


Minnesota

Department of Employment and Economic Development

MINNESOTA YOUTH PROGRAM

SFY 2015
ANNUAL REPORT





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

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<http://mn.gov/deed/programs-services/office-youth-development/index.jsp>



Table of Contents

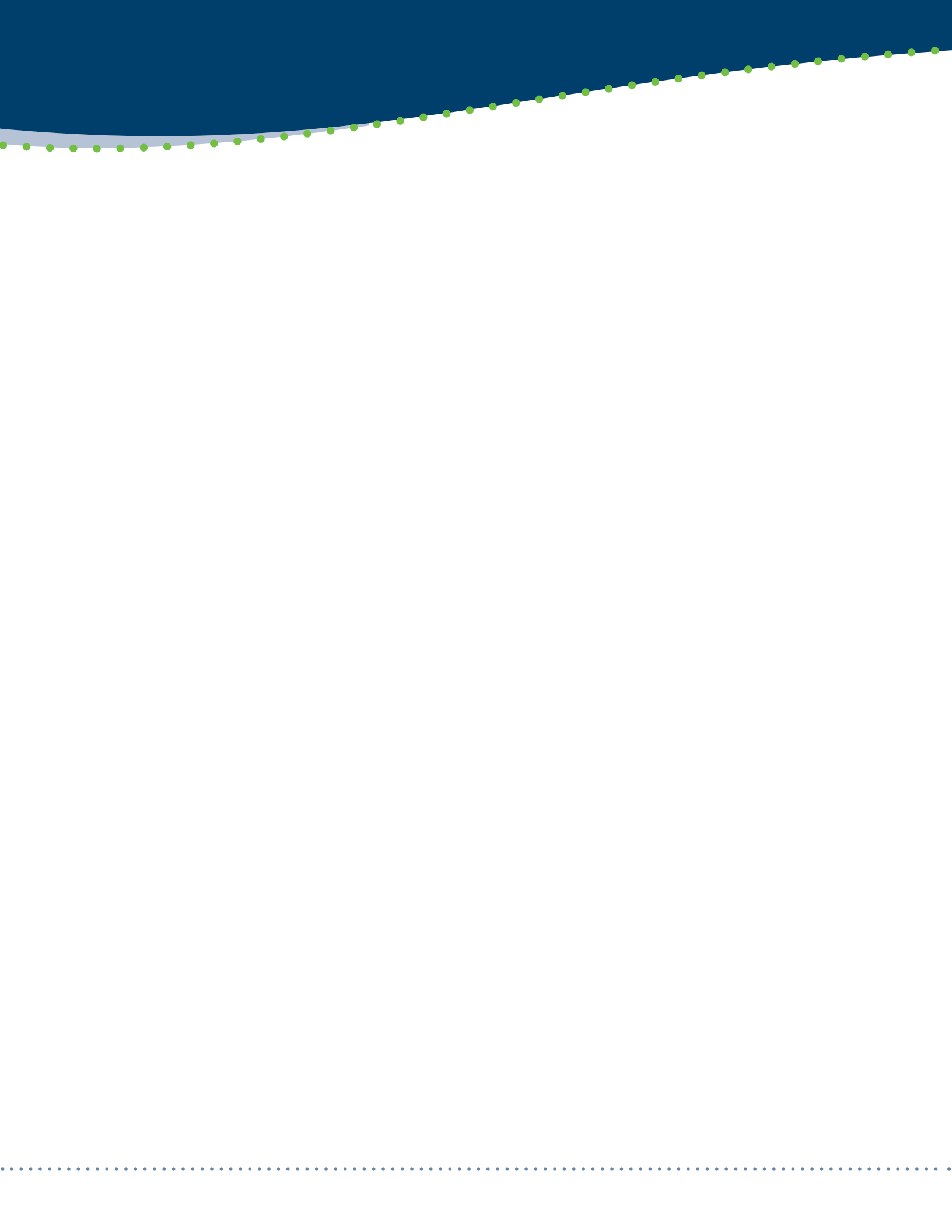
Introduction	3
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Workforce Services Area (WSA) Profiles

Northwest Minnesota	4
Rural Minnesota CEP, Inc.	6
Northeast Minnesota Office of Job Training	8
City of Duluth	10
Central Minnesota Jobs and Training Service	12
Southwest Minnesota	14
South Central Minnesota	16
Southeast Minnesota Workforce Development, Inc.	18
Carver County	20
Hennepin County	22
City of Minneapolis	24
Anoka County	26
Dakota County	28
Scott County	30
Ramsey County	32
Washington County	34
Stearns-Benton Employment and Training Council	36
Winona County	38

Appendices

Minnesota Youth Program (SFY 2015) Data Summary	40
SFY 2015 MYP Return on Investment	44



This report provides an overview of youth employment and training activities funded under the Minnesota Youth Program (MYP) for SFY2015. There is a separate profile for each of Minnesota's Workforce Service Areas (WSAs), highlighting success stories and best practices. Thanks to the Legislature's \$3.5 million per year investment in MYP, Minnesota has the infrastructure in place to assure that youth services are available in every county at a time when the unemployment rate for all youth was 13 percent (and double that for youth of color, low-income youth and youth with disabilities).

Who is served under MYP? Customers are at-risk and low-income youth ages 14 to 24 who lack academic and "applied skills" considered critical for current and future workplace needs. MYP meets the needs of youth who are hands-on, applied learners.

How many youth were served under MYP? 2,858 youth were served through the work experience component of MYP and an additional 12,753 youth were served through the Outreach to Schools/Career Advisor component of MYP. Detailed information on youth served under MYP in SFY2015 and outcomes are included in charts at the end of this report.

How does MYP prepare youth for the workforce?

Comprehensive services include:

- **Early Assessment:** Skill assessment and interest determinations individualize the service, assist in career development.
- **Work-Based Learning:** Job opportunities in public and private sectors.
- **Mentoring:** Builds workplace skills, career awareness and confidence.
- **Decision-Making and Daily Living:** Time management and decision making skills are developed.

- **Leadership Skills:** Opportunity to work with diverse groups of people and learn how to work together to reach common goals.
- **Employer Engagement:** Employers do a pre and post assessment of work readiness skills.
- **Credentials:** Youth can earn academic credit, service learning credit or other credentials, degrees or certificates.
- **Portfolios:** Individualized portfolios improve the youth's ability to communicate preparation and experience.

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.

- Contextual learning improves student's grades, attendance and graduation rates.
- Young people who have an opportunity to gain work experience as teens are more likely to stay in school, avoid criminal involvement, gang behavior and drugs and unwanted pregnancies.
- Teen employment contributes to significantly higher wages as young adults enter their twenties.
- 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 yielded a return on investment of \$5.63 for SFY2015 (see back cover).

Northwest Minnesota

Northwest Private Industry Council/ Inter-County Community Council

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

Overview

In WSA1, Inter-County Community Council provides youth programs year-round for at-risk youth ages 14-24 in seven northwest Minnesota Counties. These services are provided through the Minnesota Youth Program and the Workforce Innovational Opportunity Act funds from the Northwest Private Industry Council and our local Workforce Investment Board. All activities receive the input, support and oversight of our local board.

Best Practices

The Computers for Our Community project was funded by a competitive grant award and the focus expanded this year. By having students focus on “watching technology in the workplace”, students, under the supervision of adults and along with their peers from the region, toured local and regional businesses. Students learned about the variety of ways in which technology is used in the workplace. They were also able to ask questions of business staff about hiring practices and employer expectations. Youth were exposed to the different types of work done within one company and became aware of job options they had not considered prior to participating in the tours.

Outreach to Schools

WSA1 actively partners with local school districts to encourage and support at-risk youth to obtain a high school diploma. Staff work with several school districts in the service area to determine what information they feel would be of benefit to youth and to make sure we are not providing duplicate information. Students are exposed to a variety of topics related to their 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. A total of twelve school districts and 262 students participated this year.

Collaborative Partners

Some examples of current worksites include the, senior-living centers, high schools, and cities throughout the region. These partnerships assist at-risk youth by providing them with valuable work experience and positive mentoring by supervisors. By working together we strengthen these partnerships and the community involvement with our youth.

Customer Comments

“We have really enjoyed having Hannah work here over the summer. She comes in, and is eager to get going for the day.”
—*SUPERVISOR*

“This program has helped me attend school and get a good paying job so that I can support my family in the future.”
—*YOUTH PARTICIPANT*

“This program has given my grandchild the opportunity to work on not only job skills but also social skills which she needed, we are so grateful for this program.”—*FAMILY MEMBER*

“My son participated in a work experience this year that increased his social skills and did wonders for his self-confidence.”—*PARENT*

Success Story— HEAVEN

Heaven came to the youth program as a result of a referral at her high school. Her first summer was spent working with the City of Oklee. Heaven learned a lot that first summer and was socially participating more in school and within the community. During the school year Heaven spent some time assisting in the Inter-County Community Council office where she was exposed to positive female role models.

Heaven completed her junior year and in the summer of 2015 applied to and was accepted to attend the Conservation Corps of Minnesota. Conservation Corps provides meaningful work for young people in managing natural resources, responding to disasters, conserving energy and leading volunteers. They provide training in resource management, safety, job-readiness and technical skills. Conservation Corps helps young people develop personal responsibility, a strong work ethic and greater awareness of environmental stewardship.

Upon return from the Conservation Corps, Heaven exhibited a positive attitude and stated that what she learned working with the City of Oklee, Inter-County Community Council, and the Conservation Corps is that attitude makes a huge difference. Focusing on the positives leads to better choices, which leads to better outcomes. Heaven is a senior this year and is still exploring career options, she has grown into a young lady who knows she has the right “attitude”, to achieve whatever it is she sets out to accomplish.



Rural Minnesota CEP

Rural Minnesota CEP

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

Overview:

The past year has once again brought changes to Rural Minnesota CEP, Inc. (RMCEP) and the services provided to youth in our area. In early January, our staff started the process of service transition in terms of who and how we will be serving young adults in the new WIOA young adult program effective July 2015. We were successful in serving 697 young people through our WIA funds and 273 participants with our Minnesota Youth funds. Through the blending and braiding of these funds, 174 of these participants were served by both funding sources through co-enrollments for a total of 796 individuals overall.

Recruitment of youth:

WIOA has a strong focus on working with young adults who are aged 16-24 who are considered Out-of-School youth. The RMCEP Youth Coordinators worked with our In-School participants to assist many of them to transition to work and career related activities independent of our programs. This involved working closely with them to determine a career pathway of interest and locate unsubsidized employment and training related to their interests when possible. It has included the recruitment of youth who are many times known as "Opportunity Youth". This has required a lot of networking with other agencies and entities who have connections to these young adults. These relationships enhanced the development of new work sites to help young adults enter work experience opportunities in their career interest pathways.

Career Exploration: All young adults participate in career exploration and planning activities. Some activities are provided in group settings and some are one-to-one. Interest inventories, skills assessments, Labor Market Information (LMI), career clusters and pathways, the training needed, and where

to obtain the training and financial resource options are all a part of this process. The Career Ready 101 is used as both an evaluation tool of skills and knowledge and as a self-paced learning tool for career planning, job seeking, life and work skills development. This tool is also used to pre-test and work on curriculum through the KeyTrain modules included which assists participants to take and obtain a National Career Readiness Certificate (NCRC).

Worksite Development: Youth Coordinators reach out to businesses, agencies and entities that have not worked with Rural CEP before or to re-engage their participation once again. The goal is to place youth in work experiences that align as close as possible to their career pathways of interest. Often developing new work experience is more difficult in small, rural communities, but we have been successful in developing just under twenty (20) new work experience sites this past year. Some examples of new work sites include: a community bank, restaurants, a couple of colleges, a car mechanic shop, PC's for People, Fun-n-Friend, The Tee Hive, Cycle Path and Paddle, a veterinary office and a book store.

CLIMB Theatre: CLIMB is a nationally recognized non-profit theatre company whose mission is to create and perform plays, classes, and other creative works that inspire and propel young people toward actions that benefit themselves, each other, and the community. CLIMB presented job skill training theatre workshops at 7 of 8 WorkForce Centers with many of our youth program participants taking part in this employment related training. They learned some great skills to take with them in a fun and inviting environment.

Collaborative partners: The Integrated Resource Team approach developed under the youth-focused Disability Employment Initiative led to a much closer working relationship with local partners. It has brought everyone to the table at the same time to discuss the needs of participants and determine who can assist in meeting those needs. This collaborative style of providing services creates a better plan and more understandable expectations for the participant who is at the center of this planning. It has also enabled our staff to identify and reach out to more community resources to serve our young adults, learn more about each resource and develop a two-way referral system.

Examples of new relationships include:

- Involvement with local community committees.
- Participation in family group decision meetings.

- Attending Brown Bag lunches with community agencies to understand community needs, to educate others about our services and develop referral connections.
- Take classes such as the Shoplifting class available through the probation office in one of our counties to express the importance of how a record can affect participants' employment and even the opportunity to secure financial aid for post-secondary training.
- Connect with a local youth center with the ability to interact with at-risk young adults, homeless and parenting teens who use the center as a safe social setting.
- Outreach to Schools: Rural CEP focused on one school to provide Outreach to Schools services. A total of 106 students and 25 parents or family members were served. These services included both group and one-to-one services to students. Examples include:
 - Presentation to a group of 37 students on transitioning from high school and home to college and campus life.
 - Group presentations to introduce the career planning process, talk about career interest inventories, introduce labor market information and explain the next steps in the process.
 - Administered career interest inventories to junior and senior students prior to their class registration to help them identify appropriate elective classes.
 - Participated in pre-registration sessions with students and their parents to review courses available, graduation requirements and discuss options for students to earn credits toward college.
 - Assisted 24 graduating seniors to prepare resumes and cover letters and conducted mock interviews.
 - Arranged job showing opportunities for students.
 - Reviewed post-secondary plans with senior students.

Best practices: The successful transition from WIA to WIOA, co-enrollments in MYP, and the development of Rural CEP's youth-focused DEI program is a best practice. Rural CEP shifted the focus of young adult programs to engage at-risk 16-18 year olds in developing career pathways that included securing the necessary training and education to be successful and self-sufficient. Rural CEP's Youth Coordinators have a larger tool box with which to meet the needs of participants.

Success Story:

BENJAMIN

Ben is a 19 year old from Moorhead who worked through the DEI program. He was diagnosed with Asperger's Syndrome, ADHD, and color blindness. Ben worked with the RMCEP program since November of 2013.



Ben struggles with social interactions. Frustration when interacting with others can either cause him to "shut down" or become aggressive. Although his parents and his teachers had many concerns throughout his senior year that Ben would not graduate, he graduated high school on May 31, 2015. Once Ben graduated from high school, the CEP team talked about changing to worksites with a career focus. He is now working at the Moorhead Public Library and the Clay County Historical Society.

Customer Comments:

A parent called to let us know that this was such a good experience for her son. She said he was able to use his wages to purchase clothing and things he needed for school.
—PARENT

She continues to grow in her knowledge of Early Childhood Development and the importance of quality Early Childhood programs. We appreciate and are thankful for her.
—SUPERVISOR

The youth has worked out well and I would hire him in the future. —SUPERVISOR

She does such a nice job. We can't wait for her to be old enough that we can hire her. —SUPERVISOR

He is really catching on and is putting in the extra effort to make sure he understands how things need to be done by the book. —SUPERVISOR

Northeast Minnesota

Northeast Minnesota Office of Job Training

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Counties Served: Aitkin, Carlton, Cook, Itasca, Koochiching, Lake, St. Louis (except City of Duluth)

Overview

MYP/WIOA Partnerships: Northeast Minnesota Office of Job Training (NEMOJT) coordinated programming to maximize efforts for youth to attach to the workforce, understand employers needs and expectations while providing multiple events and curriculum for career exploration opportunities.

- Special events and partnerships including career fairs, business tours and trades/ apprenticeship presentations are provided to participants. An example of an event that

was a significant career exploration resource to area youth was the 2013 Northland Foundation's Pathway to Careers conference, developed in conjunction with NEMOJT staff. This event provided one of the region's largest gatherings of youth, industry and education, with over 1,200 10th and 11th graders in attendance. Career assessments were provided to students as well as hands-on opportunities with regional employers to explore careers. Additional regional events such as Mining Industry Day are part of an overall strategic plan to strengthen community and industry contacts.

- Bringing together youth from multiple counties in the northeast region for special summer events provided youth with activities that were focused on team building, environmental awareness and individual personal development. Insights into individual interests, abilities and values were gained in the context of exercises such as rock climbing and group problem solving. Challenges gave youth a better understanding of skill development and communications with peers and supervisors.
- The composition of the workforce will be changing with multiple generations of workers from "Baby Boomers" to "Millennials" all involved at the same time in the labor force. Diversity is multi-faceted and communications with an age-related perspective is a key to most organizations' success.



Success Story: NAOMI

Naomi definitely knows the importance of teamwork, cooperation and the value of group effort. Coming from a family of 14, Naomi has learned to create and identify her role as an individual and as a member of the whole. She sees that each person individually can

accomplish so much more when combined with the strength, perspective and voice of the other. Naomi applied this knowledge to her position as an Activities Aide in the Youth Work Experience program through the Northeast Minnesota Office of Job Training. Her worksite is the Lake Vermilion Branch of the Boys and Girls Clubs of the Northland. Her worksite supervisor, Angie, says, "Naomi is a non-judgmental person with a positive attitude. She is up-beat and really works

well with our female members on building self-esteem and not letting life's hardships get you down."

Whether she is interacting with the young members, planning activities for the week, greeting visitors, tracking attendance or answering the phones, Naomi is a vital member of the team. "Naomi has a gift of remaining optimistic on the hardest of days. This makes her a very important part of our team here," stated Angie.

Angie's ability to support and recognize Naomi's strengths is a reflection of the dedication and commitment all of our worksite supervisors have to the success of the participants in the Youth Work Experience program.

Generations in the Workplace and related topics offered through the Career EdVenture curriculum such as Navigating Business Culture helped youth to understand the needs, expectations and characteristics that employers are seeking.

Customer Comments

“My counselor has helped me with healthy relationships, social skills and good communication skills.” –*YOUTH PARTICIPANT*

“I learned about team work, participation and helping others while working. It taught me to be respectful in the workplace.” –*YOUTH PARTICIPANT*

“My supervisor is nice, understanding and gives me the self-confidence to do whatever I put my mind to.” –*YOUTH PARTICIPANT*

“I am learning how to put a smile on my face even though I may be having a bad day.” –*YOUTH PARTICIPANT*

“I feel I am teaching them life skills that they can use in the future and the program is very valuable for that reason.” –*SUPERVISOR*

“My daughter has matured and taken the initiative to get ready for work each day. She packs her lunch and gear and looks forward to going to work.” –*PARENT*

Success Story:

JALANI

One dedicated young man showed his commitment to doing a good job as a NE MN Office of Job Training summer work experience youth at William Kelley High School in Silver Bay, Minnesota.



Jalani Brown, a senior, has always shown an interest in “doing” tasks and working with his hands. So when he had an opportunity to do some physical work this summer helping the custodial staff clean the school, he thought it might be a good fit for him.

Jalani cleaned out classrooms, moved furniture and desks, mopped, waxed and polished floors, cleaned bathrooms and any other jobs that would help the staff get ready for the upcoming school year. He stated, “I learned that there is a lot more to cleaning the school than I thought. I really enjoyed mowing the lawns and the extra money has really helped me.”

Jalani now helps the cleaning staff one hour a day during school plus he works on Fridays setting up before and cleaning up after high school athletic events and activities. Joe Nicklay, high school principal, stated, “It is nice to have Jalani helping out at the school. We enjoy having him.”

This job helped Jalani make the decision to stay in school and stay on track for graduation. He is planning to attend WITC in the fall of 2015 in their machining program. He hopes that the Office of Job Training will be able to help him fund some of the training he will need for that career.

Duluth Workforce Development

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Phone: (218) 302-8400

Area Served: City of Duluth

Overview

Duluth Workforce Development provides services to in-school and out-of-school youth through. The YES! Duluth program works with youth who are low-income, disabled, basic skills deficient, have truancy issues, poor or no work history, or are in foster care. We provide a wide array of employment and education support services to these individuals, including short-term paid work experiences, job seeking support, assistance with transportation and clothing and follow-up supports. We also offer supports for individuals working on their GED or high school diploma and can assist with post-secondary and short term training. A licensed teacher is available to help participants with study skill development, basic skills training and GED preparation.

Best Practices

One of the services YES! Duluth affords youth is the opportunity for a paid work experience to gain work and soft skills. Although we provide this service year round, summer is a peak time for this activity since many youth are out of school and have more time to participate. The summer time-frame also enables staff to conduct group activities that provide information and work readiness skills to the youth while providing staff with an opportunity to see how youth interact in a group setting.

This year we provided two weeks of classes that participants were required to attend in order to receive a worksite assignment. These classes featured information about topics such as financial literacy, job search skills, communication skills, teamwork skills, safety instruction, and workplace tours. Youth received an hourly wage for attending and participating in the classes in addition to their work experience. The classes provided valuable work readiness and soft skills training to help youth be more successful in their work experiences. Additionally, classes help staff get to know each youth and allow us to find the most appropriate worksites.

Success Story: JOSHUA

Joshua Kilen was referred to our program by his social worker to get help gaining employment. He was an 18 year old high school student on an IEP, having the challenge of Autism Spectrum Disorder and received services focused on social communication skills. After graduating from high school, Josh started a paid work experience through our program working at Super One Foods. Josh had done some volunteer work while in high school but never before had a paid position. After Josh started working and being successful on the job, I noticed him giving me a smile when he walked into the office. He was so happy with our services he referred a friend to the program because he said the program helped him so much he thought maybe it could help his friend too.

Super One was so happy with Josh's great work ethic that they hired him after his work experience hours were completed. His supervisor said everyone really enjoyed working with Josh. Along with attaining this permanent job, Josh started classes at Lake Superior College to attain his Manual Machining Certificate. He completed the certificate and continues training for CNC Operator and expects to graduate in December of 2016.

YES! Duluth is happy that Josh is achieving his education goals and found success at a job that could work around his college classes. Great job Josh!



Collaborative Partners

YES! Duluth has ongoing relationships with a number of youth serving agencies including Life House, which serves at-risk homeless youth, St. Louis County Social Services, the Arrowhead Juvenile Center, Woodland Hills Treatment Center, and the Duluth School District's Bridge Program, which helps disabled youth attain their high school diploma. Participants are referred from these agencies and YES! Duluth works in coordination with agency staff to develop individualized plans and services. YES! Duluth staff visits with foster care social workers to gain referrals and often receive referrals directly from foster parents as well. In addition, YES! Duluth counselors coordinate with local MFIP job counselors to serve customers in common.

Presentations during the 2 week class period were conducted in collaboration with SOAR Career Solutions, YMCA, Lake Superior College, US Bank, Minnesota Power, Western Lake Superior Sanitary District, the University of Minnesota Extension, and the 148th Fighter Wing —Minnesota Air National Guard.

Customer Comments

"This program gave me a chance in life when no one else would; I finally got my GED and have two jobs to support myself".
—*YOUTH PARTICIPANT*

"Thanks to the work experience I was able to help my mom out with bills plus have spending money for myself".
—*YOUTH PARTICIPANT*

"The youth is continuing to grow into his position, doing very well for this stage of his development, we are lucky to have this opportunity". —*SUPERVISOR*

"Thanks for letting us be a YES Duluth site, for a non- profit business, YES Duluth participates are very helpful for us and the future workforce". —*SUPERVISOR*

Success Story:

ASHLEY

Ashley Kovach was referred to YES! Duluth by Vocational Rehabilitation Services for help in gaining employment.

Ashley was an 18 year old student at Duluth East

with an IEP, having a Developmental Cognitive Delayed disability. While in school she had volunteer experience working in a local college food service program and took an Intro to Foods course which involved working on the food prep line. Not only did Ashley do well with that work, she enjoyed it. After graduating from high school, Ashley completed 2 weeks of work readiness training held by YES! Duluth. We explored various work sites and Ashley decided to stick with the food industry and started a paid work experience as a dishwasher at Valentini's To Go Deli.

As Ashley progressed through the work experience, with a few bumps in the road we were able to work with her VRS counselor to come up with suggestions that would work for both Ashley and the employer. The following week, the employer said it was a complete 180. Ashley was doing great!

Ashley is now receiving training in all areas of the deli including, the cash register, food prep, opening and closing procedures. She will be completing her paid work experience soon and both Ashley and YES! Duluth are optimistic that she will be hired on to continue working at Valentini's.

Congratulations, Ashley on your great improvement and success at Valentini's To Go Deli!



Central Minnesota

Central Minnesota Jobs and Training Service

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Phone: (763) 271-3700
Website: www.cmjts.org

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

Overview

Central Minnesota Jobs and Training Services, Inc. (CMJTS) connects young and emerging adults, who are economically disadvantaged and at-risk, to employment and training programs intended to help them become contributing members of their communities. Youth employment specialists provide individualized and year-round case management services throughout the 11-county workforce service area (WSA 5), and connect participants with paid work opportunities or other training that will improve their employability. CMJTS placement specialists are utilized to assist with on-the-job training coordination and job placement. Other strategies

include partnering with secondary school staff, assessing and evaluating participant work skills, developing service plans, and helping youth see connections between their personal success and community strength. Stipends are offered to out-of-school youth for GED/ABE classroom attendance and, as appropriate, additional incentives are offered to youth as a way to positively reinforce steps taken toward goal achievement. CMJTS staff also refer to public and community-based organizations to address other participant needs, when necessary.

Best Practices

CMJTS uses a “Workforce Protégé” model with some youth. In this enhanced work experience offering, businesses pay at least fifty percent of the participant’s wage and agree to mentor the youth at least weekly. This employer-investment gives participants the opportunity for longer and more meaningful work opportunities.

CMJTS youth employment specialists strive to meet with participants, in-person, on at least a monthly basis. They also utilize text messaging and social media to improve frequency of contact and improve client connectedness.

Success Story: EMILY

Emily enrolled in the Minnesota Youth Program in January 2015. While first meeting with Jodi, her employment specialist, Emily expressed a strong interest in working with children, which the results of Emily’s career assessments supported. Emily’s goal is to graduate from BOLD High School and then attend post-secondary training to become an elementary education teacher.

In June 2015, Emily started a work experience position with Club 218, a day camp offered to children, ages five to nine, from low-income families. The program is offered at no cost to families, and gives children the opportunity to participate in summer recreational activities in a place where they can feel safe and have fun. A typical day at Club 218 consists of crafts, games, music activities, and reading.

This training opportunity provided Emily with hands-on experience working with elementary-age children. She is learning to create lesson plans, plan crafts and activities, make sure needed supplies are available, and assist the children in completing the activities.



Outreach to Schools

CMJTS staff participate in various Outreach to Schools (OTS) activities, including; career exploration and job search workshops, teamwork trainings, resource fairs, mock interviews, and individual career consultations. These activities impacted 1,014 students and parents in SFY 2015. Teachers and school work coordinators often contact the CMJTS Youth Program's employment specialists when they want to provide their students with current information on WorkForce Center offerings, labor market information, etc.

Collaborative Partners

Various agencies collaborate with CMJTS's Youth Program to help participants achieve personal success. Partners in this collaboration include local schools, social service and public health agencies, corrections, non-profit organizations, cities, and private businesses. These entities refer youth for services and often provide opportunities for paid work experience.

Customer Comments

"I thought it was a great program and loved all the opportunities that it offered." *—MYP YOUTH PARTICIPANT*

"I learned a lot about the workforce. They helped me understand what I need to do in a work setting."
—MYP YOUTH PARTICIPANT

"My family and friends have commented on how I've become more outgoing from my work experience. They say I have finally come out of my shell. I can see it too. I have more confidence in myself." *—MYP YOUTH PARTICIPANT*

Success Story:

HARLEE

Harlee was referred to the Minnesota Youth Program by a teacher so that she could develop her work readiness and job seeking skills.



She was very shy and did

not know how to go about finding a job. Harlee started a paid work experience at Lindsay's Mora Family Childcare in August 2014. There she found her niche, working with children. Harlee stated "I've met a lot more people — the kids' parents, people who come in to monitor things. I've learned a lot about the process and definitely want to be a daycare provider someday. Lindsay helps me fix my mistakes and takes time to teach me. I've learned a lot from her". Lindsay enjoyed having Harlee there to play with the children and "get down on their level". Lindsay said she saw Harlee grow in many ways, including "she's more talkative...not so shy. She's been able to communicate with parents. She's broadened her horizons and isn't so hesitant". While Harlee's paid work experience came to end in May 2015, she still fills in at the daycare as a paid assistant when ratios require an extra hand. She has also earned money working as a babysitter for daycare families on weekends or holidays when the daycare center is closed. Harlee and Lindsay formed a lasting mentoring relationship and they continue to have regular contact. Harlee is currently focused on the attainment of her high school diploma, and she looks forward to a career in the childcare industry.

Southwest Minnesota

Southwest Minnesota Private Industry Council

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

Overview

The Southwest Minnesota Private Industry Council (PIC) provides youth and young adult employment services in 14 southwest Minnesota counties. Youth and young adults are referred by schools, human service agencies, county public health agencies, community corrections agencies, parents and past or current participants.

Services include, but are not limited to: work experience, career exploration activities, career pathways, post-secondary scholarships, job seeking/retention assistance, transition services and support services.

Success Story: NOLAN

Nolan was referred to the SW MN PIC Youth Programs and eligible for services due to the goals indicated within his Individual Education Plan with his local school district. He was nearing the end of his junior year and had little to no work experience.

Nolan started his first summer with the PIC programs working at the Southwest Minnesota State University Physical Plant. Following his summer work experience, Nolan started to work out details for his future after high school. Nolan in collaboration with his PIC Youth Program Coordinator, parents, and the school began searching for employment opportunities in his home town (which is where he would like to stay and work). He shadowed a couple of businesses such as, the local Department of Transportation Building, Avera Marshall Medical Center, Marshall School District and the City of Marshall with a strong interest in working as a Grounds and Maintenance Person. In visiting with the various employers Nolan learned the qualifications necessary for each of the positions with each of the employers. A consistent theme throughout was having a CDL. Nolan has taken his first steps in obtaining his CDL, he graduated from high school in May of 2015, and obtained a full-time job with the City of Marshall in the Grounds Dept.

Nolan believes the PIC program impacted his future career choices/options. Nolan always wanted to work outdoors mowing, moving snow, and simply taking care of things but wasn't ever sure how he would connect the dots. With the help of the PIC youth programs his career goals feel more manageable. The job shadows were quite advantageous in getting to know employers, qualifications, and any available openings. The outcome of the job shadows was the full-time position obtained by Nolan with the City of Marshall.

SW MN PIC leverages other resources, such as the Minnesota Youth Workforce Development Competitive Grant Program, Youth Intervention Funds and local funding from foundations and counties to complement and maximize services for youth. Co-enrolling individuals allows for efficiencies with financial resources and expanded services for participants.

Best Practices

Success of youth programs in southwest Minnesota can be credited to the well-established partnerships including local high schools, education service cooperatives, post-secondary schools, businesses, civic groups, county human service agencies, group homes, community correction agencies, Adult Basic Education, Vocational Rehabilitation Services, Junior Achievement, University of Minnesota Extension, Southwest Initiative Foundation, Southwest Minnesota State University, Minnesota West Community and Technical College, Marshall Area Financial Empowerment Collaborative and community action councils.

These partnerships created a solid foundation for the successful Career Pathway model in the region. The goal is to create a skilled workforce in traditionally low wage and underserved communities amongst the older out of school population. The delivery method of the career pathway program is less rigid than the traditional educational setting and along with integrated instruction and additional support the



results have led to higher completion rates of training sessions, transition to employment and/or the next level in the students' career pathway.

Outreach to Schools

WSA 6's Outreach to Schools is a partnership between the Workforce Service Area (WSA)/Local Workforce Investment Board (LWIB)/Youth Council and local educational agencies. The program provides a strategy for delivering career counseling and labor market information to the region's youth and families. The SW MN PIC staff connects with students in area schools to provide students with: college planning, assistance with post-secondary applications, financial aid, campus visits, job search assistance, resume writing skills and industry tours. Career specialists are available on-site and organize tours of local businesses so students and school staff can learn about local careers and educational opportunities which are available in the region.

The Outreach to Schools program encourages youth to pursue further education and training that will lead to high pay/ high demand, careers.

Customer Comments

"I believe I value work more and have raised my self-worth"

"This program allowed me to learn better communication in talking with others, helping others, and learning new skills"

"Youth develop a sense of routine, responsibility, and expectation for quality of work"

"It is so much fun to see students grow and learn real life skills"

"We had a student who changed his life. He is working in our school district and is always wearing a smile, and taking pride in his work. Without PIC programming he wouldn't have a success story to tell."

Success Story: SAM

Samantha came into the Workforce Center after her grandmother told her to check it out to see what services may be applicable to her job search. Samantha recently quit college; stating she "hated school". Samantha chose to work with the youth and young adult program at SW MN PIC. Samantha was able to explore and understand all of the various careers in Southwest Minnesota (this is where she would like to live and work).

Radio Broadcasting was the career to emerge from every conversation held between Sam and the PIC Youth and Young Adult staff. "Eriann asked me what I wanted to do instead of telling me. I really appreciated that." Brad, the General Station Manager, at the Marshall Radio Station was able to offer Sam a work opportunity that aligned with her goals.

Marshall Radio broadcasts five stations - three from Marshall and two off-site. They provide a lot of public and non-profit announcing, advertise for local businesses, and a lot of sports broadcasting. We serve a big area.

Sam helps in the office, answers phones, does filing, deals with clients and the general public, and helps with the summer events. She has also taken some on and off air broadcasting shifts, helps the sales people and, when the sports announcers are off-site at games, she runs the commercials and "trouble shoots in-house."

With the Marshall Radio Station and PIC Young Adult staff support and encouragement she is again attending Minnesota West, where PIC staff linked her up with a "great support person."

Val, a worksite supervisor of Sam's at the Marshall Radio Station, thinks the impact this program has upon young adults is "huge." "I was in a program like this. Sam is doing something she is interested in as a career. It's a win-win for everybody. She has gotten opportunities she wouldn't have gotten otherwise." Val shared that Sam has gained self-esteem, and sees that she has more confidence in herself.

Brad, the Station Manager, shared that he has "high expectations" of Sam. I want to deliver a work experience that has meat to it. All bridges have been built now and she is moving about the job more seamlessly without challenges. She knows how I feel about her education [increase knowledge, expand networks, gain resources, learn new skills]. I want her to come out of here as a great person."

Val added that Sam "is a joy to work with and we have really enjoyed having her here. We hope she can stay longer and grow in her career."

Sam will wrap up her last few credits at MN West and attain her Associates of Applied Science degree in June of 2015. She will also be hired on by the Marshall Radio Station beginning July 1st.



South Central Minnesota

South Central Workforce Council/Minnesota Valley Action Council

Diane Halvorson, Director
706 North Victory Drive
Mankato, MN 56001
Phone: (507) 345-2418

Website: www.workforcecouncil.org

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

Overview

The Minnesota Valley Action Council provides comprehensive services that prepare youth for the world of work including: career exploration/ planning, labor market information on demand occupations, job seeking and keeping skills, financial literacy and work experience opportunities. Based on assessment results, youth are placed in worksites that fit their career interests and whenever possible at private sector sites where there is a greater opportunity for youth to get hired. Financial fitness training requires youth to open a savings account to direct deposit the paycheck and workshops teach them about money management, saving money and building assets.

Success Story: JOHN

John is a 19 year old young man who has greatly benefited from having a work experience made available to him through the Minnesota Valley Action Council. For the last few years John has been homeless and sleeping on a friend's couch. His home town is very rural and fairly isolated making employment options scarce. In addition to few available jobs, John's lack of transportation and learning disability have made it exceptionally difficult to find a job. Through MVAC John has been able to work at the local elementary school, just blocks from his home. John has been doing a wonderful job at the school and been a huge help to the staff as the district drastically changes how the building is used. John has been accepted to Rochester Community and Technical College and plans to attend this spring



Best Practices

South Central leveraged additional funding to target services to the neediest youth:

- Youth Intervention Program funded by the Minnesota Department of Public Safety serves youth in foster care or youth who are in out-of-home placements.
- The “Dream It. Believe It. Achieve It.” program funded by the Minnesota Youth Competitive Grant targets services to youth from communities of color.
- South Central was an implementation site for the Minnesota Disability Employment Initiative (MN DEI) to provide services to youth with disabilities.

Outreach to Schools

Partners in Career Exploration recruits first year graduate students in the Student Counseling Program at Minnesota State University-Mankato to provide career exploration and career counseling assistance to high school students in local school districts.

Collaborative Partners

- Local School Districts: St. Clair, St. Peter, Tri-City United, and Waterville-Elysian-Morristown
- Minnesota State University-Mankato

- South Central College
- WorkForce Center Partnering Agencies

Customer Comments

“We enjoyed having her here! I can’t believe it is the end date already and we have to end the work experience. She worked so well with the residents and showed great enthusiasm when at the worksite. We are sure going to miss her and will have a hard time replacing her!” —*WORKSITE SUPERVISOR*

“When you find a worker like Bret, you find a way to hire him, as you rarely come along a work ethic like his. And to find out he never, I mean never ever held a job before at all —wow!”
—*WORKSITE SUPERVISOR*

“Amazed with how responsible he is for his age.”
—*WORKSITE SUPERVISOR*

“Thank you for allowing me to be on the program and be at this worksite. I learned a lot and realized this might be a field I want to be a part of in the future.” —*YOUTH*

“My work history looks really bad, as I often stayed at places for a week or two. This program helped me figure out options of places to work and helped me get through the bumpy times I would have run from before.” —*YOUTH*

“Thank you for helping my daughter — she learned so much and I learned I needed to let her solve more on her own too.”
—*PARENT*

Success Story EDUARDO



“I am grateful for MVAC to provide me with a job and keeping one. From this program, I have learned that I am a hard worker and I can work with people. I have been taught valuable work, personal and leadership skills. I know now that I

can work with any age group and fit in. The extra money I made this summer was nice, but my friendships are priceless. The program was enjoyable and so was my work experience. The major lesson that was taught to me this summer by Joe (worksite supervisor) was that life is not always about work or money. Sometimes being able to help someone in need is more important.”

Southeast Minnesota

Workforce Development, Inc. (Southeast Minnesota)

Randy Johnson, Director
2070 College View Rd E
Rochester, MN 55904
Phone: (507) 252-6524

Website: www.workforcedevelopmentinc.org

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

Overview

Workforce Development, Inc. (WDI), a private, nonprofit agency serving the 10 counties of Southeastern Minnesota provides employment services to youth and young adults. These services include extensive career counseling, work skills development, preparation for employment and hands-on work experiences. Assessments are completed and plan development is done on a one-to-one basis with all youth involved with the programs to identify interests, aptitudes and education and work goals. Work experiences are established based on these assessments and goals matching youth with area employers. Employers are provided training to help them understand and mentor the youth while they are learning on the job. Counselors, youth, parents and employers work together to ensure a successful work experience. Educational goals of completing high school, obtaining a GED or pursuing post-secondary education are also addressed within the individual plan for each youth.

Best Practices

Working with youth to build work skills prior to placement at a work site provides them with an opportunity to ask questions and learn about what it takes to be successful at work. Matching employer needs with participant skills and interests creates an opportunity for successful work arrangements where employers get the workers they need and youth workers gain the valuable learning and work experience that they need while earning a much needed paycheck.

The Youth Advisory Committee of the Workforce Development Board (WDB) is a great example of how Workforce Development taps into the expertise of its employer driven board. WDB members are interested and engaged with the success of area youth helping with the RFP process and staying updated on the youth work accomplished through grantees and WDI staff.

Another best practice is the Bridges to Healthcare program, which is part of the overall Career Pathways initiative. This program is a partnership between WDI, Adult Basic Education, and the local colleges to provide contextualized learning opportunities for youth and young adults in healthcare fields.

Outreach to Schools

The team approach that is used when working with young participants provides an opportunity for a variety of services and multiple avenues to success. Career Counselors work closely with schools, providing information to administrators, teachers and students on the services available through youth programming. Counselors have regular hours at the various schools throughout the region making sure that they have a consistent presence and opportunity to meet with youth as needs arise. Working with school counselors and reaching students through class presentations allows students easy access to employment and education opportunities.

Collaboration

Amazing work can be accomplished when people work together toward a common goal. With youth programming, it truly takes a village and we find it to be most successful when we collaborate with a number of agencies and partners. A few of the strong partnerships are those within education: high school principals, counselors and teachers, adult basic education teachers, community college systems; those within county government and nonprofit agencies: social workers, probation officers, mental health providers, homeless coalitions, library staff. Some of the most important partners are the parents, employers and career counselors who provide daily support for the young people.

Customer Comments

“I don’t know where I would be without Workforce Development, Inc. It has been a lifesaver and has helped me so much.”

–PARTICIPANT

“My Workforce Development, Inc. Counselor has been very helpful. She has answered and assisted me with any questions I had, if she didn’t know the answer should research it and get back to me. I really appreciate all the things Workforce Development, Inc. has done for me and helped me with.

–PARTICIPANT

Success Story:

TANNER

Tanner came to WDI in April 2014 after hearing about the youth program through his children’s mental health case manager, Missy. Tanner was in 10th grade and finding that it was difficult with his social phobia, ADHD, and Asperger’s to secure employment on his own. Tanner was also struggling in school and was at risk of not graduating on time. He was co-enrolled in the DEI program which provided him an iPad through the assistive technology grant. The iPad became a valuable and treasured item for Tanner, taking it everywhere with him, using it to take notes in class and complete homework. Due to his hard work, Tanner has been able to take additional classes that he originally was not able to and is now on track to graduate in June of 2016.

Throughout his 11th grade year, Tanner worked with his WDI counselor to complete the Blueprint for Success work readiness curriculum, create a resume, and explore his interests. In June of 2015 Tanner started a work experience through the Mantorville Theatre Company where he has been able to use his talent in art, to design and paint sets for their theatre productions. With his work experience, Tanner has also been an instrumental part of restoring a turn of the century carriage house that was originally used as a “model” when first built. “We have appreciated his help and we have achieved a lot more on our projects because he has been a part of our team,” stated Karl Huppler – Mantorville Theatre Company and work experience supervisor. Tanner learned how to use power tools, various hand tools, and work as a team, as well as, independently on different projects. He has been very flexible with schedules and even works weekends, helping put sets together and maintaining the opera house.

Tanner started his senior year and is thinking about his next job, as he is completing his work experience. He is also hoping to obtain his drivers permit.



Carver County

Carver County Community and Social Services

Gwen Jansen, Income Support Manager
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Chaska, MN 55318
Phone: (952) 361-1600
Website: www.co.carver.mn.us

County Served: Carver

academic credit for some of the SYP components. We provide workshops for youth to learn about Pre- Employment Skills and Financial Literacy. We will also provide tuition assistance or other support services when funding allows for Out-of-School youth.

Worksite supervisors use a SCANS evaluation form to evaluate youth performance and work readiness. The evaluation provides a numerical rating in a number of different skill areas so it is easy for youth to understand and monitor improvements made in certain areas. We review this evaluation information twice per summer with the youth to monitor progress.

We assist youth with career exploration by asking them to complete an interest assessment at the beginning of programming. This year we used O-Net's mynextmove.org. The web-site provides a job interest report based on the assessment results, so youth have this information immediately upon completion of the assessment, but we also send letters mid-summer with potential careers that may match their interests. This is done to get them thinking about future career

Overview

The Carver County Summer Youth Program (SYP), funded with state MYP funds, offers the following services: interest assessment, work experience that includes job seeking skill development (i.e. filling out applications, resume development and interviewing) and quality evaluations to assist the youth in developing appropriate work behavior, support services (i.e. transportation costs), as well as the opportunity to earn

Success Story: BLAKE

Blake is currently a 15 year old sophomore at Chaska High School. He was referred to our program by his school counselor who thought he could benefit from developing work skills, relationship building and community connectedness.

This was Blake's 2nd year in our program. He worked at Gale Woods Farm both years. His supervisor there was happy to have him back and noticed an increased maturity level this year. The supervisor also noted that Blake participated in Gale Woods' "Level Up" incentive program, where the youth set goals for themselves. When they achieve them they get a prize of some sort (this is an incentive offered by the work-site themselves, not by Carver County). Blake said he set a goal for himself to include others in the work group who are not normally included. The supervisor said he achieved that and also mentioned that his complaints were down from last year (and this was something he mentioned as a goal in his interview).

Blake said he liked being around people like him and getting along with others best about the job. He said he liked weeding the least. He said he learned how to talk to people no matter what the differences are and how to build a safe work environment. Blake said he spent some of the money he earned over the summer and saved the rest.

Blake is not working presently during the school year but said he would like to apply for our program again next summer. Although graduation is a little far into the future for Blake, he said he does want to go to college if he can find a topic that he can stick with for that long. He said he is not sure what he will do for a future career, but wants to do something that he loves and does well.



opportunities. We also discuss this at monitoring visits and offer additional services if the youth are interested in further exploration.

Best Practices/Collaborative Partners

Carver County collaborates with Southwest Metro Co-op for Youthbuild, Three Rivers Park District (we place youth at Gale Woods Farm) and District #287 (refers youth with disabilities and provides job coaches for the youth at their sites). Gale Woods has been one of our best work-sites to date, they are extremely patient while teaching youth appropriate work behavior and they hold the youth accountable and provide valuable feedback during evaluations to help prepare youth for future job success. Youthbuild provides the opportunity for youth to earn academic credit while they work. In 2014 we re-issued an RFP for an individual or agency to provide workshops to youth and selected a vendor to teach Pre-Employment Skills to youth prior to participating in the Summer Youth Program and Financial Literacy in mid-summer (same vendor provided the workshops in 2015).

Customer Comments

“My son’s supervisor was great, we are so glad he was able to work with such a kind person who took an interest in his future, we were very lucky that he got this job.” *—PARENT*

“This is a fantastic program! We are very grateful that our son has been able to participate and grow as an individual and as an employee.” *—PARENT*

“You couldn’t have made my work experience any better. The work was flexible, fun and beneficial!”
—YOUTH PARTICIPANT

Success Story: KENLEY

Kenley is currently a 17 year old senior at Chaska High School. She found out about the youth program at Carver County Workforce Services’ annual job fair at Chaska High School in April.

She worked at Top Dog Country Club. Her supervisor said that once you teach Kenley to do something they can trust that she will do it correctly. You don’t need to check up on her. She said this is so important at their work-site because they had 81 dogs on site the day Kenley’s employment counselor went to visit for an evaluation! The supervisor said Kenley became a valuable member of their team.



Kenley said she liked working with the dogs and was proud to be trusted with real responsibilities. She said the only thing she didn’t like was the distance the work-site was from home. She may be interested in a career working with animals. She saved the money she earned over the summer for college.

Kenley is not working presently during the school year but said there is a good possibility she will apply for the program again next summer. Graduation is right around the corner for Kenley (she should graduate at the end of this year), and she said she does want to go to college but is undecided on a future job goal. She said she is thinking of studying psychology or occupational therapy in college, and is now also considering a career working with animals.

Hennepin County

Hennepin County Community Works and Transit, Workforce Development Services

Ronald White, Director
MN WorkForce Center — Hennepin South
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Bloomington, MN 55437
Phone: (952) 881-6577
Website: mn.gov/deed/hennepinsouth

County Served: Hennepin (excluding the City of Minneapolis)

Overview

Tree Trust offers several different summer work experience opportunities to eligible youth through the Summer Youth Employment Program. This is an up-to-nine-week experience designed to teach youth work-readiness skills in a supportive but realistic work environment. During the summer of 2015, Tree Trust employed 210 Hennepin County youth through the Minnesota Youth Program (MYP). 53 percent of these youth are placed in Youth Conservation Corps (YCC) crew positions and 47% are placed in Enclave positions.

Youth Conservation Corps Crew

Youth work on a supervised crew of eight to complete landscape construction projects that improve the community environment while building youth competencies in employment skills. Participants work two to three eight-hour days per week, can earn a merit-based raise, elective academic credits and receive recognition at an award ceremony upon program completion.

In 2014, Hennepin County crews completed projects in Brooklyn Center, Plymouth, Minnetonka, St. Louis Park, Maple Grove, Bloomington and Golden Valley. YCC crews built timber staircases and retaining walls, installed timber edgers, installed various paver patios, created boardwalks and constructed modular block retaining walls. The projects are a lasting testament to a summer spent working hard and gaining valuable employment experience.

Enclave Program

Youth who work with job coaches and are employed through Enclave program are recruited and supported directly by work sites, which include Hennepin County public schools. Youth in these positions work as office or janitorial assistants. Academic credit is available to these youth directly from the schools in which they work.

Best Practices

Unique opportunities to participate in skill development

— Youth working on a Tree Trust YCC crew have a unique opportunity to participate in an educational component called TeamTech. TeamTech is a curriculum designed to help foster understanding between what is learned in school and what skills are essential for the success in the world of work. The lessons are completed using computer tablets and are facilitated by a Tree Trust Employment Skills Instructor. Youth participate in four lessons during their summer work experience. The lessons are as follows: Creating a Budget, Project Cost Estimation, Resume Writing and Completing a Job Application.

Opportunity for youth to earn academic credit

— Youth participants in Tree Trust's Summer Youth Employment Program (SYEP) have the opportunity to earn elective academic credit during the course of their summer employment through a partnership with Northeast Metro 916 Area Learning Center. Youth in YCC are eligible to earn one credit for every 85 hours of work, up to two credits. The Team Tech lessons enrich workers 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 must complete the required number of hours to earn credit.

Financial literacy training for youth participants

— The aforementioned Team Tech budget and project estimate lessons also provide youth the opportunity to gain or enhance their financial literacy. The first lesson is a personal budget — youth develop a spreadsheet that includes 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 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. This lesson also illustrates the importance of material management and of avoiding material waste.

Collaborative Partners

Tree Trust partnered with area county libraries and workforce centers to aid in the recruitment of youth and the application process. Park and recreation agencies, municipalities, public schools and private businesses also collaborated with Tree Trust to provide work sites for youth.

Customer Comments

“It was the best experience I’ve ever had and considering Tree Trust was my first job it helped me prepare for other things in the future.” *—YOUTH PARTICIPANT*

“It helped me gain confidence in myself. It also showed me that if I just take a little longer to view things I can find some fixable mistakes and that if I work just a little slower and more careful everything will come out good.” *—YOUTH PARTICIPANT*

“[My son] has become more interested in work and what types of jobs people have. He has confidence in his ability to get a job someday.” *—PARENT*

Success Story: PRECIOUS

Precious, 15, is in his first summer with Tree Trust’s Summer Youth Employment Program as a crew member with the Youth Conservation Corps. He is consistently a hard worker for his crew and is very reliable. He



brings creative problem solving skills and has helped overcome obstacles to project completion.

Precious is a natural leader and leads by example. He shows the crew what hard work and dedication are all about! His communication skills and support for other crew members has been most impressive.

Throughout the summer, Precious received five “Worker of the Week” Awards and only missed one day of work. After the summer ends, he wants to volunteer in his community.

Minneapolis Employment and Training

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Area Served: City of Minneapolis

Overview

STEP-UP is a City of Minneapolis program that trains, prepares and matches youth ages 14-21 with meaningful work experiences. Nearly 650 STEP-UP interns are hired and paid by the private sector, effectively leveraging business investment to place nearly 1,600 youth in jobs. STEP-UP targets youth with the least connections to the workforce, including those from low-income families and with barriers to employment. Youth and business are supported throughout the experience by STEP-UP job coaches.

STEP-UP interns bring diversity and unique talents to their employers. Over 92% of the interns are youth of color and 30% speak fluently in a language other than English. In 2015, interns spoke 38 unique languages and were born in over 40 different countries.

STEP-UP interns are matched in positions with employers based on their age and skill level, with the youngest youth and youth needing special supports working in subsidized internships at nonprofit agencies. More work ready youth, ages 16-21, are placed in employer paid positions at private sector businesses. STEP-UP interns earned a total of \$2.2M in wages, with over \$1.1M paid to interns directly from private sector employers.

Best Practices

Work Readiness — All interns complete interactive classroom training in the spring that prepares them for a successful work experience in a professional setting. More than 96% of interns successfully complete their internship and earn a work readiness credential designed and approved by the Minneapolis Regional Chamber of Commerce.

Career Pathways Exposure and Industry Specific Trainings

— Focusing on five key sectors, STEP-UP works to provide interested interns with industry specific exposure to career options, trainings, and internships in the fields of STEM, Healthcare, Financial, Legal and Outdoor Careers.

Private Sector Engagement — 130 private sector companies see the benefit of investing in diverse and talented Minneapolis youth, hiring STEP-UP interns each summer to help with their business needs.

Academic Credit — In SFY 2015, 600 youth attended a 3-hour weekly class and had the opportunity to earn up to two elective credits each for their combined class on personal and professional development and their summer work experience with STEP-UP. More than 750 credits were earned.

Collaborative Partners

STEP-UP is a City of Minneapolis program operated in partnership with several community partners. AchieveMpls heads up the private sector employer recruitment and plays a big role in both youth recruitment and work readiness training. The Minneapolis Workforce Centers (North and South) support and monitor the nonprofit employers along with providing job coaching and payroll support for the interns working with those employers. Project for Pride in Living partners to offer work readiness training for our youngest interns as well as offering a specialized training for older interns matched with placements in healthcare. The Minneapolis Park and Recreation Board is one of our largest employer partners and also provides the weekly personal and professional development class for the interns ages 14 and 15.

Success Story

TAYA

Introduction to Jobs in the Trades

Taya didn't quite know what to expect when her high school teacher first approached her with an opportunity to work in construction. He said she could work with STEP-UP and their partner, UnderConstruction, learning hands-on about careers in construction.

Before this internship, Taya had never had a construction job or even thought about the trades as a career. Once on the job, she quickly learned how to work as part of a crew. Each day, Taya and her team made a plan for the day's work, taking into consideration the amount of supplies they had on hand. Afterwards, they split up into teams to carry out the plan under the direction of the construction lead. The most surprising thing for Taya was that the interns were "getting their hands dirty" and doing all the actual building work themselves. She had assumed they would do only minor tasks while someone else would do the "heavy lifting."

The most valuable part of the job for her was learning about the variety of good-paying career options in the trades. Now, she plans to go into the trades as a career. Taya sees the prospect of the apparent stability and reliability of a well-paying job in the trades as motivation to work hard towards her future.

This fall, Taya will be a junior at Southwest High School. She hopes to return to UnderConstruction and STEP-UP next summer. Taya also has obtained a scholarship for college, and hopes to study management, so she can move into a management position in the trades.



Feedback from Employers

Feedback from employers and supervisors is essential to STEP-UP as we continue to innovate and improve the program to better serve our youth and community. This year, 88 percent of supervisors reported that their STEP-UP intern made a valuable contribution to their workplace and 94 percent said the intern referred to their company was a good match for the position. More than 90 percent would like to supervise a STEP-UP intern in the future.

In addition to satisfaction with the program and the matches made at their business, supervisors were asked about what they most enjoyed about participating with STEP-UP. Most referenced being able to witness and influence the growth and development of their intern through the experience, with many comments similar to this one, "It was so rewarding to watch our intern go from shy and quiet to comfortable and confident. She became an appreciated member of our team."

Anoka County Job Training Center

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Blaine, MN 55434
Phone: (763) 783-4800
Website: www.anokacounty.us/1293/Youth

County Served: Anoka

Overview

Anoka County Job Training Center's Young Adult Program, Empowers, provides year-round services to at-risk young people in Anoka County ages 14-24, utilizing funds through both the Workforce Innovation and Opportunity Act (WIOA) and Minnesota Youth Program. As identified by our Standing Young Adult Committee, priority is given to young people from economically disadvantaged families or public assistance recipients who are not in school; including young people who are aging out of foster care, homeless; unemployed/underemployed

high school dropouts; and unemployed/underemployed young people without postsecondary training. Primary program components include assessment and goal setting, assistance with completing high school and/or obtaining an education credential, vocational counseling, postsecondary planning, work experience/internships, job search assistance and job placement.

Best Practices

- The WSA offers quarterly training classes called Empowers U (University). Training includes presentations from other community resources to help connect young people with additional supports. Examples of topics covered include Financial Literacy, Entrepreneurships, Interviewing and Job Prep and Exploring Careers. Young people are also encouraged to attend our On-Site Hiring events.
- The WSA collaborates with Anoka Technical College by providing staff each week to provide walk-in assistance to students on campus. Staff provide counseling to assist with making career and training decisions, administer interest assessments, provide up-to-date labor market



Success Story: GAOLEE

Gaolee was referred to Anoka County's Youth program by her MFIP Counselor and was enrolled in the WIA Older Youth Program in March of 2013. She was 19 and had two young children. It is her dream to be a nurse as she loves working and helping people.

Gaolee started in the program with a work experience placement at a hospital. It provided her with experience and exposure in a health care setting.

After 18 months at the hospital it was time for Gaolee to learn new skills so her worksite was changed to a nursing home. Gaolee facilitated activities with the residents as an activities assistant. The hospital called her back for a regular part-time position as a dietary aide, working 20 to 25 hours a week.

Gaolee was doing really well at work when her counselor talked to her about doing a 4 week nursing assistant program through Anoka Ramsey Community College. Gaolee could make that schedule work with her employer, she would do classes during the week and work every weekend. It was not easy but, with the support of her family and friends, on July 7, 2015, she passed the Nursing Assistant and Home Health Aide state exam! Gaolee said that her dad was proud to have a daughter who was in health care. She has already been talking to the Nursing Department about employment opportunities at the hospital. Her plan is to work for a few years as a Nursing Assistant and then return to school to be a registered nurse when her children are both in school.

Gaolee told her counselor "I really appreciate the time you took out of your life to help me get this far. Thank you for being very supportive and for believing in me. I wouldn't have gone this far without your help. Thank you again."

information and refer to programs and resources to help pay for college and provide job placement assistance. They also serve as a resource to faculty on site to assist in improving student retention by connecting them to Workforce Center programs.

- The WSA has three Career Pathway programs that run cohorts two times a year including Precision Sheet Metal, Office and Administrative Technologies and Healthcare. Partnerships with Anoka Technical College, Anoka-Ramsey Community College, Metro North Adult Basic Education and area employers make these pathways very successful. Each training was developed in collaboration with the employers in the field to meet their needs. These pathways all lead to higher paying jobs in growing “in-demand” occupations.

Outreach to Schools

Anoka County’s Outreach to Schools activities include career exploration, vocational counseling, labor market information, job search and placement assistance, facilitating tours and overviews of Workforce Center. Staff also provide onsite presentations for local school districts covering a variety of job search topics. Anoka County also coordinates with Dream It Do It and supports annual manufacturing tours to correspond to the Governors focus on Manufacturing in October. This year we are serving five schools and serving over 320 youth and touring seven manufacturers.

Collaborative Partners

The WSA has several well established community partnerships in providing services to at-risk young people in Anoka County. Our current partnership network includes Anoka County Economic Assistance and Social Services Departments, the YMCA, local high school and educational learning centers, Metro North Adult Basic Education, the Minnesota Family Investment and Diversionary Work Programs, Anoka Technical College, Anoka Ramsey Community College, Job Corps and MN Dept. of Vocational Rehabilitation Services.

Customer Comments

“I just wanted to thank you for all the help and thank you for educating me about job searching; thank you for the experience it was wonderful and I really appreciate it.”

—*YOUTH PARTICIPANT*

“He is awesome! The students, staff and families really love having him as part of our program.” —*SUPERVISOR*

Success Story:

RAJABU

Anoka County Staff met Rajabu in May of 2014 through a referral from his Social Worker from Coon Rapids High School. He was 19 and was living temporarily with a teacher from the school. Tragically both of his parents were killed during war in his homeland of Tanzania. Soon after meeting him, he was able to secure housing with some extended family and he was able to apply for and receive public assistance to help with food support and medical care.



Rajabu enrolled in the Minnesota Youth Program and the Workforce Investment Act. Staff worked to help him identify his goals and complete a plan that would help him complete his High School Diploma and gain work experience. When staff met Rajabu, he had little work history and limited work experience. He was interested in building maintenance and wanted help finding a job. Rajabu was placed at Hamilton Elementary as a building maintenance assistant. He quickly gained an outstanding reputation for working hard and being dependable. His supervisor noted on his final evaluation: “Rajabu is a very hard worker, gets things done, respects everyone and needs little supervision and liked by everyone.”

Rajabu recently completed his High School Education at Crossroads Alternative School. His limited English abilities made it more difficult for him to pass, yet he worked hard and earned his High School Diploma. Rajabu applied for work in the Anoka-Hennepin School District and was recently hired as a summer building maintenance worker on June 3. Rajabu plans to continue his education and attend school at Crown College in the fall. He is excited to continue his journey of education and employment.

Dakota County

Dakota-Scott Workforce Services

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Website: mn.gov/deed/dakotascott

Counties Served: Dakota and Scott Counties

Overview

Tree Trust offers several different summer work experience opportunities to eligible youth through the Summer Youth Employment Program. This is an up-to-nine-week experience designed to teach youth work-readiness skills in a supportive but realistic work environment. During the summer of 2014, Tree Trust employed 109 Dakota County youth through the Minnesota Youth Program; virtually all are placed at work sites.

Youth Conservation Corps Crew

In this position, youth work on a supervised crew of eight to complete landscape construction projects that improve the community environment while building youth competencies in employment skills. They work two to three eight-hour days per week, can earn a merit-based raise and elective academic credit and receive recognition at an award ceremony upon program completion.

In 2014, Dakota County crews completed projects in Inver Grove Heights, West St. Paul, Lakeville and Apple Valley. The youth crews built a timber stairway, constructed timber retaining walls, installed a paver patio and built several modular block retaining wall planters. The projects are a testament to a summer spent working hard and gaining valuable employment experience.

Individual Site

Several Tree Trust youth are placed in local private businesses to provide child care, custodial and clerical assistance. These youth work an average of 20 hours per week and also have the opportunity to earn a merit-based raise as well as academic credit and are also recognized at an award ceremony at the end of the program.

Tree Trust partnered with companies throughout the county, including those in Inver Grove Heights, Farmington, Rosemount, Burnsville, Lakeville and Eagan to provide meaningful work experiences.

Enclave Site

Youth who work with job coaches and are employed through an Enclave program are recruited and supported directly by work sites, which include Dakota County public schools. Youth in these positions work as office or janitorial assistants. Academic credit is available to these youth directly from the schools in which they work.

Best Practices

Unique opportunities to participate in skill development – Youth working on a Tree Trust YCC crew have a unique opportunity to participate in an educational component called TeamTech. TeamTech is a curriculum designed to help foster understanding between what is learned in school and what skills are essential for the success in the world of work. The lessons are completed using computer tablets and are facilitated by a Tree Trust Employment Skills Instructor. Youth participate in four lessons during their summer work experience. The lessons are as follows: Creating a Budget, Project Cost Estimation, Resume Writing and Completing a Job Application.

Opportunity for youth to earn academic credit— Youth participants in Tree Trust's Summer Youth Employment Program (SYEP) have the opportunity to earn elective academic credit during the course of their summer employment through a partnership with Northeast Metro 916 Area Learning Center. Youth are eligible to earn one credit for every 85 hours of work, up to two credits. The Team Tech lessons enrich workers 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 must complete the required number of hours to earn credit.

Financial literacy training for youth participants — The Team Tech budget and project estimate lessons also provide youth the opportunity to gain or enhance their financial literacy. The first lesson is a personal budget — youth develop a spreadsheet that includes 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 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. This lesson also illustrates the importance of material management and of avoiding material waste.

Collaborative Partners

Tree Trust partnered with area county libraries and WorkForce Centers to aid in the recruitment of youth and the application process. Park and recreation agencies, municipalities, public schools and private businesses also collaborated with Tree Trust to provide work sites for youth.

Quotes

“Overall, Tree Trust helped me know that being responsible for my actions is key. And that goes for everything, like getting to the drop off site/work on time. Or calling in if I’m going to be late or not make it that day. Holding yourself for your actions is part of growing up.” *–YOUTH PARTICIPANT*

“I think the resume writing will help the most cause you will most likely use it every time you apply for a job.”
–YOUTH PARTICIPANT

“Tree Trust is an excellent program. The best facet of it is the weekly feedback the participant gets. This helps to identify strengths and weaknesses to improve work performance. This lends itself to a better work experience and to become a better potential employee for future Tree Trust employment, future employment elsewhere and more importantly, the first positions these youths will accept as they build a career after school.”
–YOUTH PARTICIPANT

Success Story:

KUAN

Kuan, 16, is in his third summer with Tree Trust’s Summer Youth Employment Program. As a crew member with the Youth Conservation Corps he came to work every day with a great attitude and prepared to work hard. He has a strong work ethic and leads projects with diligence and focus. He always has creative ideas and helps the crew function more efficiently.

Kuan’s excellent team work skills allow him to work well with crew members, showing patience and great leadership which make him a much respected crew member. His crew leader is very impressed with his focus, dedication, sincerity and positive attitude and loved getting the chance to work with him this summer.

Kuan is a three-time recipient of the Governor’s Award for Outstanding Achievement and had perfect attendance this summer. During the school year, he plans to volunteer in his community and wants to get an internship in the IT field.



Scott County

Dakota-Scott Workforce Services

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Counties Served: Dakota and Scott Counties

Overview

Scott County served 26 youth in the Minnesota Youth Program this program year. The majority participated in the summer program, with several continuing year round for career counseling, training or job placement.

Minnesota Youth Program has expanded the enrollment to those youth who are behind in credit targeted as a 'potential' dropout. This allowed youth to 'learn and earn' as they participated in the program so that they could correlate how education and employment relate.

Youth Services Offered

Work experience at public and nonprofit agencies included clerical, park and recreation aide, maintenance worker, teacher's aide and others. Students had an opportunity to work on special projects with YouthBuild, The Landing, Maker Space and more. Some activities provided an opportunity to earn academic credit.

Worksites are selected after reviewing and considering work experience, skill development, mentoring, career exposure and earning potential. Youth are evaluated utilizing the SCANS for work readiness throughout the summer program.

- Scattered worksites are public, nonprofit or private nonprofit agencies in Scott County that have work projects for the youth during the 10 week program.
- Academic sites provided a combination of academic instruction and work experience. Priorities for selection included age requirements, seniors needing high school credits to earn their diploma and juniors needing to earn maximum credits before their senior year.

Financial Literacy workshops were also offered this summer, focusing on the knowledge and skills needed to manage financial resources effectively. The youth had been pretested and post-tested so that they would see what information/knowledge they gained. A certificate of completion was issued to each participant. The curriculum expanded to direct and/or online activities for those participants who were behind in credits for high school graduation.

YouthBuild participants earn an OSHA 10 certification stating that they completed safety training, in addition to learning basic first aid and CPR skills.

Three of the summer youth enrolled and completed a Nursing Assistant class offered this summer. One is a junior at an alternative school, another is a single teen parent, and the third is a high school graduate. The junior has obtained her Certified Nursing Assistant certification while the other two are in the process of taking the test.

A certified online customer service certification through SkillsUSA was also offered this summer.

Private Sector Involvement

Scott County actively seeks private sector involvement. Staff continues to work with the local communities to identify worksites and job opportunities. Youth and parents are informed of the opportunities as well. A brochure was developed to assist them in promoting work experience to employers in their community and to their personal contacts.

TANF/MYP/WIOA Partnership

Scott County E&T administers MYP, WIOA Youth and MFIP Employment Services. Counselors do case reviews and internal referrals to youth programs. Youth are co-enrolled into other programs to help them achieve their goals. The multiple funding sources allow activities in different areas: training, work experience, internships and support services. Scott County Employment and Training also collaborates with local youth-serving agencies to serve targeted populations.

Career Pathways

The youth prior to enrolling are required to do the My Next Move assessment. This assessment is online completing 'likes to dislikes'. A summary of careers are compiled into 5 job zones: from entry level to higher education. The youth are then asked to pick one out of the five zones and then rank them

1 – 5. A career path is compiled for the top two along with LMI for the surrounding area for that particular occupation.

The Landing and YouthBuild programs have an academic and career exploration component integrated into the daily activities of the youth participating on these worksites. Their classroom time focuses on how academics relate to what they are doing for work and how the information learned in school relates to their work experience. Students have an opportunity to pursue career information and to develop portfolios.

All participants in YouthBuild completed a 10 hour workplace safety class, earning an OSHA 10 certificate. This certification has helped several participants land jobs in construction/landscaping fields.

Best Practices

Scott County collaborated with SouthWest Metro Educational Cooperative this summer to provide training and certification in customer service for seven youth.

The youth attended four days of class utilizing the SkillsUSA program at the Scott County WorkForce Center led by a SouthWest Metro instructor. Scott County Youth Counselors set up appointments with the youth to build a resume, develop a portfolio and review opportunities in their communities.

Youth were contacted weekly about opportunities and received assistance with applications, transportation and support services. At the end of summer, four of the youth were placed in their community to ‘job shadow’ a career utilizing their customer service skills.

Customer Comments

Youth:

- I learned to speak up to take control for myself.
- I feel like I helped a lot of people just as they helped me too.
- I love to work hard while having fun

Supervisor:

- She was a great worker and great with the kids.

Parents:

- She learned NA skills to obtain a career in the health field.
- Learned new tasks of office work and gained a closer look to it
- Responsibility about having a job

Success Story:

ANNA

Anna, a young woman who was a resident at the former Safe Haven, transitional home for youth, enrolled in the Scott County youth program needing employment and future training. She wanted to be in the health care field and was looking to pursue either EMT or Phlebotomy Technician.

She started at Auburn Manor in Chaska as a part time CNA while attending Hennepin Technical College for phlebotomy technician.

She has completed the course and has achieved her certification. She is known for having ‘stuck’ over 300 times accurately – 3 times the amount needed for the class requirement. She interviewed and is now employed at the Park Nicollet Health Systems. Anna volunteered to assist her instructor with training students on the blood draw process.

She is making plans on locating her own residence and has obtained a newer vehicle that is not in need of constant repair. She is the ‘poster child’ of the Scott County youth programs. She has been referring others to the program and also the phlebotomy field.

Her next ‘steps’ are to return to college for Lab Tech and then on to a master’s degree as a PA.

She is passing on her thoughts to others: “whoever is using the program should make the most of the opportunity and not take it for granted. My experience and success through it is rewarding every day and I haven’t regretted it at the slightest. The reason I have been promoting it to others is because it made me so much closer to my ultimate dream. And that’s were I want everyone to be.”



Ramsey County

Ramsey County Workforce Solutions

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County Served: Ramsey

Overview

Workforce Solutions YouthLEAD Program is funded by the Federal Workforce Investment Act (WIA) and the state funded Minnesota Youth Program (MYP) to provide comprehensive services to all eligible Ramsey County at-risk youth ages 14-24. The comprehensive approach of YouthLEAD (Learn, Earn, Attain, Develop) is to educate and provide job training that is globally competitive to all eligible participants served by Workforce Solutions Staff and other diverse community-based youth service providers. Combined, the YouthLEAD Program serves about 800 eligible participants per year.

The YouthLEAD Program shapes the learning and programming environment by:

1. Fostering a Youth/Adult Relationship
2. Engaging youth in their development and setting standards and expectations

3. Focusing the program experience for each youth and providing age appropriate services.
4. Encouraging positive relationships with family and peers.
5. Providing constructive support services that will affect outcomes and opportunities beyond education and training (Life Work Portfolio).
6. Helping youth develop a sense of belonging, commitment and dedication while fostering a sense of positive identity.

Best Practices

Mock Interview Events — Mock interviews are offered at Lifetrack to all program participants. YouthLEAD clients spent an afternoon participating in mock interviewing with National Public Radio professionals from California. YouthLEAD clients received verbal and written feedback about their mock interviews.

YouthLEAD Job Club — A comprehensive, six-week job readiness workshop series is offered that focuses on building the skills needed to be successful in the workplace.

Lifetrack Recruitment Express — Companies come on-site to Lifetrack to interview and potentially hire youth during these hiring events. YouthLEAD Job Counselors prepare the youth prior to a Recruitment Express event by reviewing and updating the youth's resume, offering professional coaching, consulting on interview attire, preparing the client with information about the specific company and practicing interview questions geared toward the types of positions available.

Success Story: ANTONIO

Antonio came to the Workforce Center to get some help. He was on academic probation from college, out of work, and couch hopping between family members. He wanted a job and some help getting back into school. He had been playing college basketball at a local college and really wanted a chance to become a professional player. He also wanted to study to become a Nutritionist.

HIRED – U L.E.A.D. counselor and his supervisor were able to secure an opportunity for Antonio to earn a role as security staff for the MN Vikings during training camp in Mankato. **HIRED** – U L.E.A.D. counselor prepped him for the opportunity and was selected for a position for a month of employment with the Vikings, staying in the dorms at the University and working long, hard days in security. This opportunity allowed for Antonio to earn a substantial paycheck just before beginning his new semester at his new college for his new opportunity. Antonio told the **HIRED** – U L.E.A.D. counselor that he was very appreciative of the help and felt like his life was really on track.



Specialized Services — YouthLEAD Job Counselors accompany clients to their first interview and provide support services such as transportation. YouthLEAD staff connect with schools and families to ensure that youth receive wrap-around services. In Ramsey County, it has become increasingly important to better understand how youth from underrepresented groups can become more engaged in youth development and enrichment programs. The challenges and risks associated with low-income urban settings (e.g., high rates of unemployment, crime, violence and lack of access to affordable housing and health services) reinforce that young people living in these environments need structured youth programs such as YouthLEAD.

College Exploration — Very few youth who participate in YouthLEAD come from families who have higher education experience. In many cases, our youth represent the first generation who will graduate from high school and pursue post-secondary education or training. It has become increasingly important to us to provide experiences and exposure to post-secondary institutions, training and certificate programs. Youth and families also receive support around the complex admissions and financial aid processes.

Civic Engagement/Leadership Activities — The YWCA St. Paul and other Workforce Solutions vendors help youth become more involved in the communities where they live, attend school and work, recognizing the pivotal role youth play in healthy community development. Understanding youth as community assets is a perspective many communities have not yet adopted. Research shows that youth who engage in extracurricular, service-learning/community engagement activities are more likely to adopt positive life trajectories than those who don't and communities with active, engaged young people are more likely to produce high school graduates and experience less crime. Continuous involvement with the Native Youth Language Project, an innovative project at the AIFC increases and strengthens the awareness of maintaining native languages in the metro area.

Collaborative Partners

Along with its vendors, Workforce Solutions partners with numerous youth service agencies including the St. Paul Police Department (SPPD), St. Paul Public Schools, St. Paul Parks & Recreation and many additional community based organizations to identify prospective YouthLEAD participants. SPPD regularly refer youth who are on the “fringe” of the legal system and are considered at-risk of becoming offenders. We work to enroll

Success Story:

ELLIOT

Elliot joined the Lifetrack U L.E.A.D. program through the quick thinking of a friend's mother. Elliot was an 18-year-old who was homeless, under-educated, and had never had a job before. Despite feeling down and un-accomplished,



Elliot had goals that he desperately wanted the support to achieve. Lifetrack U L.E.A.D. staff worked closely with Elliot to help him prepare for the G.E.D. tests while he began a paid work experience through the program. Quickly after starting the work experience, while also applying for jobs, Elliot landed his first job as a Warehouse Worker. As Elliot continued working at the warehouse, he progressed through all of the G.E.D. practice and regular tests. He never gave up, even when he thought that the Math G.E.D. test may be too much for him. Elliot earned his G.E.D. and continued to work at the warehouse. His employer recognized Elliot's dedication and hard-working demeanor by increasing his hours and hourly wage at work. After many months of saving money since starting work, Elliot was finally able to secure permanent housing. Since securing permanent housing, Elliot also began job searching and has had multiple interviews. We are sure that Elliot will continue to thrive in the success of his U L.E.A.D. accomplishments!

these young people and get them involved in YouthLEAD's positive programming and services.

Quotes

“I would like to say that I really appreciate her help and how nice and dedicated she is to helping us find jobs and I am thankful for someone willing to help me.”

—YOUTH PARTICIPANT

“Thanks to YouthLEAD, I was able to get my first job interview, get help with transportation to the interview, and I got the job!”

— YOUTH PARTICIPANT

“The HIRED counselor gives youth the skills and support they need to get and keep a job.”

—RAMSEY COUNTY PROBATION

Washington County

Washington County WorkForce Center

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County Served: Washington

Overview

Washington County's youth program provides subsidized work experiences at public and private worksites to help youth develop self-confidence, an understanding of workplace expectations and good work habits. Youth also work with job counselors on goal setting to provide individualized services for each participant. Youth are then matched with worksites based on interests and abilities. At individual placements, worksites provide job coaching, supervision and training. Worksite supervisors complete work skills evaluations at several points during the placement to monitor progress and ensure that work readiness goals are achieved. To reinforce the skills they are gaining, youth attend work readiness trainings.

Best Practices

Youth participate in a series of workshops to help build job readiness skills and jump start the thinking process about potential careers of interest. Topics covered in the workshops are basic work skills, financial literacy, career exploration and creative job search. Youth take the Strong Interest Inventory assessment and spend time researching career clusters of interest with online resources such as O*Net and ISEEK.

Washington County partners with Tree Trust for summer employment. Participants in Tree Trust's Summer Youth Employment Program (SYEP) have the opportunity to earn elective academic credit during the course of their summer employment through a partnership with Northeast Metro 916 Area Learning Center. Youth in Youth Conversation Conservation Corps (YCC) are eligible to earn one credit for every 85 hours of work, up to two credits. The youth participants 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 must complete the required number of hours to earn credit.

Also, Tree Trust YCC crew members have an opportunity to participate in an educational component called TeamTech. TeamTech is a curriculum designed to foster an understanding of the relationship between what is learned in school and what skills are essential for the work site. The lessons are completed in a mobile computer lab using netbooks and are facilitated by a Tree Trust Instructor/Counselor. Youth participate in four lessons: Budgeting and Money Management, Project Cost Estimation, Resume Writing and Writing a Letter to the Community.

Outreach to Schools

Washington County participated in the following events this year for recruitment: Career Day in collaboration with Northeast Metro 916 Career and Technical Center and Century College, Youth Job Fair in collaboration with South Washington County Schools and Career Skills Day for transition age youth. Staff also facilitated job readiness workshops at Forest Lake High school and Stillwater High School.

Collaborative Partners

Washington County partners with Tree Trust in offering opportunities to eligible youth through the Youth Conservation Corps (YCC). This experience is designed to teach youth work-readiness skills in a supportive but realistic outdoor work environment.

In YCC, youth work on a supervised crew to complete landscape construction projects that improve the community environment while building youth competencies in employment skills. Youth can earn a merit-based raise and elective academic credit and receive recognition at an award ceremony upon completion of the program.

In 2015, Washington County crews completed projects in Cottage Grove, Lake Elmo and Mahtomedi. Youth crews removed and rebuilt the timber edges around the walking path and archery range enclosure. They added a handicap accessible path to one of the archery targets and replaced two old footbridges with two new 16-foot footbridges. Completion of these projects is a testament to a summer spent working hard and gaining valuable employment experience.

Washington County continued its collaboration with a community supported garden (CSA) within the Family Means Cimarron mobile home community. The CSA this year started selling their own produce on site (previous years they took the produce to other locations) every Friday. The CSA was also given access to sell produce in the small community gas station on site. As a result, OCFP (our community food projects) was able to provide a new experience for the youth that work in the garden. Youth now are learning customer service skills and dealing with a cash register. Along with these new skills, the worksite supervisor has continued to teach the youth about agriculture, growing techniques and how particular insects can benefit or hinder the success of the garden. Harvested produce is part of the shared lunches at the garden for the worksite supervisor and youth workers. The garden has provided the community an opportunity to purchase produce at affordable prices which increases their access to healthy, fresh food. Youth have learned important life skills, patience, hard work and team work.

Quotes

“Christian has become an invaluable member of our team. He knows our history, pitches in wherever necessary, thinks ahead and does a great job fostering relationships with our youth”
–*WORKSITE SUPERVISOR*

“I have been amazed at the growth of responsibility I have seen in Breanna, she has really become empowered through recognizing her strengths in the kitchen, and has taken on a lot of ownership there” –*WORKSITE SUPERVISOR*

“With my disability, I’ve struggled to find work; the youth program has given me something that I wasn’t able to get myself and I have learned so much. The youth program has prepared me to be successful once I exit the program; they taught me interview skills and how to write a resume so that once I am ready I can find a job outside of the program”
–*YOUTH PARTICIPANT*

“Paloma has grown in her skills over the past few years. She has been able to go from assisting with activities to leading them. Paloma is priceless; her knowledge of day to day programming is an extreme help. She understands the tasks that she should complete at the beginning and end of the day and is able to complete them without direction. She has also learned when and how to ask for help when working with youth.”
–*WORKSITE SUPERVISOR*

Success Story:

ARLETHA

I met Arletha in the fall of 2014. She moved to MN to live with her aunt because she wasn’t doing well under the supervision of her mother. She was failing all of her classes in school and she was starting to hang out with the wrong crowd. When I met with Arletha, we talked about the possibility of her working and getting her driver’s license but her aunt wanted her to focus on her education (since she was over a year behind in classes) and her mental health. Arletha started to attend therapy weekly along with going to school. After completing her first year of school in Minnesota, in which she earned A’s and B’s in all her classes; her aunt decided that Arletha earned the chance to take driver’s education and start working. In June, Arletha completed her driver’s education class and obtained a permit. She stopped in the office with her permit and was grinning ear to ear because she was so happy. I asked her if she thought this would happen, she said to me “I knew I would drive but I never thought it would be legally”. Arletha started work in July at a nursing home, working part time helping seniors as an activity guide. She loves her job and is excited about continuing to work once school starts back up. Arletha is taking summer classes so that she can graduate on time. Arletha is also participating in Student Council and was elected as the senior class representative last month.

Stearns-Benton Employment and Training Council

Stearns-Benton Employment and Training Council (SBETC)

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Counties Served: Benton and Stearns

Overview

SBETC offers CareerONE, a summer youth employability skills training opportunity utilizing Minnesota Youth Program (MYP) funding. CareerONE provides training in employability skills, including team building and SCANSkill activities, safety training, financial literacy, community work projects, resume writing, job application preparation, interviewing practice, career exploration and prep for obtaining an ACT National Career Readiness Certificate.

Best Practices

Local employer and United Way of Central Minnesota partner with CareerONE — CentraCare Health and United Way of Central Minnesota provided funding and/or work-based learning projects. The CentraCare staff and CEO also participated in career information sessions that taught the youth participants about professions in the health care system. Because of the contributions, CareerONE was able to serve 60 youth in the summer of 2015.

CareerONE is a unique, rich and contextual learning experience which has demonstrated success since 2000. Each year, SBETC seeks to improve on our model to continue to provide an elite opportunity for youth. During the summer of 2015, CareerONE had a 90% completion rate. Of those who completed, 98% received employability skills and safety certificates.

Eligible youth participate in teams of 15 youth led by an adult team leader and a youth assistant leader. The youth assistant leader is a previous year CareerONE graduate. The youth leader prepares and delivers the SCANSkill activities to their assigned team and assists the team leader with lesson preparations.

Components of CareerONE consist of — career exploration, teaming at the challenge course, SCANSkill activities, Youth@Work Talking Safety curriculum, Junior Achievement (JA) Finance Park, community service projects, employability skills training and reflection and journaling. CareerONE runs for approximately 20 days during June and July.

The JA Finance Park curriculum is aligned with Minnesota State Standards; applying credit to the youth's transcript is possible. Youth work toward demonstrating skills in attendance, punctuality and dress code; team work, cooperation and safety; work quality and work quantity. Area organizations provide work projects which are completed by the teams.

The youth participate in the KeyTrain assessment of three main skill areas — Reading for Information, Locating Information and Applied Math. They use online KeyTrain curriculum to advance their skills. Youth complete the WorkKeys assessment for the three main skill areas and their scores determine their ACT National Career Readiness Certificate (ACT NCRC) level.

Success Story: JEREMIAH

My name is Jeremiah. My mom had stomach surgery, so I had to find someone to take me to orientation so I could be a part of CareerOne. I asked the police sergeant that I knew from camp Skyla. He came! I also invited him to Awards Day.

During the school year, I am an average kid. I master my MCAs, and I am going into 8th grade. I haven't had a real job other than CareerOne. But I volunteer when I can and I learned how to work in a job, being safe and part of a team. In the future I want to be a registered nurse. This job especially focuses on teamwork and how to do better and become a good employee.



The youth receive a portfolio at the end containing the certificates they have earned which may consist of: Workforce “U” Employability Skills Certificate: By demonstrating 95% competencies in: Attendance, Punctuality and Dress Code, Safety, Cooperation and Team Work and Work Quality and Work Quantity; Workforce “U” Safety Certificate: by demonstrating the ability to be 100% safe and injury free.

Work Talking Safety: certificate of completion; ACT National Career Readiness Certificate: certification showing their achieved level; JA Finance Park: certificate of completion; their resume, master application and career plan.

Outreach to Schools

From 7/1/2014-6/30/2015, 1,813 students received services through the Outreach to Schools efforts. SBETC recruited, trained and placed four interns in nine rural schools in Stearns and Benton counties. OTS services assist school districts in meeting their outcomes for the World’s Best Workforce legislation. The activities compliment the work of existing school counselors and provide youth with career exploration, career counseling, college information, job seeking tools and current labor market information.

Collaborative Partners

Collaboration with area county human services, school districts, juvenile corrections and youth serving agencies all aid with recruitment of youth and families who are interested and can benefit from CareerONE. Work projects are coordinated with area cities, counties and non-profit organizations. Collaboration takes place with a local university and a local bus company for the delivery of classrooms, computer labs, food service, transportation of youth living in outlying areas daily work routes, etc.

Customer Comments

I learned how to trust people I don’t know, how to be responsible, and how to communicate with others if there is a problem. *–YOUTH PARTICIPANT*

I have a portfolio with certificates showing what I have completed which I can show my future employers. *–YOUTH PARTICIPANT*

Success Story:

MOHAMMED

I found out information about CareerOne from school and wanted to experience it. My training ability was always lower than my grade level. As I came to CareerOne my learning level went up from average. As I came to CareerOne I learned how to be responsible for my actions and always own up to it. I have a lot of future plans such as helping my mom get a job and help her out. I also learned how to work with people who are around me. “As long as you do everything well it will go as planned.”



This program has been wonderful for my son. He has ASD and being in groups, taking a leadership role and basic socialization can be difficult. This program has given him the courage and desire to do those things. *–PARENT*

This program is life changing! The skills the children gain from CareerONE they can begin using right now and when it comes time to move out and beyond! My children’s future is brighter thanks to the program and staff! *–PARENT*

Was great having the help we had with our landscaping and staining projects. Thanks! *–COMMUNITY WORKSITE REPRESENTATIVE*

Positive and individual recognition at the awards ceremony was very cool. The kids were obviously and deservedly proud of their accomplishments. GOAL SETTING & MEASURING the youth’s progress is a wonderful strategy. All these youth obviously benefited from the program! This is one of the best uses of state DEED dollars that I can think of. NOTE TO LEGISLATORS: Keep funding this important workforce development program! *–WORKFORCE INVESTMENT BOARD MEMBER*

Winona County WorkForce Council

Mike Haney, Director
1250 Homer Road — Suite 200
Winona, MN 55987
Phone: (507) 453-2920
Website: mn.gov/deed/winona

County Served: Winona

Overview

While we recognize that youth programs serve youth with various barriers to employment, they also serve the families of youth, employers and the community at large. Building confidence, soft skills and specific work related skills are obvious benefits to program participants (besides the paycheck for employed youth). The youth program offers hope to participants and their families. Some youth earn a high school diploma because of the programs; they also earn school credit for their work experience.

The program provides local businesses with employees. Local employers get a first hand chance to learn that the person with barriers — maybe a disability, maybe some legal problems — can work out just as well as other hires, introducing them to a whole new labor pool. Some employers really enjoy the opportunity to mentor and train, to watch the personal growth process of their youth participants. Everyone benefits when someone discovers their “niche,” is able to start on a career path that’s their passion and becomes a contributing member of the local community. We all benefit when everyone is included.

Best Practices

An important lynch pin of our program is having youth work in the community with local employers. Before sending a youth into the community to work, we make sure they are job ready. Indications of this would be that they are prompt in returning phone calls, they follow through with assignments and when they come to the WorkForce Center, they are neat, presentable and look like they are ready for work. For younger youth, we are working closely with the schools. For older youth, we work with

the referral source. We feel the youth gain a deeper appreciation of work readiness through the actual experience of having to be at work on time, follow a supervisor’s instructions, get along with coworkers and all those other work-related soft skills learned on the job. We work to provide worksites that are easily accessible to the youth, including both youth in Winona and youth in the rural areas.

Each participant was also required to complete an online course in safety training. The WorkForce Center sponsored a youth camp which focused on safety training and job seeking skills. Each participant left with a resume they had completed.

Youth staff go to schools in three school districts (Winona, Lewiston-Altura and St Charles) to meet with youth during the school year. As transportation is often a barrier for these youth, this removes one potential barrier for youth enrollment in the youth programs. We very much appreciate the schools’ cooperation.

Outreach to Schools

The Winona WorkForce Center was able to place an intern in four schools in the three school districts. Working closely with school staff, the intern provided students with individual assistance looking at career interests and planning, labor market information and information on various area post secondary schools as well as looking at the possibility of military careers.

There is also collaboration between local schools and the WorkForce Center Youth Program which allows program participants to earn school credit for their work experience. As school personnel has more contact with participants in the youth program, we do rely more on school personnel for information on how our youth participants are doing.

Collaborative Partners

The Winona Youth Projects aim to maximize the use of community resources and provide coordinated services to area youth and area providers. We have coordinated efforts with Vocational Rehabilitation Services and counselors for the MFIP programs. We have provided presentations and services for local K-12 school systems as well as Southeast Technical and the Winona WorkForce Investment Board. Staff presented information to groups of youth who have involvement with the juvenile justice system. Our Youth Council looks for ways to collaborate with other groups to maximize use of community resources.

Customer Comments

“Students who work at a Key Kids site realize the potential opportunities there are to work with children. They are scheduled to work and we rely on them to be there which teaches responsibility. Student workers prove to be an invaluable asset to our program and we are very grateful to have them.”

–*SUE, KEY KIDS*

“We enjoy having the youth help at the Center. We feel that we are helping them learn new skills, which will help them in the future.”

–*PATRICIA, ST CHARLES RESOURCE CENTER*

“Working at the Resource Center taught me how to be organized and neat. It was fun to help the clients.”

–*YOUTH PARTICIPANT*

Success Story:

CONSTANCE

Constance is focused on her future — graduating from high school, looking to move into a home of her own with her daughter, gathering things for her home, finding day care for her daughter and thinking about college. Along with a drive to do well in school today, her focus is being prepared for the future. Constance enrolled in the Minnesota Youth Program in June 2014. She is currently a senior at the Winona Alternative Learning Center.

Constance is a foster youth who had some work history before she came to the Winona Youth Program. Through the youth program she worked at the Salvation Army where she feels she learned a lot about dealing with difficult and challenging situations. She learned to be more responsible and respectful, to stay on top of things and to overcome or go around different barriers. Constance learned better coping skills which she's been able to apply outside the work environment. Constance typically gets all excellent marks on her time sheet.

Constance knows that she will have to find another job when she graduates. A youth program workshop helped her write a resume while she looked at her entire work history.

“Learning to focus on the what you want to do and finding the right people to support you helped me move past negativity in my life,” Constance stated.



SFY 2015 Minnesota Youth Program (MYP) Data Summary

(July 1, 2014 through June 30, 2015)

COMBINED WSA TOTALS		TOTAL	PCT	WSA 1	WSA 2	WSA 3	WSA 4	WSA 5	WSA 6	WSA 7	WSA 8	WSA 9H
1. Total Participants Served		2,858		50	234	174	130	333	96	291	172	289
1a. Total Participants Exited		1,495		37	119	53	77	193	52	177	89	158
Gender	2a. Male	1,528	53.5%	29	125	104	68	182	57	140	81	178
	2b. Female	1,329	46.5%	21	109	69	62	151	39	151	91	111
Age	3a. 14 - 15	783	27.4%	18	65	27	15	31	24	7	18	154
	3b. 16 - 17	1,220	42.7%	26	118	87	39	218	47	174	79	67
	3c. 18	383	13.4%	4	30	30	29	53	12	56	32	25
	3d. 19 - 21	472	16.5%	2	21	30	47	31	13	54	43	43
Ethnicity / Race	4a. Hispanic/Latino	264	9.2%	9	5	2	4	25	21	61	27	9
	4b. American Indian or Alaska Native	108	3.8%	0	29	17	3	10	2	4	2	3
	4c. Asian or Pacific Islander	136	4.8%	0	1	0	5	3	0	6	1	23
	4d. Black or African American	804	28.1%	2	10	2	33	9	14	68	32	153
	4e. White	1,710	59.8%	47	194	148	72	308	77	206	126	106
	4f. Multi Race	123	4.3%	1	0	7	17	3	3	7	11	4
Education Level	5a. Grades K-12 (No Diploma/GED)	2,559	89.5%	49	219	138	107	328	82	241	142	283
	5b. High School graduate or equivalent	263	9.2%	1	13	28	18	5	13	48	23	5
	5c. Post-Secondary Education	36	1.3%	0	2	8	5	0	1	2	7	1
Other Demographics	6. Limited English Proficient	174	6.1%	0	4	3	11	2	7	29	8	10
	7. Youth From Families Receiving Public Assistance	1,133	39.6%	15	68	49	79	61	33	158	49	108
	8. Foster Youth	166	5.8%	2	21	13	5	11	7	34	5	5
	9. Youth with a Disability	1,382	48.4%	42	138	103	68	204	52	146	90	136
	10. High School Drop-Out	116	4.1%	0	4	3	23	5	1	20	15	0
	11. Youth Offender	308	10.8%	4	15	16	23	10	6	53	35	15
	12. Pregnant or Parenting Youth	125	4.4%	1	0	11	14	16	9	29	9	1
	13. Basic Skills Deficient	1,601	56.0%	3	165	95	89	265	22	237	129	233
	14. Homeless or Runaway Youth	140	4.9%	2	2	3	16	4	4	19	5	9
	15. Not Employed at Program Enrollment	2,512	87.9%	50	212	161	118	287	87	265	148	283
PROGRAM SERVICES, ACTIVITIES, AND OTHER RELATED ASSISTANCE												
1. Received Education/Job Training Activities		1,033	36.1%	7	6	34	48	223	3	39	85	158
2. Received Work Experience Activities		2,238	78.3%	45	180	150	89	202	80	252	84	273
3. Received Community Involvement and Leadership Development Activities		667	23.3%	0	0	0	0	65	0	204	3	158
4. Received Post-Secondary Exploration, Career Guidance and Planning Activities		1,187	41.5%	1	11	176	12	291	33	279	104	0
5. Received Mentoring Activities		883	30.9%	0	17	38	2	28	57	248	8	158
6. Received Support Services		686	24.0%	0	0	2	58	23	1	272	3	158
INDICATORS OF PERFORMANCE (Based on Number of Exiters)												
1. Attained Work Readiness or Education Goals in ISS		1,275	85.3%	34	105	28	47	165	49	129	72	154
2. Received Academic/Service Learning Credit		759	50.8%	10	11	21	2	236	42	54	18	69
3. Obtained High School Diploma, GED, or Remained in School, Obtained a Certificate or Degree, or Drop-out-Returned to School		1,210	80.9%	31	90	11	43	190	37	118	46	158
4. Entered Post Secondary Education, Vocational/Occupational Skills Training, Apprenticeship, or Military or Entered Employment		374	25.0%	5	21	26	36	77	16	67	51	0
CUSTOMER SATISFACTION												
1. Number of Participants Rating MYP Experience as "Excellent"		340	49.6%	13	22	16	19	25	8	25	12	16
2. Number of Participants Rating MYP Experience as "Very Good"		268	39.1%	7	33	8	11	14	7	13	6	11
3. Number of Participants Rating MYP Experience as "Average"		69	10.1%	1	9	3	2	8	2	4	0	2
4. Number of Participants Rating MYP Experience as "Below Average"		5	0.7%	0	0	0	0	1	0	0	1	1
5. Number of Participants Rating MYP Experience as "Poor"		4	0.6%	0	0	0	0	1	0	0	0	1
6. Total Number of Surveys Completed		686	100.0%	21	64	27	32	49	17	42	19	31

SFY 2015 Minnesota Youth Program (MYP) Data Summary

(July 1, 2014 through June 30, 2015)

COMBINED WSA TOTALS		TOTAL	PCT	WSA 9C	WSA 10	WSA 12	WSA 14D	WSA 14S	WSA 15	WSA 16	WSA 17	WSA 18
1. Total Participants Served		2,858		19	380	105	135	26	233	71	97	23
1a. Total Participants Exited		1,495		6	167	60	82	15	127	36	39	8
Gender	2a. Male	1,528	53.5%	12	169	37	94	19	126	47	46	14
	2b. Female	1,329	46.5%	7	211	68	41	7	107	24	51	9
Age	3a. 14 - 15	783	27.4%	6	209	30	51	2	28	23	75	0
	3b. 16 -17	1,220	42.7%	10	95	42	46	17	97	20	22	16
	3c. 18	383	13.4%	2	25	10	11	6	41	11	0	6
	3d. 19 - 21	472	16.5%	1	51	23	27	1	67	17	0	1
Ethnicity / Race	4a. Hispanic/Latino	264	9.2%	2	42	8	6	6	18	8	11	0
	4b. American Indian or Alaska Native	108	3.8%	1	25	6	1	0	3	0	2	0
	4c. Asian or Pacific Islander	136	4.8%	1	46	8	9	2	28	2	1	0
	4d. Black or African American	804	28.1%	0	231	49	34	3	107	12	44	1
	4e. White	1,710	59.8%	17	50	54	91	19	68	56	50	21
	4f. Multi Race	123	4.3%	0	28	11	0	2	27	1	0	1
Education Level	5a. Grades K-12 (No Diploma/GED)	2,559	89.5%	19	334	94	129	25	184	66	97	22
	5b. High School graduate or equivalent	263	9.2%	0	46	11	5	0	42	4	0	1
	5c. Post-Secondary Education	36	1.3%	0	0	0	1	1	7	1	0	0
Other Demographics	6. Limited English Proficient	174	6.1%	1	25	2	2	4	28	3	34	1
	7. Youth From Families Receiving Public Assistance	1,133	39.6%	4	190	51	44	7	117	24	64	12
	8. Foster Youth	166	5.8%	2	6	20	3	0	15	2	13	2
	9. Youth with a Disability	1,382	48.4%	9	67	39	90	4	68	53	52	21
	10. High School Drop-Out	116	4.1%	0	7	4	0	0	34	0	0	0
	11. Youth Offender	308	10.8%	1	8	10	9	2	66	9	19	7
	12. Pregnant or Parenting Youth	125	4.4%	0	4	4	0	2	22	1	1	1
	13. Basic Skills Deficient	1,601	56.0%	4	6	62	98	5	62	34	69	23
	14. Homeless or Runaway Youth	140	4.9%	0	8	4	4	2	46	1	8	3
	15. Not Employed at Program Enrollment	2,512	87.9%	18	244	99	135	15	202	70	97	21
PROGRAM SERVICES, ACTIVITIES, AND OTHER RELATED ASSISTANCE												
1. Received Education/Job Training Activities		1,033	36.1%	0	147	83	81	18	50	31	0	20
2. Received Work Experience Activities		2,238	78.3%	18	325	88	127	18	117	71	97	22
3. Received Community Involvement and Leadership Development Activities		667	23.3%	0	0	32	81	0	1	26	97	0
4. Received Post-Secondary Exploration, Career Guidance and Planning Activities		1,187	41.5%	0	0	6	0	1	140	28	97	8
5. Received Mentoring Activities		883	30.9%	0	0	88	81	0	130	28	0	0
6. Received Support Services		686	24.0%	0	1	24	81	0	63	0	0	0
INDICATORS OF PERFORMANCE (Based on Number of Exiters)												
1. Attained Work Readiness or Education Goals in ISS		1,275	85.3%	6	162	48	77	9	121	30	36	3
2. Received Academic/Service Learning Credit		759	50.8%	0	162	39	43	11	10	27	0	4
3. Obtained High School Diploma, GED, or Remained in School, Obtained a Certificate or Degree, or Drop-out-Returned to School		1,210	80.9%	6	167	56	82	11	91	30	39	4
4. Entered Post Secondary Education, Vocational/Occupational Skills Training, Apprenticeship, or Military or Entered Employment		374	25.0%	0	0	28	0	8	35	0	0	4
CUSTOMER SATISFACTION												
1. Number of Participants Rating MYP Experience as "Excellent"		340	49.6%	6	65	11	16	3	50	8	23	2
2. Number of Participants Rating MYP Experience as "Very Good"		268	39.1%	9	94	2	6	1	22	9	15	0
3. Number of Participants Rating MYP Experience as "Average"		69	10.1%	2	25	0	5	0	3	2	1	0
4. Number of Participants Rating MYP Experience as "Below Average"		5	0.7%	0	2	0	0	0	0	0	0	0
5. Number of Participants Rating MYP Experience as "Poor"		4	0.6%	0	1	1	0	0	0	0	0	0
6. Total Number of Surveys Completed		686	100.0%	17	187	14	27	4	75	19	39	2



Minnesota Youth Program Return on Investment (ROI) Information State Fiscal Year 2015

Minnesota Youth Program	WSA DATA
A. Unduplicated Count of MYP Enrollees	2,858
B. Total number of MYP termed	1,511
C. Total number of MYP terminees that returned to school	920
D. Total number of MYP terminees that were placed in jobs	263
E. Average wage at placement for MYP placements	\$9.26
F. Average number of hours per week for MYP placements	40
G. Total number of MYP placed in part-time/transition jobs (activities #91 & #92)	1,379
H. Average wage at transition for those MYP placed in activities (#91 & #92)	\$8.50
I. Average number of hours per week for MYP transition jobs (activities #91 & #92)	40
J. Total MYP expenses for the program year	\$673,750
K. Total Annual Wages Earned by MYP Participants	\$7,878,750
L. Total Government Taxes Paid (est at 26.6%)	\$2,095,748
M. Est. Welfare Savings on Placements (Avg. \$6384)	\$1,695,824
N. Total Annual Return to Government	\$3,791,572
O. Positive Termination Rate	78.3%
P. Entered Employment Rate	44.5%
Q. Return on Investment	\$5.63

Minnesota

Department of Employment and Economic Development

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