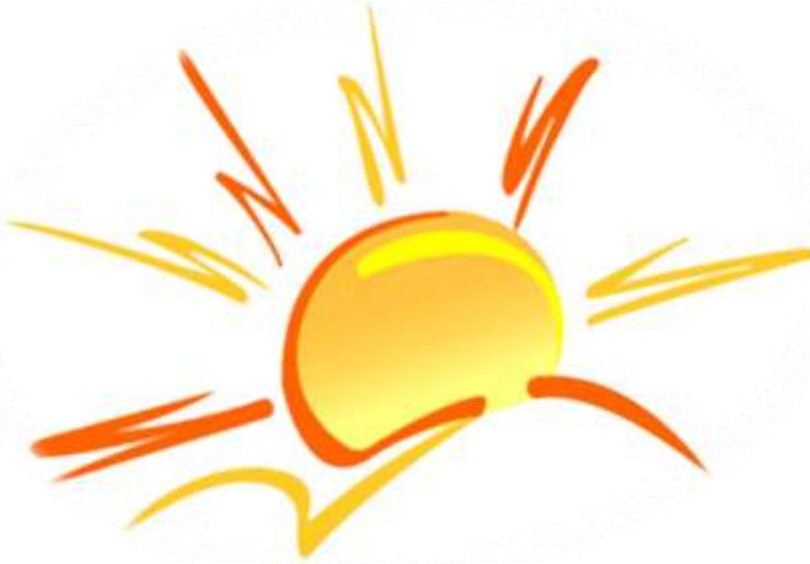




Rushern L. Baker, III
County Executive

Prince George's County, Maryland

Summer Youth Enrichment Program 2012



2012 Annual Report

Prince George's County Government
Office of Human Resources Management
Stephanye R. Maxwell, Esq., CPM
Director

An Equal Opportunity Employer

Introduction

The inception of the Summer Youth Program began in the late 1980's, where it was administered under the direction of the Private Industry Council, Inc. Over the years, the program has moved to the Office of Personnel (now the Office of Human Resources Management), the Department of Family Services, the Office of the County Executive, and until recently, the Economic Development Corporation. In October 2011, the Office of the County Executive decided that the Office of Human Resources Management (OHRM) is the most appropriate agency to conduct the day-to-day functions of the Summer Youth Program. Therefore, for the summer of 2012, OHRM assumed the promotion and advertisement, recruitment and placement of youth, orientation and training, and the monitoring and evaluation components of the program.

The first order of business was to rebrand and reinvent the program to give it a fresh identity and new energy. After discussions with OHRM team members, it was decided that this program was more than just providing youth with a job during the summer, but to provide mentoring, support, development and focus. The goal of the SYEP was to provide youth with a constructive summer work experience and introduce them to various careers in public service; thereby, renaming the program to the **Summer Youth Enrichment Program (SYEP)**.

To our surprise, we learned that enrichment also meant that this program provided necessary supplemental income to families; provided youth in higher crime/ low-income areas with a meaningful work experience; and assisted youth in developing personally and professionally.

The **2012 Annual Report** for the SYEP will give an overview of the program, eligibility criteria, the recruitment and hiring process and a snap-shot of the demographics of the youth hired in this year's program.

SYEP Overview

The Summer Youth Enrichment Program (SYEP) is a six-week, entry-level introduction to public service for the youth of Prince George's County. This countywide initiative offered youth enriching and constructive summer work experiences in various assignments throughout our government. Regardless of which department or host agency a youth is assigned, the work experience is geared to be meaningful, positive and professional.



**Rushern L. Baker, III, County Executive
welcoming youth to Prince George's County
Government and providing words of
encouragement!**

Residents of Prince George's County between the ages of 15 – 19, at the start of the Program were eligible to apply. Youth must be eligible to work in the United States and needed to have a valid work permit prior to hire.

In years past, the Summer Youth Program was scheduled to begin with an orientation on a certain date. However, some youth were unable to begin on the scheduled orientation date and would come in the office to complete their employment packet throughout the week. This became disruptive to the staff, so it

was decided that by offering two (2) sessions (two start dates and orientation dates), youth who were interested in employment, but unable to attend the first orientation, could be scheduled for the second session. To ensure the maximum experience and opportunity for the youth, each session was scheduled for a full six (6) week period.

Session I: June 18, 2012 – July 27, 2012

Session II: July 2, 2012 – August 10, 2012

In addition to gaining a meaningful work experience, our youth were interested in earning money! Youth between the ages of 15 - 17 years old earned the minimum wage of \$7.25/hour.

Youth between the ages of 18 – 19 years old earned \$10.00/hour. Participants were allowed to work 40 hours per week (80 hours per pay period). Overtime was not permitted.

Marketing, Promotion and Recruitment Activities

OHRM marketed the program through various forms of media.



**Stephanye R. Maxwell, Esq., CPM,
Director of OHRM greeting youth!**

- County Intranet Site
- Office of the County Executive's Press Office
- County Council Press Office
- The Gazette Newspaper
- Community Newsletters
- News Channel 8
- CTV – (Prince George's County Community Television)

Public and Private Partnerships

The Office of Human Resources Management (OHRM) partnered with the Prince George's County Economic Development Corporation (EDC) to invite the local business community to a meeting to learn how they could partner with the SYEP and show their commitment to Prince George's County youth. Several businesses came to hear the presentation but most were not prepared to offer temporary summer employment.

However, Data Solutions and Technology, Inc., a private IT firm in the County, funded two (2) youth for summer employment.

OHRM also held successful partnerships with the following public agencies:

- Prince George’s County Department of Social Services – Foster Care Program (grant funded);
- Prince George’s County Public Schools (County funded);
- Prince George’s County Memorial Library System (County funded);
- Maryland State Department of Assessment and Taxation; and,
- The Maryland-National Capital Park and Planning Commission (Conservation Program) (County funded).

Application Process and Dates

Currently, OHRM only accepts applications through an online hiring system via the Internet. It was determined that offering this method of application would provide youth the opportunity to apply anytime day or night during the application acceptance period. Youth would need access to a computer and have an email account. Options of using the computers at home, school, community library, or at OHRM were provided to the youth. Information on creating a free email account was also made available.

Youth who needed help in completing their application, or needed access to a computer to complete an application would call (301) 883-6330. OHRM had computers available Monday – Friday from 8:30 AM – 5:00 PM.

The application acceptance began February 27, 2012, and ended on March 23, 2012 at 5:00pm. Applications were not accepted after the closing date and time.

During the application acceptance period, OHRM received **4,075** applications.



Summer Youth completing the registration process and preparing for orientation.

Selection and Placement of Participants

OHRM understood the need to provide opportunities for youth who had not worked for Prince George's County Government in the past. Therefore, we highly encouraged youth who did not have prior work experience to apply. It was our goal to provide a positive work experience, so they would be excited to work for the County next summer!

In addition, OHRM was interested in bringing in new talent to fill various positions throughout County government. The SYEP is a method of succession planning that identifies future leaders and develops them so they can be prepared to assume leadership roles. That means having the right people in the right place at the right time. Therefore, hiring agencies that had an existing relationship with youth who met the eligibility requirements and had considered them as part of the department's succession plan were also encouraged to apply for this year's program.



Bertina Sealey and Desheia Claggett of OHRM greeting youth assigned to agency.

In making placement selections, OHRM first pulled applications of youth that were requested by departments. Then a computer generated random sort of youth from the two groups (15-17 years old) and (18-19 years old) were considered. OHRM reviewed the applications from the generated lists for areas of interest, method of transportation, and city (including the Transitional Neighborhoods Initiative) to assist in making appropriate placement recommendations. OHRM also considered the information on the Host Site Placement Forms that were completed by the department. This form provided OHRM with information, such as, type of work youth would be completing, preferred age of youth, and if there are any specific skills that would be needed to complete the work assignments. As necessary, we consulted with the SYEP Coordinator, if we needed clarification on their request. OMB authorized OHRM to hire 70% in the 15-17 age group and 30% in the 18-19 age group based on authorized budget for the Program. A total of 272 youth were originally authorized to be hired. Prior to the start of the program, OMB increased the authorized number of youth to be hired to 500 youth. Due

to the timing and the number of agencies who agreed to make placements, OHRM was able to hire 383 youth.

Participant Demographics

OHRM received 4075 applications from youth interested in participating in the Summer Youth Enrichment Program. Of those that applied 153 did not meet the qualifications due to age or residency requirements.

A total of 383 youth were offered employment.

Participants by Age

OHRM hired 383 youth in the SYEP 2012 program. Of those hired, 268 or 70% were youth between the ages of 15 – 17; and 115 or 30% were youth between the ages of 18-19.

Participants by Age	Youth	Percentage
# of Hired (15-17)	268	70%
#of Hired (18-19)	115	30%
Total Hired	383	100%

Participants by Gender

OHRM hired 164 males (43%) and 219 females (57%) in the SYEP 2012 program.

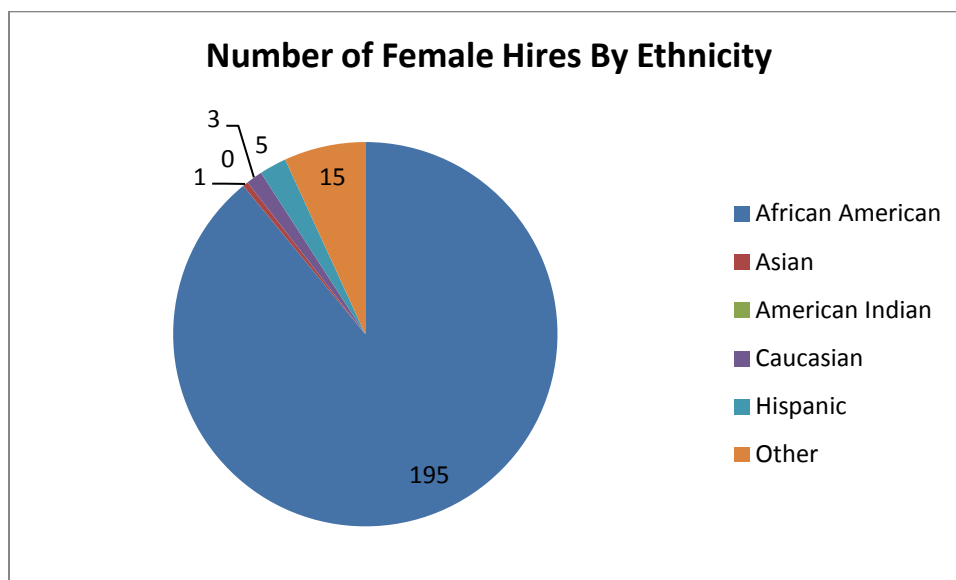
Participants by Gender	# of Males Hired	% of Males	# Females Hired	% of Females Hired
	164	43%	219	57%

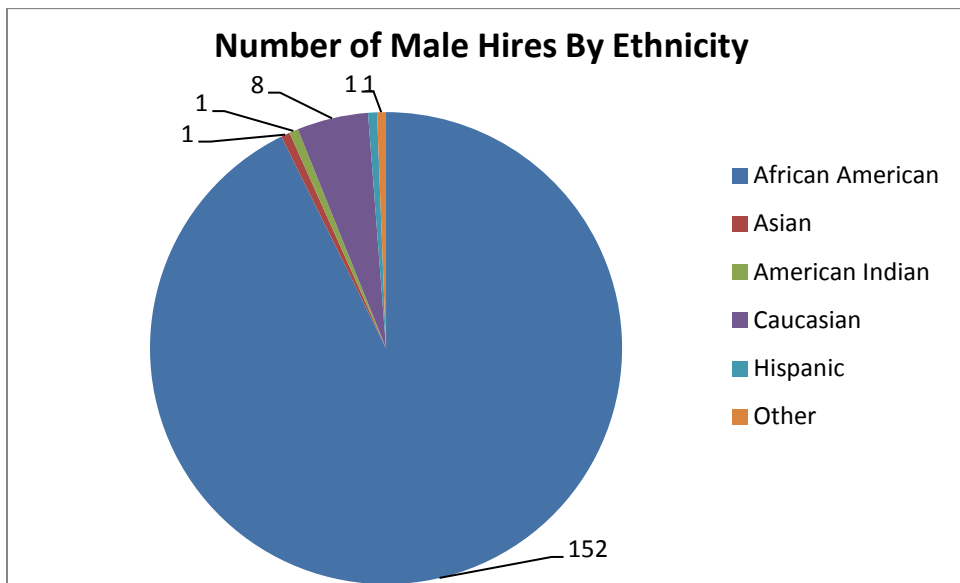
Participants by Race/Ethnicity and Gender

OHRM strived to ensure that youth of all races/ethnicities were represented in the program. Below is a breakdown of the youth by race/ethnicity and gender that were hired in the SYEP 2012 program.

Race/Ethnicity	# of Males Hired	# of Male Applicants	# of Females Hired	# of Female Applicants
African American	152	1664	195	2109
Asian	1	11	1	14
American Indian	1	2	0	10
Caucasian	8	24	3	17
Hispanic	1	24	5	47
Other	1	31	15	62
Not Specified	0	37	0	23
Total Youth	164	1793	219	2282

The pie charts below show a visual of the youth hired by race/ethnicity and by gender:





Transforming Neighborhood Initiative (TNI)

Prince George’s County Executive Rushern L. Baker, III announced his plan to improve the quality of life in vulnerable communities through his Transforming Neighborhoods Initiative (TNI). Focusing on six (6) specific communities, the overarching goal of the TNI is to achieve and maintain a thriving economy, great schools, safe neighborhoods and high quality healthcare by utilizing cross-governmental resources in target neighborhoods that have significant and unique needs. According to the County Executive, our overall strategy is to be proactive in the target areas while maintaining and improving service delivery outside of these areas. The County will accomplish this by using cross governmental teams that will communicate and coordinate in a manner that will result in improved service delivery strategies. These improved strategies will be employed across the departments thus improving service delivery both in the high need areas and the lower need areas. Although OHRM had made many of the placements for the SYEP, we redirected our efforts to ensure that a conscious effort was made to ensure youth representation from the TNI communities were present in the program. Therefore, eighty-eight (88) youth or twenty-three percent (23%) of the youth hired, live in a TNI community.

Transitional Neighborhoods Initiative (TNI)

<u>Zip Code</u>	<u>Neighborhood</u>	<u>#</u>
20745	Glass Manor/Oxon Hill	15
20746	Suitland/Coral Hills	21
20748	Temple Hills/Hillcrest Height/Marlow Heights	20
20783	Langley Park	5
20785	Landover/Kentland/Palmer Park	22
20710/20737	Riverdale Park/Bladensburg	5
<i>Total Hired in TNI</i>		<i>88</i>

Staffing and Program Budget

OHRM staffed the SYEP with current employees and hired one (1) temporary/seasonal 1000-hour employee to assist with the coordination. This employee was compensated through the Non-Departmental budget managed by the Office of Management and Budget (OMB).

Outside of the in-kind contributions, an operating budget was not provided for the SYEP.

OHRMs Operating Expenses	Costs
Identicard – ID supplies	\$1,637
Copying (manual, tax forms, letters)	\$2,960
Estimated Costs	\$4,597

Monitoring and Evaluation

OHRM maintained constant communication with each SYEP Coordinator at each host site to obtain feedback, resolve issues and concerns, and provide program updates.

In September, 2012, OHRM administered a survey tool to the SYEP Coordinators to obtain feedback on the 2012 SYEP. The goal of this survey was to evaluate the County’s 2012 SYEP program and to determine the feelings, concerns and impressions of the SYEP Coordinators. This feedback will help determine what can be done to improve the participants’ experience in the upcoming year(s).

Through a cooperative effort, 27 Coordinators were surveyed by OHRM. 37 percent (ten) responded. Respondents were asked to complete a 10-item evaluation questionnaire and encouraged to provide additional comments.

The results are summarized below.

Question 1.

How satisfied were you with the application process for the SYEP?

56%	Very Satisfied
19 %	Somewhat Satisfied
6%	Satisfied
12%	Somewhat Dissatisfied
6%	Very Dissatisfied

COMMENTS:

No comments were provided; however, each SYEP Coordinator was offered the opportunity to interview youth applicants.

Question 2.

Did the applications have enough information about the youth to assist you in making a decision about hiring? If not, what information would you add to improve the selection process?

44%	Yes
6%	No
50%	No response provided

COMMENTS:

Number of days missed from school; prior work experience

The interviews were conducted for us and we were very pleased with the students that were selected. Out of all of the students, only two needed close supervision. I received reports from all of our locations and the supervisors reported that all of the other students were a pleasure to work with.

Yes, however, adding a worksite location preference, i.e. (North/South/Central) could assist with worksite assignments.

Set aside to have interviews or meet and greet the students prior to making the final selection. After attending the Orientation and meeting some of the students during orientation, I would have been disappointed if my agency hired some of the kids.

Yes. Perhaps more emphasis on what the student wants to do when they become a worker.

Question 3.

How appropriate and/or beneficial was the orientation?

44%	Very Beneficial
31%	Somewhat Beneficial
19%	Beneficial
6%	Somewhat Not Beneficial
0%	Not Beneficial

Question 4.

What did you like most about the orientation?

The opportunity to meet with the youth prior to starting work to answer and to provide the Office policy.

Actually meeting the students.

Very informative for Summer Youth.

Informative for the youth.

The process was streamlined, organized and included Agency Coordinators.

That the students received a thorough overview of the County's policies. That everything was processed in one location. That all resources were available to them for questions or assistance, like the Credit Union and The Bus.

OHRM Staff was very informative and there was an ample amount of people to answer questions.

I loved the grouping of youth during the orientation process. It was easy to have a general discussion and cover and distribute any information needed for the arrival at OCR.

I also loved the convenience of the location.

It was comprehensive and answered all the pertinent questions.

I think it gave the students a good overview of the SYEP program and what to expect in the workplace.

A central location to complete/turn in employment documents

The orientation seemed very organized

The entire presentation. I enjoyed the speakers and the format was very well done.

What I liked most about the orientation is that it was very organized.

Meeting the workers.

Question 5.

What did you like least about the orientation?

It was a little disorganized. PGCPs students were not grouped together.

Having to sit through the whole Orientation. This was not a productive process for Coordinators. I think Coordinators could come after all information is given and they are ready for forms.

Too much time for the liaisons to be there not really needed.

No complaints.

That the Coordinators were expected to attend all sessions for the entire time.

Too long – maybe could've been done in a shorter amount of time. No need for Coordinators to be there for duration, maybe just meet 'n greet.

It was too long.

Nothing, I thought the program was very good.

Having only one counselor to process work permits, even though they are instructed to do so prior to the orientation, have two or three may be a little more helpful.

Although the orientation was organized, some of the students seemed to be a little confused. Some left without completing all the necessary documentation.

The wait time for the student pictures.

What I liked least about the orientation is the fact that the supervisors/coordinators had to stay with their summer youth during the entire process meaning even during the processing of the ID cards. I would recommend that two stations be set up with a total of four employees processing the ID cards.

Its length, but I'm not sure it could be shortened.

Question 6.

What would you add or delete to make the orientation more beneficial to the youth?

Nothing.

A guest speaker or former summer intern that can relate to the youth (e.g. I have a former summer that has a career in Hollywood). His name is Brandon Fobbs and check IMDb.com for his credits.

Ensure lines moved along well & maybe have staff taking small groups at a time through each process so things don't get bottle-necked.

I would shorten the presentations.

I think the students should be more informed of where they will be working. Although previously informed, some of the students had no idea who they were going to be working for. Hopefully, they can be sent a letter in big bold letters the name of the employer.

Make this a full day event (a full day of pay for the students); invite a representative from each department/agency to give an overview of what the department is responsible for in County Government.

Nothing...

Nothing

Question 7.

Overall, how satisfied were you with the youth assigned to your agency?

- 62% Very Satisfied
- 12% Somewhat Satisfied
- 6% Satisfied
- 19% Somewhat Dissatisfied
- 0% Very Dissatisfied

COMMENT:

The Fire/EMS Department normally request graduating seniors or first year college students.

Due to the fact the summer youth rotated throughout the agency, I can only answer the question from what I saw (Somewhat dissatisfied).

Question 8.

Would you prefer the program duration last:

- 56% Six (6) weeks
- 44% Eight (8) weeks
- 0% Other: specify _____

COMMENT:

Should either have one six-week session or one eight-week session. Two sessions was a bit confusing.

Question 9.

What type of work did you assign to your youth? Please list.

Some shredding, alphabetizing, filing, typed labels, letters and created charts in Excel.

Clerical; custodial

Clerical; data reporting; scanning; receptionist

Filing; typing; Xeroxing; clerical work

Receptionist, clerical, data entry and filing

Filing, typing, copying, answering phones, shredding, and small projects.

Scanning; copying; assisting administrative staff; learning courtroom layout & observing a variety of court cases; resume building; data entry

Customer service, general office functions, and outreach activities.

A variety of tasks among the various programs in the Department.

Shelving books, assisting the buildings and groundskeepers, light clerical work on the computer.

Administrative, logistical, PowerPoint presentations, special projects, fire safety educational experiences.

Clerical (creating spreadsheet, filing, and typing/updating documents)

Custodial (cleaning offices, dumping trash)

Trades Helper (assisting Building Engineers with light task, like changing light bulbs, etc.)

Warehouse duties (assisting with inventory and delivering/picking boxes and merchandise)

They worked on the County's inventory process, database and reporting in Excel

The summer youth were rotated to different divisions. Therefore, their job duties and responsibilities were different during the rotation.

Data entry, some field work

Question 10.

Did you find the Exception Reporting process efficient?

81%	Yes
6%	No
12%	No response provided

Explain any concerns or issues you experienced with timekeeping, payroll, etc.

This entire process was complicated by PGPCS being 4 days in the summer

I think they should have to punch in and out to realize time is important

Although I had no exceptions to report, the concept seemed efficient

Employee information e.g., Employee identification numbers was not always in the system.

Although we did not have access to the county website, we provided time sheets and the whole process went very smoothly.

We did not have any timekeeping/payroll issues.

It would be easier if we could complete the entire timecard. Tracker exceptions only from various divisions seemed a bit cumbersome.

None. I created a site for my group where they had to keep up with their leave.

Respondents' verbatim comments/concerns about the program regarding how we can improve it for next year.

Require that cell phones be used only during lunch break. Cell phones should be turned off during working hours. The youth guardian(s) would be able to contact the youth's supervisor if there was a need to reach the youth.

If funding were available, have an appreciation luncheon for the youths at the end of the program.

Interview students!!!

Overall, I was pleased with the program.

The Office of Human Resources Management Staff did an awesome job regarding the SYEP. It was very organized and efficient from the past years. Thanks!

Send evaluation forms to SYEP Coordinators regarding youth performance & they could be referred to if students apply in future (could show if someone was exceptionally good or if there were any problems).

We had a great group of youth. They had an opportunity to work with all the divisions/units in OCR. They also participated in outreach activities with the Director and other office staff.

Overall, I felt the program went very smoothly and was a huge success. With better communication with the students about assignments, a temporary login for the organizations that do not have access, the program would have been even better.

You guys did an amazing job with the entire process. You kept us very well informed and in line with the rules and regulations. I appreciated all the effort and I look forward to working with you all next year. 😊

I would recommend that more time is allotted for the hiring processing so that interviews can take place.

We took a group of 3 students for each session and found that perhaps we accepted too many. However, I believe it all worked out well and they contributed significantly to our office and workload completion.

Lessons Learned

In brief, OHRM has determined that the following issues will need to be addressed in the 2013 SYEP year:

Improve communication with the Office of Finance; develop a schedule of timecard and exception reporting deadlines; request representation at SYEP Team meetings;

Provide departments/agencies with the number of youth to be placed in their respective agency;

Update SYEP website; include description of typical work assignments; pictures from 2012 SYEP year; testimony from youth participants;

Improve DLLR work permit process; provide example in package; have school counselors on duty to assist with process;

Reduce application acceptance period; give more information on selection process on website;

Acquire additional host sites, such as non-profits, municipalities, and PGCC;

Reevaluate SYEP Coordinators expectations at orientation sessions. May not be necessary for them to stay for the entire process;

Invite former SYEP participants to speak to newly hired youth at orientation to tell about their experience and how the program benefited them; and

Offer evaluation tool to youth participants and SYEP Coordinators.



**Robert Gill (far left) and Nena McNeil (far right),
SYEP Staff with OHRM Summer Youth
Participants**

Office of Human Resources Management

Summer Youth Enrichment Program Team

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