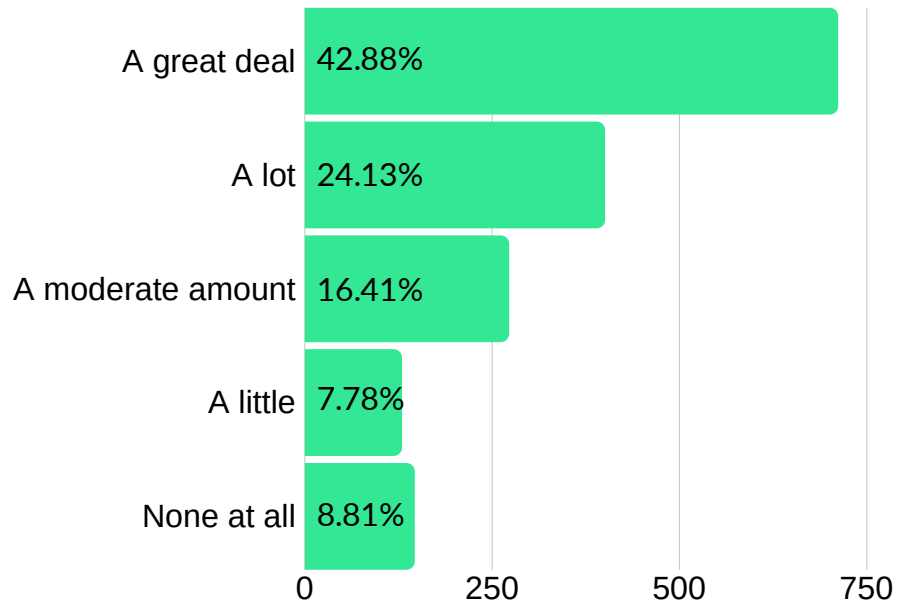
In 2019, the majority of MBSYEP youth (78%) were satisfied with their employer. Less than 10% of participants were dissatisfied, which is a slight increase from 2018.



EMPLOYER INVESTMENT EXPERIENCE

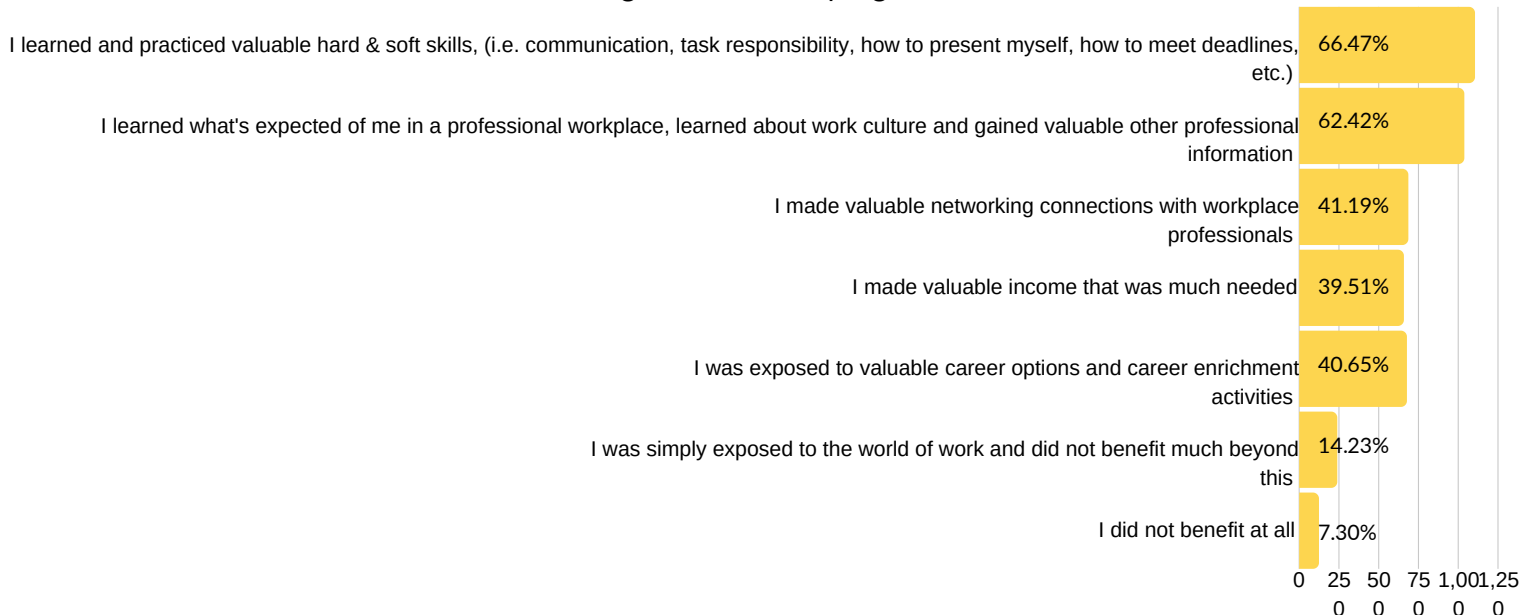
In 2019, the majority of participants (83%) felt that their employers were vested in their professional experience. Approximately, 17% of participants felt otherwise.

Q: Was your employer invested in your professional experience?



BENEFITS OF MBSYEP

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



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%).

JOB SKILLS LEARNED

Q: What specific job skills did you learn from your MBSYEP experience?

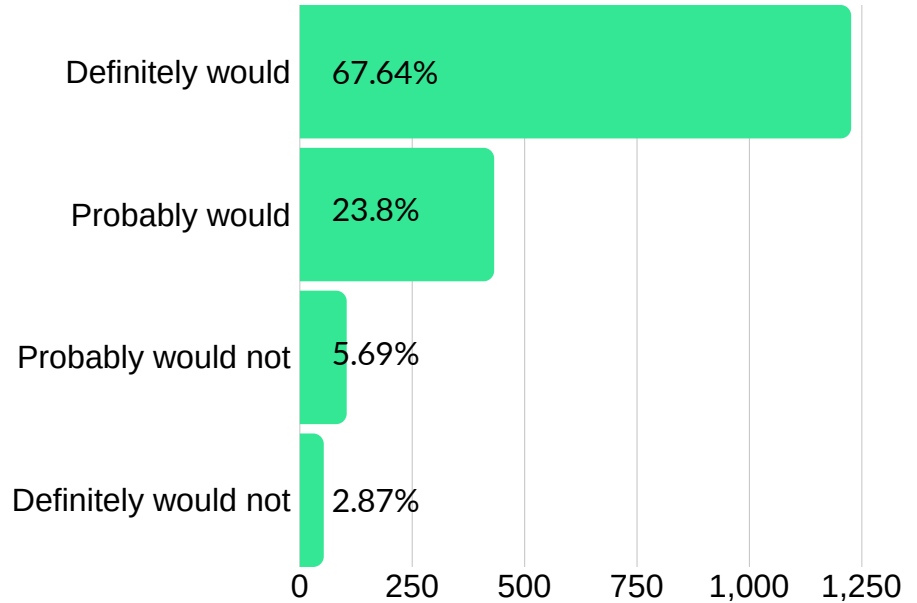


In 2019, most MBSYEP youth learned job skills destined to significantly affect their future in the workforce, such as promptness, organization, management, teamwork, problem-solving and various levels of work-related responsibilities. These percentages are similar to 2018.

PARTICIPATING IN MBSYEP AGAIN

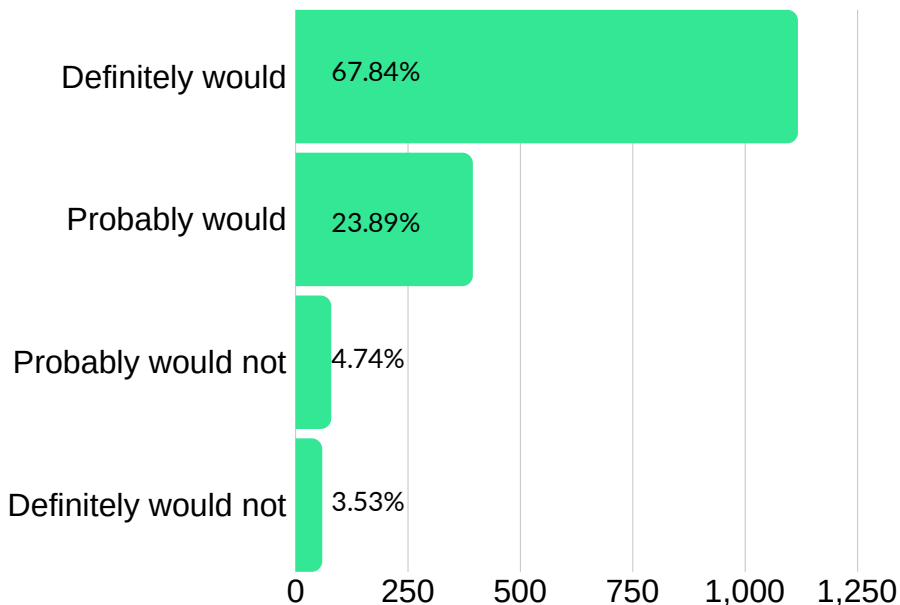
Q: Would you participate in MBSYEP again if you could?

In 2019, the majority of MBSYEP youth declared that they would participate in MBSYEP again (91%). This is similar to 2018 (95%).



RECOMMEND MBSYEP TO OTHERS

Q: Would you recommend MBSYEP to others?

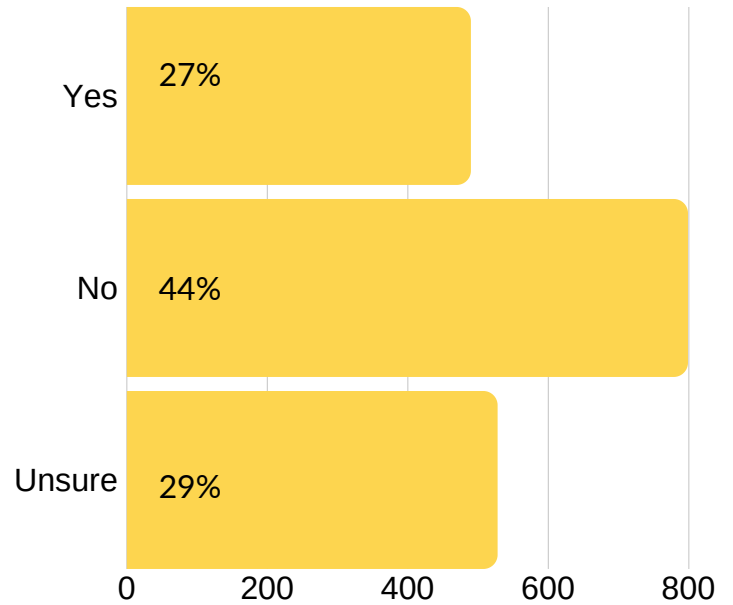


In 2019, the majority of MBSYEP youth responded that they would recommend MBSYEP to other people (92%). This is similar to 2018 (95%).

SUMMER JOB WITHOUT MBSYEP

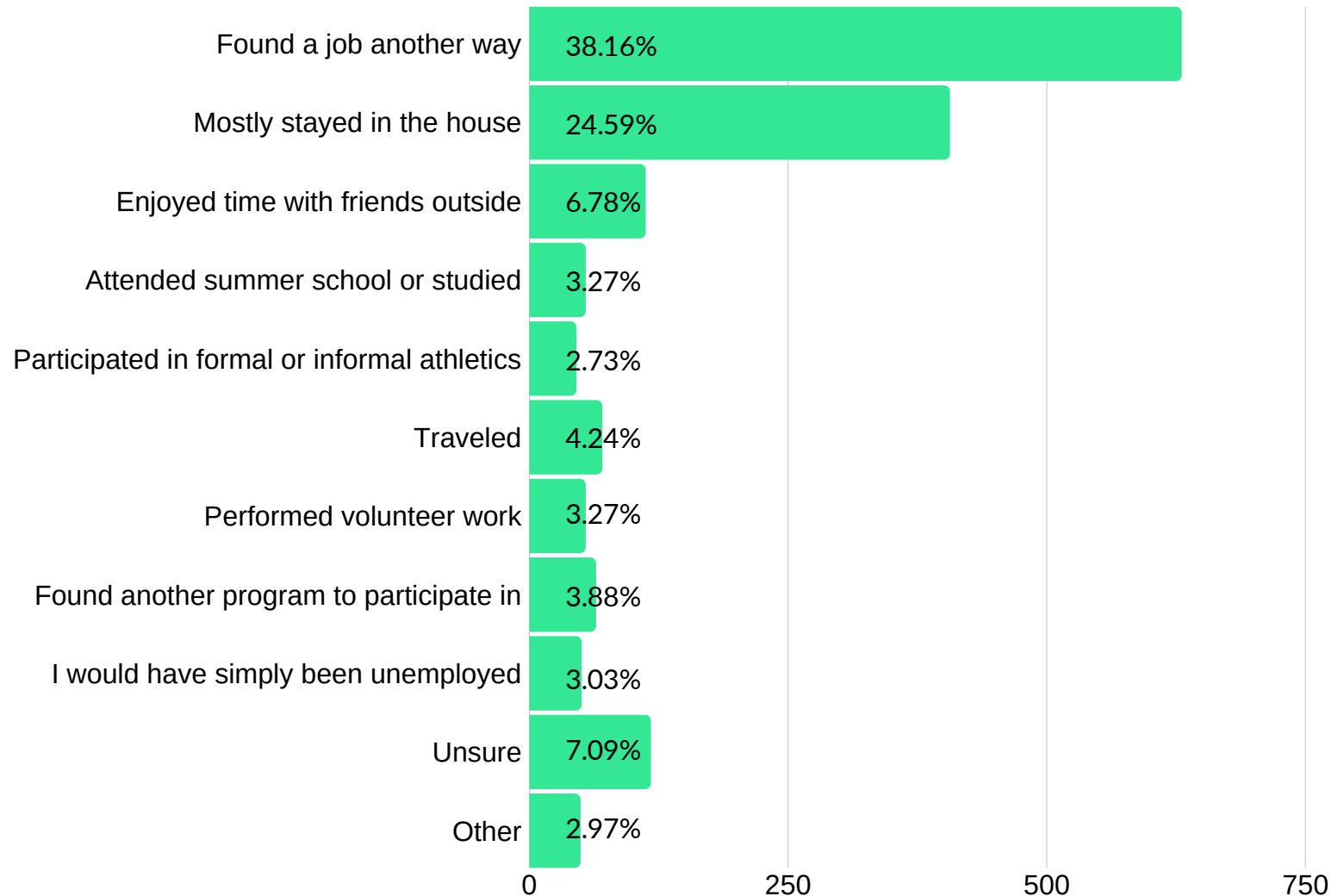
Q: Do you think you would have gotten a summer job without MBSYEP?

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%).



ALTERNATE SUMMER ACTIVITIES TO MBSYEP

Q: If you had not participated in MBSYEP what do you think you would have done for the summer?

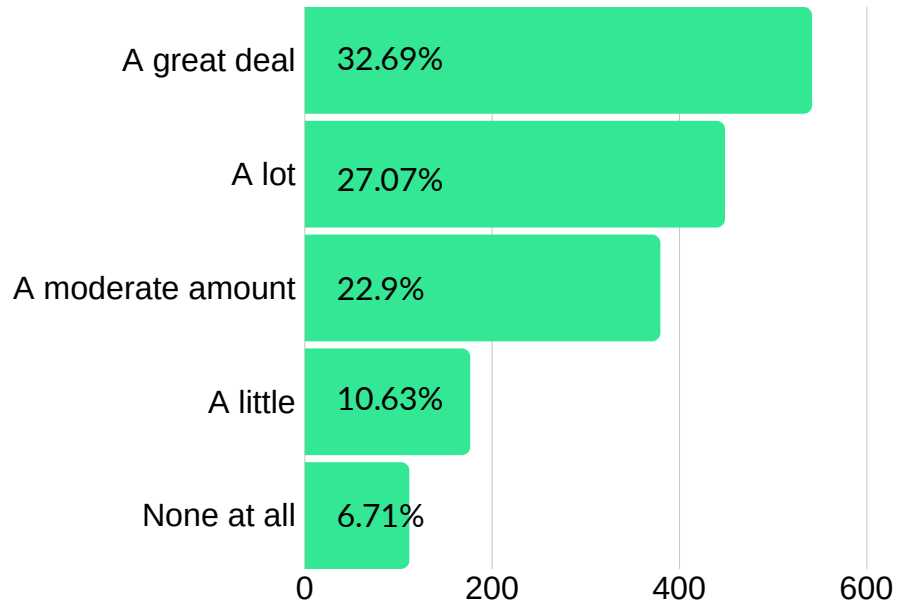


In 2019, 38% of MBSYEP youth felt they would have found another summer job if they did not participate in MBSYEP. This is similar to 2018 (36%).

MBSYEP HELPED READINESS FOR PROFESSIONAL JOB

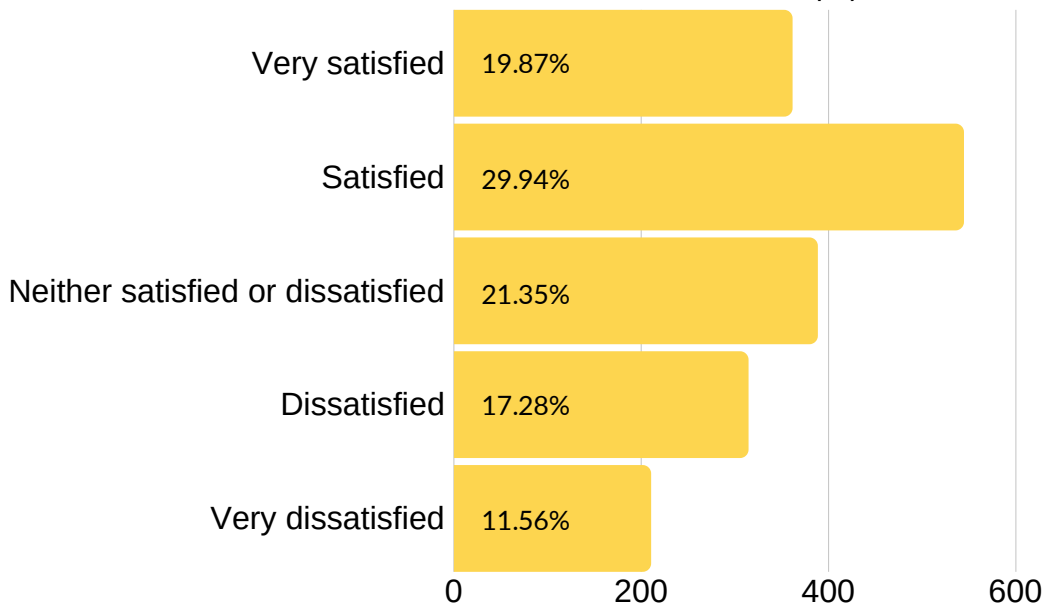
In 2019, the majority of MBSYEP youth (83%) felt that the program helped them become more prepared for a professional job. This is similar to 2018 (88%).

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



SATISFIED WITH RATE OF PAY

Q: Overall, how satisfied were you with your rate of pay?

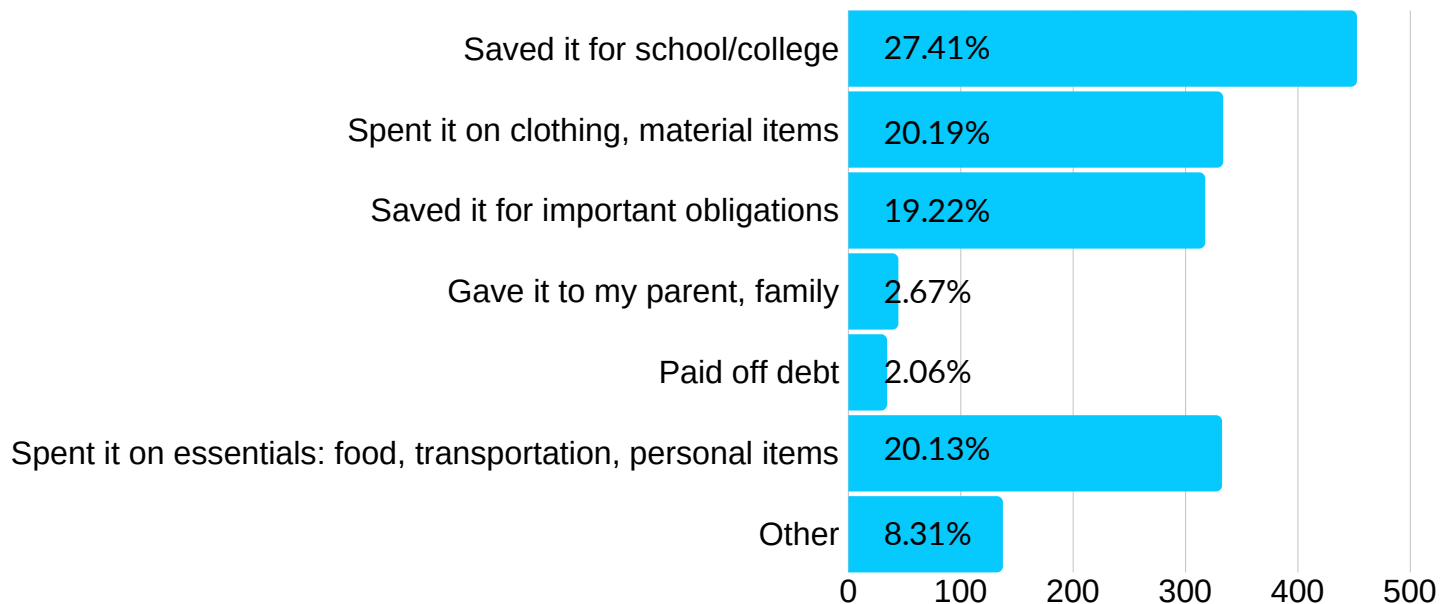


In 2019, 50% of MBSYEP youth were satisfied with their pay rate, as opposed to 29% who were dissatisfied. These percentages are similar to 2018 (57%) and (21%), respectively.

USE OF MONEY EARNED

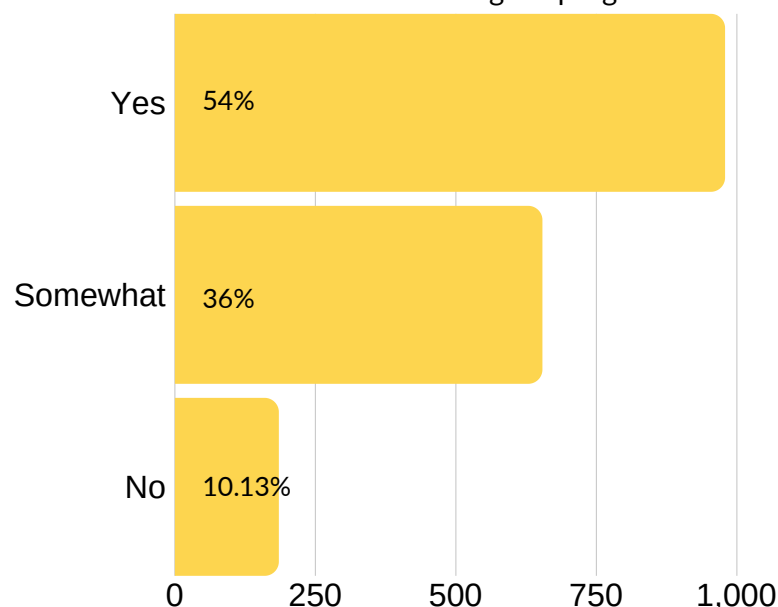
Q: What did you do with the money you earned?

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%).



EXCITEMENT ABOUT MBSYEP

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

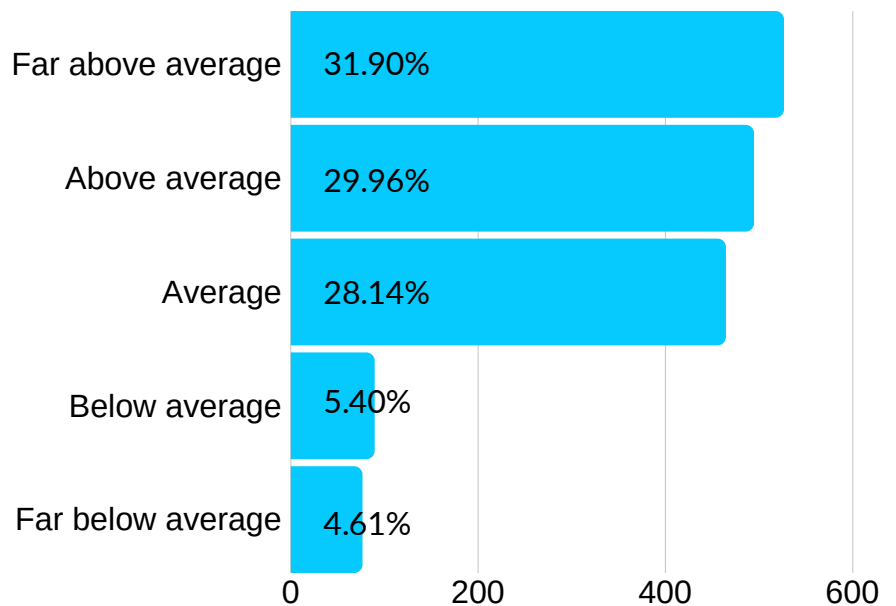


In 2019, the majority of MBSYEP youth (90%) were excited about their summer jobs. This is similar to 2018 (95%).

CLEAR COMMUNICATION WITH SUPERVISORS

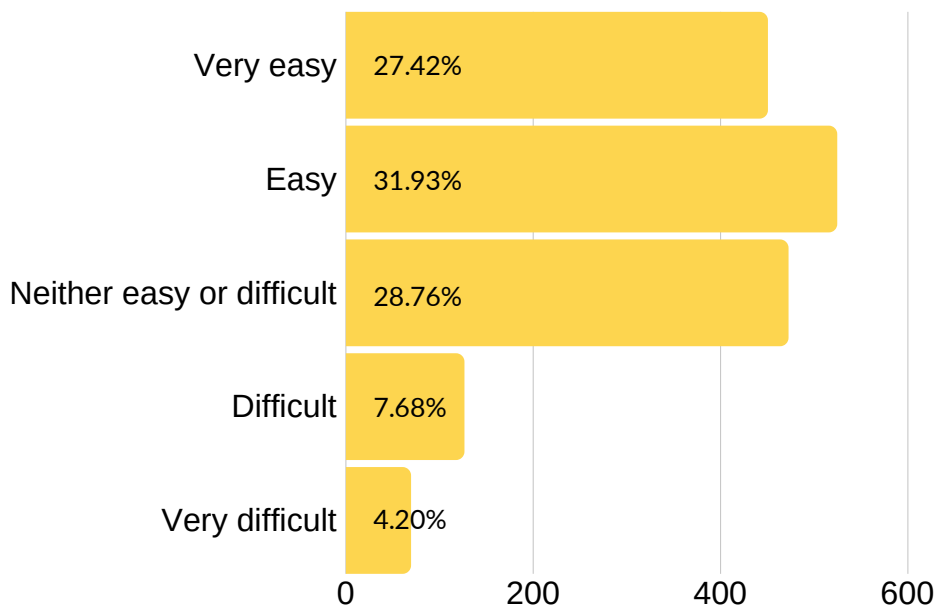
Q: Please finish this sentence: clear communication between me and my supervisors was....?

In 2019, the majority of MBSYEP youth felt they had clear communication with their supervisors (90%). This is similar to 2018 (95%).



QUALITY OF INTERACTION WITH THE OFFICE OF YOUTH PROGRAMS

Q: 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?



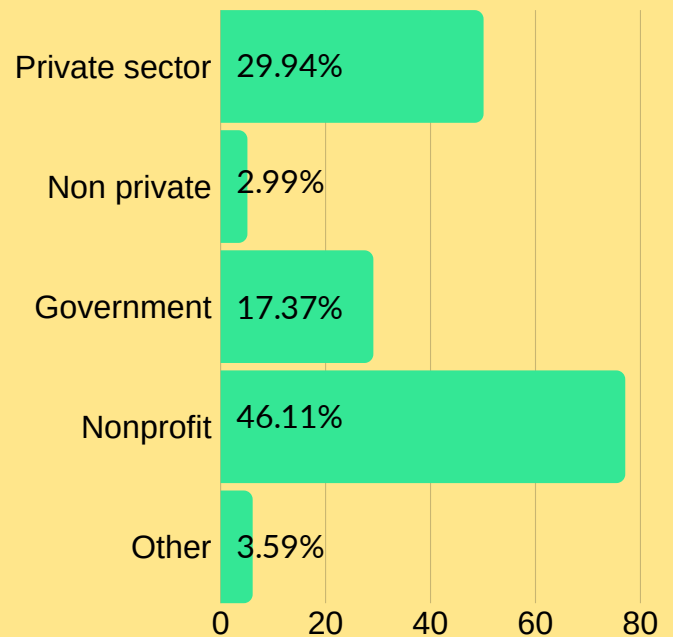
In 2019, the majority of MBSYEP youth felt that they received adequate help and support from the Office of Youth Programs (88%). This is similar to 2018 percentages (90%).

2019 MBSYEP EMPLOYER SURVEY RESPONSES

EMPLOYER SECTOR CATEGORY

Q: What category does your organization fall under?

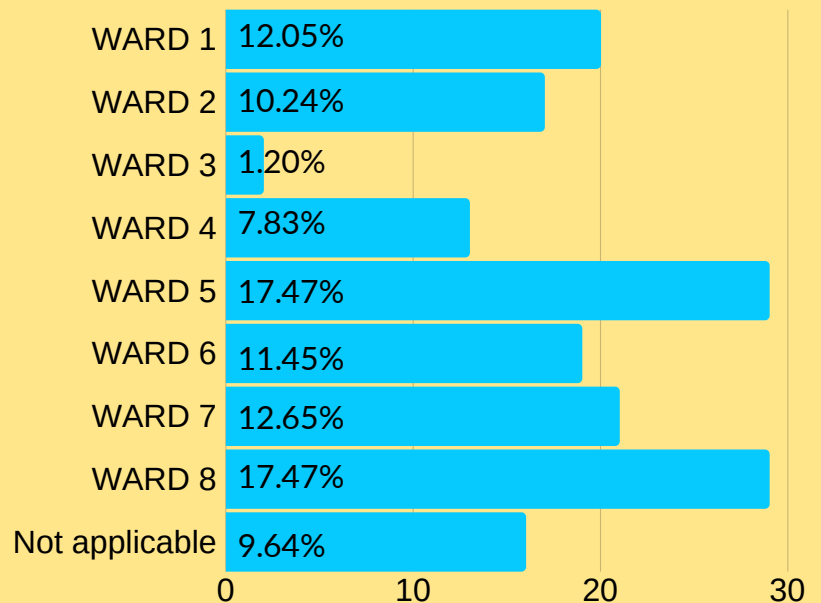
In 2019, most employers were in the non-profit, private and government sectors (94%), which was similar to 2018 (93%).



EMPLOYER WARD LOCATION

Q: What Ward is your organization located in?

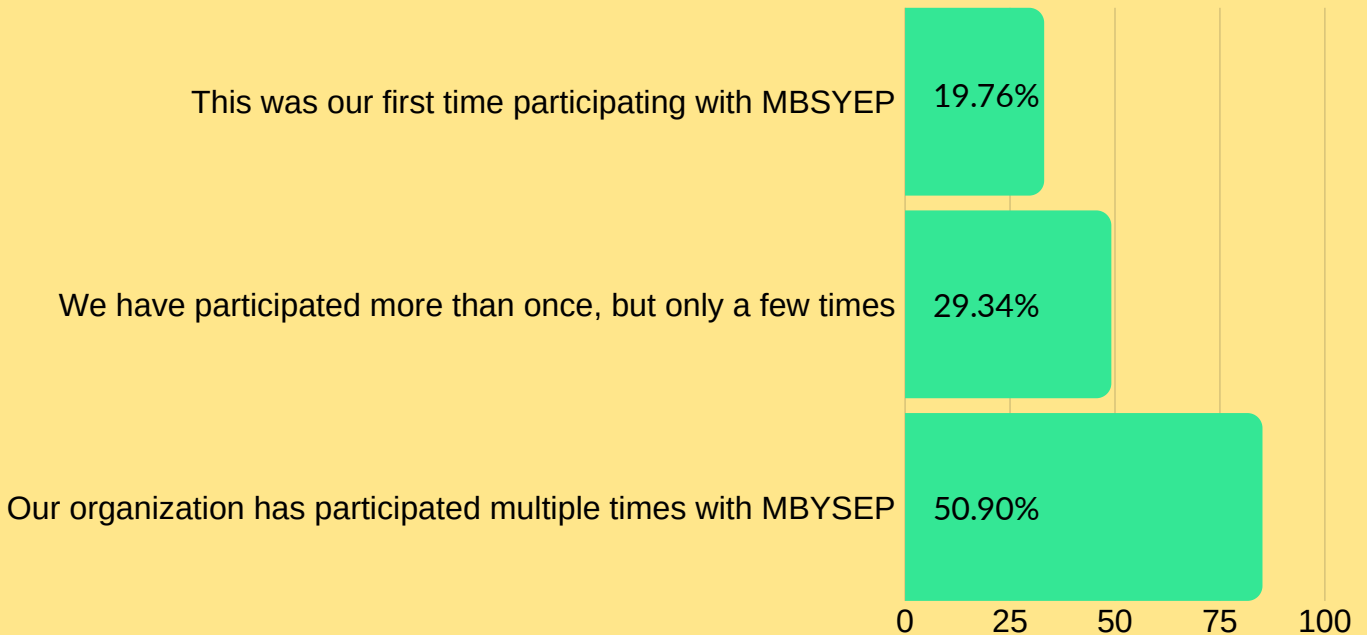
In 2019, the majority of employers were located in Wards 5 and 8 (35%), followed by Wards 7, 1 and 6. In 2018, the majority of employers were in Wards 6, 7, and 8.



EMPLOYER PARTICIPATION WITH MBSYEP

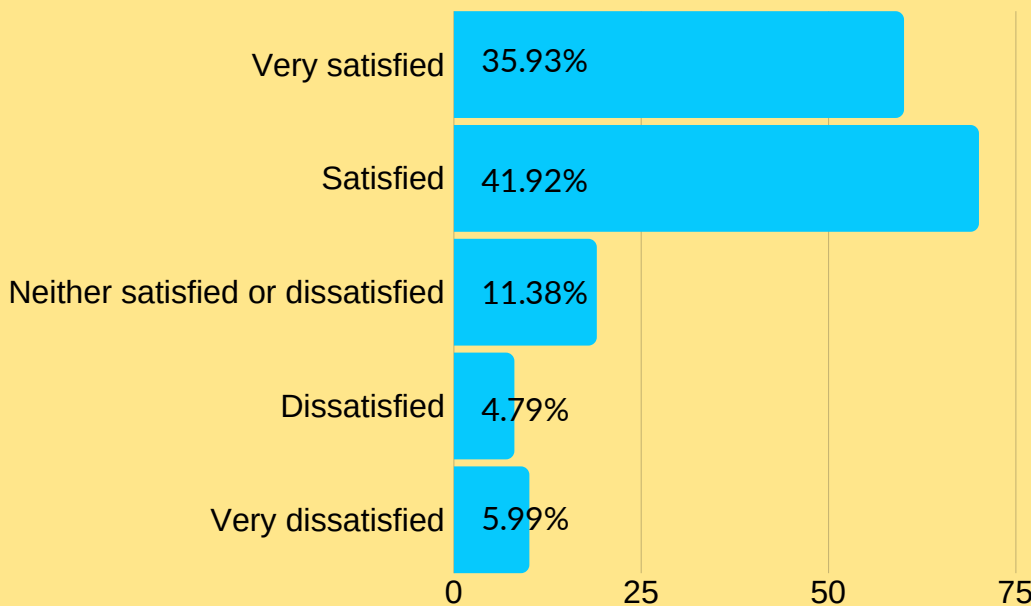
Q: Please describe your organization's participation with MBSYEP

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%).



EMPLOYER EXPERIENCE WITH MBSYEP

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

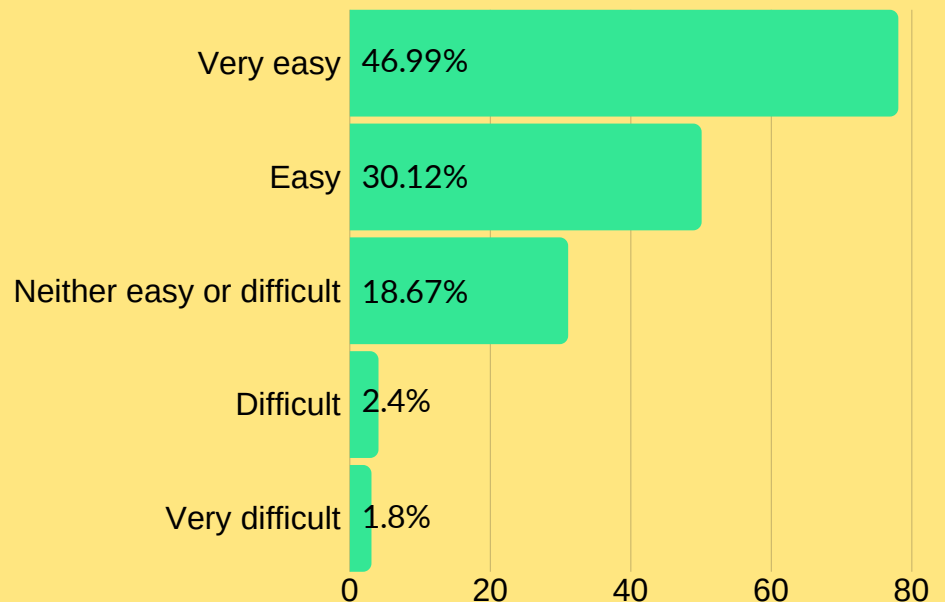


In 2019, most employers were satisfied with MBSYEP (78%), which was the same as in 2018 (78%).

RATING THE MBSYEP REGISTRATION PROCESS

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

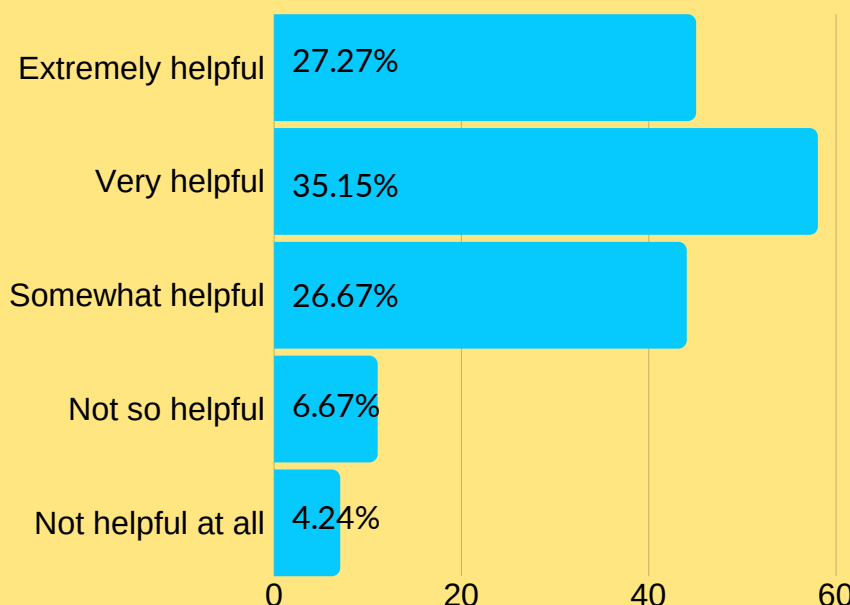
In 2019, most employers rated the MBSYEP registration process high (77%), which was the same as in 2018 (77%).



ORIENTATION IN PREPARING FOR MBSYEP YOUTH

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

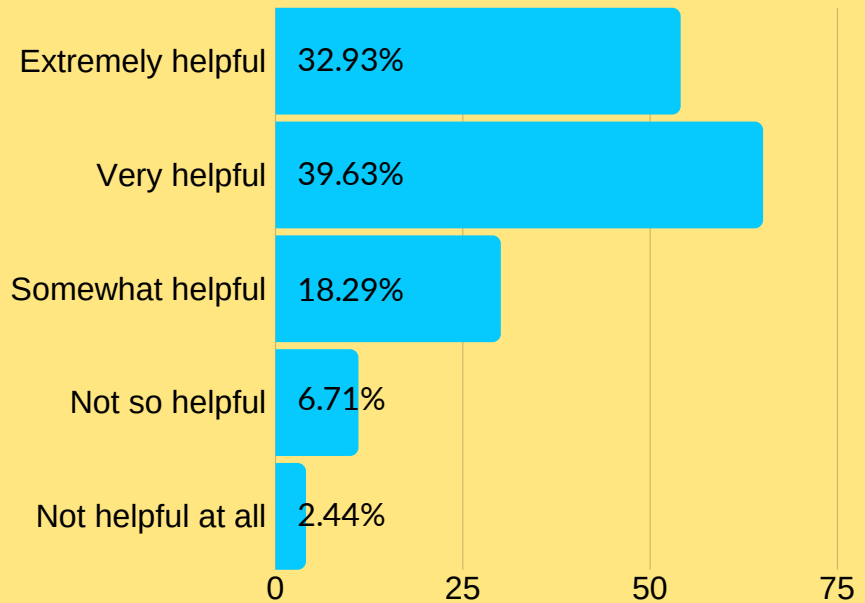
In 2019, the majority of employers felt the orientation process was effective in preparing them for MBSYEP youth (89%). This is similar to 2018 (88%).



USEFULNESS OF SUPERVISOR HANDBOOK

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

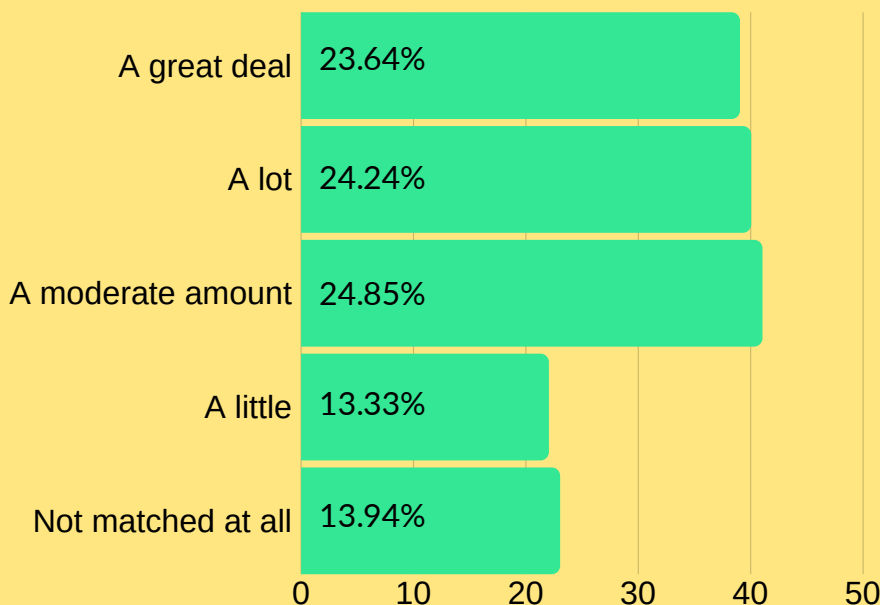
In 2019, the majority of employers felt that the Supervisor Handbook was helpful (91%), which was similar to 2018 (95%).



MATCHING MBSYEP YOUTH WITH THEIR INTERESTS

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

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%).



PERCEIVED BENEFITS GAINED BY MBSYEP YOUTH

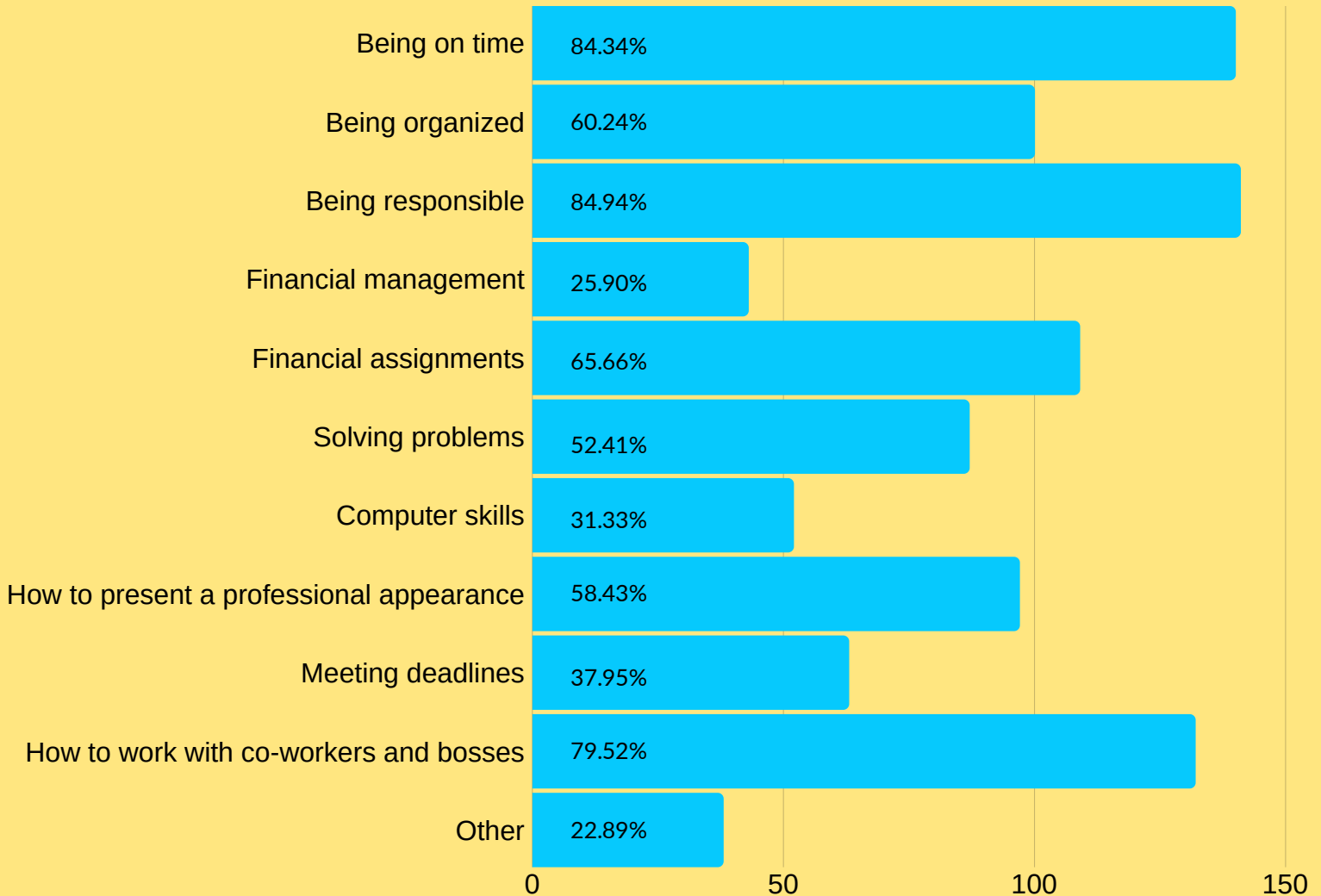
Q: Please explain what benefits you feel your MBSYEP youth gained from the program.



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.

PERCEIVED JOB SKILLS LEARNED BY MBSYEP YOUTH

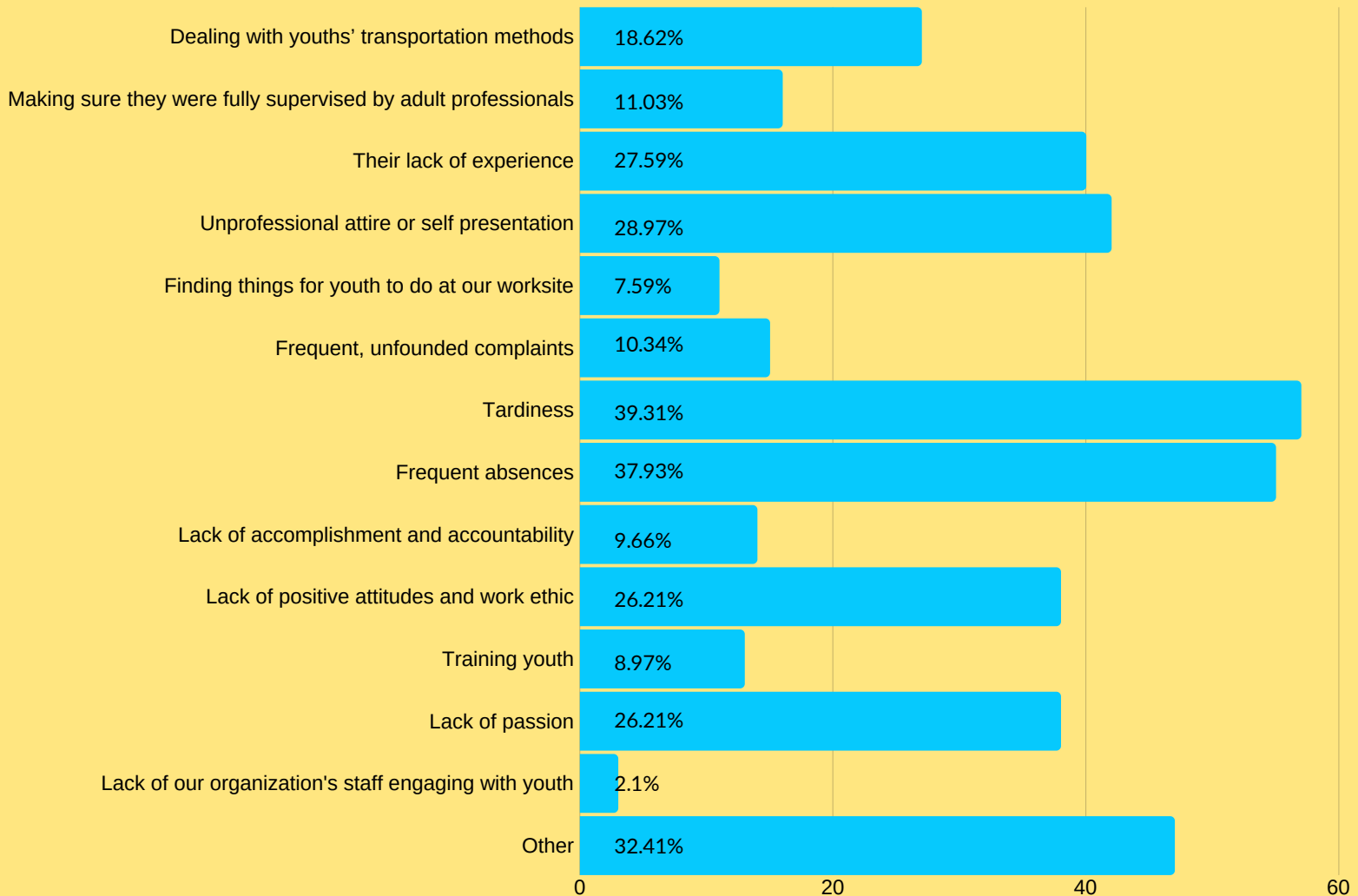
Q: What specific job skills did your youth learn from their MBSYEP experience?



In 2019, most employers believed that MBSYEP youth gained valuable job skills. The percentages were similar to 2018.

CHALLENGES HOSTING MBSYEP YOUTH

Q: Please name any significant challenges in hosting MBSYEP youth.

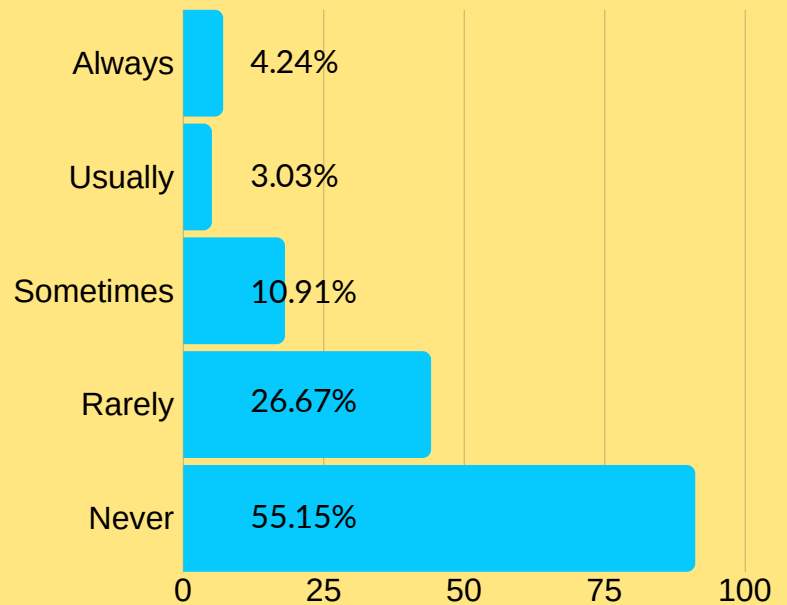


In 2019, many employers felt that the main challenges with MBSYEP youth were: tardiness (39%); frequent absences (37%) and unprofessional attire/self presentation (29%). These ranking percentages are similar to 2018.

ISSUES TRACKING/ REPORTING YOUTH WORK HOURS

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

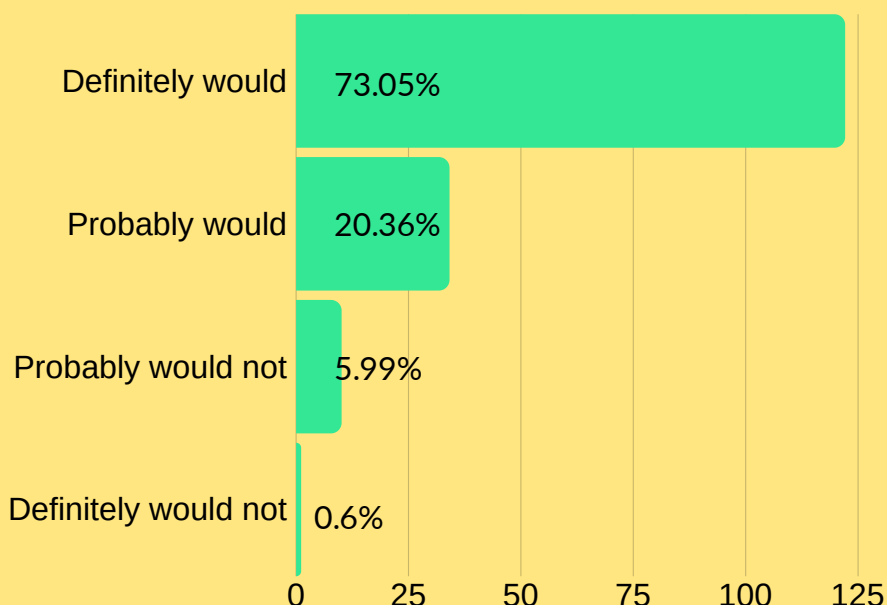
In 2019, most employers did not experience challenges in tracking and reporting work hours for MBSYEP youth (77%). These percentages were similar to 2018 (78%).



PARTICIPATING IN MBSYEP AGAIN

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

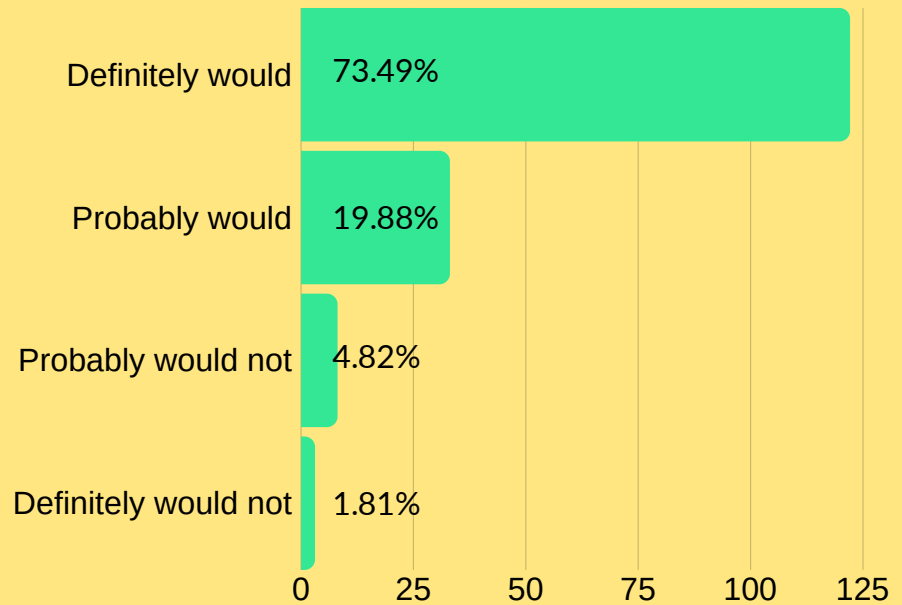
In 2019, most employers declared that they would participate in MBSYEP again (93%). This is similar to 2018 (96%).



RECOMMEND MBSYEP TO OTHERS

Q: Would you recommend MBSYEP to other organizations?

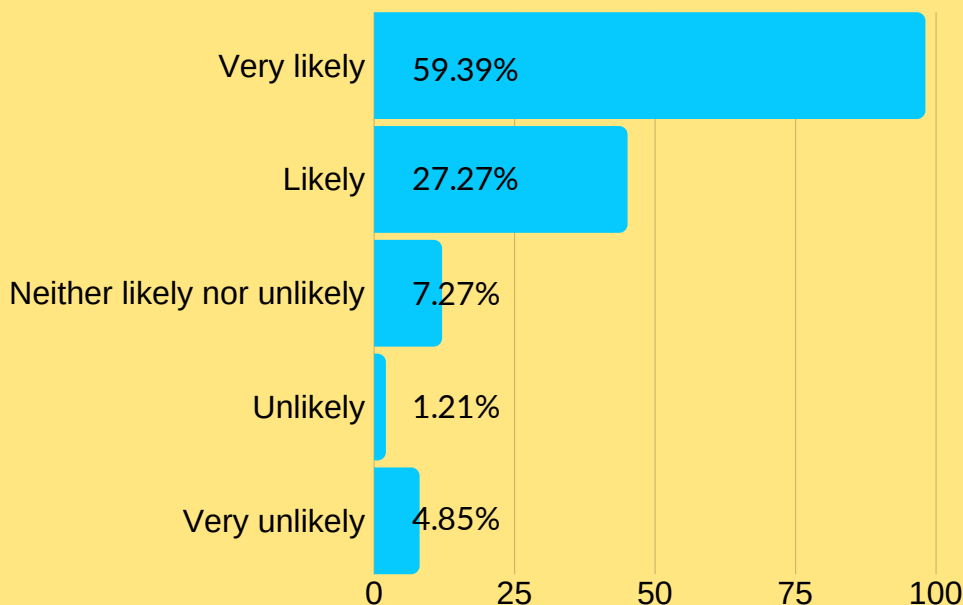
In 2019, most employers declared that they would recommended MBSYEP to other employers (94%). This is the same as in 2018 (94%).



PROVIDE REFERRALS/ RECOMMENDATIONS FOR MBSYEP YOUTH

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

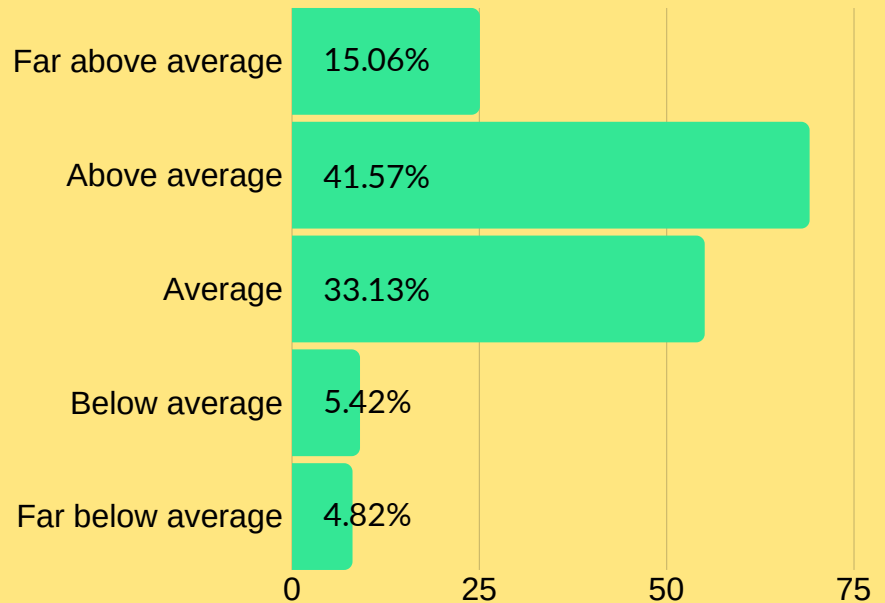
In 2019, most employers stated that they would provide positive referrals/recommendations for MBSYEP youth (87%). This is similar to 2018 (90%).



RATING OVERALL QUALITY OF MBSYEP YOUTH

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

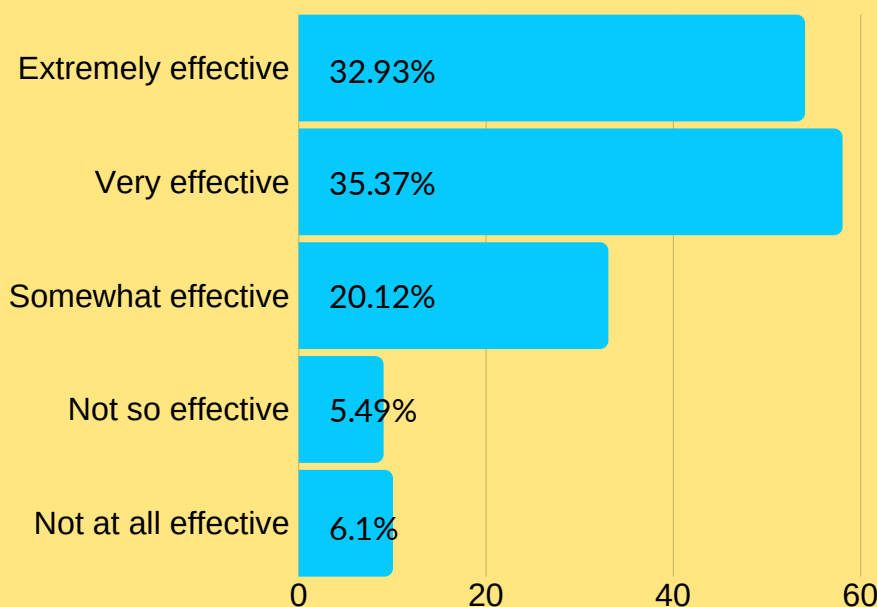
In 2019, most employers rated MBSYEP youth favorably (90%). This is similar to 2018 (91%).



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?

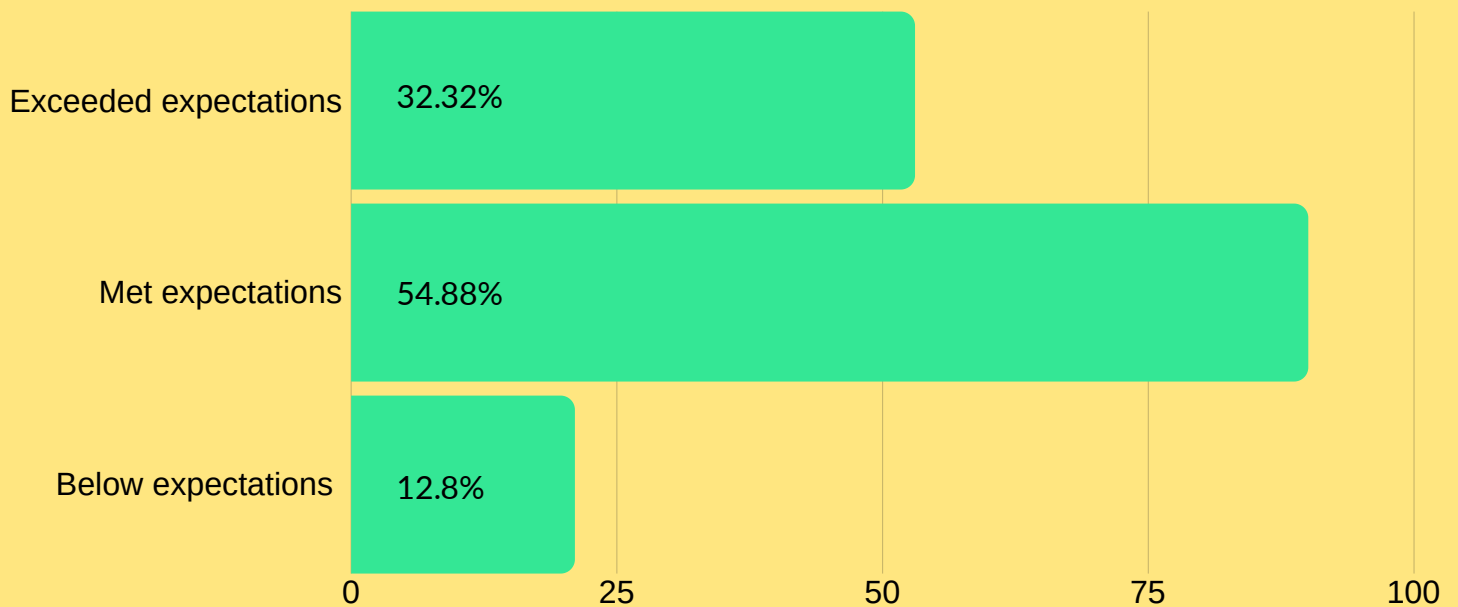
In 2019, most employers felt that they communicated effectively with the Office of Youth Programs (88%). This is similar to 2018 (91%).

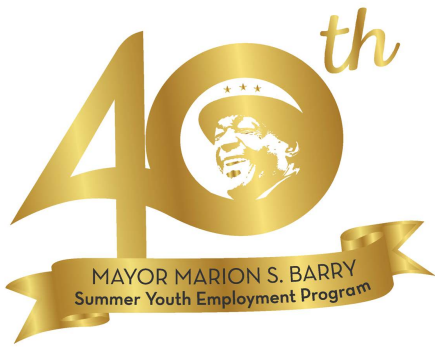


INTERACTION WITH THE OFFICE OF YOUTH PROGRAMS

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?

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%).





2019 MBSYEP INDEPENDENT EVALUATION

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

Prepared By:



THE
COLES GROUP