

TEAM OAKLAND PROGRAM EVALUATION

Evaluation Period: April 1, 2019 – October 31, 2019

Using a scale of 1-10 (1=Lowest, 10=Highest) rate YEP's Team Oakland Partnership in the following areas:

EVALUATION AREAS	RATING	COMMENTS
<p><i>Outreach and Recruitment</i></p> <ol style="list-style-type: none"> 1. Outreach and orientate at minimum 135 youth for the team member and assistant team leader positions. Total enrollment goal is 100 youth (90 team members, 10 assistant team leaders) 2. Employ multiple mediums to outreach to interested youth including but not limited to: flyer/invitation mail out, mass emailing, mass texting, phone call banking 3. Use community organizations, high schools, and other networks for outreach and recruitment of team members 4. Team members must be Oakland residents aged 15-18 5. Student Ambassador Cohort of 20-30 students recruited by OUSD and OPW. 6. Create and post Team Leader job description, review applications and interview at minimum two times the number of candidates as available positions for Team Leaders 	10	<p>YEP exceeded all outreach and recruitment goals:</p> <ul style="list-style-type: none"> - 144 youth completed orientation - YEP used mail outs, texting, and phone banking for outreach to youth. - Applications were delivered at OUSD high schools, with partners FOSC and Planting Justice, through community partner New Hope Covenant Church, shared with OPW and available onsite at YEP. - All youth were pre-screened to meet minimum eligibility requirements of Oakland residents 15-18 years old and indicated interest in Team Oakland on the summer job application. - 15 applicants were interviewed for the 7 available Team Leader positions. Applicants were shortlisted from a total of 61 initial applicants (24 were invited to interview).
<p><i>Pre-training of Team Members</i></p> <ol style="list-style-type: none"> 7. Assessment and Program rules 8. Employability and soft skills, (Consistency, Attendance, Punctuality, Getting and Keeping a Job etc.) 9. Timesheets Training 10. Safety Training 11. At least 100 of the minimum number of 135 youth oriented complete Job Readiness Training (JRT) and submit all program and payroll eligibility documents 	9	<p>128 youth (including 24 Student Ambassadors):</p> <ul style="list-style-type: none"> - Completed the four-day Team Member Job Readiness Training (JRT) (total of 10 hours). - Submitted all payroll and right to work documentation prior to beginning work (W4/I-9, ID, Social Security card, School transcript, Work Permit). - Completed 4 hours of safety training throughout JRT. - Provided Program Handbook that covered program expectations and guidelines.
<p><i>Pre-training of Team Leaders</i></p> <ol style="list-style-type: none"> 12. Leadership and team management 13. Safety in the Community 14. Community Engagement 15. Program Logistics 	8	<ul style="list-style-type: none"> - 10 Team Leaders underwent 30 hours of Leadership training that included expectations and program policies, setting boundaries, conflict resolution, effective communication, payroll and document collection, timesheet training and observational training on training workshops. - 3 returning Team Leaders used past experience to coach and guide new TLs on effective team management techniques. - All Team Leaders passed a background check and attended a mandatory 2-hour sexual harassment class - Recommended stronger emphasis on team and behavior management for future programming
<p><i>Support of Ambassador Program</i></p> <ol style="list-style-type: none"> 16. Outreach and Follow Up 17. Enrollment – eligibility and pre-training 18. Coordination with Ambassador Staff members 19. Litter Day Support 20. Payroll -Time sheet and Paychecks 	10	<ul style="list-style-type: none"> - Demonstrated agility with late inclusion of programming. - Maintained constant contact with Brazile Clark ensuring a smooth transition through the summer. - Clear communication with Litter Day Team Leader and students ensuring - Maintained accurate payroll processing throughout.
<p><i>Problem Solving</i></p> <ol style="list-style-type: none"> 1. Responsive to OPW recommendations/suggestions 2. Agility to resolve program changes 3. Resolve concerns with parents 4. Responsive to merchants and or community members positive and negative feedback/observations 	9	<ul style="list-style-type: none"> - YEP staff quick to respond to OPW recommendations/concerns. An example includes shifting 2 teams meet location to sites that were more conducive with the geographical route. - Quick to intervene and mediate parent or participant concerns brought to attention of staff.

EVALUATION AREAS	RATING	COMMENTS
		<ul style="list-style-type: none"> - Resolved issue with merchant and team (only one reported incident) quickly and to the satisfaction of merchant. Informed OPW of incident in timely manner.
Workplace Behaviors and Ethic of Team Members/Leaders 21. Shows interest and enthusiasm in work and assignments 22. Follows directions 23. Responds to suggestions/constructive criticism 24. Completion of hours (100 for Team Members, 120 for Student Ambassadors, 200 for Team Leaders)	8	<ul style="list-style-type: none"> - 82% of team members completed 80 or more service hours. - 63% completed 100 hours or more - Team members demonstrated the need for consistent encouragement project based work - Recommended for more extensive training for Team Leaders to increase youth motivation
Weekly Trainings 25. Workshop topics and materials 26. Guest speakers 27. Attendance and Participation	8	<ul style="list-style-type: none"> - Employability training curriculum covered financial literacy, career pathways, keeping a job and others with some guest speakers. - EBMUD tour was very well received by team members. - More guest speakers and/or field trips recommended, however field trips are challenging due to the group sizes. - Provide OPW with training schedule prior to program start in future. - Attendance and participation strong.
Special Projects 28. Maintain clear lines of communication with OPW and project partners, responding to changes in a timely manner 29. Documentation of project work 30. Management of logistics 31. Project completion and feedback from supervisors	10	<ul style="list-style-type: none"> - Kept open lines of communication with OPW, Parks supervisors and FOSC coordinator. - No issues with logistics, carpooling, last minute changes in project sites. - Improvement recommended in providing more detailed documentation of work performed.
Building Stewardship in Oakland Teens 32. Collect testimonials upon program completion 33. Create and administer exit survey to document changes in attitude 34. Connect interested youth with stewardship opportunities in the school year	7	<ul style="list-style-type: none"> - Testimonials were collected and included in final report. - Exit survey was administered in final training and results collated. Unfortunately results showed only minor evidence of attitudinal changes. - Shared information from OPW (Jen Stern) with youth that expressed interest in school year internships.
Bag Reports/Final Reporting/Documenting 35. Meet 3000 bag count goal 36. Maintain bag drop record and send locations to OPW staff 37. Maintain and return tools borrowed from OPW. 38. Using photographs, document work performed, before and after pictures of litter pick up and special projects. Share photos with OPW staff with Final Report 39. Create and submit Narrative Report and Invoice by October 31 st , 2019 deadline 40. Quantify participant demographics, service hours breakdown, completion of hours, and other relevant metrics pertaining to work performed.	9	<ul style="list-style-type: none"> - Exceeded bag count goal by 30% (3900). - Experienced bag report delays, primarily in afternoon shift due to YEP's program manager adjusted schedule due to paternity leave. - Minimal tools missing and/or damaged over program. - Many photographs were taken of litter pickup and special projects, by YEP staff and OPW-recruited photographer. All significant photos shared with OPW. - Report and invoice submitted by Oct. 31st deadline. - Detailed quantitative data provided in final report including demographics, service hours breakdown, bag count by team and shift, zip code distribution.

TOTAL SCORE: 88/100



Oakland Public Works Signature



Youth Employment Partnership Signature