

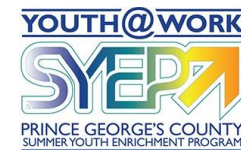
Youth@Work Internship Program

Relaunch 2023

Program Overview & Process



Angela D. Alsobrooks
County Executive
"Growing Prince George's Pride"



Angela D. Alsobrooks
County Executive



Youth@Work Internship Program

Highlights



01. Description

Overview of the Youth@Work Internship program.

02. Eligibility

Criteria for participation in the Youth@Work Internship program.

03. Benefits

Rationale for participation in the Youth@Work Internship program.

04. Opportunities & Career Pathways

Description of the internships available with career pathways.

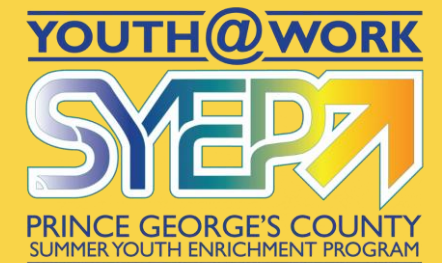
05. Process

How does the Youth@Work Internship program work?
How do you request an intern?

06. Budget

A three-year projection which increases the number of interns and staffing requirements.

01. Description



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Overview

The Youth@Work Internship Program:

- Provides an opportunity for employment for Prince George's County young adults ages 18 – 22 as they matriculate from high school or college into temporary or permanent positions within the Prince George's County Government.
- Exposes interns to job/career opportunities within the Prince George's County Government that they may not have otherwise considered, potentially leading to a permanent position and possibly a long-term career.
- Seeks to promote professionalism in Prince George's County Government and enhance the skill level of newly hired employees.
- Develops a pipeline to bring talent to the County and reduce the time-to-fill positions with talent ready to work.

Mission

The Youth@Work Internship Program:

- **Attracts** strong talent in entry-level roles within the Prince George's County Government.
- **Exposes** interns to various careers within Prince George's County Government.
- **Employs** young adults in temporary or permanent positions to fill organizational needs.

County Executive's Proud Priority Connection

The Youth@Work Internship Program has a significant connection to the following Proud Priorities:

Youth Development

Prince George's County Government is committed to preparing and empowering our County's youth to achieve their full potential into adulthood.

- To successfully hire and place youth in viable positions.

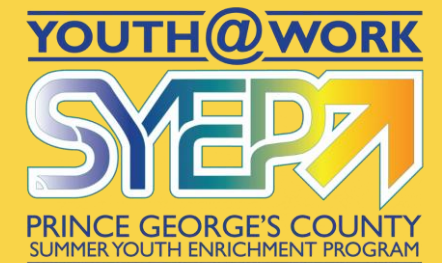
Quality of Life

Hire and retain a high-performing workforce.
Reduce the time-to-fill positions.

Keys to Program Success

- Collaboration between stakeholders who view the Youth@Work Internship Program as a viable source of temporary and permanent talent.
- Obtain hiring commitments from partners.
- Reach a specific annual goal for the number of interns hired.

02. Eligibility



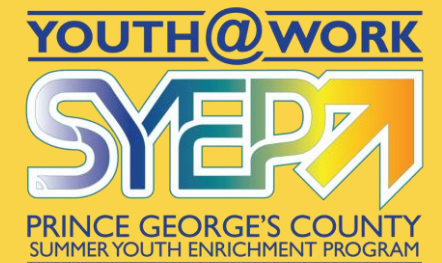
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Eligibility

Candidates must:

- Be a resident of Prince George's County, Maryland
- Be between the ages of 18 – 22 at the time of application
- Graduated from high school or possession of a high school equivalency certificate
- Minimum of a 2.5-grade point average or better
- Candidates must complete an application to include a short summary of their reason for wanting to participate in a program
- Candidates may be required to complete a skills and/or behavioral assessment
- Candidates may be required to successfully pass a pre-employment background process

03. Benefits



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Benefits for the County

- **Discover new talent** - Interns are eager for a chance to develop new skills and are highly motivated to learn.
- **Introduce potential talent to the County's opportunities** - The internship period is an excellent opportunity to see if there's a good fit between the intern's skills and abilities and the County's needs.
- **Increase productivity** – Interns can assist with projects that need further development. Interns can start with simple tasks and other responsibilities can be added as they learn and grow.
- **Gain a fresh approach** - While internships are about giving new talent a chance to learn, interns may offer some new ideas for improving internal processes.
- **Give current employees a chance to be mentors** - Internship programs can also benefit employees who are ready to step up their responsibilities. As mentors, they can apply their leadership and management skills and learn how to delegate, assess performance and offer guidance and feedback.
- **Time to Fill Initiative** – reduce the time to fill critical positions throughout the County.

Benefits for the Intern

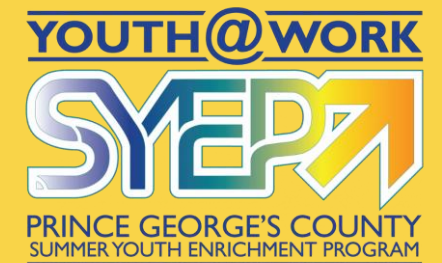
Interns are eager to share what they have learned and apply it to real work experiences.

Benefits for the Intern:

- Increases experience on a resume
- Gains insight into the County operations
- Can apply skills to real-life situations
- Builds additional skills
- Develops a network of contacts
- Confirms the career choice is a good fit
- Identifies further areas of interest
- Interns may rotate to various departments to enhance their perspective of County operations
- Potentially land a full-time job

The Youth@Work intern will learn how the County operates while the County can get a sense of the intern's potential. Once offered a position, the intern should transition easily into that permanent role.

04. Opportunities & Career Pathways



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Internship Opportunities & Career Pathways

There are eight disciplines for an internship through the Youth@Work Internship Program. Each discipline offers a unique set of opportunities that are career focused.

Budget
Management
and Finance

Community
and Customer
Relations

Environmental
Services

Government
Operations

Health and
Human
Services

Infrastructure
and
Development

Information
Technology

Public Safety

Budget Management and Finance

The Budget Management and Finance provides opportunities to:

- Prepare annual operating budgets
- Prepare Capital Improvement Program budget
- Review the County's fiscal policies and procedures
- Evaluate financial and managerial systems
- Manage accounts receivable and accounts payable services
- Conduct financial transactions
- Review risk assessments
- Attend and represent the County at leadership meetings

Educational Qualifications:

- Bachelor's degree in the budget, finance, accounting, finance, quantitative analysis, economics, or business/public management

Must-Have:

- Strong written and oral communication skills
- Strong math and analytical skills
- Proficient in Excel spreadsheets, including formulas

Pathway to Career Fields:

- Accountant
- Budget Management Analyst

Length of Internship:

- 6 months

Community and Customer Relations

The Community and Customer Relations Internship provide opportunities to:

- Ensure residents are connected with government resources
- Attend and represent the County government at community events
- Respond to residents on the telephone and assist with resolving issues
- Research complaints and make appropriate referrals
- Prepare written responses for the Director's or County Executive's signature
- Assist residents with varying backgrounds, diversity issues, and problems

Educational Qualifications:

High school diploma or equivalent

Must-Have:

- Strong written and oral communication skills
- Strong listening skills
- Demonstrated knowledge of using Microsoft Office Word

Pathway to Career Fields:

- Administrative Aide
- Call Center Representative
- Citizen Services Specialist

Length of Internship:

- 3 months

Environmental Services

The Environmental Services Internship provides opportunities to:

- Plan work addressing a wide range of issues relating to pollution, environmental land use, and solid waste management
- Analyze data or situations to determine an appropriate course of action from many alternatives
- Assist in the preparation of background materials and data for the formulation and implementation of the County's planning/program development
- Participate in outreach to the public and at various public/private events to educate stakeholders on issues having a Countywide impact

Educational Qualifications:

- Bachelor's degree in urban and regional planning, urban design, civil engineering, economics, business or public administration, environmental science, or political science

Must-Have:

- Strong written and oral communication skills
- Strong listening skills
- Demonstrated knowledge of using Microsoft Office Word

Pathway to Career Fields:

- Planner
- Engineer

Length of Internship:

- 6 months

Government Operations

The Government Operations Internship provides opportunities to focus on one of the following areas:

Human Resources Management

- Work in one or more of the following fields - classification, compensation, examination, talent acquisition, benefits, retirement, employee/labor relations, training & development

Procurement and Contracting

- Monitor in-house inventory movement, review requisition orders, prepare and maintain purchasing files, compare prices, specifications and determine the best bid among suppliers

Public Policy and Legislative Support

- Conduct research and fact-based data, assist with developing legislation, reviewing legislation and determining impact to the County, provide guidance and support to the various County Executive initiatives

Educational Qualifications:

- Bachelor's degree in human resources, psychology, organizational development, procurement, marketing, economics, retailing, public policy, business or public administration, or field related to the internship

Must-Have:

- Strong written and oral communication skills
- Strong listening and decision-making skills
- Demonstrated knowledge of using Microsoft Office Word

Pathway to Career Fields:

- Human Resources Analyst
- Procurement Officer
- Public Policy Analyst (Admin Asst.)
- Legislative Analyst (Admin Asst.)

Length of Internship:

- 6 months

Health and Human Services

The Health and Human Services Internship provides opportunities to focus on one of the following areas:

Health and Wellness, Behavioral, Environmental, and Family Health

- Provide primary prevention to reduce the incidence of communicable diseases, assist in clinics, investigate cases involving infectious diseases, implement nutrition education to the public, and assist clinicians with various tasks

Older Adults, Children, and Families, Individuals with Disabilities, Protective Services, Domestic Violence

- Collect, analyze, and summarize data relating to the administration of an assigned program, participate in community development research, provide information to clients regarding programs and services, assist with providing emergency assistance to families, food supplement, medical assistance, and temporary cash assistance

Educational Qualifications:

Bachelor's degree in biology, counseling, physical or social science, nursing, social work, social service, sociology, psychology, or field related to the internship

Must-Have:

- Strong written and oral communication skills
- Strong listening and decision-making skills
- Demonstrated ability to work with a diverse population – race, ethnic, economic, gender

Pathway to Career Fields:

- Disease Control Specialist
- Community Developer
- Community Health Nurse
- Counselor
- Environmental Health Specialist
- Nutritionist
- Social Worker

Length of Internship:

- 6 months

Infrastructure and Development

The Infrastructure and Development Internship provides opportunities to:

- Plan work addressing a wide range of issues relating to economic or transportation
- Collect, compile, and analyze population, transportation, housing, land use, and other factors and develops project reports
- Review submitted plans, documents, and projects to determine if they meet required regulations
- Participate in outreach to the public and at various public/private events to educate stakeholders about issues having a Countywide impact

Educational Qualifications:

- Bachelor's degree in urban and regional planning, urban design, civil engineering, economics, business administration, environmental science, or political science

Must-Have:

- Strong written and oral communication skills
- Strong listening skills
- Demonstrated knowledge of using Microsoft Office Suites

Pathway to Career Fields:

- Planner
- Engineer

Length of Internship:

- 6 months

Information Technology

The Information Technology Internship provides opportunities to:

- Assist with compiling project status reports
- Ensure IT activities comply with policies and procedures
- Present information on IT business solutions
- Serve as Help Desk Technician
- Assist with creating websites

Educational Qualifications:

- Preferably Certifications in CISM, CRISC, CCNA, CCT, CSM, Comp TIA A+, Microsoft 365 Fundamentals
- May have a Bachelor's degree in IT, business, or public administration

Must-Have:

- Knowledge of computer systems and troubleshooting
- Web development

Pathway to Career Fields:

- Help Desk Technician
- Information Technology Project Coordinator

Length of Internship:

- 6 months

Public Safety

The Public Safety Internship provides opportunities to focus on one of the following areas:

Corrections

- Work in a correctional facility
- Participate in academy and in-service training
- Conduct scheduled head counts to ascertain accurate accountability of inmates
- Check security and safety devices of the facility to ensure devices are optimally operable

Homeland Security

- Operate a workstation comprised of multiple computer systems
- Initiate calls for service
- Receive incoming requests for emergency and non-emergency assistance
- Provide emergency pre-arrival and post-arrival instructions to the caller

Law Enforcement

- Attend and actively participates in classroom and practical instruction
- Provide assistance to various Commanders
- Provide support for special events, programs, and projects

Educational Qualifications:

- High School diploma
- Law Enforcement Interns must be age 21

Must-Have:

- A strong desire to work in a public safety environment
- Knowledge of the geography of the County
- Ability to understand and carry out complex oral and written instructions
- Ability to deal courteously and effectively with others
- Ability to pass a pre-employment physical examination and background investigation
- A driver's license

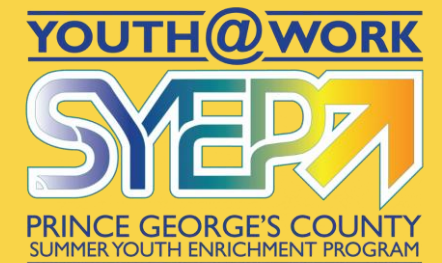
Pathway to Career Fields:

- 911 Emergency Call Taker and Dispatcher
- Correctional Officer
- Deputy Sheriff
- Police Officer

Length of Internship:

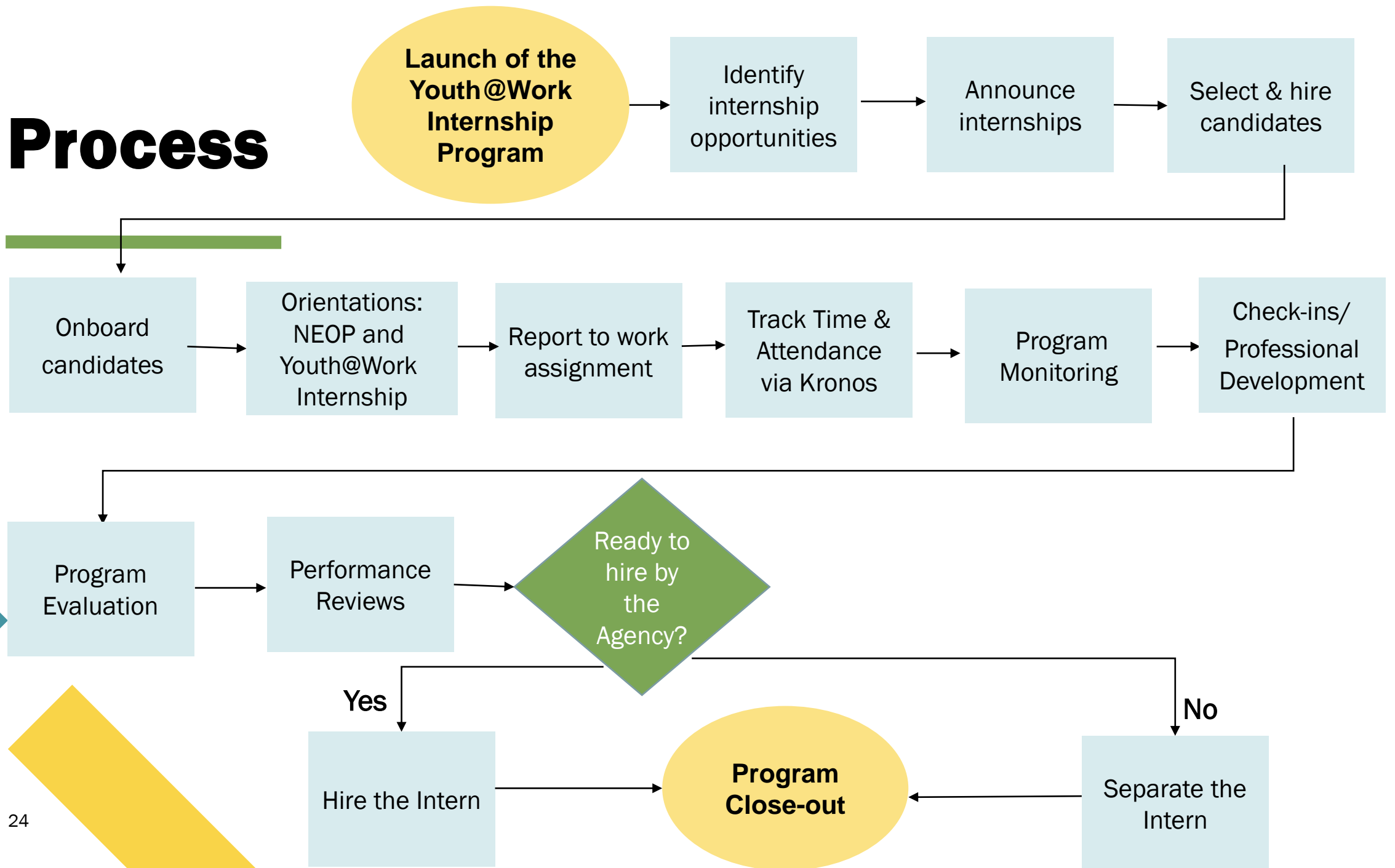
- 6 months

05. Program Process



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Process



Identify Opportunities

Complete a Request Form

- Agency HRL completes a request form
- Request should fall within one or more of the identified industry fields
- Define the long-term goal for the intern

Secure Funding for Positions

- Agency HRL submit a request through ePRB to secure funding and position
- Position allocation is to be held for the intern upon completion of the program

Approvals for Hosting Interns

- OHRM notifies the agency of approval for the intern
- Agency prepares for acceptance or arrival of an intern

It is important to determine if this opportunity will:

- Be only a short-term opportunity (6, 9 or 12 months).
- Lead to becoming a Limited Term Grant Funded (LTGF) position.
- Lead to a permanent position.

Announce Internships

Research shows:

- Organizations that are intentional; are rewarded with higher intern-to-full-time-hire conversion rates.
- 75% of employers' main goal is to recruit college graduates for full-time, entry-level positions.

Define advertising strategy

- Be versatile and diverse in identifying the talent pool
- Focus on Generation Z (born between 1994 – 2010); tech-savviness and social media skills
- Identify, market, and establish relationships with local colleges, universities, and PGCCPS CTE programs

Create the announcement

- OHRM will prepare the recruitment announcement
- Make the position interesting and highlight the benefits of the internship program
- Define a well-rounded industry experiences and the pipeline to a career with Prince George's County Government

Announce the position

- Publish the job announcement to provide opportunities to a diverse group of young adults – including on youthful platforms, i.e., Looksharp and Internships.com, and Indeed, governmentjobs.com.
- Announcement on college portals and career centers

Select & Hire Interns

DE&I Pulse

- What does the workforce look like?
 - Develop a diverse, inclusive pool of interns to help our organization meet its overall goals for its workforce
- Determine methods of retention
 - What benefits, services, recognition, and incentives will retain the intern and transition them to a County position

Methods of Selecting Interns

- OHRM will evaluate applicants for qualifications
- The hiring agency will assess candidates for suitability and determine which candidates to interview
- The HRL will disposition the candidates in NEOGOV OHC in accordance with OHRM policy
- The Hiring Manager will interview the candidates and score them according.

Method of hiring

- Youth@Work provides HRL with a hiring schedule
- The HRL will send out an offer letter using Youth@Work's template – ensuring that all interns for that cohort start on the same date
- Copy of the accepted offer letter is forwarded to Youth@Work

Onboard Intern

Create an Internship Onboarding Checklist

- Makes onboarding more consistent
- Creates a smooth onboarding process

Onboarding

- Upload resources that are specific to the Youth@Work Internship Program
- Employment documents (Tax documents, I-9, Beneficiary Form, Direct Deposit, etc.)

Orientations

Day One Orientations

- Morning - Prince George's County New Employee Orientation
 - Orientation will be conducted by OHRM Core HR Division.
 - This runs until 1 p.m.
- Afternoon - Youth@Work Intern Orientation
 - This would be conducted by the OHRM Youth@Work Team.
 - This would be scheduled from 2-4:30 p.m.
 - This would be a joint session that would include all Interns and their supervisors.
 - Elements of this Orientation would include Introductions, expectations, and a review of the Youth@Work Intern Resource Book. The last 30 minutes of the session would be dedicated to a break-out session for the supervisor and Intern to exchange contact information and briefly discuss roles and responsibilities.

Employee orientation

- Is the process of introducing newly hired employees to their new workplace.
- Provides the basic organizational information employees need to feel prepared for their new team, department, and role within the County.
- Will be very important for helping our newly hired interns feel welcomed.

Report to Work Assignment

Reporting to work

The intern will report to work at their assigned work location on Day 2.

The intern should meet with their supervisors to review the following:

- Job description
- Receive and test equipment
- Expectations
- Responsibilities
- Required training
- Assigned project(s)

Track Time & Attendance via Kronos

Interns would need to be set up in Kronos

- HRL will ensure that Kronos access is available

Interns will need to complete Kronos Training

Interns will sign-in and out daily via Kronos

Each intern would need to complete the following Kronos Training:

- Kronos Overview of the Navigator
- Kronos Using the InTouch Terminal
- Kronos Using the WEB Navigator

Program Monitoring & Evaluation

Key Performance Indicators (KPIs) – During the program

- Satisfaction: Stakeholders, Supervisors, and Intern
- Internal process: Is the program working?
- Financial performance – ROI
- Diversity, equity, and inclusivity targets
- Collaboration between stakeholders
- Hiring commitments from partners
- Specific annual goal for the number of interns hired

Key Performance Indicators (KPIs) – Hiring the Intern into a permanent position

- **Cost of Intern:** Measures how much it costs the company to hire an intern as a permanent employee, as opposed to a person “off of the street”.
- **Offer and Acceptance Rates:** Measures the number of interns offered full-time positions and the percentage of interns who accept the offer.
- **Promotion Rate and Time to Band:** Measures how many former interns get promoted versus non-interns in the same class and also how quickly it took former interns to get to the next salary band.
- **Retention Rates:** Measures how long an intern remains as an employee of the County.
- **Time-to-fill:** Measures the reduction of Time-to-fill.

The Youth@Work Internship Program will be monitored and evaluated on a quarterly basis. We will also review the program at the conclusion of the internships.

Check-ins and Professional Development

Agency Mentor

Assign an agency mentor for the intern. This will give the intern a point of contact to learn about agency operations, brainstorm and strategize, resolve issues, and seek advice. It gives interns a chance to build their professional network, advance their careers, and stay on track. Mentors may also choose to help the intern develop approaches to work and growth, encouraging personal development, mindfulness or encouraging them to build a growth mindset

Purpose:

- Provide opportunities for the intern to feel connected
- Develop the intern to be successful in the internship

Check-Ins:

- Youth@Work Internship Program will host monthly check-in sessions with a cohort
 - These check-ins provide interns with the opportunity to have “face-time” with the cohort. The Youth@Work Program Coordinator can obtain feedback on the program and gather information for program enhancement
- Agency supervisor will host biweekly check-ins with interns
 - Check-ins are one-on-one conversations between supervisors and interns about their goals, objectives, and performance plans

Professional Development:

- Bring in speakers from the County’s executive/leadership teams
 - One of the greatest advantages to interns in having internships is the access they get to accomplished professionals in their field. Consequently, speakers from the executive/leadership teams are very popular with interns—it is a great career development and role-modeling experience for interns. It also gets our executives invested in and supporting the program
- Offer Training/Encourage Outside Engagement
 - Providing interns with access to in-house training—both in work-skills-related areas and in general skills areas—is a tangible way to show interns we are interested in their development
 - Provide financial assistance for interns to obtain certifications (i.e., IT, SHRM, etc.)

Program Evaluations

Collect, track and analyze program's statistics

- To ensure our program is effective is to track and analyze related data. This is critical to success—from ensuring we are attracting and securing the interns we want to determining how effective our program is at converting interns into full-time hires
- Provide evaluations to agencies that hosted interns.
 - Obtain feedback on successes and ways to modify the program
- Monitor program diversity. Ensure inclusivity, not just gender, race and nationality; but education, community and social differences.

Performance Reviews

Purpose:

- An accurate and actionable evaluation of performance
- Development of the intern's skills in line with job tasks

Quarterly Performance Reviews

- The intern can be given real work—not busy work—so you will be able to assess performance and make an informed decision about whether to offer the intern a full-time job.
- Interns may work with a team to solve a real-time problem, i.e., litter control, food desert, technology gaps
- The agency supervisor can document performance using the NEOGOV Perform module
- Performance reviews will be used to recommend the hiring or separating of the intern

Showcase Intern Work Through Presentations/Expo

- Provide an opportunity for agencies to recognize the work of their intern(s)
 - Interns work very hard at completing their work and are generally proud of their accomplishments. Setting up a venue for them to do presentations (formal presentations or in a fair-type setting such as an Expo) not only allows them to demonstrate their achievements but also showcases the internship program to all employees

Hire or Separate

Noncompetitive Appointment

An appointing authority may noncompetitively appoint a person who has been competitively appointed to a trainee or similar position established by the Director of Human Resources Management in accordance with [Section 16-106\(b\)\(11\)](#), to fill a vacant position at the entry level in a class series, subject to the prior approval of the Director of Human Resources Management with respect to whether any such person meets the qualification requirements applicable to any such vacant position.

The Director of HR shall - Establish appropriate programs for the employment of persons with disabilities, students, trainees, interns, and similarly situated persons to occupy positions.

Hire Intern

- Youth@Work Internship team confirms the hire two months from the end of the internship
- Agency HRL prepares a request to OHRM to noncompetitively appoint an intern to an approved/funded position
- OHRM reviews the intern's qualifications and approved or makes recommendations for a class of work – a formal written response is provided
- Agency HRL prepares an offer letter for the intern to accept a permanent position
- Upon acceptance of the offer, the HRL schedules the intern for NEOP and status changes in SAP

Separate Intern

- If the intern elects to separate, a resignation notice with reason is provided by the intern.
- The agency HRL will process the separation and provide the Youth@Work Internship Program with supporting documentation
- If the agency initiates the separation, the HRL will prepare a notification of separation from the program
- OHRM will review the performance reviews in NEOGOV Perform if performance related
- The agency HRL will provide the Youth@Work Internship Program with supporting documentation

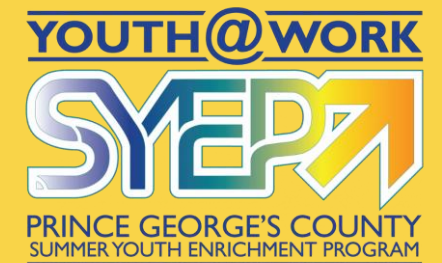
Exit Interviews:

- Face-to-face or via Zoom or phone, a real-time exit interview is done by a member of the Youth@Work Internship Program team
 - This is a way to gather feedback on the intern's experience and to assess their interest in coming back if they leaving for college or the reason for not staying
 - Having the intern fill out an exit survey and discussion it at the exit interview gives some structure to the conversation

Stay Connected:

- The agency should continue to foster a relationship with its interns throughout the academic year. If the agency has extended a job offer to the intern, they should stay in touch: It is a long time between fall when they go back to campus, and spring, when they graduate and are ready to start work

06. Budget Impact



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County Executive

3-Year Compensation Budget Projection

The Office of Human Resources Management is proposing a 3-year compensation budget projection for the Youth@Work Internship Program. The assumptions include an hourly cost increase at the maximum rate; however, the cost may vary depending on the participants in the various internship discipline.

Fiscal Year	Number of Interns	Total Hours	Hourly Cost	Fringe	Total Hourly Costs	Cost per Intern	Total Cost
2024	10	2080	\$17.50	1.0765	\$18.84	\$39,184.60	\$391,846.00
2025	20	2080	\$18.00	1.0765	\$19.38	\$40,304.16	\$806,083.20
2026	25	2080	\$18.50	1.0765	\$19.92	\$41,423.72	\$1,035,593.00

As the program expands, there will be a need to increase the staffing complement to successfully manage the operations. An increase in staff is necessary by the fiscal year 2025.

Class of Work	Working Title	Grade	Salary Midpoint
Human Resources Analyst 3	Internship Coordinator	G24	\$91,556.00
Human Resources Analyst 2	Internship Assistant	G21	\$79,090.00
Administrative Aide 3	Administrative Aide	G17	\$65,067.00

Internship Coordinator

Having a dedicated coordinator for our intern program is the best way to ensure that it runs smoothly and stays focused on our criteria for success. If a dedicated full-time staff member is not an option, one short-term solution is to hire a graduate student (a student working toward an advanced HR degree) to be our intern and put this college relations intern in charge of the daily operation of the internship program. This gives the interns a "go-to" person and gives our team relief from the many daily tasks involved in running a program of any size. For this to work, we will have to plan the program structure and be very accessible to our college relations intern.

Classification

Create two (2) classes of work to differentiate the summer participants from the interns who may transition into a County position.

Job Classification Specifications will be created and submitted through the legislative process for approval.

- Youth Intern (Youth@Work Internship Program)
- SYEP Intern (Summer Program)

Timeline

