



Rushern L. Baker, III  
County Executive

*Prince George's County, Maryland*

**Youth@Work**

# Summer Youth Enrichment Program



## 2014 Annual Report

Prince George's County Government  
The Honorable Rushern L. Baker, III, County Executive  
Nicholas A. Majett, Chief Administrative Officer  
Stephanye R. Maxwell, Esq., CPM, Director  
Office of Human Resources Management

*An Equal Opportunity Employer*

Dear Fellow Prince Georgians:

We are pleased to present you with the 2014 Annual Report for the Youth@Work/Summer Youth Enrichment Program (SYEP). Among some of our significant achievements this year was developing relationships with business and community partners and expanding the employment opportunities for our youth. This year, the Prince George's Community College, Prince George's County Public Schools, Maryland-National Capital Park and Planning Commission, Prince George's Chamber of Commerce, the Greater Prince George's Business Roundtable, along with Prince George's County Government pledged to provide quality and enriching opportunities for our youth.



As part of our commitment to our youth, we were most excited about the comprehensive Job Readiness Training option through a partnership with Prince George's Community College and Prince George's County Public Schools. Over six hundred (600) youth voluntarily participated in learning job readiness and life skills. Three (3) of our area high schools: Parkdale, Central and Crossland High Schools were open on Saturdays, where four (4) cohorts of youth attended classes with a team of educators, who were dedicated to give these youth an edge in becoming career ready. The curriculum theme was "*Bring Your A Game to Work*," which was inspired by an award winning educator, Eric Chester.

Moreover, I had the privilege of meeting with a team of youth who participated in this year's Program and heard firsthand their hopes and dreams for themselves and Prince George's County. I was filled with pride to hear that many who worked in County departments and agencies are now considering a career in public service.

As you review the 2014 Annual Report for the Youth@Work/SYEP, you will see how business, community and government collaboration benefits our County. Furthermore, the report provides an overview of the Program, eligibility criteria, the recruitment and hiring process, enrichment sessions as well as highlights/success stories. As we continue to invest in our youth today, they will do great things tomorrow.

Sincerely,

Rushern L. Baker, III  
County Executive

## Overview

Prince George’s County’s Youth@Work/SYEP provides County youth with an entry-level introduction to the world of work. Youth between the ages of 15 - 19 were provided with summer employment, enrichment and educational experiences in public and private sector settings. The Program capitalized on the youth’s individual strengths and provided youth with meaningful work experiences in a variety of assignments including, but not limited to, administrative support, camp counselors, information technology assistants, amusement park attendants, cashiers, laborers and custodial assistants, just to name a few.

The Program placed **2,412** youth at thirty-eight (**38**) worksites throughout the County. Worksites included Prince George’s County Government facilities, Maryland-National Capital Park and Planning Commission (MNCPPC), Prince George’s Community College (PGCC), Six Flags America, National Harbor, United States Department of Agriculture (USDA), Prince George’s County Revenue Authority, Economic Development Corporation (EDC), The Maryland Center at Bowie State University, Laurel Boys and Girls Club, and Prince George’s Community Television (CTV).

<i>Partner Host Sites</i>	<i>Youth Hired (15-19) Years of Age</i>
Prince George's County Government (including grant funded positions with the Department of Social Services)	672
Maryland-National Capital Park & Planning Commission	359
Prince George's Chamber of Commerce (in partnership with Six Flags America)	1,381*
<b>Total Hired</b>	<b>2,412</b>

The Program is designed to provide youth with an increased awareness of employment and community-based organizations; imitate real-world work expectations; and, provide County youth with the necessary tools to understand that personal and professional development is necessary when seeking career opportunities.

\*1,378 youth were placed with Six Flags America

## ***Advisory Board***

In the Summer of 2013, an Advisory Committee was formed to focus on strategic planning, and to be the “public voice” of the Program in order to leverage their respective resources and partnerships for the benefit of the Program. The Advisory Committee members for the 2013 Youth@Work/Summer Youth Enrichment Program year included, in alphabetical order:

<b>Advisory Committee Member</b>	<b>Community Affiliation</b>
The Honorable Rushern Baker, III	Prince George's County Executive
The Honorable Angela D. Alsobrooks	Prince George's County State's Attorney
The Honorable Wayne K. Curry (Late)	Economic Development Corporation
The Honorable Andrea C. Harrison	Prince George's County Council Chair
Marcita Bentley-Pinkston	Economic Development Corporation
Linda Botts	Prince George's County Business
Gloria Brown	Department of Social Services
Dr. Charlene M. Dukes	Prince George's Community College
Jim Estep	Prince George's County Business Roundtable
Betty Hager Francis	County Executive's Office
David Harrington	Prince George's Chamber of Commerce
Elizabeth “Betty” Hewlett	Maryland-National Capital Park and Planning (M-NCPPC), Prince George's County
Dr. Kevin Maxwell	Prince George's County Public Schools
Stephanye R. Maxwell, Esq., CPM	Office of Human Resources Management
Cynthia Terry	Faith Based Organization
Glenda Wilson	County Executive's Office
Randolph Wilson	Prince George's County Business
Wilbert Wilson	Prince George's County Business

## ***Youth Jobs Fund - Program Budget***

In accordance with Council Bill (CB-32-2013) a non-lapsing Youth Jobs Fund was established. All funds deposited or allocated to the Youth Jobs Fund, and any interest earned on those funds, will be continually available for the uses and purposes for the Youth@Work/SYEP. The Youth Jobs Fund can be used to pay for services necessary to operate the Youth@Work/SYEP and may accept funds from public and private sources.

The Youth Job Funds on-line donation site was created where individuals and businesses interested in donating may contribute on-line or mail a check, payable to Prince George's County. There were no donations made to the Youth Jobs Fund, during this reporting year.

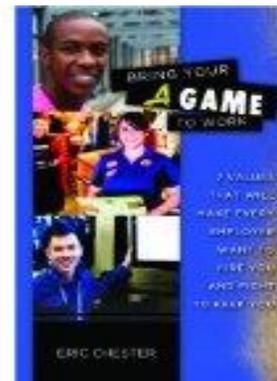
The Office of Management and Budget, with the cooperation of the Prince George's County Council and County Executive, allocated a total of \$2,584,200 to the Youth Jobs Fund in the fourth quarter of Fiscal Year 2014 (non-departmental). Below is a chart identifying the total dollars allocated to the Program and the expenses that occurred in Fiscal Year 2015.

<b>Youth Initiatives</b>	<b>Budget</b>	<b>Expenditures</b>	<b>Available Balances</b>
PT Temp Compensation	\$2,136,680	\$675,918	\$1,460,762
FICA	\$189,100	\$51,648	\$137,452
Operating Expenses	\$258,420	\$20,213	\$238,207
<b>Total</b>	<b>\$2,584,200</b>	<b>\$747,779</b>	<b>\$1,836,421</b>

The Job Readiness Training, incidental expenses and Orientation and In-Service Training sessions were paid within the Fiscal Year 2014 budget, which totaled \$167,873.

## ***Job Readiness Training***

Prince George's Community College and Prince George's County Public Schools, hosted Job Readiness Training to youth between the ages of 15 - 19 and provided an opportunity for them to learn customer service skills, standards for conduct, attendance, and professional attire. This training was offered to all youth who registered, regardless if they worked in a Program this summer. The focus of training was based on the book, *"Bring Your A Game To Work,"* by Eric Chester. Youth participants learned career and life skills around seven (7) principles and values - *Attitude, Attendance, Appearance, Ambition, Accountability, Acceptance and Appreciation.*



Six-hundred and thirty-one (631) youth voluntarily participated in a 24-hour (4 sessions) workshop and training on Saturdays at one (1) of three (3) area high schools: Parkdale, Central and Crossland. The schools were filled with youth who were led by a team of educators. The goal of the Program was to ensure the students were able to articulate their employment skills

and competencies, experience with attendance, standards for conduct; and knowledge of career resources, workplace behavior and values. The Program not only prepared the students for the Youth@Work/SYEP, but provided them with life skills training that they are able to contribute to in any organization.

## *Transforming Neighborhoods Initiative (TNI)*

In 2012, Prince George's County Executive **Rushern L. Baker, III** announced his plan to improve the quality of life in vulnerable communities through the 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.

The overall strategy of the County Executive 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 agencies thus improving service delivery both in the high need areas and the lower need areas. The Program focused its efforts to ensure that there were youth represented from each of the respective TNI communities. The Program identified 346 youth lived in one of the TNI communities applied for a County Government position. Fifty-four percent (54%) or 186 of those youth accepted a position and were hired this Program year.

## *Orientation and In-Service Training*

In accordance with Council Bill (CB-32-2013), the Office of Human Resources Management (OHRM) hosted a five (5) day Orientation and In-Service Training for County Government placed youth participants. This Orientation offered youth with an opportunity to learn about

County Government, County policies and procedures, workplace harassment and customer service training.



The Largo High School cafeteria was filled to capacity with the summer youth participants.

At Largo High School, Mr. **Nicolas A. Majett**, Chief Administrative Officer, and The Honorable **Angela Alsobrooks**, State’s Attorney, opened the orientations offering encouragement and setting expectations.

The following three (3) In-Service Trainings were held at Prince George’s Community College and the last day was offered as an on-line, web-based session. Hosting the session on a college campus gave the youth an

insight of what college life would be like in the future.

The In-Service Training theme was, “Workplace Communication and Beyond.” The training comprised of major areas for employment communication skills and other essential requirements that often challenge today’s youth.

The training was a proactive approach to ensure that the youth retain employment and applies the learned skills and shared experience beyond the classroom.

In addition, this training would be a stepping stone for them to obtain permanent and lucrative careers in the future.



The Employee Relations & Labor Relations Team collected HR paperwork from participants.

Prince George’s Community College prepared a video highlighting youth participants’ experience in the In-Service Training. The video may be viewed by visiting

<http://youtu.be/ikOpC0VH9U4>.

## *2014 Highlights and Success Stories*

### *County Executive's Luncheon and Roundtable Discussion*



County Executive, **Rushern L. Baker, III** hosted a luncheon and roundtable discussion on August 4, 2014, with youth participants to obtain feedback on the summer youth program and their experiences.

Youth employees represented each County Department and Agency, Prince George's County Public Schools System, Prince George's County Memorial Library

System, Maryland-National Capital Park and Planning Commission, Prince George's Community College, Maryland Taxation and Assessment Office, CTV, Maryland Center at Bowie State University and the Revenue Authority. Discussions were led by **Nicholas A. Majett**, Chief Administrative Officer, and **Stephanye R. Maxwell, Esq.**, CPM, Director of the Office of Human Resources Management. Youth spoke candidly about their experiences, their expectations, and what they learned over the past six (6) weeks.



Youth participants take an impromptu tour of the County Executive's office.

In addition, youth had the opportunity to participate in an impromptu tour of the County Executive's Office. Mr. Baker explained the importance of public service and encouraged them to consider returning to Prince George's County Government as their employer of choice, upon completion of their high school or college studies.

### *Prince George's County Public Schools*

One summer youth employee, who was assigned to Rockledge Elementary School, impressed his supervisor during his short time on his exemplary work performance. Mr. **Richard Moody**, Youth@Work/SYEP Coordinator for the Prince George's County Public Schools, stated "He

*quickly became part of our team and our friend...We are so grateful for his hard work and for the opportunity to know him.”*

## ***The Office of Central Services***

Ms. **Lisa Torrence** and Ms. **Heidi Coffey**, Youth@Work/SYEP Coordinator for the Office of Central Services held a Team Building Seminar for twenty-two (22) summer youth assigned to the agency. The focus for the seminar was public speaking, communication (verbal and non-verbal), and planning for the future. The Team Building Seminar was a great opportunity for the youth to network with the Office of Central Services’ division managers, and other professionals. The seminar began with an open discussion in regards to youths immediate plans for achieving one’s goals.

Ms. **Nina Oduro**, Founder and President of AfricanDevJobs.com, a youth employment and education advocate, engaged the youth with interactive team building activities. Ms. Oduro has worked as an advisor, trainer, and facilitator for programs and initiatives targeting positive youth development in Africa and the United States. The activities were aimed towards respect and listening skills.

“Speeding Networking” was an activity where youth formed five (5) groups and were given five (5) minutes to interview each professional. Mr. **George Holmes**, District Engineer at the Department of Permitting, Inspections and Enforcement (DPIE); Ms. **Kim Williams**, CPA, Financial Manager at the Office of Central Services, Ms. **Marion Flamer**, Clinical Licensed Social Worker, Mr. **Sean Carter**, Equipment Mechanic, Office of Central Services, and Ms. **Wendy Pohlhaus**, Executive Assistant, U.S. Attorney, all volunteered to be interviewed by the summer youth. The youth gained insightful knowledge on education, training and success.

## ***Department of the Environment***

*This is How We Do It!* (by Montel Jordan) and inspired by the Pharrell Williams’ contagious “HAPPY” video and song, was the mantra for the Department of the Environment (DoE) and the Youth@Work/SYEP team. Youth filmed, interviewed and published a promotional video for the DoE, which highlighted the various operations for the Department. Staff from Animal Management, Sustainability, Waste Management, Storm Water Management and the Director’s Office were all featured in the production. Youth learned communication skills, interviewing skills, the use of information technology and videography, and teamwork during this assignment.

The video was proudly debuted at the Summer Intern Recognition & Appreciation Luncheon held at DoE.

## ***Office of Human Resources Management***

Ms. **Desheia D. Claggett**, Youth@Work/SYEP Coordinator for the Office of Human Resources Management (OHRM), exposed OHRM's youth to various operations of County Government. A tour of the Public Safety Communications 911 Call Center was first. Youth were able to observe live calls and learned the process of how the 911 calls are entered in the system and transferred to the Police Department or Fire/EMS for further help. The youth stated they were able to draw connections from their real life experiences with calling 911 and gathered an understanding of the importance in providing details to the 911 call takers.

*"I will always remember the lady who called with stroke symptoms because I had to call 911 when my own grandmother was having a stroke." - Kwaneisha W.*

*"This experience gives you a new respect for the individuals on the other end of the call." - Ciarra C.*

The summer youth were granted the opportunity to meet with Ms. **Yolanda Evans**, Public Information Officer of Department of Corrections (DOC). The youth observed facility's system operations, processing operation from booking to release, and administrative offices. Motivated by the tour, the youth sent Ms. Evans letters thanking her for the astonishing experience.

*"...I did get a chance to experience different types of people coming into the building; I was able to speak with a Correctional Officer at the desk. When I went into the heart of the Central Control Center, I was able to see and hear what happens through the camera which was truly eye opening for me." – Justin F.*

## ***The Office of Information Technology***

### ***The Work of Eighteen (18) OIT Summer Youth Enrichment Program Participants***

Ms. **Sandra Longs**, Youth@Work/SYEP Coordinator alongside the Mr. **Vennard Wright**, Director of the Office of Information Technology, spearheaded for the second year the S.T.E.A.M. Internship Program, which has been featured on Government Technology.

S.T.E.A.M. represents the five (5) pillars that the Program involves -- science, technology, engineering, arts and math.

OIT's initiative has been designed with a special sense of mission and with 18 high school interns busy finding solutions to big ideas, and learning under OIT's wing, as well as from private industry, public education, their six (6) Bowie State University mentors and the federal government. The focus this summer was Transforming Neighborhood Initiative (TNI), and how youth can apply technology and innovative solutions to address challenges existing in the six (6) respective areas of Prince Georges County.

The TNI Teen Summer Faceoff and Recognition Ceremony featured a review of each team's presentations for the respective TNI projects and the selection of a winner. To intensify the competition, each winning team member received Samsung Chrome Book Computers.

The esteemed judges were The Honorable **Angela Alsobrooks**, State's Attorney; The Honorable **Mel Franklin**, County Council Chair; **Nicholas A. Majett**, Chief Administrative Officer; **W. Wesley Watts, Jr.**, CIO for Prince George's County Public Schools; Dr.

**Seagun Eubanks**, Board of Education Chair; and **Richard Williams**, Senior Program Manager for Information Systems & Global Technology. The winning team was Team Kentland. The team concept was to develop an application to report blight in the community.



(L to R) Winners: Team Kentland - Danielle Bean, Denver Smith & Darren Sims—BSU student mentor, Don Bui, (not pictured)

## *Monitoring and Evaluation of Youth Participants*

OHRM maintained constant communication with the Youth@Work/SYEP participants and the Coordinators in order to obtain feedback and/or adhere to making the summer youth program better for the youth and that they receive an edifying work experience. In August, a survey was administered to approximately 650 youth participants and 34 coordinators to obtain feedback on the Program. This feedback will help OHRM determine what can be done to improve the participants' experience in the upcoming year(s).

The Youth@Work/SYEP participants were asked a series of detailed questions ranging from their overall thoughts of the Program to their interactions with the Coordinators. Ninety-seven percent (97%) of youth participants would recommend the Program to their peers. While only three percent (3%) stated they had no intentions of recommending the Program to anyone. Providing the youth with transferrable skills for any occupation was a major goal for the Youth@Work/Summer Youth Enrichment Program. Ninety-five percent (95%) of the youth participants stated they would utilize the skills they obtained at school or on another job.

Youth@Work/SYEP is a great opportunity for youth to obtain extra income for the following school year. The majority of youth thought this was a great way to build their savings. Other spent their money on clothes, food and helping with household products and essentials.

To determine if the Youth@Work/SYEP was a necessity or desire for the youth, we asked if they would *have had a job if there were no Summer Youth Enrichment Program?* Forty-five percent (45%) of the youth stated they would have a job and fifty-four percent (54%) would not. One percent (1%) of the youth was not responsive.

## *Conclusion*

While we are proud of the numerous improvements and success in the Youth@Work/SYEP achieved in 2014, we have begun to further develop the Program for 2015. Some of the additions to the 2015 Program are:

- Hosting Open Houses for parents and youth to encourage participation in the Job Readiness Training;
- Expanding the number of Job Readiness Training host sites;
- Attending TNI Community Meetings to share information on the Job Readiness Training and Youth@Work/SYEP employment opportunities; and,
- Meeting with the local business community and encouraging youth hire and placements for the summer.

## Youth@Work/SYEP Partners

Thank you to our public and private partners for participating in the 2014 Youth@Work/SYEP!



Prince George's Chamber of Commerce  
*Advancing the Interest of Business for a Vibrant Prince George's County*

