

CITY OF CHARLOTTESVILLE, VIRGINIA  
CITY COUNCIL AGENDA



Agenda Date:	November 15, 2021
Action Required:	Report
Presenter:	Annie Sechrist, Senior Family Specialist, Department of Human Services
Staff Contacts:	Misty Graves, Interim Director, Department of Human Services
Title:	<b>End of Summer 2021 Community Attention Youth Internship Program Report</b>

**Background:**

The Community Attention Youth Internship Program (CAYIP) began in 2007 as a pilot program initiative through City Council with the intention to support the summer enrichment and work readiness opportunities for youth ages 14 – 21 years old. The Community Attention Youth Internship Program works together with public, private, and non-profit partners to host youth interns in variety of job and career areas that match the interns’ interests. Interns earn a stipend for meeting program expectations that in turn supports the local economy and their individual financial stability. Program goals include:

- To teach workplace readiness skills.
- To assist youth in career exploration.
- To help youth identify their strengths and build resiliency.
- To connect youth to positive adults and to resources in the community.

In late April 2021, it was determined that the health and safety risk of providing an in-person internship program model during COVID-19 was too high for the summer 2021 session of CAYIP. In response, Community Attention staff worked update the school year model of the program and announced that a 100% virtual model of the program, The CAYIP Virtual Learning Academy, would be offered for the summer session.

The attached report encompasses the activities, accomplishments, and progress for Summer 2021 of the Community Attention Youth Internship Program.

**Discussion:**

Well-structured internship programs benefit both interns and employers. By participating in these valuable learning opportunities, interns augment their work experience, hone important work skills, develop their career goals, and establish connections that may prove useful throughout the span of their careers.

Jobless teens in low-income families and those who live in local labor markets like Charlottesville with fewer legitimate job opportunities for teens are more likely to engage in delinquent behavior and become involved with the criminal justice system. Additionally, teens who work in high school are less likely to drop out of high school before graduation and those who participate in work-based learning programs, like the Community Attention Youth Internship Program (CAYIP), are more likely to see the connection between school, work and their career goals. (*Risky Behavior Among Youth: An Economic Analysis*, Jonathan Gruber (Editor), University of Chicago Press, Chicago, 2001).

Applying principals of trauma-informed care, interns meet face-to-face on a weekly basis with their assigned CAYIP Counselor to process the strengths and challenges of their experience. Best-practice suggests that maintaining connections to one positive caring adult increases resiliency factors. CAYIP Counselors serve as mentors, problem-solvers, evaluators, motivators, and coaches. Best-practice indicates that one of the foundations to positive youth development requires blending action with reflection. CAYIP Counselors pair the experience with intentional debriefing so that all participants maximize the impact socially, emotionally, and cognitively.

### **Alignment with City Council's Vision and Strategic Plan:**

The Community Attention Youth Internship Program supports City Council's "Center for Life Long Learning" vision. It contributes to Goal 1 of the Strategic Plan: an inclusive community of self-sufficient residents specifically objective 1.1 prepare students for academic and vocational success and 1.2 prepare students for the workforce.

### **Community Engagement:**

Since Community Attention's creation in 1971, the organization has a long-standing history serving high need and underserved populations including opportunity youth. CAYIP has three social media account to increase populations with youth and residents. Additionally, CAYIP utilizes an online application to diversify access points. Due to COVID-19 closures, CAYIP was unable to hold in-person informational booths for the summer 2021 session. The CAYIP promotional video with footage and interviews from youth participants, parents, and site hosts was shared on the website along with a CAYIP participant and host site slide show. CAYIP staff continued to send updates to several community partners and citizens with updates throughout May and June. Youth voice is uplifted and utilized in the end of program satisfaction survey. This tool is used to improve site selections, garner ideas for new sites or careers that are of interest to youth, and identify sessions, speakers, or activities that need reworking.

### **Budgetary Impact:**

Funding for the Community Attention Youth Internship Program was included in the Department of Human Services General Fund request that was adopted by Council as part of the FY 2022 budget. The program operating costs are approximately \$451,000.

### **Recommendation:**

Staff recommends continued support of this experience for youth in this community.

### **Alternatives:**

N/A

**Attachments:**

- Community Attention Youth Internship Program End of Summer 2021 Report



**Community Attention  
Youth Internship Program**  
  
CAYIP  
  
Summer 2021



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# COMMUNITY ATTENTION YOUTH INTERNSHIP PROGRAM (CAYIP) SUMMER 2021 SESSION OVERVIEW

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*Empowered Youth. Engaged Community.*

## I. Program Goals:

- To teach workplace readiness skills.
- To assist youth in career exploration.
- To help youth identify their strengths and build resiliency.
- To connect youth to positive adults and to resources in the community.

## II. Program Components:

### Recruitment & Applications

In late April 2021, it was determined that the health and safety risk of providing an in-person internship program model was too high for summer 2021 session of CAYIP. In response, Community Attention staff worked update the school year model of the program and announced that a 100% virtual model of the program, The CAYIP Virtual Learning Academy, would be offered again for the summer session.

Beginning April 30, 2021, Community Attention actively and intentionally recruited teens to apply to the summer program. CAYIP utilized social media accounts on Twitter, Facebook, and Instagram. CAYIP also utilized the CivicPlus platform with the City of Charlottesville to update the program website, online application and submission process, and to advertise the program. Additionally,

information about the program was shared with community partners such as the Boys and Girls Club, Computers4Kids, Abundant Life, CANDYD, Music Resource Center, Live Arts, and Charlottesville City Schools via email, phone, and other remote means such as community Zoom Meetings.

Due to COVID-19 closures, CAYIP was unable to hold in-person informational booths for the summer 2021 session. The CAYIP promotional video with footage and interviews from youth participants, parents, and site hosts was shared on the website along with a CAYIP participant and host site slide show. CAYIP staff continued to send updates to several community partners and citizens with updates throughout May and June.

Eligible candidates completed an admission packet, an interest survey, and an essay about why they wanted an internship via an online application packet located on the City of Charlottesville website. When requested, a paper copy of the application packet was mailed to the home of the interested applicant.

Approximately 87 youth applied to the virtual internship program by the May 28, 2021 deadline. CAYIP staff scheduled virtual interviews with all eligible applicants via Zoom. Applicants were emailed instructions on how to access Zoom links, virtual interview tips and expectations, and staff contact information once interview times were confirmed with internship staff. The majority of the youth were on time, dressed appropriately, and performed well in the interview. Youth received points based on their interview performance, essay, and availability in the summer. Some applicants were not provided opportunities based on funding limitations (county residents) or because they did not meet the minimum age requirement.

## Intern Selection & Matching

Due to limited staffing capacity due to COVID-19 and programmatic limitations with a virtual model, CAYIP operated at a reduced capacity from the previous summer. CAYIP was able to provide opportunities to 53 youth in the

summer program. Priority was given to first time program participants. Ninety-four percent of interns completed the program successfully!

## Site Supervisors & Partners

Twenty-one community representatives and partners agreed to participate this summer. Each week, a community member would present to the youth in a virtual Zoom meeting on topics such as public speaking, money management, conflict resolution, phone call and conference call etiquette, interviewing skills and social engagement, creating an inclusive workplace, and career exploration.

Youth were also expected to complete a final project that included interviewing a current practitioner in a career field of interest. Program participants completed individual and small group interviews with twelve community partners who reflected career paths such as environmental science, information technology, digital marketing, animal care, medicine (including a physician, doula, and pharmacist), child and family therapy, higher education, armed services, small business, culinary arts, cosmetology, and childcare. These interviews were recorded and uploaded to the Google Classroom platform for all youth participants to view. Youth also had access to recordings from previous sessions which included careers paths in the performing arts, music production, local government, emergency services, science (astrophysicist), education, and law.

To help reduce technology barriers, CAYIP partnered with Charlottesville City Schools. They provided Chromebooks for youth who attend Charlottesville City Schools who would otherwise have difficulty participating in the internship experience this summer.

### III. CAYIP Virtual Learning Academy:

## Orientation and Curriculum

All interns participated in a virtual Zoom orientation meeting the first day of the program on July 6, 2021. Orientation activities for the interns focused on team building, learning program policies and expectations, and getting familiar with the Google Classroom platform. At this time, youth were introduced to their CAYIP counselor.

Starting on Wednesday, July 7, 2021, youth participated in their first of five weekly large group meetings. These meetings were held every Wednesday on Zoom. These meetings incorporated the subject content the youth were learning in the Google Classroom modules on Monday and Tuesday. Special topic guest speakers and were where interns were introduced to special topic guest speakers and presentations. Examples of these guest speakers include: UVA Community Credit Union who facilitated a role-play game to teach budgeting skills; The Department of Human Service's Youth Opportunity Coordinator who facilitated a session on Diversity and Cultural Awareness; and a group from UVA Youth Action Lab lead by Dr. Kimalee Cottrell Dickerson who facilitated a training on interviewing skills and social engagement.

Youth completed additional learning modules in the Google Classroom on Thursday and then met in individual and small groups with their CAYIP Counselors on Fridays. In these meetings, youth had the opportunity to learn more about content, ask questions, discuss expectations, aspirations, and goals for the session.

## Intern Expectations

Interns were expected to complete coursework in the Google Classroom platform and attend two virtual meetings per week for five weeks. Interns met virtually on a weekly basis with their assigned CAYIP Counselor to process the strengths and challenges of their experience. CAYIP Counselors served as mentors, problem-solvers, evaluators, motivators, and coaches. CAYIP Counselors updated referring agents and families at two intervals during the program. Best-practice



indicates that one of the foundations to positive youth developments is blending action with reflection. CAYIP Counselors paired the Google Classroom and large group meeting experiences with intentional debriefing so that all participants maximize the impact socially, emotionally, and cognitively. Each intern developed SMART goals, created a personal career-planning guide, wrote and practiced their elevator speeches, created a budget, developed a resume and cover letter, and completed a final project during the five week program.

## Earning

Interns received a weekly performance evaluation that correlated to their stipend amount. This year, a decision was made to increase the intern stipend from previous sessions. As a base, interns could earn up to \$120 per week for the five-week program (maximum of \$600). Evaluations were based on two main categories: assignment completion and meeting attendance. Deductions most frequently included not attending meetings or not turning in materials. Interns described utilizing their stipends for savings as well as purchasing items such as clothing, school supplies, and needs.

## Banking

Community Attention collaborated with the UVA Community Credit Union in order to reduce barriers for youth to open a savings account. UVA Community Credit Union provided a budgeting and financial management presentation for participants and provided additional financial literacy resources. Additionally, youth who were interested in opening an account were able to connect and complete paperwork virtually through this partnership that reduced barriers to opening an account during COVID-19.

## Celebration

The internship program concluded with a virtual celebration event on August 6, 2021. The celebration provided an opportunity to reflect and appreciate the success of the teens and program. Presenters included Misty Graves- Interim Director of Human Services; Tamarius Washington- Charlottesville High School graduate and creator of the “Tamarius Talks Finance” podcast, and Logan Means- Monticello High School graduate and Masters of Counseling Education student from Longwood University. Youth received a commemorative t-shirt and CAYIP certificate of completion after the ceremony.

## IV. Looking Ahead:

The health and safety of our program participants, partners, and community as a whole is top priority. To this end, CAYIP adapted our programmatic structure to provide youth an opportunity to engage in meaningful and supportive activities during the summer. Council’s generous support of this program allowed us to provide this experience at no cost to city participants.

Staffing limitations due to COVID-19 and concerns about potential programmatic issues with the virtual impacted the number of youth we were able to accept in the program over the summer. However, Community Attention will continue to offer the virtual session format to community youth throughout the 2021-2022 school year which will allow us to serve those youth were not accepted due to capacity issues in the initial summer session.

Several youth withdrew from the program prior to its start or did not attend their interview. This affected the overall number of youth who participated. We believe some factors contributing to withdrawing from the process was uncertainty about summer planning/needs for families during COVID and youth opting out of virtual format after completing virtual school year 2021.

Staff will continue explore the interview process with regard to communication and notification steps. Staff did note a decrease in missed interviews from previous years with the virtual format. We believe this may be due to removing barriers such as transportation to the interview location. We will continue to evaluate if virtual interviews will be something the program can offer after community health and safety measures are lifted.

In preparation for next summer, the Department of Human Services is exploring outside funding options to allow county youth to participate.

## V. Outcome Summary (CAYIP):

- 53 interns were accepted in the CAYIP Virtual Learning Academy.
- 94% of youth successfully completed CAYIP!
- 36 City youth; 17 youth from surrounding area.
- 35 youth were funded by the City of Charlottesville.
- 6 youth were funded by the Children’s Services Act (CSA), Victims of Crime Act (VOCA), or private pay contribution.
- 9 youth were funded by an internal scholarship.

- Age:

40% - 14 yo	~25% - 15 yo	15% - 16 yo	15% - 17 yo	~5% - 18+ yo
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- Race and Ethnicity:

15% Asian	4% Bi-racial	34% Black	8% Multi-racial	9% Other	2% Prefer not to answer	28% White	Ethnicity: 8% of participants identify as Hispanic or Latino.
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- Gender:

53% Female	40% Male	~7% Non-Binary
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- 51% of interns reported receiving free and reduced lunch.

- 94% of youth tested scored a B or higher on the workplace readiness post-test with an average score of 92 and median of 93. The range was 45-100.
- 100% of youth surveyed (37/37) enjoyed their program experience.
- 95% (35/37) would recommend CAYIP to other youth. 5% (2/37) noted they “maybe” would recommend a friend.
- 100% of youth surveyed (37/37) found the guest speakers informative and engaging.
- 68% of youth surveyed (25/37) youth report having a bank account with nine new accounts being opened during CAYIP.

## VI. Intern Evaluation Survey (CAYIP):

( 37 of 53 youth completed survey)

1. Overall, did you enjoy your internship program?	Yes: 37/37 = 100%	No: 0	Unanswered: 0	Undecided: 0
2. What part of the internship did you find challenging? *	Remembering the meetings/getting to the meetings on time.	Completing the work/ getting work done on time/ assignments were challenging.	Networking and interviews because it was new/ I am shy/ no experience in this area.	It wasn't particularly challenging.
3. Do you think and feel that completing internship at CAYIP had helped you learn new information? Your answer should be at least two sentences.*	Yes: I learned a lot about budgeting , banking, credit/debit cards and scams.	Yes: I learned about networking and communication.	Yes: I learned about applying for jobs and job interviews.	Yes: I learned skills that will help me in the workplace and how to resolve conflict.

4. Did you learn and practice workplace readiness in this program? Name three workplace readiness skills you used while in CAYIP.*	Communication skills	Team work	Problem solving/ conflict resolution skills.	Helped prepare me for the future and increased my understanding of the workplace.
5. Do you have a bank account?	Yes: 25/37 = 68%	No: 12/37 = 32%	Unanswered: 0	
6. If so, did you open an account this session?	Yes: 9/37 = 24%	No: 24/37 = 65%	N/A: 4/37 = 11%	
7. Did you think that quest speakers and professionals who have been interviewed were informative and engaging?	Yes: 37/37= 100%	No: 0	Unanswered: 0	
8 What guest speaker (including the professionals who you interviewed) or topic you felt was particularly helpful and/or meaningful to you? *	Banking and budgeting presentation facilitated by UVA Community Credit Union representative Cassandra Riggin	Identity, diversity, and inclusion in the workplace presentation facilitated by City of Charlottesville Youth Opportunity Coordinator Daniel Fairley.	Participants identified many guests who were interviewed during their final project like child and family therapist Marissa Kent-White and university professor Dr. Paul Harris.	“I think they all did a great job and think they all have their own personalities and way to explain things that they can plug everybody that I talk to with their own way to express themselves about where they loved to do.” – youth participant
9. If so, please share the name or topic	<b>Banking and Budgeting:</b>	<b>Identity, Diversity, and Inclusion:</b>	<b>Final Projects:</b>	<b>All:</b>

discussed. *	<p>“Cassandra, she helped me understand budgeting really well.” – youth participant</p> <p>“This was helpful because it's good for future and it's good to know how expensive it is to have a child.” – youth participant</p>	<p>“When we were talking about everyone's well being and how they felt, that felt meaningful” – youth participant</p>	<p>“The interview I did was helpful and interesting to me because I got to learn more about a job I am very interested in. I got to understand a day in the life and challenges she faced and also things she enjoys about the job.” – Youth participant</p>	<p>“Like I say I don't have a specific one but I think they all impact on their own way.” – youth participant</p>
10. Was your CAYIP counselor helpful during this CAYIP session?	Yes: 23/37 = 62%	No: 0	Sometimes: 1/37 = 3%	No response: 13/37 = 35%
11. What are the areas where the CAYIP program exceeded your expectations?*	<p><b>Overall program:</b></p> <p>“I didn't expect to learn so much and be so benefited by what I learned about work place skills as I did.” – youth participant</p>	<p><b>Work/material:</b></p> <p>“We did things I didn't even expect to do” – youth participant</p> <p>“The difficulty of the assignments and how engaging they were.” - youth participant</p>	<p><b>Meetings/ Interviews:</b></p> <p>“I think the best part was when we get to interview the professionals . . . it was just so enjoyable.” –Youth participant</p>	<p><b>Support from CAYIP Counselor:</b></p> <p>“The counselors and other people helped and gave guidance more than I thought they would” – youth participant</p> <p>“I thought the communication with your counselor was really good because I felt like if I needed help I could reach out and hear back very quickly.” – youth participant</p>
12. What are the areas where the	<b>Assignments/</b>	<b>No suggestions at</b>	<b>Meetings:</b>	<b>More information on personal finance</b>

<p>CAYIP program could grow or improve?*</p>	<p><b>workload</b></p> <p>“The workload was more than I expected.” – youth participant</p>	<p><b>this time:</b></p> <p>“I think the CAYIP program is perfect the way it is.” – youth participant</p> <p>“ I don't think there is a part because everything we did and everything we learned was great and I think you guys should keep it up.” – youth participant</p>	<p>“Better meeting times” – youth participant</p> <p>“More group zooms are needed” – Youth participant</p>	<p><b>and banking:</b></p> <p>“I think they should have provided more information when it comes to personal finance.” – youth participant</p>
<p>13. What are your feelings about virtual learning? *</p>	<p><b>I like virtual:</b></p> <p>“I like virtual I get to stay home. “ – youth participant</p> <p>“I think it was great and helpful because not everybody have a way to get to the person meetings” – youth participant</p>	<p><b>It is okay, but I would prefer to be in person:</b></p> <p>“I am personally someone who works better in person and one on one but the internship virtual was good. “ Youth participant</p>	<p><b>It was hard:</b></p> <p>“It's easy to get off track.” – youth participant</p> <p>“I am personally someone who works better in person and one on one but the internship virtual was good” – youth participant</p>	
<p>14. If CAYIP returned to an in-person internship program, would you be interested in participating?</p>	<p>Yes: 18/37 = 49%</p> <p>“Yes of course. I would be super interested” – youth participant.</p> <p>“Yes, sure because they teach us so many different</p>	<p>No: 1/37 = 3%</p> <p>“No, because I have a job and its already hard enough trying to plan around zoom meetings” – youth participant</p>	<p>Undecided: 9/37 = 24%</p> <p>“Maybe I like virtual better” – youth participant</p> <p>“Maybe so but depending on covid.” – youth participant.</p>	<p>No response: 9/37 = 24%</p>

	things.” – youth participant			
15. How do you plan to use your CAYIP stipend? *	<b>Necessities:</b> Back to school items, bills, work uniforms, baby supplies.	<b>Save for an unknown purchase:</b> “Save 70%/80% and spend the rest when I want to.” – youth participant.  “Save it and buy some things I need.” – youth participant.	<b>Save for a big purchase:</b> School/college, car, an unknown purchase, a Nintendo Switch	<b>Not sure yet.</b>  “Not yet known. Most likely something I really want in the future.” – youth participant
16. Would you recommend CAYIP to another youth?	Yes: 35/37 = 95%	No- 0	Maybe: 2/37: 5%	
17. Do you have questions, comments, suggestions, or concerns?*	NO	“I want to thank the CAYIP counselors especially Jim for giving me the opportunity to take part in this amazing program.” – youth participant	“I don’t think there is a part because everything we did and everything we learned was great and I think you guys should keep it up.” – youth participant	“I want to say thanks for the opportunity to participate in this program.” – youth participant

\*most popular answers

Other General Comments:

- “Yes [CAYIP] helped a lot, before I didn’t really know anything about how banking and maintaining money worked. But with CAYIP I learned a lot, like how to fill out a resume, things to do and what not to do in an interview!”
- “Yes [CAYIP] has helped me greatly because I feel like this will help me have a better chance for applying for a job in the future. Also I feel like I have



learned a lot of good communication skills that will help me make friends in the future.”

- I think the amount of information you conveyed in just 5 weeks is astounding.”
- “Yes. CAYIP helped me in learning more info on a variety of topics including budgeting, building a resume and applying for jobs, and networking.”
- “[It was meaningful to me] when we were talking about people who come from different backgrounds and diversity in the workplace. It helped me realize that you're gonna come across many different people when you're working and in life.”
- “[The program exceeded by expectations] because I didn't expect to learn so much and be so benefited by what I learned about work place skills as I did.
- “I don’t think I have any other concerns or suggestions I think the [program] is great and really helpful. [I] hope you guys can continue doing this, [it] will impact other peoples life....”
- “[No suggestions] just have a blessed life and you are all wonderful amazing people.”
- “Are there any other CAYIP programs in the future, and if so when?”