

Youth@Work Internship Program

2024-2025 Information Session



YOUTH@WORK



2024-2025 Information Session

1. Description

2. Eligibility

3. Benefits & Highlights

4. Career Pathways

5. Process

6. Budget



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1. Description



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1. Description - Overview

The Youth@Work Internship Program:

- Provides an opportunity for employment for Prince George's County young adults ages 18 – 24 as they matriculate from high school or college into temporary or permanent positions within Prince George's County.
- 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 ready to work talent.

1. Description - Mission

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The Youth@Work Internship Program:

- **Exposes** candidates to temporary and permanent opportunities within Prince George's County Government agencies.
- **Employs** young adults beyond the 6-week Summer Youth Enrichment Program (SYEP) period into 3- or 6-month job assignments.
- **Attracts** strong talent in entry-level roles within the Prince George's County Government.

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1. Description - Connection

The 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

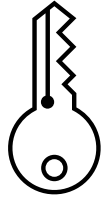
- Hire and retain a high-performing workforce.
- Reduce the time-to-fill positions.



1. Description - Connection



The 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.
- Use **continuous improvement** methodologies to align intern experience with employer qualifications.

2. Eligibility



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2. Eligibility

Eligible candidates must:

- Be a resident of Prince George's County, Maryland
- Be between the ages of 18 – 24 at the time of application
- Have a high school diploma or be in possession of a high school equivalency certificate
- Have of a 2.5-grade point average or better
- Complete an application to include a short summary of their reason for wanting to participate in the program
- Conduct an interview with an agency representative (if progressed)

Organization specific requirements may include:

- Completion of a skills and/or behavioral assessment
- Passing a pre-employment background process

3. Benefits & Highlights

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3. Benefits & Highlights

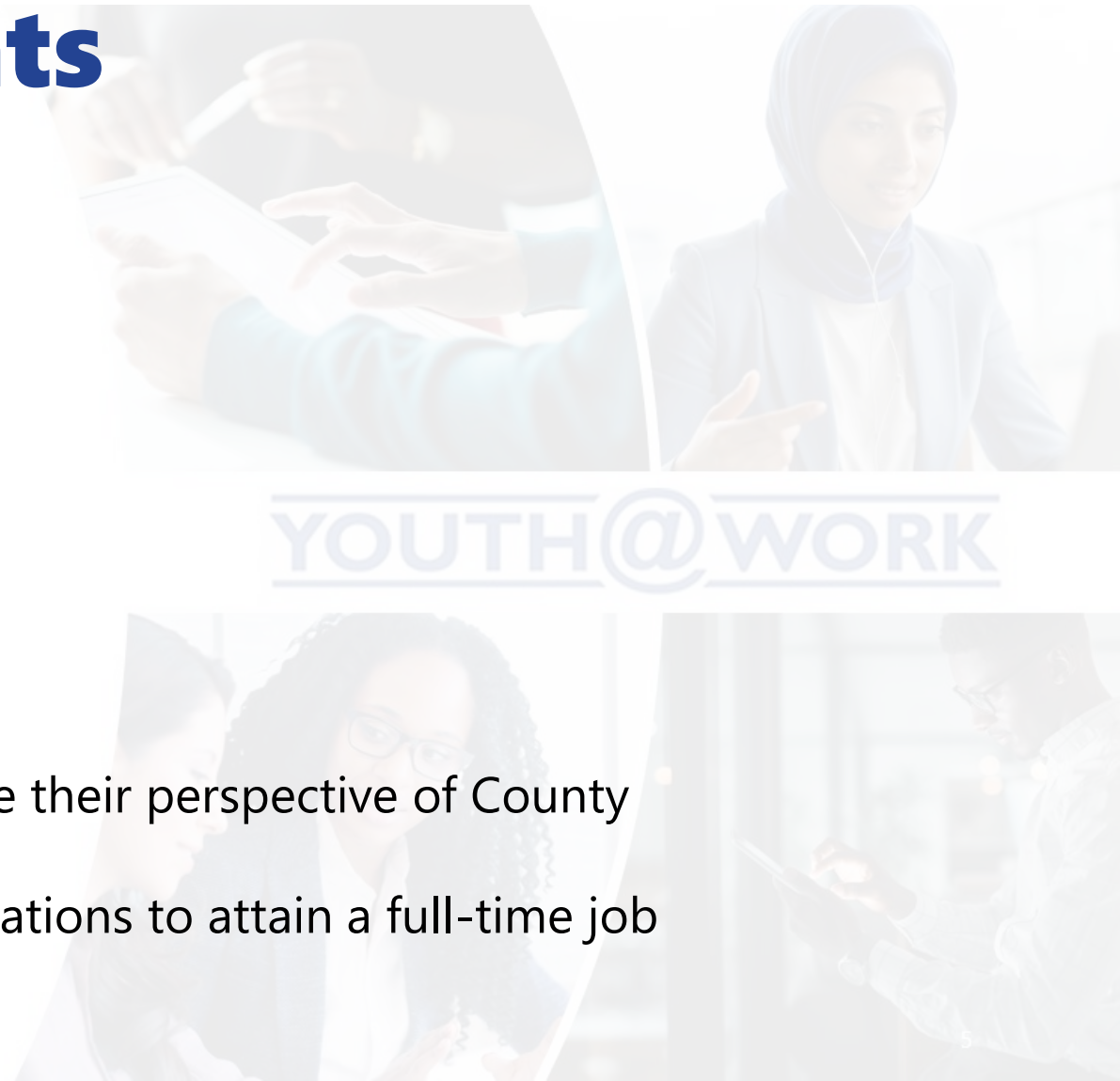
Benefits for the County:

- **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.

3. Benefits & Highlights

Benefits for the Intern:

- Increases experience on a resume
- Gains insight into the County operations
- Applies skills to real-life situations
- Builds agency specific skills
- Develops a network of contacts
- Attains career exposure and experience
- Identifies further areas of interest
- Gains exposure to various departments to enhance their perspective of County operations
- Positions intern to increase their minimum qualifications to attain a full-time job



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3. Benefits & Highlights

Testimonials:
What are some benefits
and highlights from
current interns?



4. Career Pathways

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4. Career Pathways

The Youth@Work Internship Program:

- Consists of eight (8) disciplines through the program
- Each discipline offers a unique set of opportunities that are career focused
- Availability of opportunities through each discipline is dependent on the work an intern will be assigned in each agency

Budget
Management
and Finance

Community
and Customer
Relations

Environmental
Services

Government
Operations

Health and
Human
Services

Infrastructure
and
Development

Information
Technology

Public Safety

4. Career Pathways

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

4. Career Pathways

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

4. Career Pathways

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

4. Career Pathways

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

4. Career Pathways

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

4. Career Pathways

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

4. Career Pathways

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

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4. Career Pathways

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:

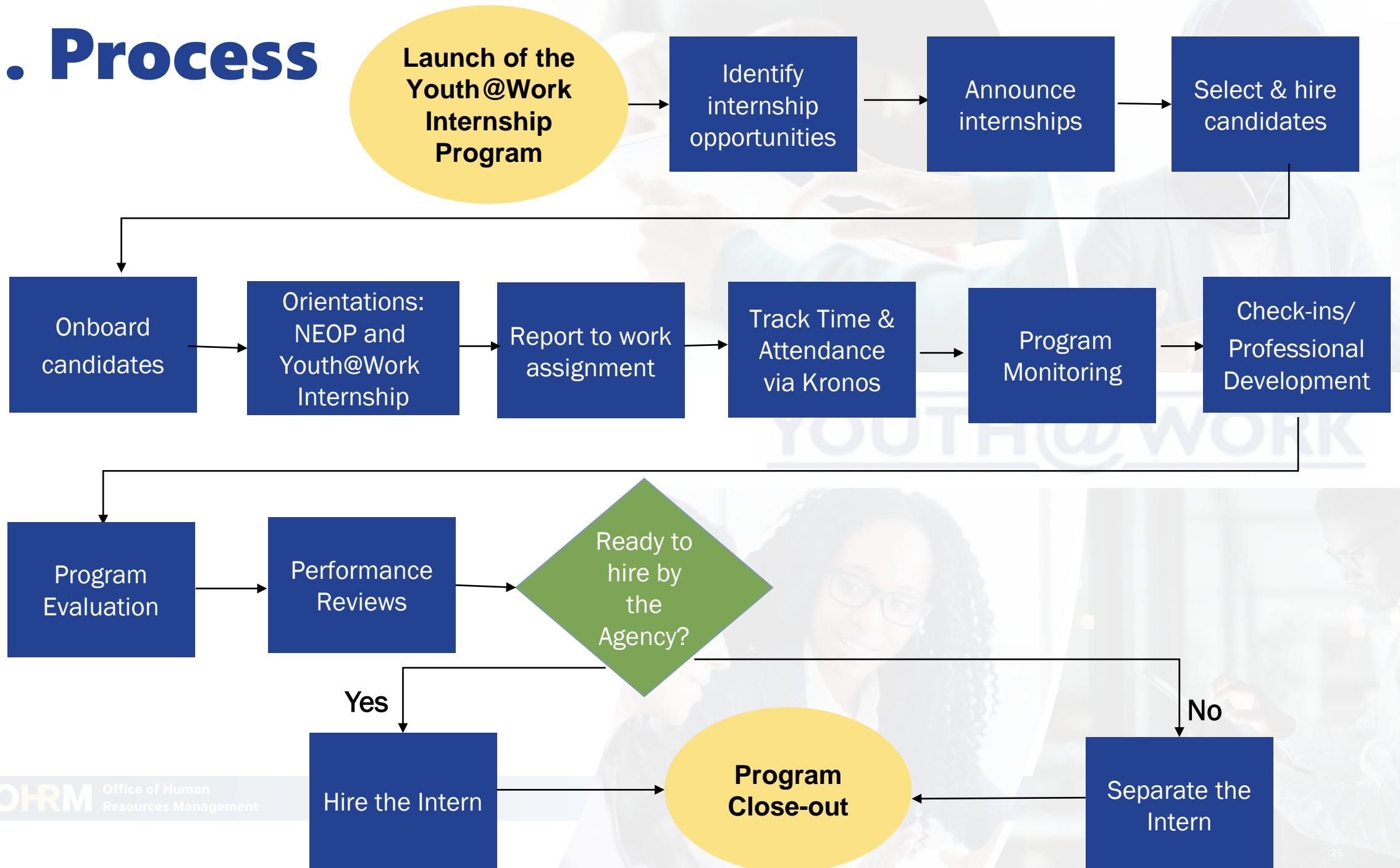
- 6 months

5. Process

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5. Process



5. Process

Identify Opportunities

It is important to determine if this opportunity will:

- Enrich an intern during the short-term opportunity (3-6 months)
- Align with your agency direction
- Lead to a permanent position

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

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5. Process

Announce Internships

Define advertising strategy

- Be versatile and diverse in identifying the talent pool
- Focus on the interests and skills of candidate between the ages of 18-24 and how the affiliated generation can innovate within the agency; tech-savviness and social media skills
- Identify, market, and establish relationships with local colleges, universities, and PGCPs 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 newsletters and social media platforms (i.e., LinkedIn, governmentjobs.com).
- Announcement on college portals and career centers

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.

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5. Process

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

5. Process

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.

5. Process

Check-Ins and Professional Development

Purpose: To provide opportunities for the intern to feel connected and develop through a successful 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.)

5. Process

Check-Ins and Professional Development

Agency Mentor

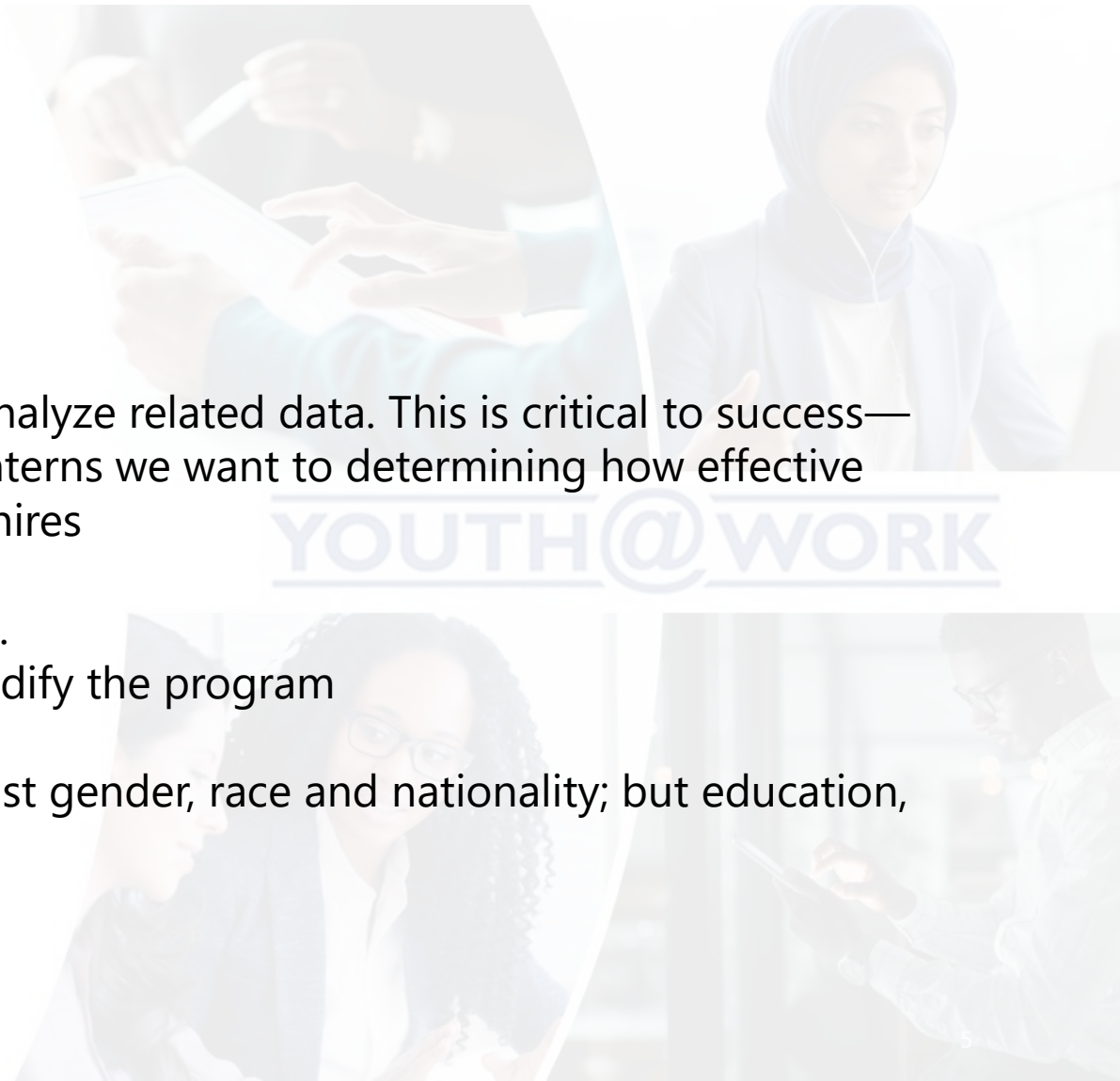
Assign an agency mentor for the intern. This will give the intern a point of contact to learn about agency operations, brainstorm and strategize, resolve issues, and seek advice. It gives interns a chance to build their professional network, advance their careers, and stay on track. Mentors may also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

5. Process

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.



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5. Process

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

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5. Process

Hire or Separate

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, virtual meeting, or by 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

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5. Process

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.

5. Budget

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5. Budget

Budget Source and Projection

The Office of Human Resources Management was awarded a \$2,000,000 Community Projects Grant from the United States Department of Labor for the performance period of July 1, 2023 – June 30, 2025.

Federal Fiscal Year	Number of Interns	Total Hours	Hourly Cost
2023	N/A	N/A	N/A
2024	20	2080	\$18.00
2025	21	2080	\$18.00



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With additional funding awarded, the Youth@Work Internship Program is projected to be funded through 2027.



5. Budget

Classification

Two (2) classes of work have been created to differentiate Youth@Work Summer Youth Enrichment Program (SYEP) participants from the internship participants who may transition into a County position.

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



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Upcoming Timeline

Activity	Date
Youth@Work Information Session	August 21, 2024
Request Form Deadline	August 30, 2024
Internship Application Submission	September 6 - 20, 2024
Interviews and Selection by Agency	September 25 – October 9, 2024
Intern Orientation and Onboarding	October 21, 2024
Intern Reports to Agency	October 21, 2024

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