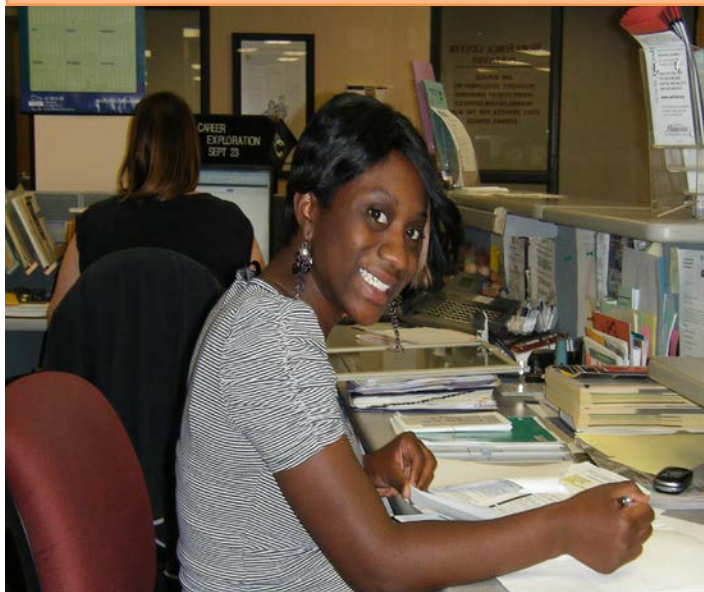


SFY 2010 - SFY 2011

Expanding Work Opportunities For Youth Through the Minnesota Youth Program



**Minnesota Department of Employment and
Economic Development**

December, 2011

INTRODUCTION

This report provides an overview of youth employment activities funded under the Minnesota Youth Program (MYP) for SFY 2010 and SFY 2011. There is a separate profile for each of Minnesota's 16 Workforce Service Areas (WSAs), highlighting success stories and best practices.

Thanks to the Minnesota Legislature's investment in MYP, our state had the infrastructure in place to implement a statewide youth jobs program, when unemployment rates among young people in Minnesota were at the highest level in a generation. In an economic downturn, workers with less experience and lower education levels are often hardest hit. Young workers are especially vulnerable as competition for entry level jobs becomes more intense and economically disadvantaged youth suffer a disproportionate negative impact.

Who is served under MYP? Customers are low-income and at-risk youth ages 14 to 21 who lack academic and "applied skills" considered critical for current and future workplace needs. Detailed charts on the characteristics of the 7,228 youth served by MYP and WSA-level outcomes for State Fiscal Year (SFY) 2010-2011 are included at the end of this report. MYP served 3,454 youth in SFY 2010 and 3,774 in SFY 2011.

How does MYP prepare youth for the workforce? Work readiness training is focused on employer-driven behaviors such as attendance, punctuality, teamwork, communication skills, and problem-solving, and is delivered in an interactive manner. MYP provides youth with hands-on opportunities to apply skills they learn in the classroom:

- **Inquiry:** Fostering a curiosity and desire in youth to develop new skills.
- **Technology:** Exploring and becoming familiar with current technologies.
- **Science, Engineering and Math Skills:** Practicing vital skills to enhance mastery.
- **Decision Making and Daily Living:** Learning important time management skills and practicing decision making,
- **Interaction with Others:** Working with diverse groups of people and teaching them how to work together to reach goals.
- **Positive Attitudes and Behaviors:** Teaching young people about the importance of attitude in the workforce, about being on time, and having the confidence to solve problems.

What does the research say about work experience for teens? Research has shown that the number one predictor of future success in the workforce is early exposure to work experience.

1. Contextual/hands-on learning improves student's grades, attendance and graduation rates.
2. Young people who have an opportunity to gain work experience as teens are more likely to stay in school, avoid involvement in crime, gang behavior and drugs and unwanted pregnancies.
3. Teen employment contributes to significantly higher wages as young adults enter their twenties.
4. Teens in low-income families have the least access to jobs – especially jobs that combine part-time work and school.

What is the Return on Investment (ROI) for the Minnesota Youth Program? Each state dollar invested in MYP yields a return on investment of \$5.97 (see page 41).

Table of Contents

Introduction2

Workforce Services Area (WSA) Profiles

Northwest Minnesota 5
 Rural Minnesota CEP, Inc. 7
 Northeast Minnesota9
 City of Duluth 11
 Central Minnesota13
 Southwest Minnesota15
 South Central Minnesota17
 Southeast Minnesota19
 Hennepin County 21
 Carver County 23
 City of Minneapolis 25
 Anoka County 27
 Dakota-Scott Counties 29
 Ramsey County.....31
 Washington County 33
 Stearns-Benton Counties 35
 Winona County 37

Appendices

Minnesota Youth Program Return on Investment..... 41
 SFY 2010 Minnesota Youth Program Data Summary44
 SFY 2011 Minnesota Youth Program Data Summary 46

For more information, see the WSA contact information on each profile or:

Kay Tracy
 Director, Office of Youth Development
 Job Seeker Services
 MN Dept. of Employment and Economic Development
 First National Bank Building
 332 Minnesota Street, Suite E200
 St. Paul, MN 55101-1351

Phone: (651) 259-7555
 Fax: (651) 215-3842

E-Mail: Kay.Tracy@state.mn.us

Websites:

Minnesota Youth Program:

http://www.positivelyminnesota.com/All_Programs_Services/Office_of_Youth_Development/Programs_for_At-RiskYouth/Minnesota_Youth_Program.aspx

For additional success stories and media coverage of youth employment programs, see:

http://www.positivelyminnesota.com/All_Programs_Services/Office_of_Youth_Development/Media_Coverage_Success_Stories/index.aspx

On the Cover: Left, Dominique learns about social services at Olmsted County Internship Program. (Photo courtesy of Workforce Development, Inc.) Right, Emil earned his high school diploma through YES Duluth. (Photo courtesy of Duluth Workforce Development.)

[Page Intentionally Left Blank]

Northwest Private Industry Council / Inter-County Community Action Council

Amanda Grzadzielewski, Director
 220 Pennington Avenue South
 Thief River Falls, MN 56701
 Phone: (218) 683-5460
 Website: www.nwpic.net

Counties Served: Kittson, Marshall, Norman, Pennington, Polk, Red Lake, Roseau

Success Story: Jena

Jena, currently a senior at Marshall County Central School in Newfolden, MN, has participated in the summer work experience portion of the WIA younger youth programs for the last three years. Jena was a youth who had barriers to employment. She lacked work experience and had specialized needs on which she was working through her Individualized Education Plan at school.



In her first work experience, Jena learned how to complete job-specific tasks and work readiness skills that help you succeed in any job. The Agassiz National Wildlife Refuge employed Jena and the staff could not find enough positive things to say about her. She completed many hours of outside maintenance work, such as mowing and boundary signing, but was also able to help staff with data entry and clerical work.

This past summer Jena worked in maintenance and grounds keeping at the Lutheran Social Services-Granville Group home in Karlstad. Jena expressed a strong interest in working with the residents of the group home, and eventually applied for an unsubsidized position. After submitting her application and interviewing, the Karlstad facility hired Jena as a Direct Support Professional. The Program Director stated, "Jena's attendance and superb work ethic proved worthy!" Jena has taken and passed her First Aid class and CPR training. She is currently working on her medications training. Jena believes she may want to work in this field after graduating from high school next spring. She is exploring the possibility of going to college and pursuing a degree in a profession that will allow her to help others.

SFY 2010 Youth Served At-A-Glance (July 1, 2009 through June 30, 2010):

Youth Served Under MYP.....	86
Completed Work Readiness Training	65
No. Youth High School Dropouts.....	1
No. Youth Offenders	8
No. Youth on Public Assistance	17
No. Youth Pregnant or Parenting.....	7
No. Youth With a Disability.....	71
No. Foster Youth.....	2

Examples of Jobs Offered Through Northwest Private Industry Council:

Child care monitor, college and public library assistant, janitorial worker, supply room inventory clerk, retail clerk, outside maintenance worker, forestry aide, animal care taker, curator helper, gardener, transportation assistant and activities assistant at a care center.



Youth Crew Assists With Clean Up After A Tornado in Wadena, June 2010: A crew of youth participants helped to clean up the neighboring community of Wadena after a tornado destroyed much of the town. Youth earned service learning credit for their help in meeting the needs of a community faced with devastation. Youth commented: "It was hard work but people really appreciated our help."

Best Practices:

Unique or high quality work experiences in the private or public sector: The Northwest Private Industry Council and Inter-County Community Council are members of the Northwest Technology Partnership. This collaboration was developed in response to a Minnesota Intelligent Rural Communities (MIRC) grant the city of Thief River Falls received from the Blandin Foundation. This partnership to expand broadband communications resulted in a unique work experience opportunity for rural youth program participants who have an interest in working with computers.

“Computers for Our Community,” which is one of the activities of the MIRC grant, is a program that provides low income families with a free computer and internet service at a reduced cost for one year. Youth program participants, under the supervision of a crew leader, are responsible for screening each computer to make sure that all of the equipment is working and that it has the correct software installed. Youth participating in this project have screened one hundred and twenty-six computers to date. As the project moves into its next phase, which is the distribution of the computers, participating youth will demonstrate and educate eligible families on how to set up their computer, as well as answer any basic questions. In addition to providing a unique work experience, this project allows youth the opportunity to participate in a project that helps to meet the needs of the local community.

Opportunities for Youth to earn credentials, certifications and/or academic credit or service learning credit: The WSA actively partners with local school districts to encourage and support at-risk youth in their efforts to obtain their high school diploma. An example of one such partnership is with the Warroad School District #690. Youth staff works closely with a learning disability instructor, who is a qualified Work Experience Coordinator for at-risk students and students with disabilities. Students who participate in Work Experience class are exposed to a variety of topics that are directly applicable to “real world” situations as youth begin the transition into the workforce. Some of the topics include career exploration, self assessment, life style choices, job application completion, resume development, job search, and interviewing skills. Youth who successfully complete this class are then eligible to work at a qualified work site and receive academic credit for their time spent working. Many of the youth who participate in this class are WIA youth or MYP participants and are able to get paid through these subsidized programs. Some examples of current worksites are the Warroad School, Subway, Doug’s Supermarket, Holiday, Alco, the public library, and the Care Center. This partnership and others like it within the Workforce Service Area, have assisted many at-risk youth in completing their high school diplomas, while at the same time providing them with valuable work experience that they will be able to take with them as they transition into the world of work.

SFY 2011 Youth Served At-A-Glance (July 1, 2010 through June 30, 2011):

Youth Served Under MYP	112
Completed Work Readiness Training	85
No. Youth High School Dropouts	2
No. Youth Offenders	9
No. Youth on Public Assistance	41
No. Youth Pregnant or Parenting	19
No. Youth With a Disability	85
No. Foster Youth	3

Quotes From Youth, Parents, Worksite Supervisor:

“It helps build character and it helps you to better your job skills and interactions with other people in a work environment. I am glad that I am part of it. It is very beneficial.” - Youth

“I am very thankful for this program. It has taught me responsibility for others. It is fun and good for me!” - Youth

“My daughter feels she has really learned to work cooperatively in a group setting.” - Parent

“Thank you for giving my son a chance!” - Parent

“Good and willing worker, very polite and respectful.” - Worksite Supervisor

“My youth worker readily accepts a large variety of job tasks, is a self starter. We are lucky to have her working with us.” - Worksite Supervisor



Hands-on demonstration to earn the first aid/CPR certification.

Rural Minnesota CEP

Dan Wenner, Executive Director
 803 Roosevelt St., P.O. Box 1108
 Detroit Lakes, MN 56502
 Phone: (218) 846-7400
 Website: www.rmcep.com

Counties Served: Becker, Beltrami, Cass, Clay, Clearwater, Crow Wing, Douglas, Grant, Hubbard, Lake of the Woods, Mahomen, Morrison, Otter Tail, Pope, Stevens, Todd, Traverse, Wadena, Wilkin

SFY 2010 Youth Served At-A-Glance (July 1, 2009 through June 30, 2010):

Youth Served Under MYP.....	331
Completed Work Readiness Training	241
No. Youth High School Dropouts.....	76
No. Youth Offenders	72
No. Youth on Public Assistance	147
No. Youth Pregnant or Parenting	23
No. Youth With a Disability.....	126
No. Youth Homeless or Runaway.....	3
No. Foster Youth.....	11

Success Story: Sahro

Sahro is an 18-year-old woman who had been in this country for only 4 years when her mother passed away. Her sister moved to Moorhead to take care of her. She was overwhelmed with completing the FAFSA. She was a new American and had no parents. A counselor sat down with Sahro and went through the process. Once the counselor and Sahro had all of the required documentation, they were able to complete the FAFSA in 20 minutes and have it accepted. Sahro and the counselor did a great deal of career exploration as Sahro looked at careers as well as at schools. Sahro was very interested in a job. She had been looking for a job and had tried to apply for a few but no potential employer even offered her an interview. Sahro and the counselor completed applications and enhanced her interview skills. She filled out the youth program application and was placed on Rural CEP's waiting list. Rural CEP was later able to enroll Sahro and she began school and was also placed on a work training site where she has excelled. She is so happy to be in post-secondary school and finally earning a paycheck.



Examples of Jobs Offered Through Rural Minnesota CEP:

Activities assistant, supermarket bagger, child care assistant, cafe counter helper, dietary aide, elderly care assistants, forestry technician, IT specialist, maintenance assistant, office assistant, ranch hand, store assistant, animal care, baker assistant, building/grounds maintenance, crew laborer, dishwasher, grooming assistant, kennel assistant, mechanic helper, park assistant, retail clerk, supply clerk, assistant cook, camp assistant, clerical assistant, custodial assistant, farm assistant, housekeeping, library aide, merchandiser, program aide, stock person, tribal court assistants, warehouse workers, and theatre assistant.

Quotes From Youth:

"My work experience through RMCEP helped me achieve my goal of becoming independent and getting out on my own." - Youth

"I really like getting a chance to work through RMCEP because in my rural area there are very few job opportunities. I like the guys I work with and have learned a lot about the job and other stuff. I am also glad I get help trying to figure out what I want to do after I graduate." - Youth

Quotes:

"This program gave my son an opportunity to work on occupational skills that he would not have otherwise been given. He has earned a reputation as a dedicated and capable worker and a reference from his supervisor which will go a long way in our small town toward being employable after high school." - Parent of a 17 year old with disabilities

"Working at the Tribal Court has taught me a lot about the legal system and office stuff. Now I am pretty sure I am going to college for something in business and maybe something legal related." - Youth

"I am so grateful for the CEP program because my grandson is now in a community college because of the encouragement and support he received. I'm not sure he would have done it otherwise." - Grandparent

Success Story: Spike

Spike is a 20-year-old youth who started working with RMCEP as a younger youth while he was still in high school. Spike has had opportunities to work on a few different worksites and develop his soft skills as well as gain direction for his career path. During his enrollment in the RMCEP youth program, Spike has achieved his high school diploma, earned a Gold NCRC Certification, and he has obtained a ServSafe food service credential. Spike said that he would most likely not have attained any of these milestones – including high school graduation – if it was not for his participation with RMCEP. Most recently, Spike has been involved with a new worksite where they are starting a restaurant from the ground up. He said that this experience has solidified in his mind that he would like to pursue a career in the food service industry. Once the restaurant is open for business, there is a high likelihood that RMCEP will be able to provide a contract for Spike to become a permanent employee of this establishment and start on his career path.



Best Practices:

Camp Rabideaux: Our agency has been able to leverage funds from several sources to further assist youth in our area. The U.S. Forest Service provides funding for supervision and skill training activities at Camp Rabideaux. We also partner with the Bi-CAP YouthBuild Program to provide the academic training, work skills training and supervisory position for youth who work with our programs. Clearwater County provided \$18,735 of funding to work with youth in their county on career advising issues. Beltrami County contributed \$157,162 for youth training wages and to support our youth services staff to work with young people in their area. They also furnished transportation in the form of busing a number of youth in order for them to participate in work training.

Youth Job Search Workshop: CEP conducted a 14-week Youth Job Search Workshop for 8-10 youth from the Crosby-Ironton School District. The youth came to the Cuyuna Range Youth Center once a week where the CEP Youth Coordinator taught a different topic related to job search and career exploration. The coordinator covered such topics as completing job applications, resume writing, career exploration, job retention, Minnesota Careers information, cyber identity related to job search and college applications, transferable skills, and interviewing. The feedback provided by the youth was very positive and indicated that the community would well receive another set of workshops.

SFY 2011 Youth Served At-A-Glance (July 1, 2010 through June 30, 2011):

Youth Served Under MYP	391
Completed Work Readiness Training	376
No. Youth High School Dropouts	100
No. Youth Offenders	42
No. Youth on Public Assistance	200
No. Youth Pregnant or Parenting	47
No. Youth With a Disability	147
No. Youth Homeless or Runaway	3
No. Foster Youth	16

Best Practices:

Private Sector Involvement: One of CEP's Centers hosted a Youth Job Seekers Boot Camp prior to the summer of 2011. This boot camp was offered to local area youth who were looking for summer employment. Area business owners and managers were asked to speak during the session to offer advice to youth about gaining entry-level employment with little or no previous work experience. These presentations kept the youth engaged and provoked questions which would not have surfaced if the employers had not participated. It was also a unique opportunity for the youth to network and get to know these employers, as several had applied to some of these businesses prior to the workshop. Several youth reported that they had been hired soon after the camp had ended. The private sector employers who participated provided a valuable contribution to the success of the camp and its youth participants. CEP has two private sector businesses that are using OJT's to serve two area youth. At one site, the participant is strengthening her skills by continuing business classes through the North Dakota State School of Science. Another youth is working at a restaurant that recently opened and is interested in pursuing a career in the food service industry. Many other private employers open their doors to our youth clients and provide opportunities to help youth explore careers that interest them.

Career Exploration: Career Exploration services are provided to area youth who are at least juniors in high school. This exploration and planning process is either completed in one-on-one meetings or through group presentations. Topics that are incorporated in career exploration with youth include identifying interests, skills, abilities and knowledge of career cluster areas. In addition, participants receive job-related information such as outlook, demand, tasks and wage information that is pertinent to specific jobs that may be of interest to them. Presentations emphasize in-demand occupations, "green jobs," and career areas with positive job vacancy outlooks.

Northeast Minnesota Office of Job Training

Michelle Ufford, Executive Director
 820 North 9th Street - Suite 240
 P.O. Box 1028
 Virginia, MN 55792 Phone: (218) 748-2200
 Website: www.jobtrainingmn.org

Counties Served: Aitkin, Carlton, Cook, Itasca, Koochiching, Lake, St. Louis



Success Story: Trevor

When you ask Trevor what he wants to do with his life, he will tell you he wants to be a mechanical engineer or teach engineering. Trevor has been a participant in the Northeast Minnesota Office of Job Training Youth Employment program since 2008. He has worked as a custodial engineer for the school system in Cloquet and now the school system has hired Trevor as a permanent employee at \$14.00 an hour. His supervisor is impressed with Trevor's strengths in science and describes him as an overall great employee.

Trevor is attending Fond du Lac College for his first year of post-secondary training under a tuition grant award through the Office of Job Training's Youth Program. This is an important component of the program that helps pay for tuition and books and has assisted hundreds of students like Trevor attain a college education.

When asked to describe what the Youth Employment program has done for him, Trevor aptly said, "It is a great opportunity for kids to get into the workforce and start building references for the future." Trevor is a shining example of how the Youth Employment program has a huge impact on participants by providing them access to employment and training opportunities that otherwise might seem out of reach. By working through the Youth Employment program, students like Trevor learn the benefits of a strong work ethic and post-secondary training, opportunities that help create a strong regional workforce.

SFY 2010 Youth Served At-A-Glance (July 1, 2009 through June 30, 2010):

Youth Served Under MYP.....	154
Completed Work Readiness Training.....	148
No. Youth High School Dropouts.....	3
No. Youth Offenders.....	14
No. Youth on Public Assistance.....	69
No. Youth Pregnant or Parenting.....	12
No. Youth With a Disability.....	84
No. Foster Youth.....	15

Example of Jobs Offered Through Northeast Minnesota Office of Job Training:

Custodial/maintenance worker, child care worker, gardener, library aide, newspaper writer, nursing assistant, office assistance, receptionist, recreational aide, and recreational therapy assistant.

Best Practices:

TANF/MYP/WIA Partnerships: The TANF Youth employment experiences for teen parents were increased in 2011 through the Teen Parent Project. The project ran in conjunction with WIA and MYP Youth Programs in NE MN to provide additional Supported Work dollars and support services along with coordinating services with the St. Louis County MFIP Disparities Project services funded by DHS which serves minorities in the community. These collaborative efforts gave teen parents valuable work and life knowledge through weekly classes and work experiences. They gained work readiness skills including: career information, knowledge of the labor market, job search techniques, technology skills, positive work habits and daily living skills.

CEOs in the Classroom: The Northeast Minnesota Office of Job Training provides "CEOs in the Classroom" to local eighth graders as a part of the "Outreach to Schools" project. Staff coordinates and facilitates the CEO's presentations in the schools, and provides career and labor market information. This offering was developed by business owners, managers and CEO's together with eighth grade teachers. The project helps inform students about the emerging workforce for the global economy and starts students thinking about the world of work and how the decisions they make now affect their work life later. This real-life, in-person, interactive opportunity provides employers and students the chance to learn more about each other and to nurture a healthy workforce environment.

Success Story: Abi

Abigail was 14 years old when she started her first job as an office assistant at the USDA office in Aitkin. "When I first started I was petrified whenever I was asked to answer phones or assist customers at the front desk," Abi recalls. Through guidance from her employment counselor and direct mentoring from her supervisor, Abi quickly became an asset to the local USDA office and slowly gained confidence in herself. After a few years, Abi decided that she wanted more responsibilities and with the help of her counselor began searching for a worksite that would provide her with a greater opportunity to help make a difference in her community.

"I almost didn't accept the opportunity to work at the Aitkin WorkForce Center because my counselor told me that I would do nothing but answer phones and greet customers until I felt comfortable doing those tasks. It was the best thing for me because it proved to me that I can turn my weaknesses into my strengths," explains



Abi. Through her work experience Abi gained confidence in her own abilities and began seeking out new challenges. With encouragement from her counselor, Abi became more active in her school and the community. When asked what was the greatest benefit of the Youth Employment Program Abi replied, "It completely transformed me. By the time I reached my senior year I had become a social butterfly and one of the leaders of my graduating class."

Abi is currently attending the University of North Dakota and pursuing a B.B.A. in Accounting and a B.A. in Business Management while also working part time in the Registrar's Department. Abi does not know what her dream occupation is but says, "It isn't because I can't decide. It's because I know I have been taught the skills and have the confidence to be able to do anything!"

Quote From Employer:

"The (youth) program helps to boost the teens' confidence, provides them with work experience and it exposes them to possible job opportunities."

SFY 2011 Youth Served At-A-Glance (July 1, 2010 through June 30, 2011):

Youth Served Under MYP	142
Completed Work Readiness Training	136
No. Youth High School Dropouts	4
No. Youth Offenders	11
No. Youth on Public Assistance	69
No. Youth Pregnant or Parenting	24
No. Youth With a Disability	57
No. Foster Youth	9

Best Practices:

The vision of the 2011 "Earn and Learn" project was to give youth and teen parents the opportunity to acquire talents, skills and knowledge necessary to ensure a healthy, beneficial and rewarding transition to successful employment in a global, demand-driven job economy. The development of each youth's work readiness skills was regularly reviewed by agency staff and worksite supervisors through behavioral observations and bi-weekly communications and work readiness measurements. The worksite supervisor is in the essential position to assess the quality of the youth's work-specific skills, work performance, and levels of workplace proficiency/competency that are necessary to be successful in the workplace.

Quotes from Youth:

"I would like to be a teacher when I am older and possibly run a daycare during the summer. It has given me job experience at the same time as letting me enjoy myself and have fun."

"The number one issue was employers asking me things during interviews like, 'What are your strengths and weaknesses?' and I would have to really think about it for a while before trying to answer. Now I know to be prepared beforehand for all those kind of questions."

"I have learned many skills that I can take with me to other jobs."

Duluth Workforce Development

Donald Hoag, Manager
 332 City Hall
 411 West 1st Street
 Duluth, MN 55802-1102
 Phone: (218) 730-5770

Area Served: City of Duluth

Success Story: Emil

Emil came to Youth Employment Services (YES) Duluth after dropping out of school, wanting to get his GED. He occasionally would come to class but his attendance was poor. He was offered a work experience and showed up every day. He would be a good worker but never had the confidence to take the tests for his GED.



After working as a crew leader last summer, he demonstrated great leadership qualities and was assigned more responsibility. He also realized that completing his GED would open many opportunities. Emil worked hard and achieved the first of many successes. He was hired at his work experience private business site and, with the help of the YES Duluth teacher, has passed his GED. YES Duluth helped him with his financial aid and he is looking at enrolling at Lake Superior College next semester. Emil says, "YES Duluth helped me with everything. When I needed a ride they would pick me up. Without the teacher tutoring me, I never would have gotten my GED and this program just opened my eyes to all the possibilities available. I got bus passes from YES Duluth, they paid for my GED tests and would listen to me when I needed someone. They even helped with college.

Quotes From Youth:

"The program has helped me in so many ways, it is an excellent program." - Youth

"They helped me a lot getting my GED and getting registered for college." - Youth

SFY 2010 Youth Served At-A-Glance (July 1, 2009 through June 30, 2010):

Youth Served Under MYP.....	226
Completed Work Readiness Training	218
No. Youth High School Dropouts.....	75
No. Youth Offenders	67
No. Youth on Public Assistance	166
No. Youth Pregnant or Parenting	39
No. Youth With a Disability.....	108
No. Foster Youth.....	27

Examples of Jobs Offered Through Duluth Workforce Development:

Auto body trainee, auto mechanic, building manager assistant, child care worker, clerk, cook, crew leader, organic landscaping, street maintenance worker, payroll assistant, park patrol worker, parks and recreation worker, personal care assistant, urban farmer, veterinarian assistant, and youth worker.

Best Practices:

Career Exploration: All participants are offered the opportunity to complete a career evaluation with a licensed vocational evaluator to determine how their work interests, abilities, and values match up with careers. Every youth is introduced to career exploration websites such as Iseek.org, thenorthlandworks.org, and MinnesotaWorks.net for information about the area's hot jobs, information about local employers, career development resources, and job search techniques. Job search and job seeking skills seminars are also offered. Subjects include application and resume preparation, interviewing skills, mock interviews, dressing for success, as well as employer expectations and what to expect as a new employee.

Facebook: Duluth used Facebook and other social media to keep in contact with youth, convey job leads and program information to youth, and find youth with whom Duluth lost contact.

Individualized Work Experience Sites: Duluth developed high quality, individualized work experience sites based on individual youth interests and skills.

Success Story: Derik

The City of Duluth's Summer Work Experience model led to unsubsidized private sector jobs even in times of high unemployment.

While enrolled in WIA and MYP Derik got his GED, earned a work experience at a private garage, was hired on at the garage and is currently enrolled in Auto Mechanics at Lake Superior College. Derik worked one on one with staff at YES Duluth. Upon completion of his GED, Derrick began college at Lake Superior College's auto mechanics program. This past summer, after YES Duluth assigned Derrick to a work experience activity, the repair shop hired Derrick permanently.



Quotes From Youth:

"Many college grads are getting jobs that don't use the skills they learned in school. I learned so much in YES Duluth about looking for work that I had three excellent job offers to choose from after my graduation. If it wasn't for what I learned at YES Duluth I wouldn't have had the opportunity to choose between these offers."
- Youth

"I am working on getting back into college and your help is great for struggling kids." - Youth

"I like this program; it's hard to find a job. I have my CNA, but I don't have any work experience, so this program is giving me that." - Youth

"Work is not just about busting your brain, it can be fun too." - Youth

"If I wasn't working here, I would be living a life of crime." - Youth

"It keeps me out of trouble. My Mom has four kids and this job helps pay the bills." - Youth

SFY 2011 Youth Served At-A-Glance (July 1, 2010 through June 30, 2011):

Youth Served Under MYP	199
Completed Work Readiness Training	191
No. Youth High School Dropouts	52
No. Youth Offenders	55
No. Youth on Public Assistance	157
No. Youth Pregnant or Parenting	31
No. Youth With a Disability	91
No. Youth Homeless or Runaway	25
No. Foster Youth	27

Best Practices:

Community Action Duluth's Financial Literacy

Class: YES Duluth staff partnered with Community Action Duluth to provide a financial literacy class. Topics addressed included avoiding predatory lending, investing, the meaning of a 25-cent raise, getting out of debt, dealing with collectors, interest calculations, consumerism and making spending decisions, understanding credit cards, talking about financial goals and obligations in a relationship, credit reports, making and keeping to a budget, a discussion on the ten core literacy skills, savings strategies, and setting up and maintaining bank savings and checking accounts.



WIA Youth participants, Pamela Schmitt and Will Graves provide Safety Training to work experience workers during participant orientation. Pamela just graduated from the University of Minnesota-Duluth and has been hired as an administrative assistant in the UMD Humanities Department.

Central Minnesota Jobs and Training Service

Barbara Chaffee, CEO
 406 7th Street, P.O. Box 720
 Monticello, MN 55362
 Phone: (763) 271-3700
 Website: www.cmjts.org

Counties Served: Chisago, Isanti, Kanabec, Kandiyohi, McLeod, Meeker, Mille Lacs, Pine, Renville, Sherburne, and Wright

Success Story: Fathi

Fathi is a 20 year old single mother with one child who contacted the Willmar WorkForce Center to see if she could qualify for a tuition grant for Certified Nursing Training at Ridgewater College. The CMJTS youth employment specialist, Kate, co-enrolled Fathi in the TANF summer youth program and the Minnesota Youth Program.



Kate suggested that Fathi complete a work experience to see if the health care industry would be a good fit for her and give her time to work on her literacy skills. Fathi interviewed for a job in the activities department at Bethesda Pleasantview, a long-term nursing care facility in Willmar.

Fathi worked up to 40 hours per week in the summer of 2010. She rotated to different areas of the nursing home and learned many skills. She interviewed for an opening in the Memory Care Unit and was hired by Bethesda to work 30 hours per week at \$8.75 per hour. Fathi loves her job and the people she works with.

Quotes From Youth:

“This program has helped me to develop better social skills and patience when dealing with others.”

“This program has helped me earn money and learn new things. I enjoyed helping the children and going to the State Capitol to learn about it. I have learned a lot about the healthcare field by taking an online course and this field was what I was hoping to be part of in my future. So thanks for being part of my life.”

SFY 2010 Youth Served At-A-Glance (July 1, 2009 through June 30, 2010):

Youth Served Under MYP.....	285
Completed Work Readiness Training	102
No. Youth High School Dropouts.....	4
No. Youth Offenders	52
No. Youth on Public Assistance	114
No. Youth Pregnant or Parenting	25
No. Youth With a Disability.....	186
No. Youth Homeless or Runaway.....	6
No. Foster Youth.....	42

Examples of Jobs Offered Through Central Minnesota Jobs and Training Services:

Custodial work, basic automotive, basic auto body, bagging groceries, stock shelves, sort and organize donations, cashier, dishwasher, grounds keeping, mentoring, childcare assistant, bagging corn at feed mill, beauty salon assistant, customer service, veterinarian assistant, web page development, food and beverage preparation, inventory, computer data entry and housekeeping.

Best Practices:

Cooperative projects with other youth-serving agencies: Central Minnesota Jobs and Training Services, Inc. (CMJTS) is collaborating with Kettle Kinship (Sandstone, MN), East Central Community Education (Finlayson), and East Central High School (Sandstone), to mentor younger youth in the after school program. The Leadership group involved in this project received youth leadership training at Rhine Lake Retreat Center, Finlayson, MN, and also will be attending a mentoring workshop.

Unique or high quality work experience in the private or public sector: The Workforce Protégé program empowers youth to understand the connections between work and success, learn good basic work habits and skills, form a positive relationship with community leaders, and develop meaningful education and/or employment goals through mentoring and guidance. CMJTS is the employer of record, but CMJTS and the business share the cost of the youth's wages. The business agrees to give the youth a job that will help him or her see the connections between training and employability. Supervision includes clear expectations and feedback to the youth and to CMJTS. The business agrees to provide face-to-face mentoring to help the youth create opportunities around the building blocks for success – education, work experience, and positive relationships within the community.

Success Story: Dustin



In the summer of 2010, Dustin was about to begin his senior year in high school but was uncertain what his future would be beyond graduation. To help Dustin develop work skills, his CMJTS youth employment specialist enrolled him in a work experience at Coborn's in Mora through funding from Temporary Assistance to Needy Families (TANF) and the Minnesota Youth Program (MYP). Dustin worked in the bakery at Coborn's where his responsibilities included decorating cakes and cookies, baking bread, packaging goods, and mentoring other employees. He even taught a couple of other employees how to decorate cakes!

Dustin wanted to continue his education after high school but didn't know which programs or schools would be most appropriate. CMJTS staff helped Dustin sort out his work interests and abilities, research the labor market for jobs in demand, and explore post-secondary schools and programs that fit both his interests and the job market.

Dustin was placed at an extended work experience at Coborn's. When the work experience ended, Coborn's offered Dustin a regular part-time job in the bakery. Dustin graduated from Mora High School in June, 2011 and enrolled in the Electrical Construction Technology Program at St. Cloud Technical College. Dustin is enjoying college and Coborn's transferred him to their Sauk Rapids store where he continues to work while attending school.

Best Practices:

Camps to Careers/Career Academies: CMJTS offered seven Camps to Careers events in 2011, to help youth understand the current and future skills and education required for jobs in health care and manufacturing, two of the largest career clusters in central Minnesota. In collaboration with Pathways to Employment, Vocational Rehabilitation Services, Pine Technical College, Anoka Ramsey Community College, Anoka Technical College, Ridgewater College, and East Central High School (Sandstone MN), camps were scheduled between June and August, 2011. These camps gave 60 youth, ages 16 to 18, exposure to the college setting, experiential learning, field trips to health care and manufacturing facilities, and internships in local communities.

SFY 2011 Youth Served At-A-Glance (July 1, 2010 through June 30, 2011):

Youth Served Under MYP	389
Completed Work Readiness Training	283
No. Youth High School Dropouts	16
No. Youth Offenders	76
No. Youth on Public Assistance	203
No. Youth Pregnant or Parenting	47
No. Youth With a Disability	239
No. Youth Homeless or Runaway	5
No. Foster Youth	57

Success Story: Chris



In April of 2010, Chris was unemployed and receiving public assistance. Chris met with Jen, CMJTS youth employment specialist, and together they decided the Youth Program would be a good fit to help Chris reach his education and self-sufficiency goals.

A work experience opportunity opened up for Chris at Minnesota Rubber and Plastics in Litchfield through the CMJTS Workforce Protégé program – a partnership between CMJTS and private business. “It has made a difference in my life because it was an opportunity to learn new skills and to show what I can do and how I work,” said Chris. “I learned a lot about maintenance while working at Minnesota Rubber. They showed me how to repair machines and how they work so I know the basics. Minnesota Rubber was a good worksite for me because I love to work with things – I’m really a hands-on person.”

“Jen was really supportive,” Chris added. “She was always looking after me by asking me how things were going. She made a point to do everything in her power to get me help on what I needed. The program is very useful and I wouldn’t change anything about it.” Chris earned his GED and successfully completed the Workforce Protégé program. He is currently working full time at Minnesota Rubber and Plastics.

Best Practices:

Proactive linkages with organizations serving the neediest youth: CMJTS has a strong history of collaboration with area social workers, probation officers, and other staff from youth-serving agencies. Collaboration includes referring youth to CMJTS youth programs and coordinating youth services. Several youth agencies are represented on the Youth Council. CMJTS youth staff takes turns attending Youth Council meetings to give updates on CMJTS services and to get feedback from Council members on community needs and resources.

Southwest Minnesota Private Industry Council

Juanita Lauritsen, Executive Director
 607 West Main Street
 Marshall, MN 56258
 Phone: (507) 537-6987
 Website: www.swmnpic.org

Counties Served: Big Stone, Chippewa, Cottonwood, Jackson, Lac Qui Parle, Lincoln, Lyon, Murray, Nobles, Pipestone, Redwood, Rock, Swift, Yellow Medicine

Success Story: Brady

Brady is an 18-year-old who is currently attending his senior year of high school at Lakeview Public Schools, in Cottonwood, MN.



This is the car Brady was able to drive by saving for driver's training through the youth program.

Brady was enrolled in the WIA Youth Program in April of 2009. When he started the program, Brady was timid and lacked self-esteem and confidence, due to a disability he developed at birth, i.e. a lack of sufficient oxygen to the brain resulting in limited use of his right arm. In 2009, Brady did not feel he would ever be able to get his driver's license or be competitively employed because of his disability.

Today, Brady has grown as a person. He now has great confidence and now wants to obtain his boilers license and industrial maintenance certification and to better his employability skills so he can become a school custodian (unsubsidized). Brady has received his driver's license and, through his custodial work experience at the Lakeview Public School, he has saved enough money to buy his first car. His Worksite Supervisor and co-workers have developed methods to help him complete his work using his left hand.

At Brady's IEP meeting on September 15, 2011, Brady stated that his strengths have grown and he is "not afraid to ask questions" and "I can adapt easily. I find ways to do things with one hand." At this meeting, his mother told PIC staff, "I do not think he would be where he is at today if it wasn't for your program."

SFY 2010 Youth Served At-A-Glance (July 1, 2009 through June 30, 2010):

Youth Served Under MYP	117
Completed Work Readiness Training	78
No. Youth High School Dropouts	1
No. Youth Offenders	11
No. Youth on Public Assistance	53
No. Youth Pregnant or Parenting	11
No. Youth With a Disability	65
No. Youth Homeless or Runaway	4
No. Foster Youth	6

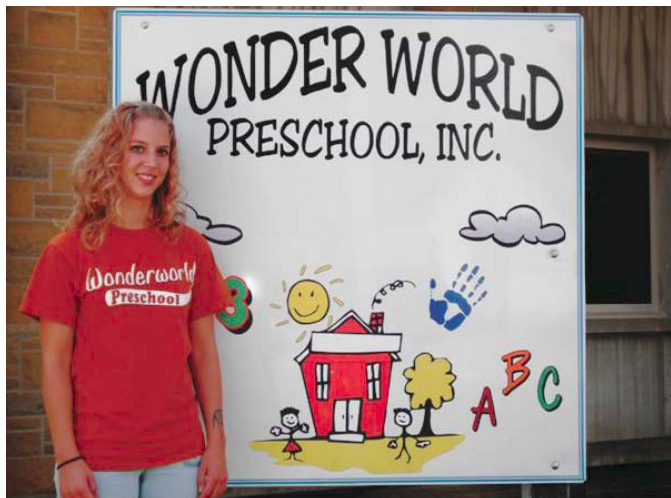
Examples of Jobs Offered Through Southwest Minnesota Private Industry Council:

SWMNPIC provided a variety of jobs to youth as part of the work experience component including: Health and dental jobs, customer service jobs, manufacturing jobs, computer jobs, and agribusiness jobs. A priority of placing youth in private sector jobs included health care facilities, assisted living facilities, restaurants, motels, mechanic and body shops, nurseries, lawn care companies, cabinetry and woodworking shops, computer industries, manufacturing firms, car dealerships, airports, law firms, radio and newspaper businesses-activities assistants, automotive specialty technicians, cashiers, dishwashers, library technicians, food preparation workers, janitors and cleaners (except maids), library technicians, landscaping and grounds keeping workers, housekeeping cleaners, general office clerks, child care workers, retail customer service workers, peer leaders/horse care workers, recycling and reclamation workers, laundry, dry cleaning workers, dietetic technicians, and museum assistants, bakery assistant, restaurant hostess, farm hand, city worker.

Best Practices:

Camps to Careers: Collaborating with other youth serving agencies, the PIC Youth Programs offered 3-day summertime Camps to Careers opportunities. Youth could choose to attend one or both of the following camps: Wind Energy or Biofuels. Working with Minnesota West instructors, youth were able to experience actual program coursework and to build components, to construct experiments, and to visit industry-specific businesses.

Task Force Involvement: A member of the youth staff had the opportunity to be on a county task force for the prevention of out-of-home placement of youth. Because of this involvement, the staff member developed a number of new networks and partnerships including collaborations with: law enforcement, probation, social services, mental health, secondary schools, and the faith community.



Success Story: Alexis

Alexis is a recent high school graduate who has been enrolled in the Southwest Workforce Service Area Youth Programs since 2009. According to Alexis, “My involvement has given me confidence, self-esteem, and helped me realize how much I love working with children. The youth program helped me to go to college and get my degree as a Teachers Aide.” Alexis’ future plans have changed since her participation with the Southwest Youth Programs. She is working, going to school, and looking forward to being independent. Alexis thanked Southwest WSA staff for the programs they offered because she now has job skills and can survive on her own. Alexis is employed by Wonder World Preschool and Childcare Center in Slayton, Minnesota through her participation with the youth employment program.

Best Practices:

Career Expo: The Southwest MN PIC continued its annual support of the Career Expo involving over 1,700 high school sophomores and juniors. The Expo provided youth participants with the opportunity to meet area employers, representing all career clusters, in an atmosphere filled with fun and fact-filled activities.

Guideposts for Success: The Southwest MN Youth Council used the “Guideposts for Success” to determine Youth Council goals and objectives this planning year. The publication, developed by the National Collaborative on Disability and Workforce, research and identified supports all youth need to succeed.

SFY 2011 Youth Served At-A-Glance (July 1, 2010 through June 30, 2011):

Youth Served Under MYP	142
Completed Work Readiness Training.....	110
No. Youth With a Disability.....	67
No. Youth on Public Assistance.....	53
No. Youth Offenders	11
No. Youth Pregnant or Parenting	11
No. Foster Youth.....	9
No. Youth Homeless or Runaway	4

Quotes From Youth:

“Through the program I have learned that being educated is essential, because in the working world, being qualified to do a job is everything.”

“My own personal skills have changed. I can read better and organize things better.”

“I like having a job and responsibility.”

(The PIC Youth Program) “It helps me realize that it is very important to get work done and turned in on time, so you do get an education, and meet your goals for the future with your education. The people I worked with were great people and so supportive.”

“I think working at Youth Programs taught me that working comes with a lot of responsibilities.”

“Made me feel like I was contributing to help others.”

Quotes From Employers/Worksite Supervisors:

“I love that we can give an insecure teenager a reason to hold their head up and smile. The ability to teach a young adult work ethic and of course an extra set of hands is appreciated.”

“I believe this program is a building block for our young adults to learn how to learn proper job/career skills. I thought this program was very well organized.”

“This program allows youth to learn, work and grow. We have always been very lucky to get a great worker and I think this program is wonderful. Keep up all the ‘good work’ you all do.”

“We really appreciate the extra help, it allows us to work with our kids more individually. Thanks for letting us be a part of your program.”

South Central Workforce Council/MVAC

Diane Halvorson, Director
 464 Raintree Road
 Mankato, MN 56001
 Phone: (507) 345-2418
 Website: www.workforcecouncil.org

Counties Served: Blue Earth, Brown, Faribault, Le Sueur, Martin, Nicollet, Sibley, Waseca, Watonwan

Success Story: Christy



Christy enrolled in the Temporary Assistance for Needy Families (TANF) summer youth program in 2009. She was just 17 years old and a single parent with a one-year-old son. She was also on an education plan for Minnesota Family Investment Program (MFIP) to complete high school requirements. Christy was looking at building a solid future for her and her son. Christy worked her first summer enrollment

at the “Past ‘n Present Antiques and Gift Store” in Waseca, Minnesota.

Christy now has her driver’s license, purchased a car, moved out of her parent’s home and found affordable housing. “Past ‘n Present” has hired Christy. She completed her Certified Nursing Assistant (CNA) certification with financial assistance through the Minnesota Valley Action Council Challenge of Excellence Award. She was awarded this scholarship at the Lions’ Club High School Honor’s banquet this past spring. Christy was also the student speaker at this year’s Waseca Area Learning Center graduation ceremony.

Christy has worked hard in completing her portfolio, in updating her resume and in applying for area CNA positions. Christy started working as a CNA for Traditions in Waterville, an assisted living facility, and is now making \$10 an hour. Christy was able to close her MFIP case in March because of her increased earned income. South Central College (SCC) has accepted Christy and she plans to start this fall. Christy’s goal is to become a dental hygienist. She is planning on taking her generals at SCC and then transferring to Mankato State University to the dental hygienist program.

SFY 2010 Youth Served At-A-Glance (July 1, 2009 through June 30, 2010):

Youth Served Under MYP.....	230
Completed Work Readiness Training	186
No. Youth With Disability	82
No. Youth On Public Assistance.....	176
No. Youth Offenders	40
No. Youth Pregnant or Parenting	57
No. Foster Youth.....	16
No. Youth Homeless or Runaway.....	5
No. Youth High School Dropouts.....	19

Examples of Jobs Offered Through South Central Workforce Council/MVAC:

MVAC provided a wide variety of jobs to youth as part of the work experience component including: Dish-washers, Library Technicians, Stock Clerks, Food Preparation Workers, Landscaping and Grounds Keeping Workers, Janitors and Cleaners (except Maids), House-keeping Cleaners, General Office Clerks, Child Care Workers, Automotive Specialty Technicians, Cashiers, Retail Customer Service Workers, Activities Assistants, Peer Leaders/Horse Care Workers, Recycling and Reclamation Workers, Laundry and Dry Cleaning Workers, Dietetic Technicians, Museum Assistants.

Best Practices:

Linkages with Multi-Ethnic Youth Serving Organizations: MVAC linked with multi-ethnic youth serving organizations providing services to some of the neediest youth in the community. One such organization was the African Family Educational Center, whose mission focused on bridging the varying cultures of the community creating a greater sense of understanding and unity and assisting local immigrants with integration into the local community. The executive director of the organization, a member of the South Central Workforce Youth Council, was instrumental in providing the necessary services allowing MVAC to serve eligible youth.

Minnesota Manufacturing Week: MVAC used the week to have youth explore manufacturing careers, a high-demand, and high-growth sector in the region. MVAC featured a Manufacturing Career Fair that exhibited numerous manufacturers from the nine county South Central Minnesota area. Additionally, the youth participated in a “Tour of Manufacturing,” involving ten manufacturers in the vicinity. MVAC made available several webinars throughout the week.

Success Story: Ron



Ron, a previous youth program participant with the Minnesota Valley Action Council (MVAC), came into the Fairmont Workforce Center after a Dunnell, Minnesota glass manufacturing plant laid him off. Living with his parents in Ceylon, Minnesota Ron asked staff to enroll him in the MVAC Minnesota youth program.

Ron was very interested in returning to the Blue Ribbon Foundation to learn about organic agricultural processes. Ron needed to use his basic skills to determine how many crops to plant, the variety of crops he needed to plant, growth periods and harvest times for all crops, and farmers' market strategies. At times, Ron was the only employee to help his older work site supervisor at the farm. Ron's attendance at work was consistent, reliable, and highly valued by his employer. Ron was motivated to do the work that he loved. Ron learned about soil temperatures, when optimal growth times were for organic vegetables, and the nutrient density of the crops he was growing in comparison to the vegetables available at local supermarkets." I'm getting the knowledge here I need to go out on my own in a few years", Ron said. "I feel like I'm learning a lot more here than I did in school because of the hands-on experience I'm receiving."

Ron has transitioned into full time employment as a fish netter with Hand Brothers fish netting service in Fairmont, Minnesota. Ron is applying the knowledge he gained about food products to the fish market. He gained \$1.50 an hour in wages, but more than that, he gained experience for a lifetime! His future goal is to own and operate his own organic produce farm.

Best Practices:

Unique Work Experiences: MVAC provided some unique private sector work experiences for the youth participants. These experiences included work in the following sectors: dental, health, computer, music, math, and manufacturing. These opportunities were designed to meet the special interests and aptitudes of individual youth.

SFY 2011 Youth Served At-A-Glance (July 1, 2010 through June 30, 2011):

Youth Served Under MYP	267
Completed Work Readiness Training.....	186
No. Youth With a Disability.....	96
No. Youth on Public Assistance.....	232
No. Youth Offenders	49
No. Youth Pregnant or Parenting	69
No. Foster Youth.....	27
No. Youth Homeless or Runaway	8
No. Youth High School Dropouts.....	32

Quotes From Youth, Parents and Employers:

"I'm getting the knowledge here I need to go out on my own in a few years." - Youth

"I feel like I'm learning a lot more here than I did in school because of the hands-on experience I'm receiving." - Youth

"If I owned my own business, I would hire him." - Employer

"The summer program has helped me gain a better understanding of the work place and what is expected of me when I'm there. Through this program I have learned how to work with kids and how to work in a store." - Youth

"The summer program met my needs for experience in the job world. It also helped me strive to be better - a lot was learned." - 18 year old young man

"The experience helps with future career ideas." "Learning discipline and how to keep a job." "I helped my family this summer." - Youth

"Meeting new positive people and learning a lot of things I can use in my future." - Youth

"I have learned a lot of skills and learned about a lot of different programs that could help me in my future." - Youth

"Thank you so much for all you do! You and your staff are changing our lives." - Parent

Workforce Development, Inc. (Southeast Minnesota)

Randy Johnson, Director
1302 - 7th Street, NW
Rochester, MN 55901
Phone: (507) 292-5180

Website: www.workforcedevelopment.ws

Counties Served: Dodge, Fillmore, Freeborn, Goodhue, Houston, Mower, Olmsted, Rice, Steele, and Wabasha

Quotes from WDI Summer Program:

"We are so happy with Yesenia's work and positive outlook. She comes to work every day with a smile on her face and is ready to tackle any job we ask her to do. She completes every task with a can-do attitude no matter how small or complicated it is. She has become a valuable addition to our office. Her bilingual skills are awesome in the school setting and parents have already told us how they appreciate her communication assistance." - Worksite Supervisor

"We never expected to see such a change in our son. I just can not believe the difference in him after only one week of work. I have not seen him this happy or self confident in years. Thanks Workforce Development." - Parent

"This program took me from feeling undesirable to any good employer and hopeless in finding desirable work, to feeling confident again and hopeful for the future. I've met people that have given me ideas to think about for my future. They do not hesitate to give me constructive criticism so that I can learn and they praise me for the work I do well. Workforce Development has done a lot of good in my life." - Youth

Best Practice: Partnership with Owatonna Employers



SFY 2010 Youth Served At-A-Glance (July 1, 2009 through June 30, 2010):

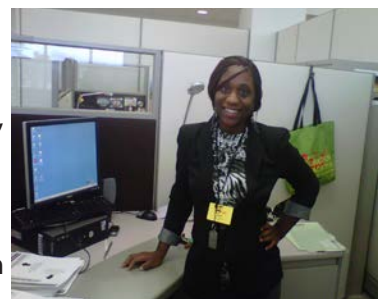
Youth Served Under MYP.....	255
Completed Work Readiness Training	171
No. Youth High School Dropouts.....	81
No. Youth Offenders	84
No. Youth/Family On Public Assistance	140
No. Youth Pregnant or Parenting	88
No. Youth with Disabilities	47
No. Youth Homeless or Runaway.....	31
No. Foster Youth.....	27

Examples of Jobs Offered Through Workforce Development, Inc.:

Boxing gym attendant, healthcare worker, retail, entertaining/recreation assistant, nursery and landscaping worker, laundry car detailer, park groundskeeper, day-care worker, nursing home activities worker, receptionist, store stocker, library worker/ preschool reader, garden assistant, cashier, concrete worker, learning center worker, restaurant, humane society worker, and school janitor assistant.

Success Story: Dominique

Dominique dreamed of working in the social services field since she was young. As a mother, she wanted to help other young women in the same situation. She sought out a position in the Teen Parent Program for Workforce Development Inc., working with youth from the community in a Youth Resource Room designed to assist youth and young adults in any aspect of job search and retention. She also managed the Clothing Closet designated for youth in the community who are homeless or just need professional attire for a job interview. She took on additional responsibilities by operating the front desk and she was the first person our customers had interaction with as they entered Workforce Development Inc.'s doors.



While successfully completing a work experience under the Teen Parent Program, she applied for an Internship with Social Services for Olmsted County. After many difficult interviews, she was offered one of the few positions with the Olmsted County Internship Program. This opportunity opened up many doors for Dominique, and has encouraged her to enroll in the Fall Semester at Rochester Community and Technical Program in the Human Service Program. She has also entered the Domestic Violence Mentor Training Program and will be volunteering her time with that organization.

Letter from Youth Participant:

Dear Scholarship Committee: I would like to thank you for the scholarship I received for the 2010-11 school year. It's taken a weight off my shoulders. I have been able to focus my attention on my academics and spend the evenings with my son. Last semester I received my first 4.0 in the nursing program and I am learning new things. This was my last year of school. In June 2011, I became a Registered Nurse and am working in my field making \$25.50 per hour. Even though there were times I felt like giving up, I knew I couldn't because you believed in me and are invested in my success. Thanks again! Ashley, youth participant.

Best Practices:

Assessment and Career Planning: Disadvantaged youth benefit from a comprehensive assessment that results in the development of an individualized employment and education plan. Youth select from a variety of components that meet their needs such as work readiness preparation, paid or unpaid work experience, tuition assistance, career planning, post-secondary training, occupational skills training and support services. Trained counselors serve as case managers to support youth through the process of working to eliminate barriers to reaching their individual employment goals and exploring a career path that is right for them.

Scholarships or Individual Training Accounts: Eligible youth submit an application for scholarships to be considered based on criteria developed by the Local Workforce Investment Board (LWIB). Several recent recipients of scholarships completed programs in nursing, earning Registered Nursing (RN) degrees, with a starting wage of over \$25 dollars per hour. A recent graduate wrote the following: "I would like to thank you for the scholarship I received for the 2010-2011 school year. It took a tremendous weight off of my shoulders. I have been able to focus all of my attention on my academics and had time to spend the evenings with my son. Last semester I received my first 4.0 in the nursing program.

Youth Enrollment and Orientation Materials and Employer Handbook: WDI staff completely redesigned and streamlined all enrollment materials for youth and employers.

See: http://www.positivelyminnesota.com/All_Programs_Services/Office_of_Youth_Development/For_Youth_Program_Service_Providers/Resources.aspx

SFY 2011 Youth Served At-A-Glance (July 1, 2010 through June 30, 2011):

Youth Served Under MYP	288
Completed Work Readiness Training.....	187
No. Youth With a Disability.....	48
No. Youth on Public Assistance.....	223
No. Youth Offenders	90
No. Youth Pregnant or Parenting	123
No. Foster Youth.....	8
No. Youth Homeless or Runaway	10
No. Youth High School Dropouts.....	89

Success Story: Jeremy

Prior to enrolling in the Minnesota Youth Program (MYP) in Southeast WSA, Jeremy struggled to find employment. He had never worked before and did not know what kind of work he was interested in. He had applied for jobs but had never received a call back for an interview.



Jeremy had attended Southeast Technical College but was placed on academic probation for poor grades. Through the support of MYP, Jeremy participated in a work experience at the Salvation Army in Red Wing. He returned to school, enrolling part-time in a computer programming course at Southeast Technical College.

Jeremy's worksite supervisor at the Salvation Army stated: "Jeremy follows instructions well and he's always thinking outside of the box. He comes to work on time and is always in a good mood. He seems very focused while on the job and takes his work seriously. Everyone here enjoys working with Jeremy; we can always count on him."

When Jeremy's work experience under MYP ends in November of 2011, he plans to work part-time for a local business in Red Wing, while attending college. After completing the computer program at Southeast Technical College in the spring of 2013, he plans to find a full-time position in that field.

Hennepin County Training and Employment Assistance

Bruce Nauth, Youth Program Coordinator
 MN WorkForce Center - Hennepin South
 4220 West Old Shakopee Road, Suite 100
 Bloomington, MN 55437
 Phone: (612) 879-3053

County Served: Hennepin (excluding the City of Minneapolis)

Success Story: Rania

The La Crèche Early Childhood Center in Minneapolis can be an overwhelmingly busy place. Equally surprising is the calm presence of Rania, the young lady placed in a summer job with the Center through Tree Trust's Youth Conservation Corps.

When Rania applied to the Youth Conservation Corps, she was hoping for placement in a day care center, because she enjoys working with children. Raina feels at home with the five days a week, four hours a day schedule she maintains at La Crèche. That's not to say that the experience is always easy. "Sometimes it's overwhelming," Rania says, "but it's still worth it."



A recent graduate of Brooklyn Center High School, Raina has decided to become a pediatric nurse, a calling that will require about ten more years of school. Rania is excited to start her education this fall at Minneapolis Community Technical College.

This summer with the Youth Conservation Corps is Rania's first official work experience and she believes that she will come away from Tree Trust with a set of skills that will help her in the future. Along with developing her ability to work with children, by identifying their needs in meeting them. Rania has also learned the importance of teamwork and communication: "That's how a day care is run," she says.

Rania, whose parents are from Guyana and are of Indian descent, is intelligent, friendly and well-spoken. has turned 19 and has begun her nursing education.

SFY 2010 Youth Served At-A-Glance (July 1, 2009 through June 30, 2010):

Youth Served Under MYP	655
Completed Work Readiness Training	427
No. Youth Offenders	31
No. Youth/Family On Public Assistance	131
No. Youth Pregnant or Parenting	13
No. Youth with Disabilities	344
No. Foster Youth	23

Examples of Jobs Offered Through Hennepin County:

Landscape crew, health care aide, activity assistant, building maintenance, data entry, document retention specialist, receptionist, office clerk, child care assistant, golf course maintenance, recreation assistant, records clerk and retail merchandising.

Best Practices:

Unique or High Quality Work Experiences in the Private or Public Sector: Tree Trust has continued its pattern of growth to develop summer jobs in the health care industry. The high visibility of Tree Trust's youth development programs and staff presence in the community allows access to public and private sector employers who support employment youth initiatives and job development. A variety of private sector health care jobs were created at senior residential health care facilities, senior adult day programs, and at specialty care day facilities that serve adults with traumatic or acquired brain injury and Parkinson's. Youth gain a remarkable appreciation of and empathy for the needs of others, while assisting full-time staff to meet caregiving, social and recreational needs of health care clients.

Quotes From Youth:

"You learn to appreciate school, and get a good job because outside work is hard. It is a very good experience to have." – Youth

"Having a job made me feel better about myself. I wanted to be productive and learn job skills." – Youth

Success Story: Danielle (Landscape Crew)

Danielle took an interesting route to get to the Youth Conservation Corps. She followed in the steps of her younger brother, who participated in the program last summer. Danielle had looked for other jobs: she applied to Subway, CVS, and Dollar Tree, but she never got a response. So she filled out a Tree Trust application, and was hired as part of the crew at Plymouth Creek Park, where she has spent her summer building a modular block wall and dismantling an old outdoor ice rink with her peers.

When she applied for Tree Trust, Danielle knew what she was getting into. She likes spending time outdoors. As for manual labor, she says, "I was pretty cool with it."



Danielle is college-bound. A rising senior at Robbinsdale Armstrong High School in Plymouth, she is involved with Advancement via Individual Determination (AVID, a program that helps prepare high school students for college. Danielle has already visited North Dakota State University and Minnesota State at Moorhead, schools whose smaller sizes and more rural locations she believes will help her stay focused on her education.

Danielle is friendly and easy to talk with, and her determination to succeed at college translates to confidence. She is sure that her experience with Tree Trust will help her on her way, as she has learned "how to work with others" and "deal with people" in a work environment; but that's not all: "I've learned to be patient; I've learned to appreciate the little things," she says. "Every time I walk by a modular block wall, I appreciate it. It took time to build it."

Seeing Danielle at work, she laughs and jokes with her co-workers, listens to her crew leader, and picks up new skills quickly, it is easy to believe that she will achieve any goal she sets for herself.

Quotes From Parents:

"This was her first job, she learned a lot about work; being on time, taking breaks, returning from break on time, the importance of having a job." – Parent

"He has real experience and is thinking more fully about his life and future education." – Parent

SFY 2011 Youth Served At-A-Glance (July 1, 2010 through June 30, 2011):

Youth Served Under MYP	655
Completed Work Readiness Training	427
No. Youth Offenders	31
No. Youth on Public Assistance	131
No. Youth Pregnant or Parenting	13
No. Youth With a Disability	344
No. Youth Homeless or Runaway	27
No. Foster Youth	23

Best Practices:

Opportunity For Youth to Earn Academic Credit:

Youth participants in Tree Trust's Youth Conservation Corps (YCC) have the opportunity to earn elective academic credit during the course of their summer employment through a partnership with Northeast Metro ALC. Youth working during the up-to-nine week program are eligible to earn one credit for every 60 hours of work (up to two credits). The youth crew members complete word processing and spreadsheet lessons to further enrich their understanding of their project and its impact on the community, their personal finances and the impact this job can have on their future employment. Youth working at an Individual Site can earn academic credit by completing a packet designed to develop their employment-readiness skills and strengthen the connection between school and the work place. Youth must complete the required number of hours and must receive satisfactory evaluations from their supervisor in order to earn the credit(s).

Financial Literacy Training for Youth Participants:

The spreadsheet lessons and packets provide youth the opportunity to gain or enhance their financial literacy skills. The first lesson is a personal budget – youth develop a spreadsheet that exhibits their gross pay, taxes and other deductions and net pay. The youth then decide how much of their total earnings they would like to save and how much they would like to spend. In this lesson, youth also develop an understanding of the financial consequences of missing a day of work.

The second lesson demonstrates an estimated cost of the specific landscaping/construction project the crew is working on. Each youth develops a spreadsheet with the approximate cost of materials, tools and labor to illustrate just how much their project will cost. It is often very astonishing for youth to see the cost of their project. Regarding this lesson, one youth commented, "I learned the values of items we worked with."

Carver County Community and Social Services

James Broucek, Director
 602 East 4th Street
 Chaska, MN 55404
 Phone: (952) 361-1660
 Website: www.co.carver.mn.us

County Served: Carver



Success Story: Zach

Zachariah is a 17 year old student at Chaska High School. He was referred to the Carver County Youth Program by his school counselor because he has a learning disability and his counselor thought the program would help Zach to increase motivation and confidence levels.

Zach was accepted into the program and worked on a Tree Trust crew doing park maintenance. He assisted his crew in completion of: nine weeks of park maintenance including cleaning beaches, cleaning picnic tables, cleaning and maintaining park pavilions and rest rooms, raking volleyball courts, as well as painting 20 hand rails, hauling mulch and pea gravel, removing buck thorn, removing old fencing, weeding dog parks and making bundles of firewood.

Zach said he enjoyed his work experience and it showed by the positive comments from his supervisor at Tree Trust. He was the recipient of the Tree Trust Governor's Award. His supervisor stated that Zach impressed him with his initiative, work attitude and job quality. He encouraged him to continue with those and also challenged him to be a bit more vocal to assist in developing leadership qualities. Zach agreed and said, "This will benefit me in other areas as well as I will be captain of the speech team this year." He is currently a senior at Chaska High School and is involved with speech and theater.

SFY 2010 Youth Served At-A-Glance (July 1, 2009 through June 30, 2010):

Youth Served Under MYP	49
Completed Work Readiness Training.....	38
No. Youth Offenders	1
No. Youth on Public Assistance	14
No. Youth Pregnant or Parenting	1
No. Youth With a Disability.....	33
No. Youth Homeless or Runaway	0
No. Foster Youth.....	3

Examples of Jobs Offered Through Carver County Community and Social Services:

Construction, recreation assistant in nursing home setting, facilities and environmental services departments at a local medical center, youth farmer, library assistants/shelvers, building and grounds maintenance, general assistant (both office and help and outdoor grounds work).

Best Practices:

Partnership With Youthbuild/Carver-Scott Educational Cooperative: MYP/Youthbuild participants learn all aspects of the construction trade through hands-on work experience and classroom instruction. Youth have the opportunity to earn academic credit during the summer months.

Health Care Careers: In cooperation with Park Nicollet Clinics, youth have an opportunity to learn all aspects of working in a medical clinic. The Health Careers Program also has a classroom component and allows youth to earn academic credit during the summer months.

Vocational Outreach Services: A collaboration with District 287 provides job coaches for youth with disabilities at the worksite.

Partnership with Tree Trust: Two Tree Trust crews left a lasting impression on Carver County parks, earning academic credit for work experience combined with academic enrichment.

Success Story: Virginia

Virginia (Rose) is currently a 15-year-old student at Chaska High School. She heard about our program because we enrolled her brother in previous years. While in seventh grade at Chaska Middle School West, her counselor referred her to the program. She had been held back a year, but has caught up to the rest of her peers. This year was her first year of participation.

Virginia worked at Auburn Manor during the summer of 2011, and did so well there that the facility continues to employ her during the school year. She does one-on-one work with elderly residents at the nursing home, including crafts and other activities,

helping transport residents to meals and helping them in general. Virginia's supervisor Joanne says: "She is a great worker, she stays busy and always looks for what to do next, never makes the same mistake twice, takes initiative, and is very respectful."



Joanne also said, "Virginia is flexible and works with three different therapeutic recreation staff and is able to graciously adjust to their different personalities and work styles, that some adult employees are not even able to do".

Virginia said she loves her job at Auburn Manor; she especially enjoys spending one-on-one time with residents. She said the best part about her job is seeing their faces light up when you talk to them. It "makes her day." She said she has been using the money she has been earning for school supplies now and college funds for later. Virginia has a few years of high school left, but said she is thinking about going to college when she graduates. She is thinking of pursuing a nursing career. She attributes this goal to her work through the youth program at Auburn Manor.

SFY 2011 Youth Served At-A-Glance (July 1, 2010 through June 30, 2011):

Youth Served Under MYP	57
Completed Work Readiness Training	45
No. Youth With a Disability	42
No. Youth on Public Assistance	10
No. Youth Offenders	12
No. Foster Youth	3
No. Youth Pregnant or Parenting	0

Quotes From Youth:

"This program is great. It's the best thing that ever happened to me and has taught me skills I can use in future jobs."

"I thoroughly enjoyed having Steve as a boss. He was efficient and a pleasure to work with and helped me develop leadership skills that will help me later in life."

"This was a great program and I am thankful to have had the chance to participate in it. I learned a lot of life and work skills."

Minneapolis Employment and Training Program

Deb Bahr-Helgen, Director
 105 - 5th Avenue South
 Suite 200
 Minneapolis, MN 55401-2593
 Phone: (612) 673-6226
 Website: www.ci.minneapolis.mn.us

Area Served: City of Minneapolis

Success Story: Jasmine

Jasmine is in eleventh grade at South High School in Minneapolis. During the summer of 2011, she worked at the Minneapolis Youth Coordinating Board (YCB), a collaboration between the City of Minneapolis, Hennepin County, Minneapolis Public Schools and Minneapolis Parks and Recreation Board, to promote the well-being and healthy development of Minneapolis youth. Jasmine worked as a summer youth outreach team member with the We Want You Back Campaign, a partnership designed to reach out to un-enrolled young people and invite them back to complete high school credits and earn their diploma.



Jasmine put her excellent people skills to work talking with young people across Minneapolis at parks and libraries, community events, and youth gatherings. She helped reach over 100 people during the summer months.

As a result of Jasmine's growing skills and high motivation, she was recently accepted as a new member of the youth leadership development program at the Minneapolis Youth Congress (MYC). Through her new role with MYC, Jasmine will have the opportunity to further develop her leadership skills through committees working on issues such as: education, housing, safety, employment, transportation, and health.

"The STEP-UP experience taught me communication skills, networking, and perseverance," said Jasmine. "I loved my internship at the YCB and working with the teens there. I met and connected with so many new people. My experience with STEP-UP has been a great journey and has taken me places I thought I would never be, like the Minneapolis Youth Congress."

SFY 2010 Youth Served At-A-Glance (July 1, 2009 through June 30, 2010):

Youth Served Under MYP	209
Completed Work Readiness Training	209
No. Youth With a Disability	37
No. Youth on Public Assistance	121
No. Youth Offenders	3
No. Foster Youth	1
No. Youth Pregnant or Parenting	1

Examples of Jobs Offered Through Minneapolis Employment and Training Programs:

Screen printers, wood workers, maintenance worker, Information technology assistant, bakery assistant, website developer, community service worker, child care assistant, summer camp assistant, conservation crew member, heal care worker, gardener, customer service attendant, food service worker, parks and recreation worker, teaching assistant, maintenance worker, screen printers, woodworkers, recyclers, laundry attendants.

Quotes From Youth:

"My STEP-UP job was hard at times and challenging, but worth it over all!"

"Growing up I never thought I'd be interning for one of the biggest privately held companies at age 16, and I also never thought I'd be working with the highest level IT's at Cargill and be mentored by them!"

Quotes From Worksite Supervisors:

"The program is enlightening. We treat STEP-UP interns like any other new employee. We are able to offer an alternative social environment, very different from high school, a real-life work environment."

"It was a joy to see the youth grow both personally and professionally."

"It takes work, it takes time, but I could see the difference in his general presence. Hiring a STEP-UP intern was motivating and very rewarding."

Success Story: Gmoh

The University of Minnesota's Office for Equity and Diversity was fortunate to have Gmoh and Fatima as interns and office staff reports what a great help the youth have been. Gmoh came to Minnesota from Liberia five years ago. He will be a senior at St. Louis Park High School and lives on the north side of Minneapolis. Gmoh is the youngest of 10 children from a single parent family. He translates, baby sits and cares for his grandmother, and all while participating in track, wrestling and soccer! His GPA is above 3.0 and he is always incredibly cheerful and motivated. Although this was his first job, he adapted quickly and impressed so many that he already is doing transcribing, design, and training of interns who were hired after him. Gmoh's supervisor said that the best part about STEP-UP was seeing the smile on Gmoh's face when he picked up his first paycheck. His grin was ear to ear as he commented that he is the only kid in his neighborhood who has a job. Gmoh has shared the pride and excitement his mother feels each day when he returns home after a hard day at work.



Gmoh is the youngest of 10 children from a single parent family. He translates, baby sits and cares for his grandmother, and all while participating in track, wrestling and soccer! His GPA is above 3.0 and he is always incredibly cheerful and motivated. Although this was his first job, he adapted quickly and impressed so many that he already is doing transcribing, design, and training of interns who were hired after him. Gmoh's supervisor said that the best part about STEP-UP was seeing the smile on Gmoh's face when he picked up his first paycheck. His grin was ear to ear as he commented that he is the only kid in his neighborhood who has a job. Gmoh has shared the pride and excitement his mother feels each day when he returns home after a hard day at work.

Success Story: Fatima

Fatima came to the United States three years ago via Yemen, Somalia, Virginia and Florida. This year, her first in Minnesota, she will be a senior at Roosevelt High School. She hopes to be an X-ray technician but her supervisors have encouraged her to think even bigger and become a doctor! Fatima smiles non-stop and has



also attended the U of M's introductions to student life offerings. She completed research for the office and will be updating the online grants database and much more. Fatima is a strong, independent and hard-working young woman who is undaunted and has the motivation to reach her goals! What a terrific feeling!

SFY 2011 Youth Served At-A-Glance (July 1, 2010 through June 30, 2011):

Youth Served Under MYP	311
Completed Work Readiness Training.....	311
No. Youth With a Disability.....	58
No. Youth on Public Assistance.....	140
No. Youth Offenders	6
No. Youth Pregnant or Parenting	5

Best Practices:

Summer Worksite Tour: Workforce Council Chair Carolyn Roby and Mayor R.T. Rybak welcomed participants to the Minneapolis Summer Worksite Tour on July 19, 2011. Thirty-five tour attendees involved in youth employment issues or programs attended the annual event in order to learn more about the important work that youth accomplish on their summer job. Highlights of the day included stops at Mortenson Construction, Juxtaposition Arts and the Latino Economic Development Center. At each site the supervisor and youth shared information about their summer experience and entertained questions of the attendees. Each summer, the worksites visited, represent the many wonderful employers, supervisors and youth interns that are involved in STEP-UP. Funders, government officials and others are happy to be invited to learn, first-hand, about all of the important work that occurs throughout the summer STEP-UP program.

Academic Focus: STEP-UP interns have the opportunity to earn high school credit during the summer. Along with the basics of math and English, interns learn about science, technology, financial literacy and healthy living. Interns attend class three hours per week for eight weeks and may earn up to two elective credits. Worksite supervisors willingly dismiss their interns from their job responsibilities each week for class as they understand STEP-UP's educational component is helpful to the entire summer experience. Youth are better able to connect the skills they are learning and practicing on the job with the skills they learn in the classroom. In 2011, 501 youth earned high school credit.

Incentive Project: Minneapolis Public School Life Skills, School That Works and Special Independent Living Skills students who are 17 and 18 years old and who participate in the community based vocational training work experience during the academic year are able to earn incentives for demonstrating successful employment skill performance based on the Secretary's Commission on Achieving Necessary Skills criteria. The stipend component of the project began in the spring of 2011, serving 47 youth with disabilities.

Anoka County Job Training Center

Jerry Vitzthum, Director
 1201 89th Avenue NE - Suite 235
 Blaine, MN 55434
 Phone: (763) 783-4800
 Website: www.mnwfc.org/anoka

County Served: Anoka

SFY 2010 Youth Served At-A-Glance (July 1, 2009 through June 30, 2010):

Youth Served Under MYP.....	197
Completed Work Readiness Training	125
No. Youth Offenders	9
No. Youth/Family On Public Assistance	88
No. Youth Pregnant or Parenting	11
No. Youth with Disabilities	94
No. Foster Youth.....	7

Success Story: Kahron

Kahron lived with his mom and three siblings. They were struggling financially and receiving support from county services. Kahron excelled in school and sports (ranking second in the State for wrestling) and started to build his work skills through various work experiences under the WIA Youth Program. He participated in the monthly Starting Block classes where he worked on soft skills such as skill identification, leadership skills, interviewing, dressing for success, resumes, budgeting and life skills. He was placed at the YMCA as a Summer Power Junior Leader. His supervisor nominated him for an award and he was recently recognized by this YMCA as the 2010 Youth Leader of the Year. The YMCA hired him on as one of their staff. He is working full time as a youth counselor in their Summer Power Program.



In his senior year at Coon Rapids High School, Kahron attended Post-Secondary Enrollment Options classes at Anoka Ramsey Community College and has already earned 23 college semester credits. Kahron graduated this spring earning his high school diploma with a GPA over 3.0. He will continue his post-secondary training at the University of North Texas where he will be working on a pre-law degree.

Youth Response: What was the best part of your work experience?

"Getting a job that fits me, the help from all the people."

"Doing jobs that I haven't done before and meeting new people. I appreciated having a job this summer."

Examples of Jobs Offered Through Anoka County Job Training Center:

Cashier, home health aide, certified nursing assistant, housekeeper, outdoor maintenance worker, dietetic technician, dietary aide, LPN, hostess, landscaper, Library assistant, sales associate, floor sales clerk, recreational therapy assistant, youth crew, food preparation, YMCA day camp assistant, hospital assistant, food shelves helper, city maintenance helper, city helper, retail clerk assistant, school assistant, building maintenance, custodian helpers, youth crew, and office assistant.

Youth Response: What was the best part of your work experience?

"The best part of my experience was working for an amazing company and being around polite people."

"Excellent opportunity to gain new skills and earn a paycheck."

"Being pushed past my comfort zone, befriending and forming relationships with the residents."

Employer Responses What did you like the most about your experience with youth workers?

"The opportunity to mentor and train someone is great."

"Helping the youth and getting involved in a worthy program."

"Young ideas, young energy, and our residents enjoy interacting with these younger youth."

"The Youth worker was excellent in every way; motivated, respectful, resourceful and hard working"

"Wonderful opportunity for kids to explore career options and gain valuable experience in work."

Success Story: Richarda

Richarda came to the Anoka youth program as a referral from her MFIP counselor. Richarda was a new teenage mom, with a ninth grade education.

She was assigned to work with a youth counselor (Darcy) who helped her problem solve to complete high school and set up a worksite at Stevenson Elementary. Richarda plans to attend college to become a Medical Assistant. She said that her experience at Stevenson Elementary helped her mature and has been a great opportunity to learn from other adults.



Richarda graduated from high school in June 2011. She was offered a substitute teaching position at Stevenson Elementary. The Principal and Supervisor at the Elementary School said: "One of the things we most appreciate about Richarda is her willingness to do whatever needs to be done. She is a great team player." In the fall, she will begin a full-time position with a child care provider in the district, Tiger Club.

Best Practices:

Future Leaders Program: The WSA's collaborative partnership with Anoka-Hennepin School District #11 and their Future Leaders Program is a project that focuses on creating leadership and paid work experience opportunities for economically disadvantaged minority students. As a result of this partnership, the participating students developed work based skills within the context of an elementary classroom environment. Objectives of this project include introducing minority students to teaching as a career pathway and increasing the number of minority teachers. The vocational counselor in cooperation with District staff, support the students with their career planning and post-secondary decision making process to ensure students are able to make a successful transition to college.

SFY 2011 Youth Served At-A-Glance (July 1, 2010 through June 30, 2011):

Youth Served Under MYP	178
Completed Work Readiness Training	131
No. Youth High School Dropouts	2
No. Youth Offenders	8
No. Youth on Public Assistance	90
No. Youth Pregnant or Parenting	10
No. Youth With a Disability	80
No. Foster Youth	6

Best Practices:

Integrated Approach to Recruiting Low-Income and MFIP/DWP Caretakers and/or Members of MFIP/DWP Households: Youth services are administered by the Job Training Center and delivered at the Anoka County WorkForce Center. This level of integration fosters an integrated service model which includes targeting resources for the most economically disadvantaged youth in our communities. The youth staff attends MFIP/DWP unit meetings to recruit eligible participants and there is ongoing communication between the units as needed. This level of cooperation allows the Job Training Center to leverage local resources and to effectively implement special projects such as the 2011 Teen Parent Project.

Partnership with the Anoka Area Chamber of Commerce: The Chamber's Education Committee, in partnership with area member school districts, provided Business Panel Days, the Chamber Scholarship Program, and other youth activities. For the third year, the Chamber, in collaboration with Anoka-Hennepin School District, hosted a half day job search seminar for juniors and seniors. The WorkForce Center was an active participant: Youth staff facilitated four breakout sessions on effective job search strategies and making a good first impression and job search instructors facilitated four breakout sessions on social networking. This annual event generated interest by both the faculty and students and is an excellent example of business, education and workforce development coming together to meet the needs of area youth.

Dakota-Scott Workforce Services

Mark Jacobs, Director
 1 Mendota Road West - Suite 100
 West St. Paul, MN 55118-4765
 Phone: (651) 554-5622
 Scott Co. Phone: 952-496-8528
 Website: www.mnwfc.org/dakota

Counties Served: *Dakota and Scott Counties*

SFY 2010 Youth Served At-A-Glance (July 1, 2009 through June 30, 2010): (combined)

Youth Served Under MYP.....	285
Completed Work Readiness Training	276
No. Youth High School Dropouts.....	1
No. Youth Offenders	16
No. Youth/Family On Public Assistance	98
No. Youth Pregnant or Parenting	6
No. Youth with Disabilities	233
No. Youth Homeless or Runaway	8
No. Foster Youth.....	7

Examples of Jobs Offered Through Dakota-Scott Workforce Services:

Animal care, community program assistant, healthcare residential aide, healthcare adult care activity assistant, library youth activity assistant, building maintenance, landscape crew, social and human service assistant, office clerk-General, office clerk-healthcare, groundskeeping, park maintenance, garden maintenance, busing tables, demolition and construction of classrooms, receptionist, and child care activity assistant.

Best Practices:

Opportunity for youth to earn academic credit:

Youth participants in Tree Trust's Youth Conservation Corps (YCC) have the opportunity to earn elective academic credit during the course of their summer employment through a partnership with Northeast Metro ALC. Youth working in the up-to-nine week program are eligible to earn one credit for every 60 hours of work (up to two credits). The youth crew members complete word processing and spreadsheet lessons to further enrich understanding of their project and its impact on the community, their personal finances and the impact this job can have on their future employment. Youth working at an Individual site can earn academic credit by completing a packet designed to develop their employment-readiness skills and strengthen the connection between school and the work place. Youth must complete the required number of hours and must receive satisfactory evaluations from their supervisor in order to earn the credit(s).

Financial literacy training: Youth develop a personal budget with their gross pay, taxes and other deductions, and net pay. The youth then decide how much of their total earnings they would like to save and how much they would like to spend. Participants also develop an understanding of the financial consequences of missing a day of work. The youth develop an estimated cost of the specific landscaping/construction project the crew is working on, with the approximate cost of materials, tools and labor.

Success Story: Iliana

Iliana's decision to start saving up money for her own car was quickly followed by her need to find a summer job. She applied to work at a bread store and at a coffee shop, without luck. When Tree Trust visited her school to talk about the Youth Conservation Corps, Iliana filled out an application. Since mid-June, she has been working at the Good Samaritan Nursing Home in Inver Grove Heights.



In her application, Iliana selected an individual position at a nursing home as her first choice. She is shy and wants to become more comfortable with strangers, and thought that working with elderly residents would be a good way to work on her social skills.

So far, Iliana has enjoyed her position. She works at least four days a week, sometimes five, and even the occasional Saturday. Nonetheless, she says, "it's been easier than I thought," adding, "I like it here."

A rising senior at Henry Sibley High School in West St. Paul, Iliana is looking forward to graduating and is thinking about attending a technical college. After a few weeks at the nursing home, Iliana is already less shy than when she began, interacting comfortably with residents and co-workers. Looking forward to next summer, she says, "I want to come back to Tree Trust." If Iliana continues on the path she is on, she'll be getting to work in her own car, accomplishing whatever goal that she sets for herself.

Success Story: Danielle

Danielle, a bright 15-year-old, was referred to the summer youth program by her school counselor. She wanted to build confidence in her abilities and work on handling stress. She interviewed at the Scott County Library in Savage and was hired by the head librarian, based on her enthusiasm and energy. This was her first 'real' job experience.

According to the head librarian, Danielle would take on any task given with gusto and completed it accurately and quickly. Over the course of the program, Danielle thrived and was given more responsibility like creating a



PowerPoint presentation to display the various programs at the library. She was also able to teach the library staff about PowerPoint and how to put together a presentation. Danielle also assisted with the teen summer reading program.

Danielle learned "that I am a hard worker and that I can do whatever I set my mind to." She gained work readiness skills that include accepting constructive criticism, working well with others, coping and problem solving and adaptability. Her hard work and increased confidence paid off and she was offered part time employment with the Savage Library, where she continues to work after school.

Quotes From Youth:

"It helped me improve my work ethic and skills."

"This job has taught me a lot about the working world, and budgeting and planning your money and day."

"I learned the values of items we worked with."

"This showed me what a real job was going to be like."

"I don't have to be in school to go to the library."

"I like working with children more than I thought."

SFY 2011 Youth Served At-A-Glance (July 1, 2010 through June 30, 2011): (combined)

Youth Served Under MYP.....	265
Completed Work Readiness Training.....	194
No. Youth High School Dropouts.....	3
No. Youth Offenders.....	14
No. Youth/Family On Public Assistance.....	58
No. Youth Pregnant or Parenting.....	6
No. Youth with Disabilities.....	232
No. Youth Homeless or Runaway.....	7
No. Foster Youth.....	7

Best Practices:

Unique or High Quality Work Experiences:

Tree Trust has recognized the increasing demand for jobs in the healthcare industry and has continued to expand partnerships in that area. Experience gained by Tree Trust youth summer employees at the Dakota County Public Health Department site offered a broad understanding of community healthcare needs, career options and specific skills in areas of office administration, marketing and public relations.

The animal rescue, feed and pet store allows youth the unique opportunity of gaining customer service experience along with providing a (non-profit) service to the community through animal rescue. The shelter is housed and supported by a feed and pet supply company and helps all types of animals. Older youth have assisted with caretaking and rehabilitation of animals taken from animal hoarders, wildlife rescue and maltreated animals. Domestic animals are adopted out or live with foster homes when appropriate, while wild animals are ultimately placed with appropriate outside care or released back to their natural habitats.

Quotes From Parents:

"This was a great experience for my daughter. She got to experience what it is like in the working world."

"This was a wonderful opportunity for our son! He matured over the summer with a new found appreciation for working, saving money, getting along with peers, making decisions and most of all learning new skills! Thank you again for this opportunity."

"He was more positive and happier than he's ever been over a summer."

"I'm grateful this program has been there for my kids."

Ramsey County Workforce Solutions

Patricia Brady, Director
 2098 - 11th Avenue East
 North St. Paul, MN 55109
 Phone: (651) 779-5651
 Website: www.co.ramsey.mn.us/workforce

County Served: Ramsey

Success Story: Tannasia

HIRED enrolled Tannasia in the YouthLEAD program when she was 19 years old. When her HIRED counselor first met with her, Tannasia was homeless, had difficulty getting along with others, involved with friends in unlawful activities, and her employer had fired her from her job. Tannasia's HIRED counselor connected her with mental health services and assisted her in securing housing. The HIRED counselor worked with her on work readiness training, applications, resume development, budgeting, and mock interviewing. Tannasia completed weeklong customer service training and utilized the youth resource room in job searching. Her HIRED counselor took her to several job fairs while job searching in the community.



Tannasia eventually got a job and has been successfully working for several months. Tannasia recently stated, "My HIRED counselor inspired me to be a better person. He has opened my eyes to reality and showed me how to apply myself, be successful at work and secure a safe place to live."

Best Practices:

Leadership Development Activities: YouthLEAD participants have participated in SPROCKETS Saint Paul Focus Groups, sat on the Saint Paul Promise Neighborhood Solution Action Groups, conducted community canvassing, mapping activities, planned, facilitated neighborhood events, and participated in various service learning opportunities.

SFY 2010 Youth Served At-A-Glance (July 1, 2009 through June 30, 2010):

Youth Served Under MYP.....	267
Completed Work Readiness Training	244
No. Youth High School Dropouts.....	76
No. Youth Offenders	85
No. Youth/Family On Public Assistance	70
No. Youth Pregnant or Parenting	50
No. Youth with Disabilities	56
No. Youth Homeless or Runaway	26
No. Foster Youth.....	24

Examples of Jobs Offered Through Ramsey County Workforce Solutions:

Circulator bus leads, youth camp workers, data specialists, manufacturing assistants, customer service specialists, packing and assembly specialists, warehouse specialist, retail specialists, computer room attendants.

Best Practices:

Hmong American Partnership/American Indian Family Center:

Six YouthLEAD participants graduated from Hmong American Partnership's "Digital Connectors Program." The program consisted of an intensive hands-on skills training, which the collaborative delivered over nine months. During this period, participants learned to network computer labs, connect wireless access points, design computer-training modules, and create social media projects. In addition, participants learned about financial management and entrepreneurship.

YWCA Health, Fitness and Nutrition Programming:

The YWCA/St. Paul launched the fitness and nutrition initiative, Youth in Motion (YIM) to combat the increasing incidence of obesity and diabetes in youth. Through YIM, youth participants received a personalized fitness assessment, followed by twice-weekly fitness sessions with a personal trainer.

YWCA Financial Literacy Education:

YWCA delivered financial literacy instruction designed to raise awareness about the power and potential of assets to transform lives and to equip young people in their formative years with the basics of financial education. The education gave participants the knowledge, skills, and confidence they needed to manage their finances into adulthood.

Success Story: Monique

Monique is 20 years old and has spent her whole life in foster care. She came to Lifetrack Resource to enroll in YouthLEAD. She focused on her inability to find a job and stay in school. Her YouthLEAD counselor at Lifetrack Resources worked with Monique to create a plan to get her back on track with activities restoring her confidence and building work readiness skills.

Monique enrolled and attended customer service training at Saint Paul College. She excelled in the class. Monique said, "Without the Customer Service training, I would have never learned some really important customer service and leadership skills."



Another part of the plan for Monique was to facilitate a positive work experience. The supported work experience allows participants to work for three months while earning subsidized wages. Monique started working at Greater Twin Cities Arc Value Village Thrift Store in Saint Paul. After her first day of work, the Volunteer Development Manager for Value Village, said, "She worked hard and did a great job." After four weeks on the job, Monique received her next work evaluation, which reflected her improvement.

After completing her first month of work experience, Monique had saved up enough money to move out of her foster home. This was one of her personal goals. Monique was able to transfer from the Value Village St. Paul location to their store in Brooklyn Center.

"I am really learning how to be organized and how to communicate better with people." Her new supervisor Amy Haddy said that she is doing a good job of staying on task and asking questions, which were two things on which her previous supervisor wanted Monique to work on. Monique was able absorb the feedback from her work supervisors to make the necessary changes

Monique is now halfway through her work experience. Her confidence and workplace skills are improving. After she finishes her internship, she is interested in pursuing a retail job where she can use all her learned customer service and communication skills. Her focus has changed and she is looking more towards the future. She feels excited about all the possibilities. With her hard work and dedication to the YouthLEAD program, Monique will continue to be successful.

SFY 2011 Youth Served At-A-Glance (July 1, 2010 through June 30, 2011):

Youth Served Under MYP	265
Completed Work Readiness Training	242
No. Youth High School Dropouts	66
No. Youth Offenders	73
No. Youth on Public Assistance	63
No. Youth Pregnant or Parenting	44
No. Youth With a Disability	88
No. Youth Homeless or Runaway	23
No. Foster Youth	27

Quotes From Youth:

"Thank you so much for giving me a reference. I truly appreciate it. While working on this scholarship and talking with you this past Saturday, I realized how much I have changed through my experiences over the last few years as well as this past summer. My experiences have made me a better person and I am very grateful for the many doors opened through my time at the YWCA. I do not plan on this being the end, I hope to continue to achieve great things and graduate from college." - 17 year old YouthLEAD Participant

"I really enjoy being in this program. Thank you for the opportunity to be in it and all of the opportunities I have had since I have been here. It has helped me gain confidence in the interviewing process and helped me realize my strengths and what I am really good at." - 19 year old YouthLEAD Participant.

"I wanted to say that I am happy to know that someone out there (you and the whole YWCA staff) care about my success and that I wish I knew about this program earlier so that I could take advantage of it sooner." - 22 year old YouthLEAD Participant

Washington County Workforce Center

Robert Crawford, Division Director
 Woodbury Service Center
 2150 Radio Drive
 Woodbury, MN 55125
 Phone: (651) 275-8650
 Website: www.mnwfc.org/washington-county

County Served: Washington

Best Practices:

Career Exploration: The Washington County Youth Council participates in an annual Career Day event held at Century College. The event exposes over 500 high school students to career and educational opportunities each year. Youth are given the opportunity to meet with professionals who represent the six career fields outlined in *MnCareers*, listen to a panel of professionals discuss their unique career paths and tour programs offered at Northeast Metro 916 Career and Technical Center and Century College.

Cooperative Project: Washington County partners with Northeast Metro 916 to provide summer employment for youth that participate in the Construction Occupations Program. Throughout the school year program, youth are exposed to all aspects of building a residential home including on-the-job safety, blueprint reading, wall and roof framing, insulation, mechanical and electrical systems, and interior finishing and hands-on work by actually building a house.

During the summer, youth spend more time completing the house and landscaping the property while earning a paycheck. In 2011, youth also worked with the new homeowners on changes and upgrades. When one participant was asked what he liked best about the work experience, he stated "It was something fun and creative to look forward to during the summer."

Students completing the program have the opportunity to visit local technical colleges, earn college credit and receive advanced standing in the Builders Association of the Twin Cities Adult Carpentry Training Program.

Work Readiness Training: Participants are offered an interactive workshop entitled "Workplace Success" before starting a work experience. Youth are prepared for what they can expect in the workplace and the tools to be successful. Workplace safety, appropriate workplace behavior and expectations are highlighted. Youth are also encouraged to attend financial education and other workshops offered through the WorkForce Center.

SFY 2010 Youth Served At-A-Glance (July 1, 2009 through June 30, 2010):

Youth Served Under MYP.....	36
Completed Work Readiness Training	33
No. Youth Offenders	3
No. Youth/Family On Public Assistance	3
No. Youth with Disabilities	34
No. Foster Youth.....	2

Examples of Jobs Offered Through Washington County:

Office Aide, Child Care Assistant, Retail Stocker, Customer Service, Receptionist, Library Shelver, Construction Assistant, Landscaper, Custodian and Park Maintenance

Success Story: David

David lived in foster care when he came to the Washington County Youth Program. He worked his first summer with a crew from Tree Trust completing landscaping projects in a local park. The next year, David participated in a Construction Trades Program through Northeast Metro 916 Career and Technical Center. The program provided classroom and hands-on learning as the class built a house. The project was not fully completed by the end of the school year, so the Youth Program provided wages for David to work on the construction project during the summer. This allowed David to expand his construction knowledge and earn a paycheck.



David completed high school and his youth counselor felt that David was ready for an individual placement. A work experience was developed at a local hotel assisting the hotel's engineer. The engineer was very impressed with the skills that David brought to the job from his experiences with the construction program: "David is always on time, tries his best and does what is expected of him." David was hired permanently by the hotel when his work experience was completed; he plans to expand on his skills by completing a Business Degree.

Success Story: Cesar

Cesar was referred to the Youth Program from a community partner, Family Means. Cesar had participated in the agency's after-school program as a child and then volunteered as he got older. Family Means requested that Cesar be considered for a work experience placement assisting school-age children with art, homework, computer skills and sports.



Cesar was very interested in pursuing post-secondary training. He completed career assessment and attended a Career Day at a local community college. Cesar worked with the youth counselor to apply for financial aid and college admission. He then requested another work experience to expand his work skills. Cesar graduated from high school and is now the first in his family to attend college. He was hired by his employer when his work experience was completed. Cesar is working part-time while he pursues a Dental Assistant Degree.

Success Story: Ryan

Ryan first learned about Tree Trust four years ago when he was in junior high. He always liked the outdoors and thought that the program would be a good fit. "I like working with my hands," he said. In past summers, Ryan helped build timber staircases in several Washington County parks. This year of 2011 at Hamlet Park has been no different, except that the staircase is the hardest project on which he has worked. The timber staircase that will connect the southern part of the park with Harkness Avenue climbs a hill with steep and gradual slopes, making the project a complicated one. Ryan also works bussing tables and hosting at a local Perkins' Restaurant. He seems more excited than daunted by the work.



At age 17, Ryan is friendly, outgoing and conveys a clear sense of purpose. When asked about his plans for the future, he does not hesitate: "I'm going to join the Marine Corps." His father and several relatives have served in the Armed Forces, and he wants to continue in that tradition: "My goal is to be a Marine for life." Ryan believes that the skills he has acquired with Tree Trust will help him realize that goal. This fall, Ryan will begin his senior year. Working with a variety of tools and taking on construction projects has improved his math and problem-solving skills. He's also learned a lot about teamwork. Holding down two jobs, finishing high school and working towards an ambitious goal, Ryan has taken on a great deal.

SFY 2011 Youth Served At-A-Glance (July 1, 2010 through June 30, 2011):

Youth Served Under MYP	54
Completed Work Readiness Training.....	51
No. Youth Offenders	6
No. Youth on Public Assistance	12
No. Youth Pregnant or Parenting	2
No. Youth With a Disability.....	46
No. Youth Homeless or Runaway	4

Quotes From Participants:

"I really enjoyed my time at Courage Center and getting to know the people, clients and coworkers."

"This job has taught me a lot about the working world, and budgeting and planning your money and day."

Quote From Parent:

"I just want to thank you for this program. My son did so well and was proud to show that he could do something well."

Quote From Worksite Supervisor:

"I have had two great experiences with this program. I think it provides a valuable working and learning experience for the participants. I hope the program continues for them and others to get them on the right track in work and life."

Stearns-Benton Employment and Training Council

Kathy Zavala, Director
 MN WorkForce Center
 1542 Northway Drive
 St. Cloud, MN 56303
 Phone: (320) 308-5702

Website: www.mnwfc.org/stcloud

Counties Served: Benton, Stearns

Success Story: Alicia

Being a parent, working part-time and attending school full-time has been challenging for Alicia. Her daughter was born when she was a senior in high school. Alicia always wanted to be a nurse. She enrolled at St. Cloud Technical and Community College and studied to become a licensed practical nurse. Alicia learned about the WIA Youth Program available through Stearns-Benton Employment and Training Council located at the WorkForce Center in St. Cloud.

She met with a career planner and found that she would be able to remain in school. The WIA Youth Program helped her with school costs like books, uniforms, lab kits and license fees. Her career planner listened and coached her through the steps that she needed to continue her career pathway and reach her goals. Alicia graduated with a degree in Practical Nursing and passed her Minnesota Board of Nursing Exam.



She is working full-time in the Mental Health Department at the Veterans Affairs Health Care System in St. Cloud, Minnesota. She thought all hope was lost, her career planner helped figure out a plan so she could continue her education. Alicia stated, "I would not have accomplished this without the WIA Youth Program."

SFY 2010 Youth Served At-A-Glance (July 1, 2009 through June 30, 2010):

Youth Served Under MYP.....	32
Completed Work Readiness Training	22
No. Youth Offenders	6
No. Youth/Family On Public Assistance	16
No. Youth with Disabilities	17
No. Foster Youth	6

Examples of Jobs Offered Through Stearns-Benton Employment and Training Council:

Office assistants with post-secondary departments including admissions, registration, financial aid, library, and placement offices; legal office assistant with the local Legal Aid Office.

Quote From Employer:

"We are so lucky to have a participant from the Work Experience Program in our office. We have not always been able to find qualified candidates in the work study pool that is funded by financial aid. The Career Planner knows our office, understands our needs, and selects participants she knows will be a good fit in our office. Our current Work Experience participant came to us as a very shy young woman with a limited work history. We have seen her blossom into a confident, competent and professional employee."

Quote From Parent:

"CareerONE is an awesome program. The opportunity arose for my son to attend the CareerONE program when he was in depression and at a very low point in his life. Not only did CareerONE give the opportunity to gain academic skills, it also showed him how to work as a team and help out team mates. The staff is incredible and they showed my son he is a vital part of his team and gave him encouragement that helped boost his self-esteem."

Best Practices:

Unique/High Quality Work Experiences: Most youth who are participating in the work experience program are also postsecondary students. The youth’s interests and career pathway drive the selection of the worksite placement and development of an individual skill plan. Youth learn and demonstrate appropriate work habits on the job. Skills specific to the worksite’s job description are included in the work readiness skills summary. The worksite supervisor assesses the youth’s skill development and establishes training goals. Upon achieving 95 percent competency of occupational skills, youth receive a “Mastery of Skills Certificate.”

Unique Opportunities for Career Exploration and Skill Development: CareerONE participants explore careers using both written and online information. They investigate careers of interest and learn about labor market information and postsecondary school opportunities for high school students, such as Tech Prep, Advanced Placement courses and Discovery Academies. The ACT’s National Career Readiness Certificates® (ACT NCRC) is a primary goal for all youth in preparing for career pathways. The youth participate in a WorkKeys® pre-assessment of three main skill areas: Reading for Information, Locating Information and Applied Match. based on their pre-assessment scores, the youth continue to advance their skills through online learning modules with the KeyTrain® curriculum. At the conclusion of CareerONE, the youth complete post-tests and are able to earn Bronze, Silver, Gold or Platinum levels of the ACT’s National Career Readiness Certificate® (ACT NCRC). The certificate is added to the youth’s Job Search Portfolio.

Financial Literacy Training: Junior Achievement’s Finance Park® was available to youth who participated in CareerONE. The training developed money management skills and acquired personal finance knowledge. Youth demonstrated their ability to balance their budgets through an on-line, life-like, personal financial decision-making simulation. JA Finance Park® certificates were awarded to 100 percent of the youth who completed CareerONE.

**SFY 2011 Youth Served At-A-Glance
(July 1, 2010 through June 30, 2011):**

Youth Served Under MYP	32
Completed Work Readiness Training	30
No. Youth on Public Assistance	15
No. Youth With a Disability	17
No. Youth Homeless or Runaway	1
No. Foster Youth	2

Quotes From Youth:

“One of the hardest things in life is to ask for advice and help. After getting signed up for the program, I found the help I truly needed and developed the comfort in being able to ask for advice and accepting the help. I have advanced my education and grown as a person.”

“The program has helped me in setting and accomplishing my goals. The program has helped me financially with things like school and transportation. My Career Planner is there to advise me and support me with school. As a former foster child, I do not always have someone to talk to if I run into a problem and my Career Planner is there to guide me with the next step to take in school, etc. If I didn’t have the services of the program, I don’t think I could be able to be a full-time student, participate in the work experience program and be a full-time mommy.”

“Participating in the program has helped me focus more on school instead of the financial burden college can leave on some people. It helped me find a part-time job within the school that is flexible and will someday be a great reference.”

Winona County WorkForce Council

Michael Haney, Director
 1250 Homer Road - Suite 200
 Winona, MN 55987
 Phone: (507) 453-2920

Website:
www.positivelyminnesota.com/winona

County Served: Winona

SFY 2010 Youth Served At-A-Glance (July 1, 2009 through June 30, 2010):

Youth Served Under MYP	34
Completed Work Readiness Training	33
No. Youth on Public Assistance	8
No. Youth With a Disability	24
No. Youth Offenders	9
No. Youth Pregnant or Parenting	3
No. Foster Youth	2

Examples of Jobs Offered Through Winona County WorkForce Center:

Janitor aide, stocker, patient escort, clerical assistant, housekeeper, food preparation worker, horticulture aide, child care assistant, information technology assistant, grounds maintenance worker, nursing center home aide, grocery stocker/bagger, job coach, cook helper, and general clerical.

Quotes From Youth:

"I love my worksite. I love the ladies and the teachers. I like the conversations I get involved in. I don't know what else to say but it was a wonderful experience and I would do it again!" - Youth

"I had fun working outside with the people I worked with and I found out that I like doing custodial work." - Youth

"I love my job. It is never a boring day. But no matter what, I still want to be my own boss!"

Quote From Employer:

"Dan has been the best worker that we've had come through the program. He is always on time if not early, and he does what is asked of him without question. We've not had any problems with Dan at all and he's been a lot of help for all of the maintenance guys around here."

Success Story: Bi

The Winona WorkForce Center offered career counseling and work experience opportunities to teen parents enrolled in MFIP.

"Bi" was referred by county staff for the youth work experience program. She is a young Hmong mother who has never worked.



With the support of her extended family, she has managed to finish High School, raise her son and gain experience in a career she loves: working with children.

During her orientation and with the help of an Interpreter, Bi said her dream is to someday run her own daycare center specializing in caring for Hmong children. She also wants to learn to speak English better. What better and safer place to learn and use her English skills than a childcare/after school program! The kids love her and constantly ask questions. The childcare program director says that Bi is "wonderful" with the kids.

Bi simply smiles and says, "My English is getting better."

Today, Bi continues at the childcare center through the Minnesota Youth Program as she prepares to enter Technical College.

Success Story: Barry

Barry was placed at the Salvation Army to help with stocking and general cleaning around the store. This was a big step for Barry, who has been diagnosed with Tourette Syndrome, which greatly affects his organizational skills.

Barry started out feeling uncomfortable, not wanting to misplace something or do anything wrong. His supervisor reported that Barry did good work, but was relatively slow at performing some basic tasks because of his desire to make sure everything was perfect. Barry would spend extra time organizing and trying to perfect the shelves and would lose focus on what else he was supposed to do and couldn't keep things in order. After settling in and feeling more comfortable with his new role, Barry was a great employee for the Salvation Army. His supervisor said, "Barry has made huge strides in his performance at work, and is such a delightful person to be around." His mother also noted, "You have no idea the difference we've seen in Barry from being enrolled in the WIA Youth program. He feels more confident in what he does and it seems like he's a completely different person. I couldn't be happier for Barry being in the WIA program, and I hope that this program is around for a long time."



Barry finished his work experience at Salvation Army and recently graduated from high school. He is enrolled at Winona State University where he is taking general education credits before deciding on a major. Barry also accepted a part-time job at Winona State, working about 10 hours a week and earning \$8.40 per hour. He works as a Data Analyst for the outreach program, where he uses computer software to translate lesson plans into a foreign language for ESL students. Barry has made gigantic strides and is well on his way to doing great things in his life.

SFY 2011 Youth Served At-A-Glance (July 1, 2010 through June 30, 2011):

Youth Served Under MYP	20
Completed Work Readiness Training.....	20
No. Youth on Public Assistance	8
No. Youth With a Disability	13
No. Youth Offenders	7
No. Youth Pregnant or Parenting	5
No. Foster Youth	2

Best Practices:

Youth Teaching Youth: The summer program offered an afternoon Robotics Camp, led by 4-H youth through a partnership with University of Minnesota Extension. Agreements are already in place to offer the Robotics Camp again next year using 4-H youth leaders.

Hands On Learning: A Hot Jobs Camp was offered to youth over the summer. Based on an interest survey, youth had the opportunity to learn about several interesting jobs using volunteer professionals in the community and hands on learning. Careers highlighted during the camp included: Web developer, counselor, wildlife specialist, and energy efficiency technician.

Career Exploration and Development: Winona County has developed a relationship with Family and Childrens' Center, an organization that serves youth with serious disabilities and youth offenders and others. The WorkForce Center was awarded a development grant to create career-based curriculum that helps at-risk youth to see their dream career and start exercising the small steps to reach that career.

APPENDICES

Page Intentionally Left Blank

MINNESOTA YOUTH PROGRAM				
RETURN ON INVESTMENT (ROI) INFORMATION				
State Fiscal Years 2010 and 2011 (July 1, 2009 to June 30, 2011)				
#	Characteristics	SFY2010	SFY2011	Biennium
1	Unduplicated Count Of MYP Enrollees	3,454	3,774	7,228
2	Total Number of MYP Termed	1,189	2,711	3,900
3	Total Number of MYP Terminees that Returned To School	1,049	2,471	3,520
4	Total Number Of MYP Terminees that Were Placed in Jobs	147	340	487
5	Average Wage at Placement for MYP Placements	\$8.98	\$8.66	\$8.82
6	Average Number of Hours Per Week Per MYP Placements	40	35	37.5
7	Total Number of MYP Placed in Part-Time/ Transition Jobs (Activities 91 & 92)	2,617	2,526	5,143
8	Average Wage at Transition for those MYP Placed in Activities 91 & 92	\$8.00	\$8.00	\$8.00
9	Average Number of Hours Per Week for MYP Transition Jobs (Activities 91 & 92)	40	40	40
10	Total MYP Expenses for the Program Year	\$648,750	\$673,750	\$1,322,500
11	Total Annual Wages Earned By MYP Participants	\$7,770,365	\$10,208,728	\$17,979,093
12	Total Government Taxes Paid (Estimated At 26.6%)	\$2,066,917	\$2,715,522	\$4,782,439
13	Estimated Welfare Savings on Placements (Average \$6,384)	\$938,448	\$2,170,560	\$3,109,008
14	Total Annual Return to Government	\$3,005,365	\$4,886,082	\$7,891,447
15	Positive Termination Rate	100.6%	103.7%	102.7%
16	Entered Employment Rate	105.0%	141.7%	128.2%
17	Return On Investment (ROI)	\$4.63	\$7.25	\$5.97

Page Intentionally Left Blank

SFY 2010 - 2011 MYP DATA SUMMARIES

**(July 1, 2009 through June 30, 2010 and
July 1, 2010 through June 30, 2011)**

SFY 2010 Minnesota Youth Program (MYP) Data Summary (July 1, 2009 through June 30, 2010)

COMBINED WSA TOTALS		TOTAL	PCT	WSA 1	WSA 2	WSA 3	WSA 4	WSA 5	WSA 6	WSA 7	WSA 8	WSA 9-H	
1. Total Participants Served		3,454		86	312	154	226	285	142	230	255	655	
Gender	2a. Male	1,899	55.0%	31	158	93	122	169	75	122	167	349	
	2b. Female	1,552	44.9%	55	154	61	104	113	67	108	88	306	
Age	3a. 14 - 15	892	25.8%	23	90	34	26	64	33	13	16	262	
	3b. 16 -17	1,392	40.3%	49	143	73	75	163	80	119	88	220	
	3c. 18	486	14.1%	10	38	15	45	39	16	36	52	87	
	3d. 19 - 21	678	19.6%	4	41	32	80	16	13	59	99	86	
Ethnicity / Race	4a. Hispanic/Latino	287	8.3%	0	20	2	6	38	18	60	55	15	
	4b. American Indian or Alaska Native	229	6.6%	4	78	12	41	10	3	7	9	16	
	4c. Asian	186	5.4%	0	3	1	8	2	26	2	4	76	
	4d. Black or African American	924	26.8%	1	13	3	52	12	5	37	26	300	
	4e. White	2,254	65.3%	81	218	137	156	265	110	189	229	291	
Education Level	5a. 8 th grade and under	476	13.8%	2	63	3	0	40	8	11	0	77	
	5b. 9 th Grade – 12 th Grade	2,608	75.5%	80	205	119	189	234	127	189	192	569	
	5c. High School graduate or equivalent	281	8.1%	3	36	19	24	6	7	24	56	7	
	5d. Post-Secondary Education	87	2.5%	1	8	13	13	2	0	7	7	2	
Other Demographics	6. Limited English Proficient	181	5.2%	2	7	0	6	19	27	13	15	51	
	7. Youth From Families Receiving Public Assistance	1,431	41.4%	17	147	69	166	114	53	176	140	131	
	8. Foster Youth	224	6.5%	2	11	15	27	42	9	16	27	23	
	9. Youth with a Disability	1,643	47.6%	71	126	84	108	186	67	82	47	344	
	10. High School Drop-Out	336	9.7%	1	72	3	75	4	1	19	81	0	
	11. Youth Offender	492	14.2%	8	40	14	67	52	11	40	84	31	
	12. Pregnant or Parenting Youth	347	10.0%	7	23	12	39	25	11	57	88	13	
	13. Basic Skills Deficient	2,014	58.3%	2	159	82	131	233	82	44	157	383	
	14. Homeless or Runaway Youth	138	4.0%	0	3	0	28	6	4	5	31	27	
	15. Not Employed at Program Enrollment	3,203	92.7%	86	269	125	208	260	132	220	201	654	
	PROGRAM SERVICES, ACTIVITIES, AND OTHER RELATED ASSISTANCE												
	1. Received Education/Job Training Activities		2,622	75.9%	4	266	153	226	270	9	0	111	655
	2. Received Work Experience Activities		2,681	77.6%	80	261	123	124	137	99	228	91	655
	3. Received Community Involvement and Leadership Development Activities		1,880	54.4%	5	12	123	21	132	7	230	59	655
	4. Received Post-Secondary Exploration, Career Guidance and Planning Activities		2,446	70.8%	5	77	123	226	199	6	230	225	655
5. Received Mentoring Activities		2,155	62.4%	2	49	123	88	262	34	230	31	655	
6. Received Support Services		1,282	37.1%	1	26	35	226	64	13	228	71	113	
INDICATORS OF PERFORMANCE													
1. Attained Work Readiness or Education Goals in ISS		2,431	70.4%	65	90	148	218	102	110	186	171	427	
2. Received Academic or Service Learning Credit		926	26.8%	20	18	46	5	49	34	27	53	427	
3. Obtained High School Diploma, GED, or Remained in School, Drop-out-Returned to School		960	27.8%	16	67	88	2	23	112	112	109	12	
4. Entered Post Secondary Education, Vocational/Occupational Skills Training, Apprenticeship, or Military		193	5.6%	5	10	51	1	6	7	16	44	1	
5. Obtained a Certificate or Degree		84	2.4%	0	3	20	4	1	1	0	29	0	
6. Entered Employment		159	4.6%	3	6	18	10	13	4	25	56	0	
CUSTOMER SATISFACTION													
1. Number of Participants Rating MYP Experience as "Excellent"		563	54.9%	5	45	127	19	30	1	25	116	73	
2. Number of Participants Rating MYP Experience as "Very Good"		361	35.2%	9	50	10	9	17	3	12	32	43	
3. Number of Participants Rating MYP Experience as "Average"		91	8.9%	1	8	3	4	5	38	4	4	3	
4. Number of Participants Rating MYP Experience as "Below Average"		6	0.6%	0	1	0	0	1	1	0	0	0	
5. Number of Participants Rating MYP Experience as "Poor"		3	0.3%	0	0	0	0	1	0	0	0	0	
6. Total Number of Surveys Completed		1,025	100.0%	15	104	140	32	54	43	41	152	119	

SFY 2010 Minnesota Youth Program (MYP) Data Summary (July 1, 2009 through June 30, 2010)

COMBINED WSA TOTALS		TOTAL	PCT	WSA 9-C	WSA 10	WSA 12	WSA 14-D	WSA 14-S	WSA 15	WSA 16	WSA 17	WSA 18
1. Total Participants Served		3,454		49	209	197	254	31	267	36	32	34
Gender	2a. Male	1,899	55.0%	39	83	107	175	22	134	23	16	14
	2b. Female	1,552	44.9%	10	126	90	79	9	133	13	16	20
Age	3a. 14 - 15	892	25.8%	19	137	61	71	3	2	16	22	0
	3b. 16 -17	1,392	40.3%	21	37	93	91	22	69	15	10	24
	3c. 18	486	14.1%	6	9	24	26	3	68	2	0	10
	3d. 19 - 21	678	19.6%	3	26	19	66	3	128	3	0	0
Ethnicity / Race	4a. Hispanic/Latino	287	8.3%	5	18	9	13	4	21	2	1	0
	4b. American Indian or Alaska Native	229	6.6%	3	12	6	12	0	11	1	3	1
	4c. Asian	186	5.4%	0	19	13	14	1	13	1	0	3
	4d. Black or African American	924	26.8%	3	159	87	39	3	160	4	15	5
	4e. White	2,254	65.3%	38	35	98	201	26	106	32	14	28
Education Level	5a. 8 th grade and under	476	13.8%	17	21	57	53	0	104	5	15	0
	5b. 9 th Grade – 12 th Grade	2,608	75.5%	30	160	137	199	29	70	29	17	33
	5c. High School graduate or equivalent	281	8.1%	2	24	3	1	1	65	2	0	1
	5d. Post-Secondary Education	87	2.5%	0	4	0	1	1	28	0	0	0
Other Demographics	6. Limited English Proficient	181	5.2%	1	4	15	9	2	2	1	3	4
	7. Youth From Families Receiving Public Assistance	1,431	41.4%	14	121	88	91	7	70	3	16	8
	8. Foster Youth	224	6.5%	3	1	7	5	2	24	2	6	2
	9. Youth with a Disability	1,643	47.6%	33	37	94	225	8	56	34	17	24
	10. High School Drop-Out	336	9.7%	0	0	3	1	0	76	0	0	0
	11. Youth Offender	492	14.2%	14	3	9	12	4	85	3	6	9
	12. Pregnant or Parenting Youth	347	10.0%	1	1	11	4	2	50	0	0	3
	13. Basic Skills Deficient	2,014	58.3%	11	128	179	197	17	132	21	23	33
	14. Homeless or Runaway Youth	138	4.0%	0	0	0	7	1	26	0	0	0
	15. Not Employed at Program Enrollment	3,203	92.7%	44	209	187	254	17	240	34	32	31
PROGRAM SERVICES, ACTIVITIES, AND OTHER RELATED ASSISTANCE												
1. Received Education/Job Training Activities		2,622	75.9%	24	209	50	254	22	267	36	32	34
2. Received Work Experience Activities		2,681	77.6%	49	209	185	254	31	85	36	0	34
3. Received Community Involvement and Leadership Development Activities		1,880	54.4%	0	209	6	254	22	78	36	30	1
4. Received Post-Secondary Exploration, Career Guidance and Planning Activities		2,446	70.8%	26	209	0	254	22	90	36	32	31
5. Received Mentoring Activities		2,155	62.4%	0	209	182	254	0	0	36	0	0
6. Received Support Services		1,282	37.1%	15	209	21	63	7	175	0	13	2
INDICATORS OF PERFORMANCE												
1. Attained Work Readiness or Education Goals in ISS		2,431	70.4%	38	209	125	179	31	244	33	22	33
2. Received Academic or Service Learning Credit		926	26.8%	8	83	0	56	22	12	33	0	33
3. Obtained High School Diploma, GED, or Remained in School, Drop-out-Returned to School		960	27.8%	49	209	23	5	31	37	0	32	33
4. Entered Post Secondary Education, Vocational/Occupational Skills Training, Apprenticeship, or Military		193	5.6%	0	0	1	0	1	45	2	0	3
5. Obtained a Certificate or Degree		84	2.4%	0	0	0	0	0	24	0	0	2
6. Entered Employment		159	4.6%	0	0	0	0	5	12	2	0	5
CUSTOMER SATISFACTION												
1. Number of Participants Rating MYP Experience as "Excellent"		563	54.9%	10	18	6	38	8	11	17	13	1
2. Number of Participants Rating MYP Experience as "Very Good"		361	35.2%	5	111	2	21	0	4	12	11	10
3. Number of Participants Rating MYP Experience as "Average"		91	8.9%	0	6	1	6	0	2	2	2	2
4. Number of Participants Rating MYP Experience as "Below Average"		6	0.6%	0	2	0	0	0	0	0	1	0
5. Number of Participants Rating MYP Experience as "Poor"		3	0.3%	0	1	0	1	0	0	0	0	0
6. Total Number of Surveys Completed		1,025	100.0%	15	138	9	66	8	17	31	28	13

SFY 2011 Minnesota Youth Program (MYP) Final Data Summary (July 1, 2010 through June 30, 2011)

COMBINED WSA TOTALS		TOTAL	PCT	WSA 1	WSA 2	WSA 3	WSA 4	WSA 5	WSA 6	WSA 7	WSA 8
1. Total Participants Served		3,774		112	391	142	199	389	142	267	288
Gender	2a. Male	2,047	54.2%	65	207	88	99	211	75	134	101
	2b. Female	1,727	45.8%	47	184	54	100	178	67	133	187
Age	3a. 14 - 15	938	24.9%	33	112	25	23	79	33	11	15
	3b. 16 -17	1,414	37.5%	51	177	56	67	209	80	129	98
	3c. 18	557	14.8%	13	40	16	46	63	16	47	60
	3d. 19 - 21	872	23.1%	15	62	45	63	38	13	80	115
Ethnicity / Race	4a. Hispanic/Latino	341	9.0%	17	26	0	4	64	18	66	58
	4b. American Indian or Alaska Native	270	7.2%	6	107	13	39	16	3	5	10
	4c. Asian	196	5.2%	1	0	1	9	0	26	2	7
	4d. Black or African American	985	26.1%	6	15	3	46	26	5	44	51
	4e. White	2,437	64.6%	100	243	125	133	355	110	218	231
Education Level	5a. 8 th grade and under	434	11.5%	10	81	4	0	47	8	11	15
	5b. 9 th Grade – 12 th Grade	2,735	72.5%	85	267	93	168	320	127	154	73
	5c. High School graduate or equivalent	314	8.3%	14	36	32	22	19	7	37	65
	5d. Post-Secondary Education	88	2.3%	0	8	13	9	3	0	8	8
Other Demographics	6. Limited English Proficient	180	4.8%	0	7	0	0	23	27	20	34
	7. Youth From Families Receiving Public Assistance	1,715	45.4%	41	200	69	157	203	53	232	223
	8. Foster Youth	223	5.9%	3	16	9	27	57	9	27	8
	9. Youth with a Disability	1,838	48.7%	85	147	57	91	239	67	96	48
	10. High School Drop-Out	367	9.7%	2	100	4	52	16	1	32	89
	11. Youth Offender	504	13.4%	9	42	11	55	76	11	49	90
	12. Pregnant or Parenting Youth	454	12.0%	19	47	24	31	47	11	69	123
	13. Basic Skills Deficient	2,152	57.0%	25	170	78	119	308	82	136	174
	14. Homeless or Runaway Youth	132	3.5%	2	3	2	25	5	4	8	10
15. Not Employed at Program Enrollment	3,497	92.7%	109	269	135	187	363	132	255	242	
PROGRAM SERVICES, ACTIVITIES, AND OTHER RELATED ASSISTANCE											
1. Received Education/Job Training Activities		3,201	84.8%	9	391	141	199	385	9	267	122
2. Received Work Experience Activities		3,131	83.0%	104	370	114	119	231	99	258	203
3. Received Community Involvement and Leadership Development Activities		2,095	55.5%	7	12	114	20	198	7	267	64
4. Received Post-Secondary Exploration, Career Guidance and Planning Activities		2,674	70.9%	7	77	114	199	299	6	267	225
5. Received Mentoring Activities		2,411	63.9%	3	59	114	80	378	34	267	39
6. Received Support Services		1,431	37.9%	2	51	33	199	62	13	258	83
INDICATORS OF PERFORMANCE											
1. Attained Work Readiness or Education Goals in ISS		3,008	79.7%	85	376	136	191	283	110	186	187
2. Received Academic/Service Learning Credit		1,130	29.9%	26	22	46	5	126	34	82	67
3. Obtained High School Diploma, GED, or Remained in School, Obtained a Certificate or Degree, or Drop-out-Returned to School		2,065	54.7%	22	285	108	190	255	113	173	137
4. Entered Post Secondary Education, Vocational/Occupational Skills Training, Apprenticeship, or Military or Entered Employment		440	11.7%	10	39	69	14	61	11	48	110
CUSTOMER SATISFACTION											
1. Number of Participants Rating MYP Experience as "Excellent"		664	52.4%	8	45	123	19	45	1	80	121
2. Number of Participants Rating MYP Experience as "Very Good"		466	36.8%	11	50	9	9	48	3	59	40
3. Number of Participants Rating MYP Experience as "Average"		129	10.2%	3	8	3	4	13	38	20	4
4. Number of Participants Rating MYP Experience as "Below Average"		5	0.4%	0	1	0	0	0	1	1	0
5. Number of Participants Rating MYP Experience as "Poor"		2	0.2%	0	0	0	0	0	0	0	0
6. Total Number of Surveys Completed		1,266	100.0%	22	104	135	32	106	43	160	165

**SFY 2011 Minnesota Youth Program (MYP) Final Data Summary
(July 1, 2010 through June 30, 2011)**

COMBINED WSA TOTALS		TOTAL	PCT	WSA 9H	WSA 9C	WSA 10	WSA 12	WSA 14D	WSA 14S	WSA 15	WSA 16	WSA 17	WSA 18
1. Total Participants Served		3,774		662	57	311	178	236	29	265	54	32	20
Gender	2a. Male	2,047	54.2%	378	41	163	105	165	21	129	42	16	7
	2b. Female	1,727	45.8%	284	16	148	73	71	8	136	12	16	13
Age	3a. 14 - 15	938	24.9%	209	29	241	54	35	1	1	15	22	0
	3b. 16 -17	1,414	37.5%	224	18	7	84	77	24	68	17	17	11
	3c. 18	557	14.8%	108	7	10	20	30	3	68	6	0	4
	3d. 19 - 21	872	23.1%	121	3	53	20	94	1	128	16	0	5
Ethnicity / Race	4a. Hispanic/Latino	341	9.0%	22	5	13	10	9	3	23	3	0	0
	4b. American Indian or Alaska Native	270	7.2%	10	2	31	6	7	0	15	0	0	0
	4c. Asian	196	5.2%	64	0	37	12	11	1	20	1	3	1
	4d. Black or African American	985	26.1%	278	4	222	78	21	3	167	8	6	2
	4e. White	2,437	64.6%	327	52	47	89	203	24	94	46	23	17
Education Level	5a. 8 th grade and under	434	11.5%	62	19	21	50	25	0	70	5	6	0
	5b. 9 th Grade – 12 th Grade	2,735	72.5%	597	37	277	122	209	22	96	47	26	15
	5c. High School graduate or equivalent	314	8.3%	2	1	3	6	0	0	66	1	0	3
	5d. Post-Secondary Education	88	2.3%	1	0	0	0	2	0	33	1	0	2
Other Demographics	6. Limited English Proficient	180	4.8%	51	0	0	13	0	0	0	0	5	0
	7. Youth From Families Receiving Public Assistance	1,715	45.4%	141	10	140	90	53	5	63	12	15	8
	8. Foster Youth	223	5.9%	16	3	6	6	5	2	27	0	2	0
	9. Youth with a Disability	1,838	48.7%	432	42	58	80	226	6	88	46	17	13
	10. High School Drop-Out	367	9.7%	0	0	0	2	2	1	66	0	0	0
	11. Youth Offender	504	13.4%	35	12	6	8	8	6	73	6	0	7
	12. Pregnant or Parenting Youth	454	12.0%	11	0	5	10	4	2	44	2	0	5
	13. Basic Skills Deficient	2,152	57.0%	446	18	9	154	201	7	143	49	15	18
	14. Homeless or Runaway Youth	132	3.5%	33	2	0	1	6	1	23	4	1	2
15. Not Employed at Program Enrollment	3,497	92.7%	659	54	311	171	236	23	248	54	32	17	
PROGRAM SERVICES, ACTIVITIES, AND OTHER RELATED ASSISTANCE													
1. Received Education/Job Training Activities		3,201	84.8%	662	28	311	48	236	22	265	54	32	20
2. Received Work Experience Activities		3,131	83.0%	662	57	311	174	236	29	90	54	0	20
3. Received Community Involvement and Leadership Development Activities		2,095	55.5%	662	0	311	9	236	22	79	54	32	1
4. Received Post-Secondary Exploration, Career Guidance and Planning Activities		2,674	70.9%	662	53	311	0	236	22	90	54	32	20
5. Received Mentoring Activities		2,411	63.9%	662	0	311	174	236	0	0	54	0	0
6. Received Support Services		1,431	37.9%	120	20	311	31	60	7	175	0	4	2
INDICATORS OF PERFORMANCE													
1. Attained Work Readiness or Education Goals in ISS		3,008	79.7%	430	45	311	131	165	29	242	51	30	20
2. Received Academic/Service Learning Credit		1,130	29.9%	430	10	124	0	50	22	15	51	0	20
3. Obtained High School Diploma, GED, or Remained in School, Obtained a Certificate or Degree, or Drop-out-Returned to School		2,065	54.7%	12	55	311	136	112	29	83	0	32	12
4. Entered Post Secondary Education, Vocational/Occupational Skills Training, Apprenticeship, or Military or Entered Employment		440	11.7%	1	0	0	9	0	4	55	6	0	3
CUSTOMER SATISFACTION													
1. Number of Participants Rating MYP Experience as "Excellent"		664	52.4%	75	10	18	22	38	8	21	17	12	1
2. Number of Participants Rating MYP Experience as "Very Good"		466	36.8%	44	5	111	17	21	0	7	12	10	10
3. Number of Participants Rating MYP Experience as "Average"		129	10.2%	3	0	6	6	6	0	2	2	9	2
4. Number of Participants Rating MYP Experience as "Below Average"		5	0.4%	0	0	2	0	0	0	0	0	0	0
5. Number of Participants Rating MYP Experience as "Poor"		2	0.2%	0	0	1	0	1	0	0	0	0	0
6. Total Number of Surveys Completed		1,266	100.0%	122	15	138	45	66	8	30	31	31	13



Minnesota Department of Employment and Economic Development
Office of Youth Development