



**Career Pathways:
Year Up's High Support, High
Expectations Model**



Meeting purpose & goals

Purpose

To share Year Up's High Support, High Expectations model:
a win-win for the populations we serve *and* employers

Goals

- Share an overview of the Year Up program
- Gain steps to identifying employer needs
- Identifying and overcoming client barriers



Year Up's mission is to close the opportunity divide by providing urban young adults with the skills, experiences and support that will empower them to reach their potential through professional careers and higher education



Opportunity Divide

Year Up believes that an Opportunity Divide is created at birth and grows wider through the years with lack of support, resources and education

4.3 million young adults (18-24 years olds) in the U.S. have not progressed beyond a high school diploma and are neither employed nor enrolled in post-secondary education

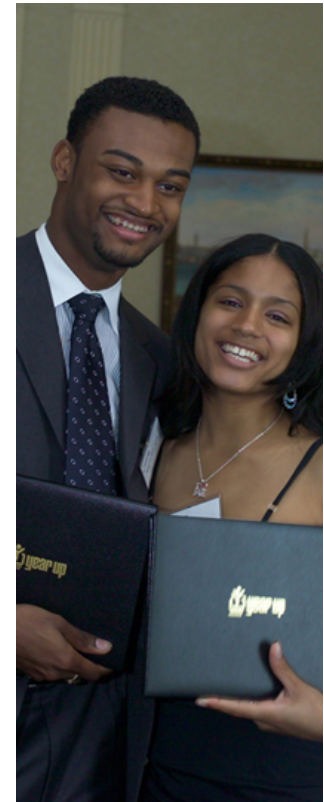
Youth experiencing this "disconnection" from the economic mainstream make up nearly 15 percent of all 18-24 year-olds in the U.S.

17,000 of these young adults live in the Puget Sound



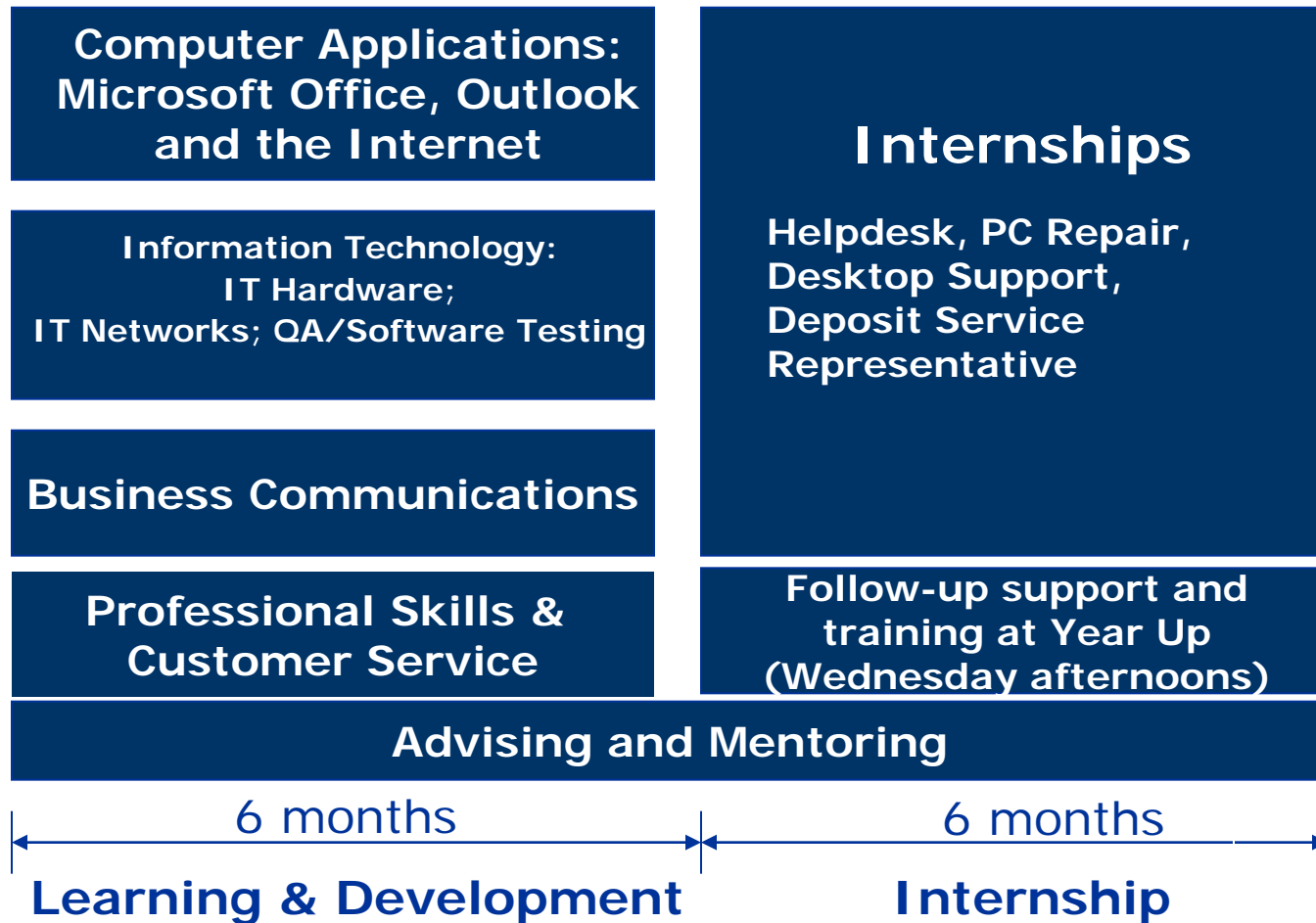
Year Up At a Glance: Program Overview and History

- Founded in 2000 in Boston, MA
- First Puget Sound class of 27 graduated in Jan. 2012
- We serve urban, low-to-moderate income 18-24 year old high school/GED graduates from the Puget Sound
- Intensive one-year program provides technical and professional skills, corporate **internship**, an **educational stipend** and **college credit**
- A program based upon **high support** and **high expectations**
- Growing rapidly, with current sites in Boston, Providence, Washington D.C., New York City, San Francisco, Atlanta, Chicago, Seattle
- Expanded this fall in Seattle to serve 160 students a year





Program model – Earning While Learning



18 College Credits via Bellevue College
A weekly stipend (\$153 - \$200)



Pro Skills Overview

“Business Bootcamp”

Introduction to the skills and behaviors required to be successful in a corporate business environment::

- *Listening Skills*
- *Professional Dress and Etiquette*
- *Time Management*
- *Work-Life Balance*
- *Learning Styles*
- *Conflict and Negotiation*
- *Anger Management*
- *Teamwork and Personality Styles*

“Money Matters”

Topics that assist students to take full advantage of their financial resources and to manage money appropriately

- *Personal Budgets*
- *Income: Wage, Salary, Benefits*
- *Bank Services*
- *Loans and Interest Rates*
- *Credit History*
- *Time Value of Money*
- *Personal Investments*
 - *Education*
 - *Home Ownership*
 - *Retirement*
- *Related Math Skills*

“Understanding Business Organizations”

Preparation for apprenticeships in corporate America by focusing on understanding business organizations. Groups research Year Up Corporate Partners.

- *What is a Business: Mission, Vision, Purpose, Functions, Types*
- *Business Jargon*
- *Organizational Charts/Roles and responsibilities*
- *Interview Current Year Up Apprentices*
- *Financials, Competition and Marketing*
- *Business Ethics and Community Involvement*



Year Up At a Glance: High Expectations and Results

*“After Year Up, you have an organization on your resume
[which puts you] in a different labor market”*

- Gerald Chertavian, Founder/CEO, Year Up



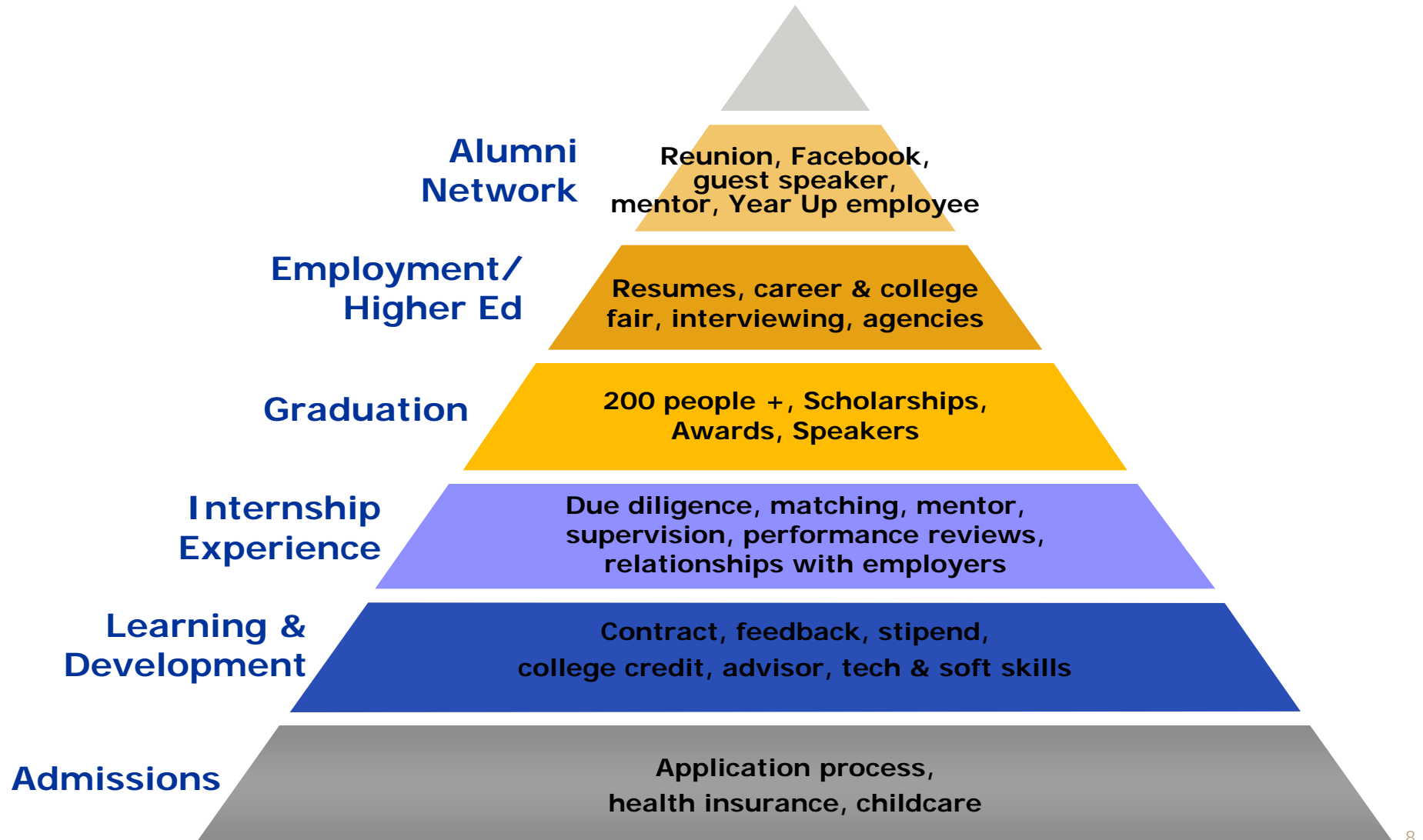
W. MARC BERNSAU | BUSINESS JOURNAL

State Street Vice Chairman Joseph C. Antonellis, left, with Jean Demolier, a Year Up enrollee who is working in client services.

- 100% placement of qualified students into internships
- 90+% positive internship supervisor feedback
- 75% student retention
- 86% employment rate within 4 months of graduation - earning an average of \$30,000 year
- 44% of graduates continue higher education



Year Up At a Glance: High Expectations and Support





Year Up's Results



"We as a community can help young people with support and direction, and I think that this Year Up program is a great example of that."

- President Barack Obama

June 19, 2009

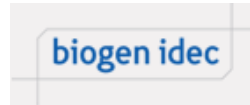
empowering urban talent to reach their potential



Employer Engagement: Connecting Talented Young Adults & Great Companies

“Our partnership with Year Up is incredibly valuable and has become an integral component of our strategic plan to hire future technology leaders.”

Joseph Antonellis,
Vice Chairman, State Street Corporation



Children's Hospital Boston



STATE STREET.



Harvard University



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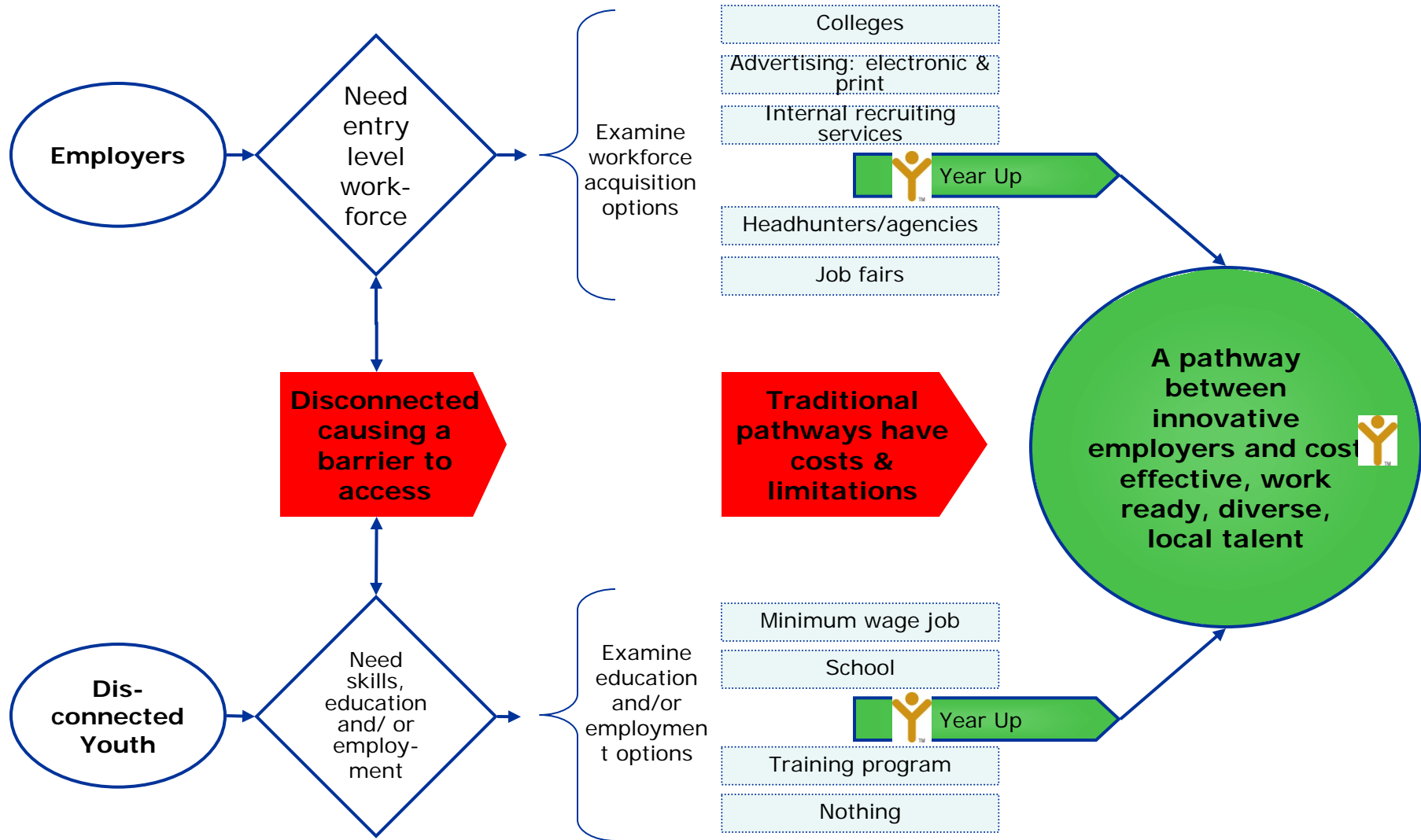
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Employer Engagement: Aligning the shared interests of employers and disconnected young adults





The Year Up Solution for Employers: How do we add value?

Year Up's business partnerships reinforce companies' core business while leveraging their operations and influence to promote social change.

- Corporate Social Responsibility** • “Doing something for the community but at the same time getting access to young, ambitious talent helps to energize the organization” – John Galante, CIO, JP Morgan Chase
- Diversity** • “[Advanced] her campaign to bring more women into IT”
- Professional Staff Development** • “After several groups of interns had passed through, something unexpected happened. Job satisfaction in the infrastructure group soared from 43% to 65%, then 80%. Mentoring interns, Schueneman found, renewed her staff’s sense of purpose.” Diane Schueneman, CIO, Merrill Lynch
- Cost-Effective Talent** • “Measuring the salary paid to a given intern against variable such as the number of tech support calls he handles, or QA test scripts she writes and executes shows that the investment in internships...are worth it. When you look at the cost of productivity and the quality, it’s a very good [value].” - Galante



The Year Up Solution for Employers: Internship Program Overview



- The internship program provides employers with a cost-effective source of pre-trained, pre-screened diverse, entry-level talent in two fields:
 - Information Technology
 - Financial Operations
- Six-month internship cycles begin in late July and late January each year
- Interns work full-time Monday through Friday with the exception of a half day on Wednesday
- Corporate partners contribute a weekly sponsorship of \$895 during the internship period
- Corporate partners may hire Year Up graduates at the conclusion of the internship program without placement fees



Client Service: Monitoring & Support

Goal: Ensure interns and employers have positive internship experience

- Year Up client service staff make site visits and service calls
- Year Up surveys each manager twice during internship phase. Results inform “Performance Review” for each intern
- Interns return to Year Up one afternoon each week to further develop skills and troubleshoot challenges





Due Diligence

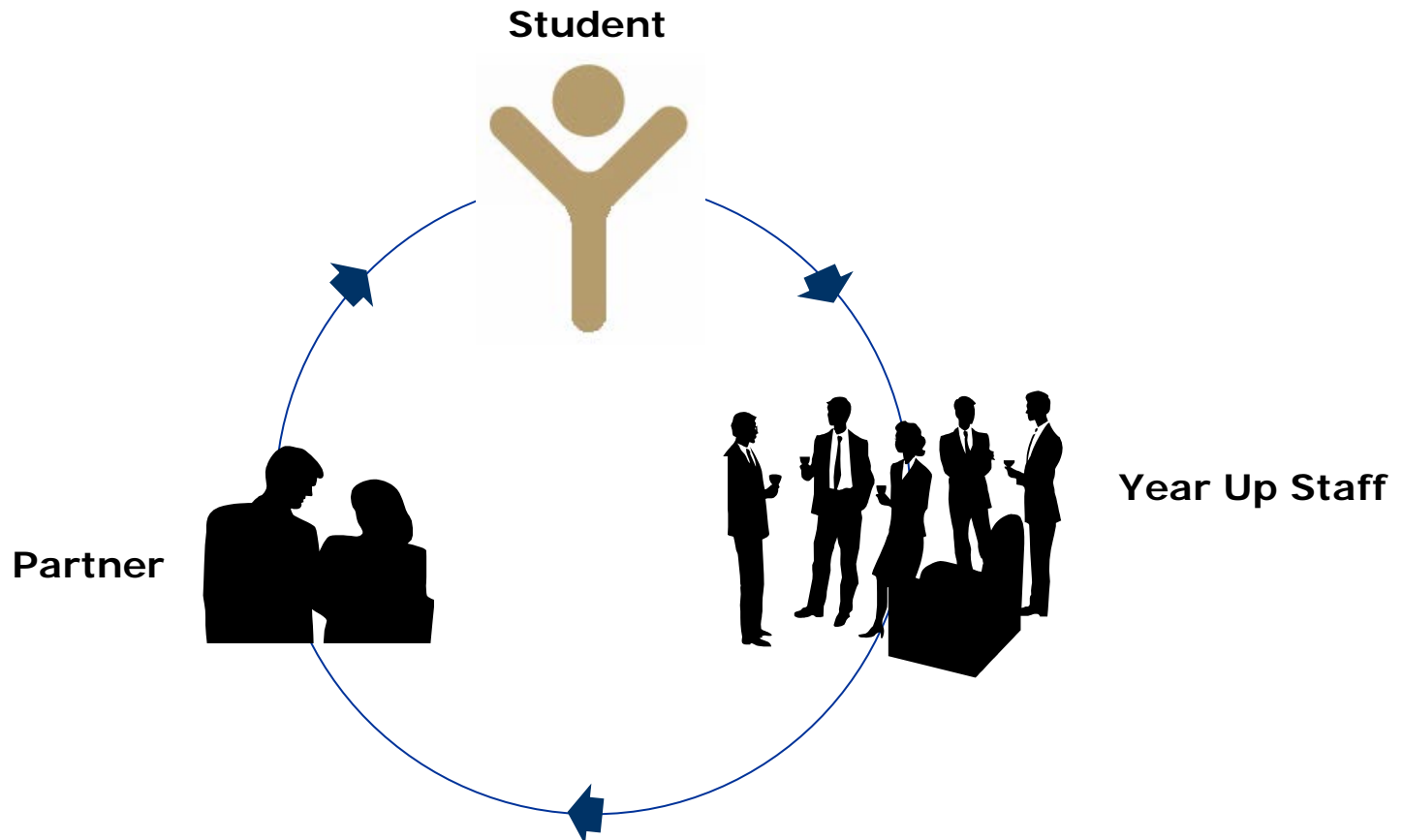
Goal: Gather critical information about the company, manager, team, and position in order to best match students with apprenticeship positions

Each cycle, Year Up staff meet with hiring managers to collect key information about each internship position. This includes:

- Background check requirements
- Skill requirements
- Supervisor style
- Organizational and team culture
- Work location
- Work environment



Communication Channels

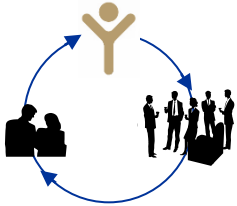


Scenarios:

- Positive feedback
- Concerns/Challenges
- Student is late (30 minutes or more)
- Student has an emergency which requires absence
- Student requests day off



Communication Channels Matrix



Scenario	Student	Partner	Year Up Team
Positive feedback	Hears feedback from internship team and partner	Shares feedback with Year Up (AC/AD) so we can spread the good news	Shares the positive feedback with staff and student
Any concerns/ challenges	Works with internship team and partner to accommodate situation	May contact Year Up to discuss situation	Follows up with student and partner to understand and resolve situation
Student is late (30 minutes or more)	Notifies supervisor & Year Up	Should contact Year Up if lateness becomes an issue	Verifies with student & supervisor that appropriate notification took place
Student has an emergency which requires absence	Notifies supervisor & Year Up	May contact Year Up if concerned	Follows up with student & supervisor to confirm notification and circumstances
Student requests day off	Contacts Year Up at least one week in advance. If approved, student submits request to supervisor	May approve or deny student's request If approved, email AC	Reviews request on a case by case basis May approve or deny request



Defining the Client's Need

- What barriers have you observed when supporting clients in their job searches?



Strategies for Supporting Clients

Goal: Prepare students for success in the job search process and beyond

- Mock Interview workshops
- Resume Review / Revision workshops
- Job Fair prep sessions
- Self-assessments for clients – strengths and growth areas
- Job Search planning – Plans A, B, and C
- Accountability – High Support, High Expectations





Onboarding & Orientation

Goal: Prepare managers and students for success on the first day and beyond

- Internship Onboarding – Year Up supports interns in navigating all company onboarding processes (i.e. application, criminal/credit background check, drug screen, ID badging)
- Manager Orientation – Year Up hosts workshop with new managers to review logistics, share tips from experienced managers, meet Year Up client service team
- Meet & Greet – Before the first day, intern and YU staff advisors meet the new internship supervisor to begin relationship-building and reduce anxiety





Q & A