



## Youth Career Center Report 2019

The North Shore Youth Career Center is part of the MassHire North Shore Career Center. The NSYCC provides workforce development services to youth on the North Shore to pave the way towards meaningful career exploration and development. This reports examines multiple aspects of NSYCC services including: funding sources and placement demographics, placements for the past several years, and breakouts for summer employment placements. Given the limited resources available for summer youth employment we must continue to seek out the most effective way to engage youth in the labor market.

### Data definitions:

**Summer:** The Youth Career Center defines summer as June and July. Youth placements made during these two months are counted towards the NSYCC's F1rstJobs program. Summer jobs funding is derived from a variety of sources listed below, with some youth earning subsidized wages and others paid directly form their employer.

**Year Round:** Youth placements made during non-summer months. These are typically unsubsidized placement, with wages paid by the employers.

**Total:** The combined total of Summer & Year Round Placements.

### 2019 Youth Career Center Placements by Funding Source

The Youth Career Center had three different types of funding sources to pay for/supplement youth hires. Some of these funding sources have enrollment and eligibility requirements that must be met in order for the funds to be released to pay for youth employment. The following provides a description regarding the funding sources:

Business/Foundation/Individual contributions (BFI): Funds raised through foundations and private donors. These funds are used for youth who do not meet the eligibility requirements of the government grants and who have not yet had first work experience. These funds are administered by Essex County Community Foundation (ECCF).

Direct hires by private companies: Youth are directly hired by a company or are placed into jobs that are not subsidized. There are no eligibility requirements. Most of these youth participate in the job readiness workshops and/or receive assistance in finding open positions.

Youth Works Summer: A state grant through Commonwealth Corporation that served youth in the "Gateway Cities" on the North Shore- Lynn, Peabody, and Salem (14-21 years) who meet the free/reduced lunch income guidelines or whose family income is at or below 200% of the federal poverty guidelines. Ten percent of youth are allowed to be enrolled from "out of area". Grant also targets youth with other "at-risk" /high needs for intervention. This grant ran from June 2019-August 2019.

Youth Employed 2019	Funding Source												
	BFI			Private			Youth Works Summer			All Funding			
	Summer	Year Round	Total	Summer	Year Round	Total	Summer	Year Round	Total	Summer	Year Round	Total	% of Total
<b>Number Placed</b>	<b>100%</b>	<b>0%</b>	<b>10</b>	<b>26%</b>	<b>74%</b>	<b>343</b>	<b>100%</b>	<b>0%</b>	<b>258</b>	<b>58%</b>	<b>42%</b>	<b>611</b>	<b>100%</b>
<b>City</b>													
Beverly	100%	0%	5	8%	92%	13	100%	0%	1	37%	63%	19	3%
Danvers	0%	0%	0	30%	70%	10	100%	0%	5	53%	47%	15	2%
Essex	100%	0%	1	0%	0%	0	0%	0%	0	100%	0%	1	0%
Gloucester	0%	0%	0	17%	83%	12	100%	0%	3	33%	67%	15	2%
Hamilton	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%
Ipswich	100%	0%	1	0%	100%	3	0%	0%	0	25%	75%	4	1%
Lynn	0%	0%	0	34%	66%	207	100%	0%	183	65%	35%	390	64%
Lynnfield	0%	0%	0	0%	100%	1	0%	0%	0	0%	100%	1	0%
Manchester	0%	0%	0	0%	100%	1	0%	0%	0	0%	100%	1	0%
Marblehead	100%	0%	1	0%	100%	4	0%	0%	0	20%	80%	5	1%
Middleton	0%	0%	0	0%	100%	1	0%	0%	0	0%	100%	1	0%
Nahant	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%
Peabody	0%	0%	0	0%	100%	24	100%	0%	32	57%	43%	56	9%
Rockport	0%	0%	0	0%	100%	4	0%	0%	0	0%	100%	4	1%
Salem	100%	0%	1	31%	69%	39	97%	3%	31	61%	39%	71	12%
Saugus	0%	0%	0	0%	100%	4	0%	0%	1	20%	80%	5	1%
Swampscott	0%	0%	0	33%	67%	3	0%	0%	1	50%	50%	4	1%
Topsfield	0%	0%	0	0%	100%	2	0%	0%	0	0%	100%	2	0%
Wenham	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%
Out of Area	100%	0%	1	0%	100%	15	100%	0%	1	12%	88%	17	3%
<b>Age</b>													
13	0%	0%	0	0%	100%	1	0%	0%	0	0%	100%	1	0%
14	100%	0%	1	0%	100%	3	100%	0%	10	79%	21%	14	2%
15	100%	0%	1	23%	77%	35	100%	0%	31	60%	40%	67	11%
16	100%	0%	2	23%	77%	96	98%	2%	61	53%	47%	159	26%
17	100%	0%	1	22%	78%	87	100%	0%	70	57%	43%	158	26%
18	100%	0%	3	26%	74%	57	100%	0%	48	61%	39%	108	18%

Youth Employed 2019	Funding Source												
	BFI			Private			Youth Works Summer			All Funding			
	Summer	Year Round	Total	Summer	Year Round	Total	Summer	Year Round	Total	Summer	Year Round	Total	% of Total
19	100%	0%	1	36%	64%	28	100%	0%	22	65%	35%	51	8%
20	100%	0%	1	55%	45%	20	100%	0%	13	74%	26%	34	6%
21	0%	0%	0	50%	50%	8	100%	0%	3	64%	36%	11	2%
22	0%	0%	0	0%	100%	2	0%	0%	0	0%	100%	2	0%
23	0%	0%	0	0%	100%	2	0%	0%	0	0%	100%	2	0%
24	0%	0%	0	0%	100%	2	0%	0%	0	0%	100%	2	0%
25	0%	0%	0	0%	100%	1	0%	0%	0	0%	100%	1	0%
26	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%
27	0%	0%	0	0%	0%	0	0%	0%	0	0%	0%	0	0%
28	0%	0%	0	0%	100%	1	0%	0%	0	0%	100%	1	0%
<b>Gender</b>													
Female	100%	0%	4	24%	76%	176	100%	0%	110	54%	46%	290	47%
Male	100%	0%	6	28%	72%	167	99%	1%	148	62%	38%	321	53%
<b>Ethnicity</b>													
African-American	100%	0%	1	38%	63%	40	99%	1%	75	78%	22%	116	19%
Asian	100%	0%	1	26%	74%	19	100%	0%	13	58%	42%	33	5%
Hispanic/Latino	0%	0%	0	19%	81%	130	100%	0%	90	52%	48%	220	36%
White	100%	0%	6	28%	72%	145	100%	0%	71	53%	47%	222	36%
Other	100%	0%	2	33%	67%	9	100%	0%	9	70%	30%	20	3%

- 611 youth found employment through the Youth Career Center in 2019.
- There were three funding sources for the Youth Career Center. From largest to smallest in terms of youth placements they are Private Hires (56.1%), Youth Works Summer (42.2%), and BFI (1.6%).
- Of the 611 youth who found employment 63.8% were from Lynn, 11.6% were from Salem, and 9.2% were from Peabody.
  - 78.7% of Private Hire placements were from Lynn, Salem, & Peabody.
  - 70.9% of Youth Works Summer placements were from Lynn, 12.0% were from Salem, and 12.4% were from Peabody.
- White and Hispanic/Latino were the largest ethnic groups to find employment through the Youth Career Center at 36.3% and 36.0%, followed by African-Americans (18.9%).

## Youth Career Center Placement Comparison 2017-2019

Youth Career Center	2019			2018			2017		
	Summer	Year Round	Total	Summer	Year Round	Total	Summer	Year Round	Total
<b>Total</b>	<b>356</b>	<b>255</b>	<b>611</b>	<b>378</b>	<b>203</b>	<b>581</b>	<b>314</b>	<b>126</b>	<b>440</b>
<b>Age</b>									
13	0.0%	0.4%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
14	3.1%	1.2%	2.3%	6.6%	0.0%	4.3%	7.3%	0.8%	5.5%
15	11.2%	10.6%	11.0%	10.1%	3.0%	7.6%	13.1%	4.8%	10.7%
16	23.6%	29.4%	26.0%	23.0%	18.2%	21.3%	22.0%	16.7%	20.5%
17	25.3%	26.7%	25.9%	24.6%	30.5%	26.7%	25.2%	19.0%	23.4%
18	18.5%	16.5%	17.7%	18.0%	24.1%	20.1%	14.3%	22.2%	16.6%
19	9.3%	7.1%	8.3%	9.5%	11.3%	10.2%	8.9%	14.3%	10.5%
20	7.0%	3.5%	5.6%	5.0%	3.9%	4.6%	5.1%	11.1%	6.8%
21	2.0%	1.6%	1.8%	2.6%	3.0%	2.8%	2.5%	4.8%	3.2%
22	0.0%	0.8%	0.3%	0.3%	2.5%	1.0%	0.3%	4.0%	1.4%
23	0.0%	0.8%	0.3%	0.3%	2.0%	0.9%	0.6%	0.0%	0.5%
24	0.0%	0.8%	0.3%	0.0%	1.5%	0.5%	0.3%	1.6%	0.7%
25	0.0%	0.4%	0.2%	0.0%	0.0%	0.0%	0.0%	0.8%	0.2%
26	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.2%
28	0.0%	0.4%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Gender</b>									
Female	44.1%	52.2%	47.5%	48.1%	52.7%	49.7%	44.9%	50.0%	46.4%
Male	55.9%	47.8%	52.5%	51.9%	47.3%	50.3%	55.1%	50.0%	53.6%
<b>Ethnicity</b>									
White	33.1%	40.8%	36.3%	34.1%	32.0%	33.4%	27.4%	34.9%	29.5%
African American	25.3%	10.2%	19.0%	21.4%	10.3%	17.6%	23.9%	19.8%	22.7%
Hispanic	32.3%	41.2%	36.0%	35.4%	52.2%	41.3%	36.9%	35.7%	36.6%
Asian	5.3%	5.5%	5.4%	4.8%	3.4%	4.3%	5.7%	4.8%	5.5%
Other	3.9%	2.4%	3.3%	4.2%	2.0%	3.4%	5.7%	4.8%	5.5%
Native American	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.2%

Mean Age of YCC Youth	2019	2018	2017
Summer	17.1	17.0	17.0
YR Round	17.1	17.8	18.1
Total	17.1	17.3	17.3

- A total of 2009 youth were served by the Youth Career Center for a placement rate of 30.4% in 2019.
- The average age of a youth placed has remained between 17.1 - 17.3 years old for past three years.
  - Youth placed in the summer tend to be slightly younger than youth placed into year-round employment.
- Males were placed at a higher rate than females for both 2019 & 2017 for both summer and year-round employment.
- The percentage of White, African American, and Asian youth customers placed into year-round employment increased slightly in 2019 compared to 2018.

- The percentage of Hispanic and Multi-Ethnic/Other youth customers placed into year-round employment decreased slightly in 2019 compared to 2018.

### Youth Career Center Placements by Residence 2017-2019

Residence Summary	2019		2018		2017	
	Summer	Total	Summer	Total	Summer	Total
<b>Total</b>	<b>356</b>	<b>611</b>	<b>378</b>	<b>581</b>	<b>314</b>	<b>440</b>
<b>Residence</b>						
Beverly	7	19	11	16	13	14
Danvers	8	15	7	10	4	5
Essex	1	1	0	0	0	0
Gloucester	5	15	3	10	2	13
Hamilton	0	0	0	0	0	0
Ipswich	1	4	3	3	3	7
Lynn*	253	390	263	392	200	286
Lynnfield	0	1	0	0	1	1
Manchester	0	1	2	2	0	1
Marblehead	1	5	1	7	2	2
Middleton	0	1	0	2	0	0
Nahant	0	0	0	0	0	0
Peabody*	32	56	30	44	25	29
Rockport	0	4	0	1	0	0
Salem*	43	71	55	83	55	72
Saugus	1	5	0	2	8	9
Swampscott	2	4	3	5	0	0
Topsfield	0	2	0	0	0	0
Wenham	0	0	0	0	0	0
Out of Area	2	17	0	4	1	1

\*Gateway cities

Residence Summary	2019			2018			2017		
	Summer	Year Round	Total	Summer	Year Round	Total	Summer	Year Round	Total
Lynn	71.1%	53.7%	63.8%	69.6%	63.5%	67.5%	63.7%	68.3%	65.0%
Salem	12.1%	11.0%	11.6%	14.6%	13.8%	14.3%	17.5%	13.5%	16.4%
Peabody	9.0%	9.4%	9.2%	14.6%	6.9%	7.6%	8.0%	3.2%	6.6%
All Other Cities	7.9%	25.9%	15.4%	1.3%	15.8%	10.7%	10.8%	15.1%	12.0%

- Placement of youth from Gateway Cities are higher in the summer than year-round.
  - Peabody's summer placements and year-round placements in 2019 are an exception to this trend, as is Lynn's summer placements in 2017.
- Lynn had its highest representation of summer placements and lowest representation of Year Round placements in 2019.

### Job Category of Youth Placements, 2019

2019						
Job Category	Summer		Year Round		Total	
	#	%	#	%	#	%
Arts Communication	1	0%	2	1%	3	0%
Auto	1	0%	1	0%	2	0%
Banks	2	1%	12	5%	14	2%
Blank	3	1%	1	0%	4	1%
Childcare	18	5%	1	0%	19	3%
Food Service	7	2%	1	0%	8	1%
Health Care	26	7%	94	37%	120	20%
Information Technology	5	1%	7	3%	12	2%
Landscaping	4	1%	24	9%	28	5%
Maintenance	1	0%	4	2%	5	1%
Office	1	0%	1	0%	2	0%
Office Support	11	3%	1	0%	12	2%
Other	1	0%	14	5%	15	2%
Retail Sales	4	1%	7	3%	11	2%
Summer Camps	112	31%	67	26%	179	29%
Summer Hire	159	45%	18	7%	177	29%
<b>Total</b>	<b>356</b>	<b>100%</b>	<b>255</b>	<b>100%</b>	<b>611</b>	<b>100%</b>

- The top three job categories for youth placements are Summer Camps, Summer Hire (City of Lynn), and Health Care.

### Hourly Wage of Youth Career Center Placements

Hourly Wages	2019			2018			2017		
	Summer	Year Round	Total	Summer	Year Round	Total	Summer	Year Round	Total
>9.99	0	1	1	0	3	3	1	4	5
10.00-10.99	0	1	1	1	2	3	7	1	8
11.00-11.99	1	2	3	374	166	540	301	102	403
12.00-12.99	352	211	563	2	18	20	4	10	14
13.00-13.99	1	13	14	0	9	9	1	3	4
14.00-14.99	1	10	11	0	2	2	0	2	2
15.00-15.99	0	10	10	0	3	3	0	3	3
16.00-16.99	0	1	1	0	0	0	0	0	0
17.00-17.99	0	1	1	0	0	0	0	0	0
18.00-18.99	0	2	2	1	0	1	0	0	0
19.00-19.99	0	0	0	0	0	0	0	0	0
<20.00	1	3	4	0	0	0	0	1	1
<b>Total</b>	<b>356</b>	<b>255</b>	<b>611</b>	<b>378</b>	<b>203</b>	<b>581</b>	<b>314</b>	<b>126</b>	<b>440</b>
Mean Wage	\$12.03	\$12.40	\$12.18	\$11.03	\$11.22	\$11.10	\$10.99	\$11.18	\$11.05

- The mean hourly wage of youth has risen each of the past three years. From the 2018 to 2019, the mean hourly wage has risen by \$1.08/hr or 9.7%.
  - This increase can be primarily attributed to the rise in the Massachusetts minimum wage hourly wage which rose from \$11.00/hr in 2018 to \$12.00/hr in 2019.
  - The Massachusetts minimum wage has risen to \$12.75 as of 1/1/2020.
- The mean hourly wage of Year Round youth placements is higher than the mean hourly wage of summer youth placements.

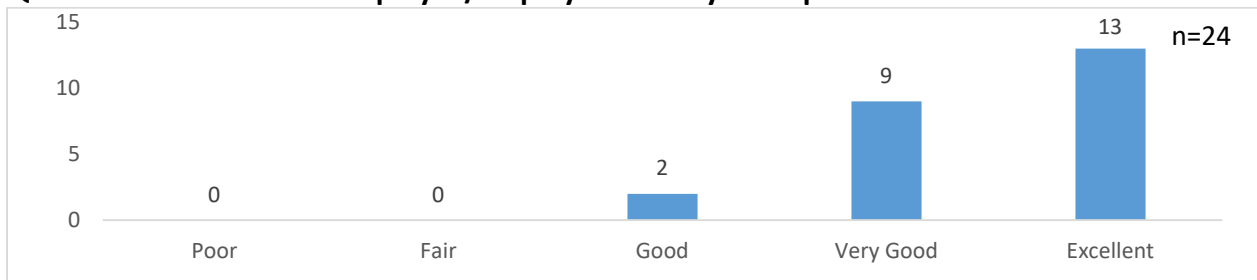
### F1rstJobs Business Evaluation Survey 2019

The following provides a summary of the 2019 F1rstJobs Business Evaluation Survey. Evaluation survey requests were sent via email invitation to a sampling of F1rstjobs employers. There were a total of 25 surveys completed. Please note that not every employer answered every question, which is why the summary responses do not always equal 25.

#### Question 1: Please provide us with the name of your worksite. (Worksite names removed for privacy)

Scale = 5 Excellent; 4 Very Good; 3 Good; 2 Fair; 1 Poor

#### Question 2: How did the employee/employees meet your expectations?

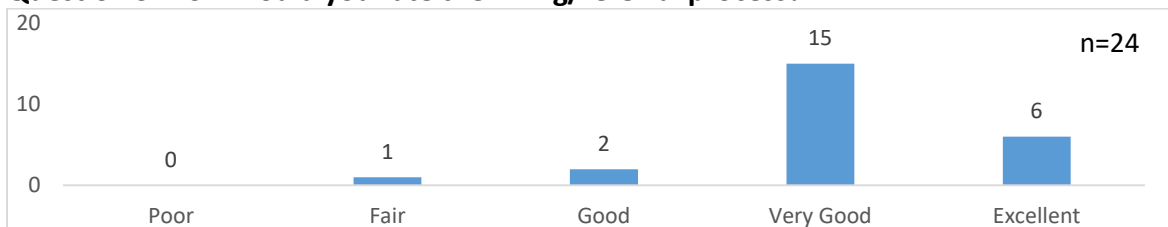


- 91.6% of responses rated the employees (youth) as being Excellent or Very Good.
- 8.3% of the responses rated the employees (youth) as being Good or Fair.
- None of the responses rated the employees (youth) as being Poor.

#### Sample Comments:

- Great program, love being a part of this.
- We really enjoyed working with the folks from the NS Career Center to find the F1rst Jobs kids this year and to have them working throughout the summer again this year.
- These kids were reliable, eager to learn and very professional

#### Question 3: How would you rate the hiring/referral process?



- 87.5% of responses rated the referral/hiring as being Excellent or Very Good.
- 12.5% of the responses rated the referral/hiring as being Good or Fair.
- None of the responses rated the referral/hiring as being Poor.

**Sample Comments:**

- Everything went smoothly and was very simple.
- In the end, it was easy, but a little confusing at first what paperwork we needed. We didn't wind up getting any referrals, just direct applicants.

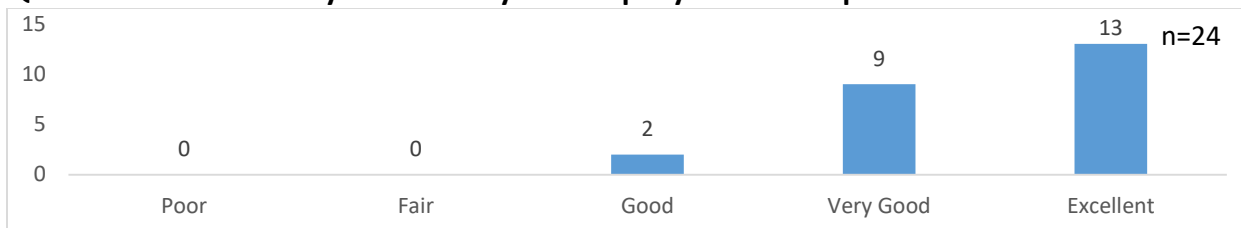
**Question 4: How was your experience at working the MassHire Youth Career Center? Are you planning to work with F1rst Jobs again next summer?**

- The team at MassHire has been a pleasure to work with over the years. Very responsive, communicative, and supportive throughout the whole process. And we will most definitely apply to work with F1rst Jobs again the following summer.
- Overall very good besides the referral/hiring process. We plan on working with F1rstJobs again next summer.
- I had an excellent working relationship my representative at MassHire. She was extremely helpful and offered me strong support.

**Question 5: Do you have any suggestions/remarks on the F1rstJobs summer program?**

- Everything has worked very well for us over the past 8-10 years or so.
- We are always pleased to partner with MassHire and F1rst Jobs. Many of our candidates continue as longer-term employees. In fact, one is now working as a teacher some five years later.
- Perhaps one more visit and personal connection rather than simply emails.
- It's such an essential resource to have in the North Shore and to offer young folks the opportunity to experience work - while supporting local organization with the work that they are doing in their communities.

**Question 6: How would you describe your company's overall experience with F1rstJobs?**



- Again, I cannot speak enough about the experience that we've had not only this year, but in year's past. We hope that we'll be able to continue this partnership long into the future.
- More communication is always helpful for everyone involved. Thank you! The kids were great and we look forward to working with first Jobs again.
- Thank you very much for all of your help. This program has been great for us for many years with 2-3 kids working with us every summer.

**Youth Work Readiness Workshops**

All youth who obtained subsidized employment were required to complete 15 hours of job readiness curriculum, "Signal Success," created by Commonwealth Corporation. In order to streamline our process and maintain consistent delivery of information, we opted to provide this curriculum to as many youth as possible at the beginning of the summer. The workshops are required of all youth who wish to apply to grant-funded positions. The purpose of the career readiness workshops is to prepare young people for the hiring/job



interview process and to introduce the skills needed to succeed once they gain employment. The workshops take place in schools, at the career center, and in other locations as requested throughout the school year.

Conducted by trained staff members from the North Shore Youth Career Center, this pre-employment training covers a combination of skills such as work readiness, life skills, interviewing preparation, career exploration that helps youth learn transferable skills that will help them in future employment situations. Youth learn to conduct themselves in a professional manner and interact with their peers and supervisors in a positive, proactive manner. Practical matters are also covered - for example, youth learn about filling out timesheets and how to read their paychecks. They also learn how to handle basic responsibilities like the importance of being on time or who to contact if they must be absent from work.

In conjunction with these readiness workshops, youth participate in an evaluation that is designed to assess progress on the job. This is done through the MA Work-Based Learning Plan, which develops accountability and helps define the expectations of a youth's role at a job site. An assessment is taken at the beginning of employment and then repeated at the end of employment to assess job performance and the advancement of a youth employee's career skills.

**Summary:**

- The Youth Career Center has had three straight years of youth employment placement gains.
  - The impact of COVID-19 on the Massachusetts and national economy will have profound impact on youth employment opportunities for 2020 and foreseeable future.
- Employers had their expectations met with the quality of F1rstjobs youth and were overall satisfied with their experience with the program. Questions 2 & 6 of the Business Evaluation Survey verify that employers found that F1rstjobs youth meet their expectations and that the F1rstJobs program meets their company's expectations.
- Employers believed that F1rstJobs youth were beneficial to their organization and would be willing to work with the program again. However, they would like to extend to referral/hiring period. Other employers wanted an increase in personal communication with YCC staff during initial hiring period.
- The youth readiness workshops provided an opportunity for youth to prepare themselves to enter the labor force. The work readiness workshops also give youth the ability to alleviate any concerns an employer may have about hiring a youth.

**Recommendations:**

- Explore new sources of Business/Foundation/Individual contributions (BFI) and/or new revenue streams for subsidized placements.
- Create a business evaluation survey for year-round employers.
- Continue with early start, with RFP in February, awards as soon as possible per state allocations
- Create additional marketing efforts to increase business participation.
  - Increase direct contact with companies either directly or through existing business organizations, to build energy and enthusiasm for the program – and to increase the number of teens working in private companies.
- Transition to all online applications.
- Increase number of career readiness workshops offered directly at worksites.
- Explore the possibility of virtual meetings with employers and career readiness workshops for youth.

The F1rstjobs Program would like to thank our private funders for their contributions. These awards, listed

under "Business/Foundation/Individual Contributions", help us continue to place additional youth each year. Funds from these foundations and private donors go directly to the wages of teens that are not eligible for YouthWorks funds, allowing youth to gain valuable work experience at nonprofits across the North Shore.

Awards from private foundations are managed by our partners at Essex County Community Foundation.

The Belinda Fund  
Eastern Bank  
HardScrabble Fund  
Salem Five