



YOUTH OPPORTUNITIES UNLIMITED SUMMER YOUTH EMPLOYMENT 2025 PROGRAM ANNUAL REPORT

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PROGRAM OVERVIEW AND DESIGN

Recruitment

Y.O.U. made year-round efforts to recruit for our summer work experience programs. Varied methods of outreach are employed all year with more intentional efforts beginning in January in anticipation of the application opening on February 1st. These efforts continue until the application closes on May 1st.

Community Partnerships

Y.O.U. continues to maintain a network of Community Partners who serve 14–18-year-old high school students. While our focus for this contract is on In-School-Youth, our Community Partners also serve Out-of-School-Young Adults (18-24-year-olds) so this network provides important connections for Y.O.U. throughout the County. These partners provide year-round programming to youth in their communities which becomes a feeder for them to refer youth for participation in Y.O.U.'s SYEP efforts. Community Partners are expected to provide additional support to these youth and their parents/guardians throughout the application and enrollment process. Y.O.U. had 60 Community Partners who referred youth for participation in the 2025 Summer Jobs Program. These Community Partner relationships have proved beneficial in that they provide a network of positive developmental relationships that surround the youth throughout the year.

Salesforce CommYOUunity

Y.O.U. used our Salesforce CommYOUunity to track Community Partner referrals, enable effective communication about participant application, intake, and work placement statuses, and allow partners to assign eligible participants to their worksites when applicable. This level of collaboration and cooperation between organizations led to more successful engagement of parents/guardians, and youth which led to more successful outcomes for participants across the county.

Outreach Presentations

Y.O.U. makes it a priority to present to groups hosted by schools and Community Partners and any organization that requests our team to come and talk about SYEP. This is a great opportunity to provide information about summer jobs and support teens with the completion of the Summer Jobs Application.

The Resource and Support Specialist team hosted presentations in partnership with our community partners to engage participants in workforce development workshops focused on interviewing skills, resumes and soft skills development.

Flyers & Posters

Y.O.U. created two posters and flyers which were available in both Spanish and English. We continued the use of the “hot card” which proved very popular in 2023 and 2024. This was a smaller

version of the flyer and contained application and enrollment information with a QR code that when scanned brought the person directly to the online summer jobs application.

Y.O.U. created new flyers specifically to recruit for our Academy experiences – creating a general flyer for all our academies and then a few for specific academies. The QR code on these flyers brought interested applicants to the Academy Interest Form, and then youth were invited to apply using the SYEP application. The Academy Interest Form was an additional step, but it allowed our recruitment team to more easily identify participants who were seeking out these specialized experiences.

In addition to the Interest Form, we added career cluster information to the SYEP application that we used to identify participants with stated interest in the sectors aligned with individual Academies. We used data from the career cluster information in applications to recruit participants who expressed interest in our target career sectors and met the age requirements of the Academies.

All marketing materials can be found in the Appendix.

Social Media

Y.O.U. made 19 social media posts about the SYEP Application and Program between January and September, 2025 utilizing Instagram (Meta platforms), LinkedIn, YouTube, and TikTok, to effectively promote summer work experiences to youth and their parents/guardians in Cuyahoga County. The use of many platforms allows us to reach different audiences – teens, parents, employers, youth serving agencies, and more. Y.O.U. diversifies the types of posts, some are testimonials and success stories from participants, some are from the perspective of employer partners, and others are more informative with important dates and other reminders. Y.O.U. also added Instagram posts focused on financial literacy this summer. These posts were created, in partnership, with the Young Money Mentors Academy.

Y.O.U. created sample templates for our community partners to use to help boost the message about the opportunities for summer employment.

News Coverage

Y.O.U. continues to seek out opportunities for local news coverage throughout the year where the Summer Youth Employment Program can be promoted, and our successes communicated.

A few notable features from this year are:

- 1/30: TV20 and Applications Open <https://www.facebook.com/watch/?v=1601485513844091>
- 2/7: Signal Cleveland and Applications Open <https://www.cleveland.com/news/2025/02/apply-now-summer-job-program-helps-cleveland-teens-gain-skil...>
- 4/14: CVS Academy <https://www.cvshealth.com/news/community/how-summer-employment-program-in-cleveland-built-a-career-...>

- 6/17: WYSO and Building Great Futures <https://www.wyso.org/2025-06-17/clevelands-habitat-for-humanity-breaks-ground-on-east-side-homes-pr...>
- 6/20: Cleveland Jewish News https://www.clevelandjewishnews.com/news/local_news/greater-cleveland-habitat-for-humanity-s-breaks...

School District Communication

The Y.O.U. Call Center contacted every School listed on the State's school directory for Cuyahoga County and asked for the best contact information to receive the Y.O.U. communication toolkit about summer job opportunities. We updated our spreadsheet with this contact information. In addition, we requested that our URL be white-listed in their email system so their staff and students could receive email information from our staff in case participants used their school email addresses on their Y.O.U. summer jobs applications. In the past, our confirmation emails and other communications about appointments were blocked by school district email systems.

Y.O.U. is strategically partnered with many schools in the county, and schools are very helpful in spreading the word about the Summer Jobs application. Once again, Y.O.U. shared a communications toolkit with CMSD, Independent schools, Charter schools, and other suburban school districts. This contained logos, flyers, text copy and web links that can be used by school personnel to share information about the Summer Jobs Program.

For all students in districts receiving the PACE (Planning and Career Exploration) curriculum (CMSD and 10 inner ring suburbs), completing the Y.O.U. Summer Jobs Application was an assignment that students were expected to complete in the spring. This was also an assignment all JOG (Jobs for Ohio Graduates) students completed.

Y.O.U. Brand and Network

Y.O.U. has been the provider of Summer Jobs in the City of Cleveland for over 40 years. Because of our long history with summer youth employment, the community looks to us to provide this program. As such, many community members are proactive in applying every year.

Y.O.U. maintains a record of past applicants and participants, so every year we send emails and text messages to thousands of past applicants encouraging them to apply.

Plans for 2026

Y.O.U. will continue to utilize this diversified recruitment strategy as it appears to be effective and will increase targeted recruitment for the Career Academies to identify participants interested in learning about those specific careers.

Y.O.U. is always open to partnering with City Council members and City Departments to host Summer Jobs Information Sessions where our team can come and help youth apply.

ONLINE APPLICATION & REGISTRATION

Y.O.U. continued to require a completed Summer Jobs Application as the first step for all interested 14-18-year-old school students. Anyone who is 14 and going into the 9th grade in the fall through those graduating from high school can apply to work for Y.O.U.'s Summer Jobs Program.

Y.O.U.'s mobile friendly Summer Jobs Application went live on February 1st and closed on May 1st. In order to apply, each youth is required to have a unique personal email address. This is required for a number of reasons, but for the sake of professional development it is important that youth have access to and know how to use their email as a tool for professional communication. Y.O.U. also requires an email for a parent/guardian. When the application is completed, confirmation emails are sent to the young person and to the parent/guardian using the emails provided. All subsequent communications are sent to these email addresses.

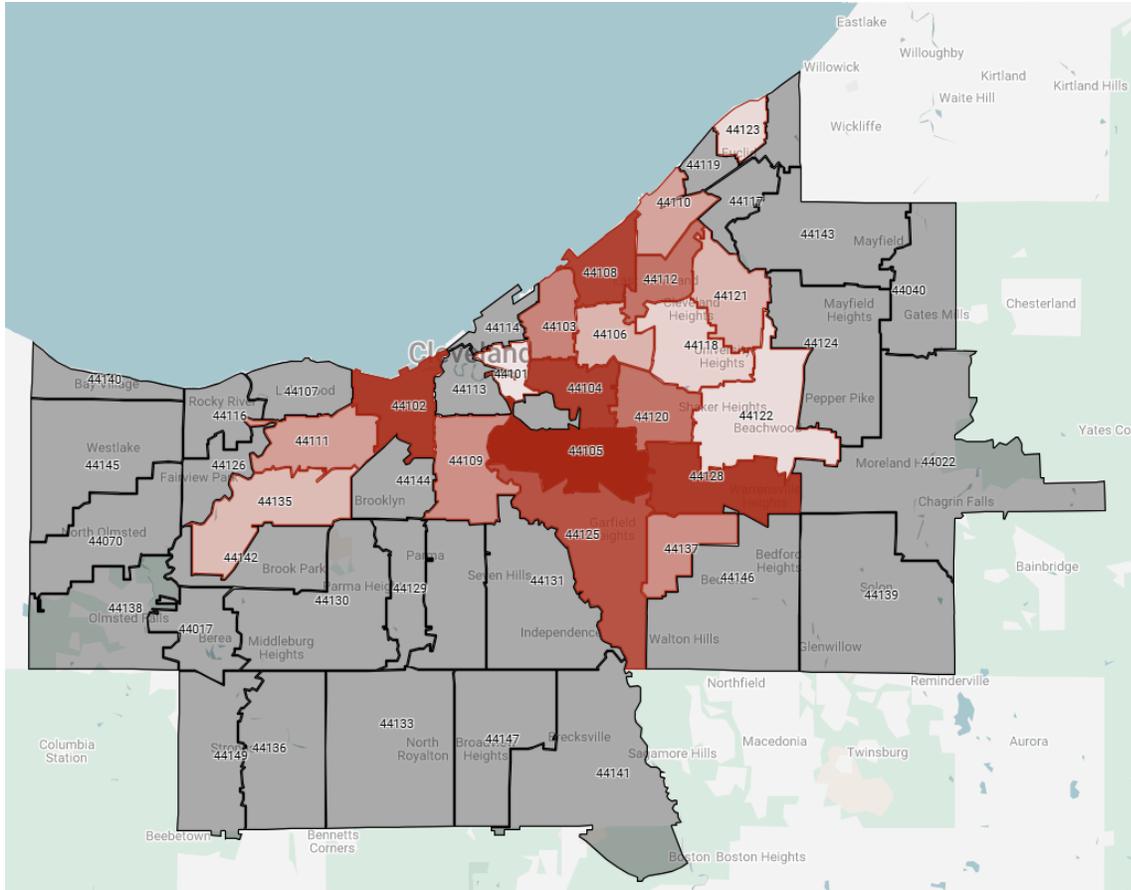
Total Applications Received

In 2025, Y.O.U. received a total of 5,991 unduplicated applications from youth. 5,832 of these applications were from youth within Cuyahoga County. The remaining 159 were from youth outside of Cuyahoga County. This number represents youth who applied from throughout northeast Ohio who were recruited for High School Tech Internships, a program sponsored by the Ohio Governor's Office of Workforce Transformation. It also represents youth applications from youth received from other places throughout the world which were disregarded as being ineligible. *The number of applications received is less than reported in 2024 because Y.O.U. took intentional time to deduplicate this number so the number of applications received represents unique individuals – further this total number represents only one application received from each unique individual.*

The top 10 municipalities for applications are all in Cuyahoga County. Cleveland has the greatest number of applications year-over-year, but the rest of the top application municipalities are first-ring suburbs:

Chart of Top 10 Municipalities

Cleveland	3582
Garfield Heights	355
Euclid	272
Cleveland Heights	265
Maple Heights	194
East Cleveland	161
Warrensville Heights	158
South Euclid	109
Shaker Heights	108
Parma	79



The map above shows county zip codes based on total number of applications submitted. Red zip codes had at least 50 applications. The darker the red, the more applications submitted. Over 50% of 2025 applications came from 44105, 44102, 44128, 44104 and 44125.

Selection of Youth Participants

Starting in late March, Y.O.U. begins the process of rolling “selection” for participant intake appointments. Y.O.U. continued its practice of over-inviting applicants to complete intake appointments to account for a 50% show rate. We over-invite because our goal is to over-hire knowing there is attrition between Intake and Orientation and between Orientation and the start of work.

Based on the large number of Community Partner youth referred for the summer program, Community Partner referred applicants made up the invited families for the first two weeks.

Parents/Guardians of those selected were informed that a child or children in their household was invited to the first step, Intake, in the following ways:

- Email
- Text Message
- Phone Call

Both the email and text message included a list of the required eligibility documents and the date and time of the appointment. 2025 is the first year Y.O.U. did not send out paper letters. In past years we received feedback that the paper letters did not make it to parents/guardians in time or so many of the addresses the youth provided were inaccurate that the letters were returned so mailing the letters was a waste of funding.

Due to the overwhelming turnout for intake appointments, Y.O.U. only needed to do one additional round of selection this year, which occurred after the application closed on May 1st. This was a lottery selection from the applicant pool based on the overall demographics of the results of the first wave of intake appointments, availability of worksites, and the distribution of participants across the county. We use the second selection to ensure proper balance of demographics and that all areas of the County are represented.

Acuity, our online scheduler, also sends our automatic reminders a week before the appointment, two days before the scheduled appointment. Each reminder has a list of the required documents needed for the intake appointment.

ELIGIBILITY DETERMINATION

Appointment Structure

Y.O.U. offered in-person Intake Appointments this year and continued to have great success with this model. For these appointments, only a parent/guardian is required to attend as many teen applicants are still in school. Appointments are scheduled for 90-minutes. On some days these appointments were shorter.

Every parent/guardian moves through five stations during the appointment:

- Sign-In: Online scheduler is updated and a physical file is created that will be updated throughout the appointment.
- Check-In: Documents (IDs, Social Security Cards, Proof of Residence, etc.) are verified and copied.
- First Level: All required forms are explained by a Y.O.U. Intake Specialist, and signatures are collected.
- Second Level Review: Review of all completed documents and forms for accuracy so corrections can be made while parent/guardian is still present and Y.O.U. is confident applicant is eligible for at least one summer funding source.
- Check-Out: Information is verified in the Salesforce database, and youth orientation is scheduled. Direct Deposit submission parameters are provided. Instructions on obtaining Work Permits are distributed to all parents/guardians of 14- and 15-year-olds.

Funding Determinations

Almost every applicant completed a TANF application as their first step for eligibility determination as it is the largest pool of available funding. If an applicant did not qualify for TANF funding, we then

screened them for City of Cleveland Funding, our second largest source of available funding. If a potential participant did not qualify for either of those funding opportunities, they were evaluated and assigned to another existing private funding source until there were no additional spots available. Our diversified funding streams allow us to serve many low-income families in the County who qualify for TANF, but it also avoids disappointing families who completed all the steps but are not TANF eligible as we are able to apply different funding.

In 2025, we denied fewer than 5 families of a youth applicant in Cuyahoga County an opportunity to attend Orientation due to household income above the TANF eligibility requirements. We are thrilled to be able to provide any Cleveland resident with a work experience thanks to our contract and partnership with the Office of Prevention, Intervention and Opportunity for Youth and Young Adults.

Schedule

Appointments were offered Tuesday through Saturday. Saturdays are offered to accommodate parents/guardians who are unable to take time off work.

Appointments occurred from Tuesday, April 8, 2025 – Saturday, May 17, 2025.

- The Intake Specialists started 2-weeks earlier than in the past for a total of 6 weeks of intake appointments
- Over 5,500 appointment slots were available during the Intake period to accommodate all invited and to provide opportunities for parents/guardians to reschedule.
- Appointments slots are offered every half hour.
- Based on the success of the appointment schedule in 2024, Y.O.U. kept the daily Intake schedule for 2025. Appointments start times were offered from:
 - 10 am to 5:30 pm, Tuesday through Thursday
 - 10 am to 3 pm Friday and Saturday

Intake Locations

Y.O.U. Summer Office – 1457 E. 40th St. Cleveland

This year, Y.O.U.'s Summer Office was once again large enough to host Intake Sessions. The office was located in the Midtown/Asiatown area – East 40th and Superior – with easy access to public transportation, ample parking in a secure parking lot as well as a large amount of easily accessible street parking. Seventeen days of intake were scheduled at the summer office. These days at the Y.O.U. Summer Office allowed Staff to be ready to receive early arrivals because set-up was not required. Additionally, we could be more accommodating to parents/guardians who arrived late to the last appointment of the day because we did not have the added pressure of needing to pack up and vacate the space.

This also led to increased file security as files could be locked up in Y.O.U.'s file room immediately following the day of appointments.

Y.O.U. is officially moving its headquarters to 1457 E. 40th in the spring of 2026 and we are thrilled families will be able to continue to go to the same building for intake.

Off Site Locations

Y.O.U. continued to offer appointments throughout the community to remain accessible to the families we serve.

- Re:Source Cleveland Location – 2 Half Days (Ward 3, near westside of Cleveland)
- Esperanza – 1 Half Day (Ward 14, Westside of Cleveland)
- MAGNET Location - 1 Day (Ward 7, Midtown)
- Gordon Green (Gordon Square) 3 Days (Ward 15, Westside, Gordon Square area)
- John F Kennedy High School – 1 day (Ward 1, East Side of Cleveland)
- Friendly Inn Settlement – 2 Days (Ward 5, Slavic Village)
- East Cleveland – Chambers Community Empowerment Center – 2 Days
- Cleveland Heights High School – 1 Day
- Maple Heights Branch Cuyahoga County Public Library - 2 days

In 2025, these Intake practices enabled our team of Seasonal and Core staff to determine **2,025 families eligible** for one of our available funding sources.

Online Scheduler

Y.O.U. once again used the Acuity Scheduler to help manage appointments and allow applicants to reschedule themselves. Our online scheduler provides built-in email and text reminders, which seems to lead to better attendance. We customized the timing of reminders and every reminder contained a link to the required list of documents to help families better prepare.

File Review

Y.O.U. continued to have two levels of file review to ensure our files comply with eligibility guidelines from our various funders.

- 2nd Level Review occurs onsite during the appointment, and this is where most file issues are identified and corrected. This is where TANF funding eligibility is confirmed onsite. If a participant is determined not eligible for TANF, the team considers other funding sources available and makes changes in the database system and on the paperwork so the parent/guardian can be updated of the TANF decision and for the path forward regarding summer employment participation.
- 3rd Level Review occurs in the subsequent days by members of Y.O.U.'s Compliance Team with independent eyes not influenced by the "stress" of having the parent/guardian in the room. This is an additional opportunity to review the file to identify any errors and have files corrected before young people are hired and begin working. At this stage, we can adjust which funding source is being applied to each applicant to ensure we are meeting all our metrics while remaining compliant.

Missing Documents & File Corrections

Any documentation, signatures, etc. that were found missing at 3rd Level Review were assigned to a Y.O.U. staff member to contact that parent/guardian to make the appropriate corrections. If corrections were not made by the time the work experience began, Y.O.U. moved those few participants to private funding with the most flexible requirements.

Having an accessible Y.O.U. Summer Office made follow up document collection much easier as parents/guardians could drop in throughout the day to sign forms and turn in other documentation with the admin team.

Planning for 2026

Y.O.U. will roll out a new digital process for completing intake forms that will standardize form completion and will lead to greater initial file compliance and fewer follow ups; require less training for seasonal staff; and fewer preprinted forms and paper waste. This process will still provide the high-quality customer service our families expect from our intake process and allow us to collect additional data for our partners.

The Resource and Support Specialists will run a satellite intake team to support our Community Partners and provide smaller intake days throughout the intake season for populations that need the most support.

FINANCIAL LITERACY

Y.O.U. continued our efforts to embed and enhance financial literacy and financial wellness in the Summer Youth Employment Program.

Young Money Mentors (YMM)

In 2025, Y.O.U. hired two college students to lead a team of five high school students in this peer-to-peer education model. YMM are educated and trained in financial literacy, then they work together to create a series of presentations from a youth perspective for all participants in Y.O.U.'s summer youth employment program. The workshops are designed to help all summer program participants learn the fundamentals of financial literacy and embrace the importance of financial access.

- Session One was included in Orientation and covered topics such as understanding payroll, paychecks and taxes and some basics around budgeting and saving.
- Session Two was offered throughout the work experience, with both in person and virtual sessions, and focused on budgeting, saving, and values and attitudes around money.

Banking Partnerships

Y.O.U. had support from two local banks to increase access to banking for summer jobs participants: Bank of America and Greater Cleveland Community Credit Union. In addition, Y.O.U. is in partnership and attends the regular meetings of the BankOnCle network (<https://bankoncle.org/>).

Banking partners are expected to offer accounts that align with the Cities for Financial Empowerment's Youth Account Priorities. (<https://cfefund.org/wpcontent/uploads/2018/01/SJC-Youth-Account-Priorities-Jan-2018.pdf>)

Youth Account Priorities include the following:

- Non-custodial account ownership
- The youth's first payroll direct deposit is used to open their account which means the starting account balance is waived.
- No monthly maintenance fee
- No overdraft fees
- No inactivity fees
- In-network ATMs for feeless withdrawals
- Free linked savings accounts

2025 Outcomes

- The YMM team led 20 presentations throughout the county to SYEP participants during the 6-week program. These were organized geographically by worksite. The Y.O.U. Employer Relations Team worked with the YMM team to educate the Work Site Supervisors on the importance of financial literacy to the success of our program, and they eagerly bought in. Youth were scheduled to work offsite that day, meaning their scheduled work shift was to attend the YMM presentation which were held at local Recreation or Community Centers. There were also several ZOOM sessions held for those who missed their session. Attendance was taken at all sessions and compared against timesheets to ensure pay was accurate for the day they attended. This partnership with the Work Site Supervisors has been crucial to our success.
- 100% of participants went through the first session of financial literacy which was offered during Orientation.
- 260 SYEP participants attended at least one additional YMM presentation during the summer.
- In line with other SYEP programs nationally, as a rule Y.O.U. does not issue paper checks. For this reason, Y.O.U. researched a new Paycard that is more favorable for youth who choose not to open a bank account. The RAPID Paycard offers reduced or waived fees, more accessible ATM locations, mobile accessibility to check balances so youth can avoid fees, no overdraft fees because youth are not able to overdraft their accounts. In addition, RAPID offers the youth the option of opening a Savings Account
- Seven years ago, 99% of participants were issued Paycards so we are seeing slow and steady growth. One of the challenges we face continues to be distance and distrust. The BankOnCle coalition and the CFE Fund continue to work with Y.O.U. to help us identify and approach new partners in the City who can create opportunities for youth. In addition, Y.O.U. is working with BankOnCle to address the distrust issue that is so prevalent in the unbanked community in Cleveland and nationally.

Plans for 2026

- Y.O.U. is looking forward to expanding our partnerships with Bank of America.
- Based on feedback from our partners at Bank of America, we will focus on developing banking relationships prior to Orientation so the facilitators can focus on delivering exceptional financial literacy material during orientation. We will be working with our Community Partners and the BankOnCle Coalition to host events for youth who have completed the intake process to open bank accounts in May before attending a SYEP Orientation.
- The Young Money Mentor Team will return with the same structure – two college student mentors and 4-6 older youth presenters who will work together to educate their peers on the importance understanding their financial bearings. Our team is already at work strategizing the locations and dates for the presentations.

YOUTH ORIENTATION & ONBOARDING

Saturday, May 31st through Saturday, June 7th

22 total sessions at two locations daily. Monday through Friday for 2 sessions per day (8:30-12:30 and 1:00-5:00). 1 session available on Saturday mornings (8:30-12:30). Each session was 4-hours long.

Locations:

- Cleveland Heights High School – 2 days
- John Marshall High School – 2 days
- Maple Heights High School – 2 days
- Max Hayes High School – 2 days
- Cleveland Central Catholic High School – 3 days
- John F Kennedy High School – 3 days

Parents/Guardians select the participant's Orientation Session during the check-out stage of the Intake Appointment. Both the youth and the parent/guardian receive multiple text messages, emails, and phone call reminders about the scheduled orientation session, including special reminders if they need to provide a work permit. If the youth (or parent/guardian) needs to reschedule the orientation date and/or time, they are able to call the Y.O.U. Call Center.

**CONGRATULATIONS!
NEXT STEP: ORIENTATION**

Orientation is MANDATORY for all participants. You may not start work until you attend orientation.

Date _____ Location _____

1:30-5:30
Doors open at 1:00
Orientation begins promptly at 1:30

Dress Code
Participants should be dressed as they would for school. Y.O.U.'s dress code states: clothing must not be too tight, should not expose the abdomen, chest or buttocks areas, and should not have tears or holes. Clothing, including jewelry and hair, must be free of sexually related references, foul language, suggested use of alcohol or drugs, and must not create a safety hazard.

Required Documents for Orientation
Original Photo ID (no copies, no photos)
Social Security Card or Birth Certificate (no copies, no photos)
If you're 14 or 15 - your work permit. If you're a male and 18 or older - your proof of Selective Service
Direct deposit form or voided check if you want your pay to go directly to your bank account

<p>Work Permit Will you be 14 or 15 years old on June 9, 2025? You need a work permit. Don't wait! Fill out the application you received at intake, schedule a doctor's visit, and bring your completed application to your school or designated work permit office.</p>	<p>Selective Service Are you a male and at least 18 years old on June 1, 2025? You need proof of registration with Selective Service Check out www.sss.gov to verify to register, confirm your registration status, and print your proof of registration.</p>
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How do you want to be paid?

<p>STEP 1: Banking Options Y.O.U. recommends every participant has a bank account. 1. Visit one of our banking partners Bank of America or Greater Cleveland Community Credit Union, either before or at orientation to open a Youth Safe Bank Account. 2. Choose a bank close to home and set up an account. 3. Use a bank account you already have. Don't have a bank account? No worries! Job coaches will deliver pay cards to all youth without direct deposit before the first payday.</p>	<p>STEP 2: Get set up for direct deposit! Youth who have an active bank account should bring a bank issued direct deposit form or voided check to orientation with: 1. Account owner's name 2. Bank name 3. Account type (checking or savings) 4. Routing number 5. Account Number</p>
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Questions? visit youcle.org/syep or call (216)776.3900

Empowering the Future Workforce Since 1982

This document was printed in full color and given to all families at check out for Orientation. The date, time and location were completed by the Intake Specialist at Check-out so youth know where to report for Orientation and what to bring

Check In

During Check-In, attendance was updated in Salesforce and we collected all documents, including: work permits, selective service, and direct deposit forms.

Work Permits

Work permits are required for all 14 and 15-year-olds to legally work during the summer. Obtaining work permits continues to be a difficult task for many families. Parents are provided with a detailed "how-to" guide at Intake and they received reminder text messages and phone calls from our Customer Service and Summer Staff. In addition, our Customer Service Staff are very skilled at helping families work through the work permit process. Youth are required to have their work permit at Orientation and if they did not have it when they arrive, they were provided with detailed instructions on how to obtain their work permit and reschedule orientation. Through these measures, we were able to reduce the number of young people who began work without a work permit on file. Any young person who did not have a work permit on file either had to produce that work permit or was terminated because they are not lawfully allowed to work.

Tax Documents

For the first 45 minutes, all youth completed tax documents required to work for Y.O.U., with the assistance of Y.O.U. staff. The tax information was presented to the large group and Job Coaches and Y.O.U. volunteers sat with small groups to ensure all youth were able to follow along.

Small Group Sessions

Students then rotated through four small group breakout sessions, each session lasting 30-minutes. The topics of the breakout sessions were:

- Human Resources/Timekeeping
 - This session trains young people how to log into and use Paylocity, our time keeping tool. This training is vital so young people know how to clock their hours prior to beginning work.
- Job Readiness Training
 - We use this time to go through the handbook (available digitally and in-print by request) and how to be successful in a Y.O.U. summer job.
- Financial Literacy
 - Our banking partner, Bank of America, facilitated the Financial Literacy presentation. Their focus was on budgeting and personal finance.
- Overview of Case Management
 - This session is run by the Case Managers and youth complete their Individual Opportunity Plans and Stepping Stones documents.

While young people were moving through their breakout sessions, Y.O.U. staff audited tax paperwork to identify errors on forms that needed to be corrected.

Check Out

During Check-Out, youth were given:

- Employment Plan which detailed their work assignment including location, start date/time, job coach contact information, case manager contact information, worksite supervisor contact information, summer job expectations, and their first week's schedule. We try to make these as detailed as possible.
- Youth also received two 5-trip bus tickets to help get them to work the first week.
- Lastly, anyone who had errors on tax forms was asked to correct these forms during the Check-Out process.

Background Checks

Every year, approximately 5-8% of our worksites require their Y.O.U. participants to pass a background check. In 2025, Y.O.U. invested in 2 fingerprint machines so we could run youth background checks at orientation. Participants met a member of the Y.O.U. HR team either at check-in or check-out. Based on the difficulty getting young people to come to our summer office the week after orientation, this worked very well to ensure background checks were completed and these students could begin work. If young people somehow missed a background check at orientation, they were invited to our summer office.

Plans for 2026

- Y.O.U. will continue to refine the check-in and document collection process, so we ensure all important documents are checked into our system correctly.
- We will continue to refine the financial literacy presentation in partnership with Bank of America. Youth will not be able to open bank accounts at orientation because there simply

isn't enough time for them to learn the importance of personal finance and open accounts. Y.O.U. will work with our banking partners to create more opportunities for young people to open accounts in the weeks leading up to the start of the program.

EMPLOYER ENGAGEMENT

Y.O.U. would not be able to successfully provide summer experiences for over 1,500 teens each year without a robust employer engagement and job matching strategy that allows us to partner with hundreds of employers across Cuyahoga County.

The Employer Relations team begins preparing for the upcoming summer season as soon as the current season ends. The team spends time reviewing feedback and discussing what went well and where to improve, and then they begin executing their plan for the upcoming summer.

Accomplishments of 2025:

- 420 registered worksites. 98 of those were new worksites.
- 288 supervisors attended one of over 40 available Worksite Supervisor Orientations either in person or virtually.
- 107 worksite verification visits
- 2,025 youth participants were matched to positions.
- 439 worksite reassignments

JOB MATCHING

Y.O.U.'s overall job matching strategy is to match 14- and 15-year-olds to any basic job where they can learn the foundational soft skills employees need in the workforce. Our goal is to place 16- to 18-year-olds in jobs that align with their career pathway of interest.

- Career Clusters on the application:
- Agriculture, Food, and Natural Resources
- Architecture and Construction
- Arts, A/V Technology, and Communications
- Business, Management, and Administration
- Education and Training
- Government and Public Administration
- Health Science
- Hospitality and Tourism
- Human Services
- Information Technology
- Law, Public Safety, Corrections, and Security
- Manufacturing
- Marketing

- Science, Technology, Engineering, and Mathematics
- Transportation, Distribution, and Logistics

Career alignment is a little difficult because geographic location is a top priority when considering placements. We strive to ensure youth worksites are within 1-3 miles from home so that transportation does not become a barrier to successful summer employment.

In 2025, 49.6% of SYEP job assignments match the participant's desired career cluster. In 2024, we had a 47.2% career cluster success rate. Part of the reason for our success is the continued expansion of our Academy model within the SYEP structure.

WORK EXPERIENCE

The work experience was designed to be a six-week work experience, beginning on Monday, June 16th and ending on or before Saturday, July 25th. Each year, there are a number of worksites requiring variance to this schedule, such as: starting a week early or late, ending a week early or late, extending the work experience over 7 or 8 weeks with fewer hours each week, etc.

Participants were budgeted to work 150 hours at their assigned worksite. In general, most participants were scheduled to work 25 hours per week for 6 weeks, but some worksite supervisors facilitated adjustments with Y.O.U. to have young people work fewer hours per week for more weeks for a total of 150 hours. Other worksites were able to work more individually with youth to tailor the experience to their needs of their individual schedules.

The hourly rate of pay was \$13.50.

In 2025, Y.O.U. provided a total of 1,948 work experience opportunities across northeast Ohio. Of this number, 1,778 were young people within Cuyahoga County. **1224 of these young people were residents of the City of Cleveland.** The City of Cleveland, through Y.O.U.'s contracts with the Mayor's Office of Prevention, Intervention, and Opportunity paid for 570 of these youth placements (130 more than our contracted goal).

While City of Cleveland residents represented 59% of applications received, City of Cleveland youth represented 69% of participants served in Cuyahoga County.

Youth Payroll

Participants are paid on a bi-weekly schedule.

2025 Pay Schedule

- June 13 (for early start participants)
- June 27
- July 11
- July 25
- August 8

- August 22 (for extended participants)

Funds are issued directly into participant bank accounts, using direct deposit, or onto their RAPID Pay Card.

Paylocity

Clocking in and clocking out is a vital workplace skill youth must learn to be successful in future employment opportunities. Paylocity is available as an app on smart phones and through an internet browser that can be used on a phone, tablet, or computer. If participants do not have access to a smartphone and the work site does not have a computer, the participant can clock in/clock out on, Y.O.U. will issue the worksite a tablet for the student to use.

In 2025, Worksite Supervisors were not provided with access to Paylocity, as it requires too much additional training and it was not being used effectively. It is the role of the Job Coaches to follow up with the Worksite Supervisors to confirm participant times on Payroll Mondays. Year over year, the number one problem with payroll is youth not logging their hours in Paylocity. In 2026, Job Coaches will receive additional training in Paylocity so they can better support their participants. We asked the worksite supervisors to also help reinforce clocking in and out to mixed results; some were really great at helping build this skill while others were less attentive.

SUMMER CAREER ACADEMIES

2025 marked the third summer of our Summer Career Academy program model in the SYEP program. It has been met with wild success from participants and sector partners. Over 20% of our SYEP participants took part in an Academy work experience this summer.

The Summer Career Academy model is an opportunity for a young person to participate in a cohort-based work experience focused on a particular career sector. The hallmarks of this work experience are hands-on exposure to the work of this pathway, opportunities to engage with professionals working in the field, site-visits to professional worksites, and professional development workshops where participants work on developing soft skills, create resumes, social emotional learning, and reflection on their academy experience and its impact on their plans for the future. Summer Career Academies can be anywhere from six- to ten weeks and from 25- to 30- hours per week, depending on the pathway and scope of work involved.

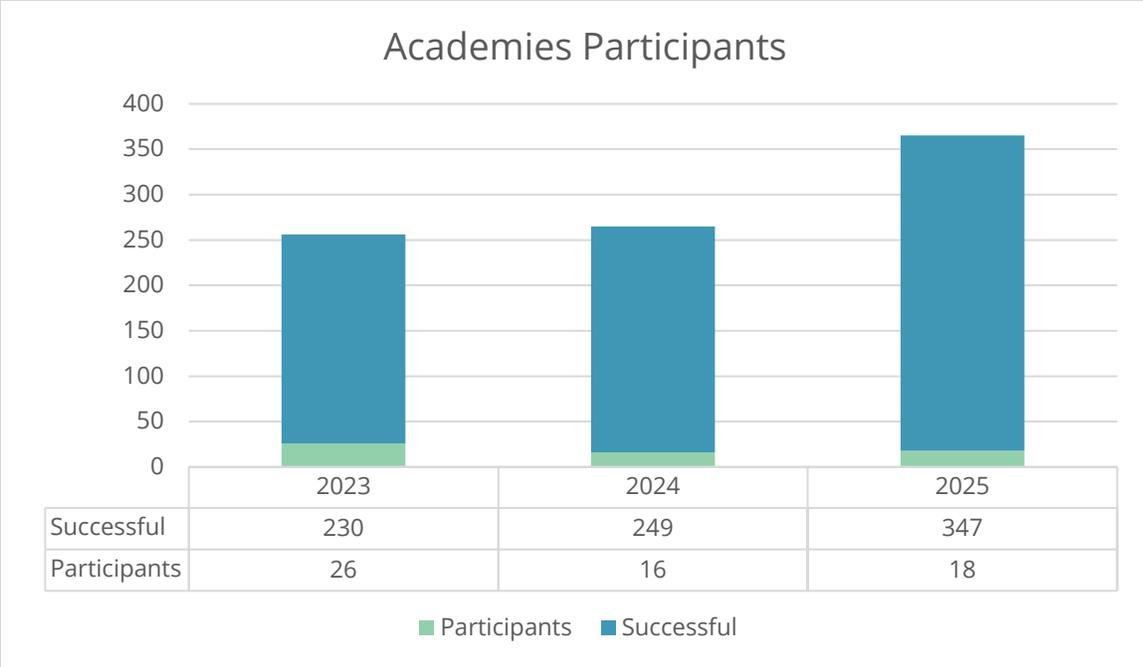
All youth interested in a Summer Career Academy completed a short interest form on the Y.O.U. website where they indicate the academy or academies they are interested in. After completing the interest form, they are automatically redirected to the SYEP application so they can also complete that at the same time.

Our recruitment team reviews all short interest forms and compares those against the different criteria for all the academies. They then reach out to the youth who are identified as great matches

for each academy for a short interview to ensure the youth understands the scope of the academy and the commitment of the experience and to ensure they still want to participate.

Career Pathway	Partner	# of Available Placements	# of Youth Participants
Architecture	Ace Mentoring	10	6
Construction	Habitat for Humanity	16	10
Culinary	CLE Chefs (CMSD) & Rainey Institute	12	8
Entrepreneurship	Dream Chasers Program through Breadwinners	40	15
Filmmaking	Crew & THC	25	16
Finance – Young Money Mentors	Y.O.U Staff and Banking Partners	6	5
Healthcare	Newbridge & CVS	59	22
IT	Tech Talent Pipeline	300	168
Lead Abatement	Environmental Health Watch & Lead Safe Resource Center	7	2
Manufacturing	Magnet	80	65
Maritime	Argonaut	40	22
Marketing	City of Cleveland and Crowder and Assoc.	10	9
Public Service	City of Richmond Heights (Mayors Office, Fire Dept, Police Dept, & Rec. Dept.)	6	7

We built on our successes in the previous 2 years and had an exceptional impact. The total number of Academies participants has grown to 365 participants in 2025 with a 95% successful participation rate (from 256 participants in 2023 with a 90% successful completion rate, 265 participants in 2024 with a 94% successful completion rate). When compared to the 92% completion rate for SYEP as a whole, we can clearly see the connection of career alignment to program success.



Participants in most Academies engage weekly in professional development sessions facilitated by Y.O.U.'s PACE staff. 120 students received this additional weekly session. Many academies provide their own additional professional development opportunities.

Planning for 2026

- Due to the immense success and interest in Academies, Y.O.U. has been approached by dozens of community organizations looking to participate as a site. The Y.O.U. Community Partnerships team is working to define a common language and adequate timeline around Academies and Community Partnerships so we can funnel interested partners into the correct programming and provide the best support for our partners and experience for the students.
- We are looking to expand academy programming to geographically diverse sites. It is very difficult for young people to travel around the county, so it is important that we create a variety of opportunities in a wide geographical area. In 2025, all academies were offered at host sites on the east side of Cleveland, but 28% of our SYEP participants are west side residents.

JOB COACHING

Job Coaches are seasonal employees who work from mid-May through mid-August to support participants through Orientation and the work experience. Coaches are available for several weeks after the work experience ends to ensure the final payroll is accurate and to help with the collection of post evaluations and satisfaction surveys. Every Summer Jobs Program participant is provided

with a Y.O.U. Job Coach. The position is focused on building positive developmental relationships that benefit the growth of young people.

Training

Job Coach Training started on Monday, May 12th and ran until Friday, May 30th. During training we covered topics such as an orientation to the role, positive developmental relationships, the purpose of case management, Paylocity Training, Financial Literacy, Call Center Orientation (when and why youth should contact the Call Center), how to engage positively with employers, how to advocate for youth while also holding youth accountable on the worksite, the importance of Case Notes, how to use Salesforce, and more.

We also use this time to train the Job Coaches how to facilitate the Y.O.U. SYEP Orientation Sessions. We teach them how to lead the following sessions:

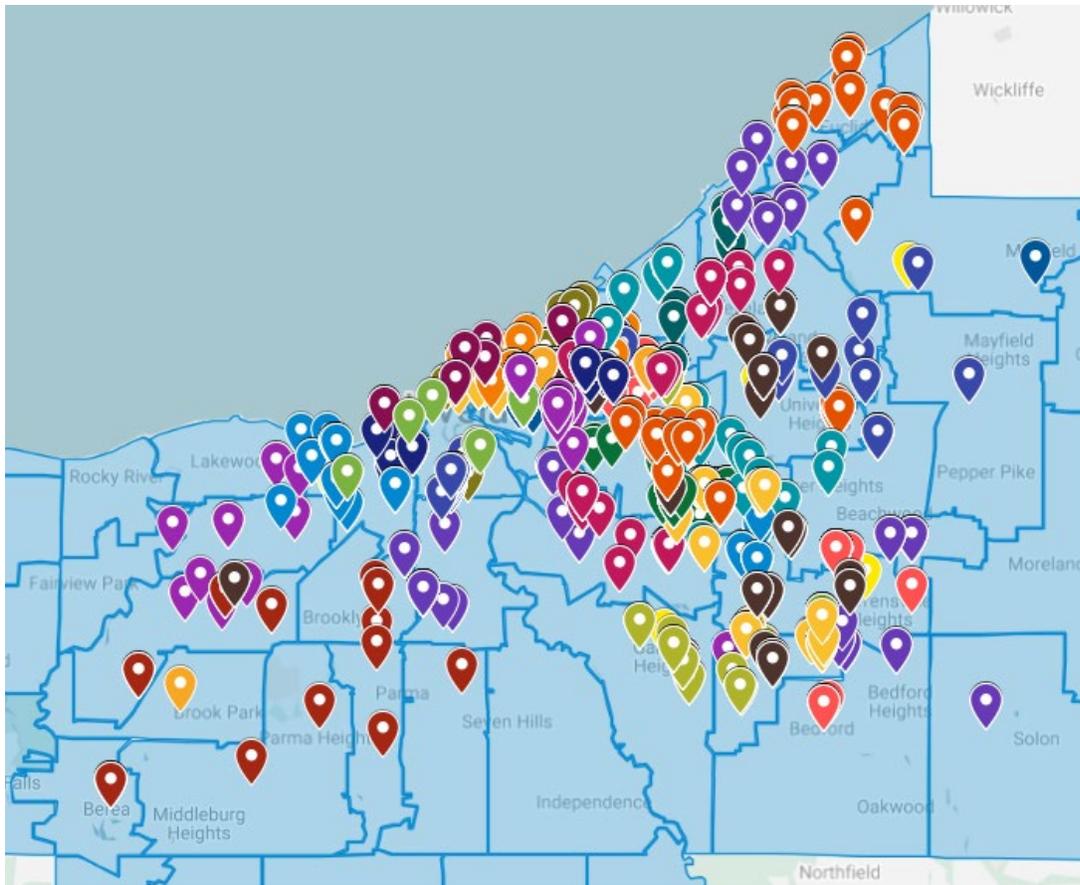
- How to properly complete Hiring paperwork: I9, W4, & IT4
- HR/DEI – Y.O.U. policies and procedures – what we expect of good employees
- Financial Literacy
- Job Readiness Training – practicing some soft skills necessary for that first day.
- Logging into Paylocity – the importance of clocking your time
- Case Management Services – Actually the Case Managers lead this portion
- How to explain the Employment Plan so youth are prepared for their first day.

Job Coaches facilitate youth orientation sessions, during which they begin to develop positive developmental relationships as they prepare the youth for their summer experiences.

Job Coach Matching

The ideal caseload for a Job Coach is 35-40 participants or less. Some job coaches have more worksites and fewer students (15 worksites and 21 students, for example), while others have 1 or 2 sites and more students (such as 1 worksite and 48 students). Job coaches are matched to locations by the SYEP management team based on where they live for ease of day-to-day visits. Job Coaches are assigned to specific summer worksites and will coach all the participants at those worksites, regardless of their assigned funding source.

In 2025, we had 50 job coaches assigned to 358 worksites, for an average of 35 students and 7 worksites per job coach.



The above is a map view of Y.O.U. Cuyahoga County worksite locations and color coded by Job Coach and overlaid on county Zip Codes.

Job Coach Expectations

Job Coaches are the face of Y.O.U. to our participants and are expected to visit each of their worksites at least two times per week. They are expected to:

- Provide positive reinforcement for the work that has been accomplished and coaching for the areas of growth identified by the worksite supervisor.
- Be available upon request for emergency situations at worksites, to deescalate difficult situations, and to support the youth and worksite supervisor.
- Provide feedback, training, and advice to participants to help them succeed during the experience.
- Approve youth payroll and distribute and collect important documentation for Y.O.U.
- Help participants and worksites communicate effectively.
- Advocate for participants with the worksite supervisor.

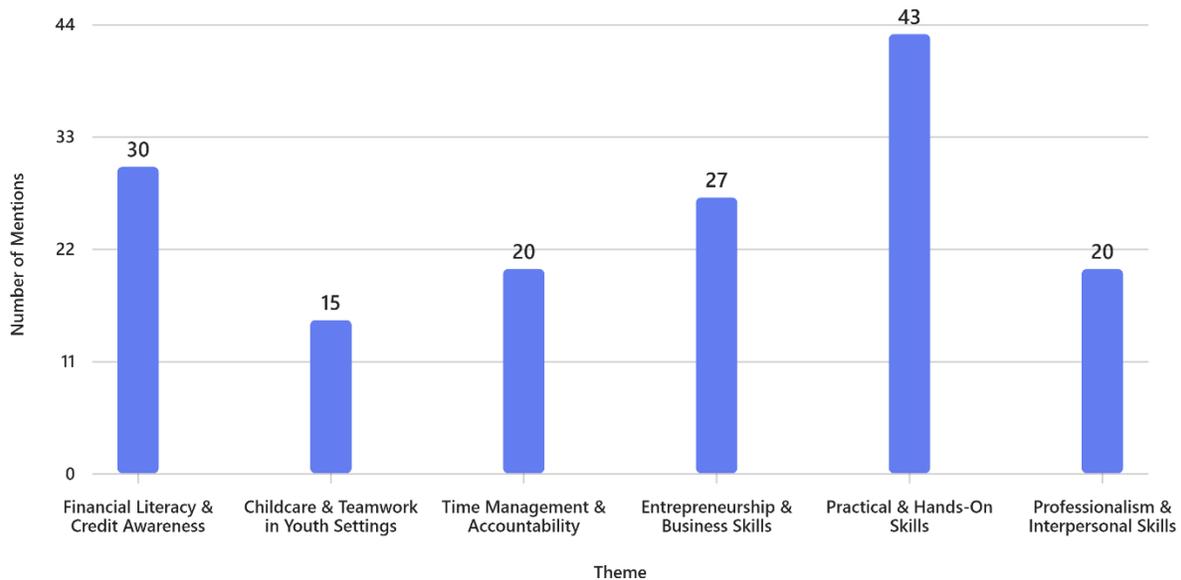
Quick Questions

The job coaches were tasked with a “Quick Question” this summer. This question was asked by the job coaches when they visited the work site through a JotForm link to test if this form of gathering

data would work for our job coaches. Of course, it gave the SYEP team some exciting qualitative data.

From July 13-17, Job Coaches asked their students: "What is something you learned last week at work?"

- 231 submissions
 - 151 submissions including hard skills. (Construction, Business strategies, Computer skills, Cleaning Skills, Paylocity, etc.)
 - 75 submissions including soft skills (responsibility, patience, time management, communication, team building, customer service, etc.)
- Themes include:
 - Financial Literacy & Credit awareness (thanks to presentations by the Young Money Mentors)
 - Teamwork
 - Time management and accountability
 - Entrepreneurship and business skills
 - Practical hands-on skills
 - Professionalism and interpersonal skills



Highlights of the student answers included:

- Building chicken coops, growing plants or installing gutter rails
- Learning about credit, loans, saving, and other financial literacy – huge shout out to Young Money Mentors
- Impact of lead on the body
- Business plans and pitches
- Learning to use AI

- Learning that work is easier when they work together
- Learning to be patient and understanding with co-workers, customers and children
- Learning to manage their time
- Learning to project and learn lines
- How to debate effectively
- SYEP things: such as making up hours and Paylocity

Team Leads

In 2025, Y.O.U. had four Job Coach Team Leads: the two RSS supervisors and two seasonal, SYEP returning staff members. Each of these leaders have been with the program for at least 1 year. The longevity of leadership helped to contribute to more positive leadership for the Job Coach team which led to more positive outcomes for the overall summer program. Each Lead had fewer coaches to support so they could better focus their attention.

Team Leads were assigned a small group of job coaches to supervise. They met with their teams on Mondays for our large group meeting and again one additional day during the week to answer questions, teach new skills to their smaller group and work on case notes. They were always available to their job coaches for questions and support, or to escalate concerns from parents.

Plans for 2026

- The SYEP management team is developing a digital guide for all Job Coaches with everything they need to know to be successful. This will put all their training at their fingertips so they can successfully answer questions and manage difficult situations at the worksites.
- Job Coaches will be provided with guided meeting questions and conversation starters with their assigned participants and worksite supervisors. This will allow us to gather qualitative data throughout the work experience to drive program developments in the future. This information will also be available to add to youth case notes.

INTERNSHIPS

In 2025, the Y.O.U. Internship Program achieved its goal to grow its representation of City of Cleveland residents from previous years. **41 young people from the City of Cleveland participated in a Y.O.U. Internship.** 28 of these Internships were paid through funding provided by the Mayor's Office of Prevention, Intervention, and Opportunity.

The Internship Program at Y.O.U. is designed for high school students interested in gaining professional skills, exploring careers, and building a professional network while being paid. Internships differ from the typical SYEP experience and our Y.O.U. Academies in that they are focused on individual learning goals, and Academies are developed for a cohort training setting.

In 2025, 101 students from Cuyahoga County, primarily Cleveland and its inner-ring suburbs, completed 120-hour internships in an industry of their choice.

These internships are hosted by Y.O.U.'s employer partners. The Internship Program improves school engagement, increases high school graduation rates, and prepares students to make informed post-secondary and career decisions. Interns benefit from a strong support network of Y.O.U. staff, employer mentors, and partner organizations, helping them build sustainable career pathways.

Interns are paid \$14.00/hour for their 120-hour internships. It is important to note that Y.O.U. subsidizes the extra \$1/hour through alternative funding sources for any student funded by the County TANF Contract. Interns can earn up to an additional \$500 in professional development stipends for completing their professional development workshops.

Youth Congress

Y.O.U. was selected by the City of Cleveland to coordinate and support the work of the youth involved in the Youth Congress, a high school internship program serving the Municipal Cabinet in 2025 and 2026. Through Y.O.U.'s established internship model, the organization managed all aspects of the interns' experience—including onboarding, payroll, coaching, and ongoing professional development—to ensure compliance with employment standards and strengthen participants' workplace readiness and leadership skills.

The first rendition of the Youth Congress operated from June to August 2025 and included 12 interns, each completing 60 hours at \$14 per hour. Payments were distributed in four installments tied to milestone completion. The program began with youth narrative training focused on elevating peer voices and reframing public perceptions of young people. Interns joined one of four committees—Prenatal to Early Childhood, Educational Outcomes of Out-of-School Time, College and Career Readiness, or Overall Wellbeing—where they collected data, attended city-level meetings, and presented their findings to those committees. The experience culminated in a final presentation to Mayor Bibb outlining key insights and recommendations for improving outcomes for Cleveland youth. Ten of the 12 interns successfully completed the program. Planning for a fall/winter cohort is currently underway in partnership with the Municipal Cabinet.

High School Tech Internships (HSTI)

The State of Ohio's Office for Workforce Transformation has named Youth Opportunities Unlimited as the Intermediary to operate the High School Tech Internship program in the following Counties: Erie, Huron, Richland, Lorain, Ashland, Cuyahoga, Medina, Wayne, Lake, Geauga, Portage, Stark, Summit, Tuscarawas, Ashtabula, Trumbull, Mahoning, and Columbiana.

Employer partners from all approved counties hire Interns as employees and pay them directly for at least 120 total hours at \$12.00/hour. The state reimburses the Employer 75% of all wages earned and Y.O.U. reimburses the 25% from our various funding sources. Employers must work with Y.O.U. and the State to create a work-based learning agreement that qualifies and is approved for the HSTI internship.

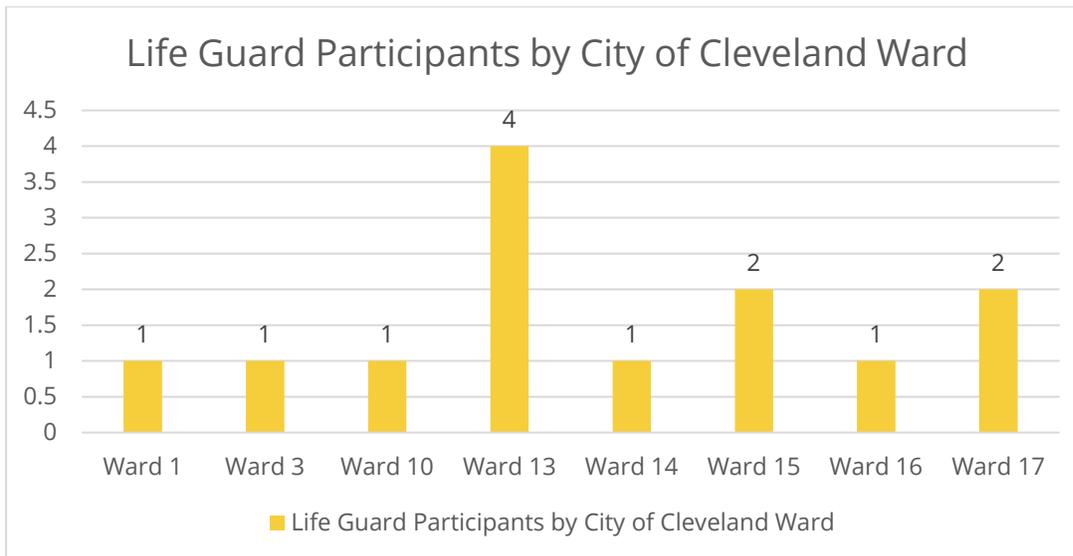
2025 HSTI Participants

Youth in a HSTI Qualifying Experience are counted in Y.O.U.'s total Youth in Work Experience Programs. Work experiences that qualify for HSTI in the City of Cleveland are also embedded in SYEP and Internships, while others are stand-alone experiences without the additional program components. In 2025, **48 youth from the City of Cleveland participated in a HSTI Qualifying Experience.**

Total Youth in a HSTI Qualifying Experience	141
Total Internships HSTI	32
Total SYEP HSTI	46

LIFEGUARD TRAINING

In partnership with the City of Cleveland, Y.O.U. supports the City's Lifeguard Training initiative. 13 Lifeguard Trainees participated in 2025. They were engaged in CPR, First Aid, and additional Life Guard trainings from February through April/May. The training was conducted by the City of Cleveland Recreation Department. Youth were paid stipends of up to \$540 each for successfully completing the course funded by Y.O.U.'s contract. Those who were eligible were then hired directly by the Recreation Department pools for summer employment.



STAFFING

The budget for this contract provides Y.O.U. with many crucial permanent positions that ensure we can implement SYEP year after year. The SYEP team and other core Y.O.U. staff work year-round to implement the summer program and to prepare for the next summer.

This budget also provides portions of the salaries of many permanent staff who provide leadership and administrative support to this program. This includes the time of program managers, Compliance, Human Resources, Accounting and Finance, Operations, and Database Administration.

Over Enrollment

Y.O.U. aims to over enroll our contracted numbers set in our contract because historical data tells us youth will not work all their allowable hours. Our goal is to hire as many young people as possible and fully spend the youth wage lines so the City's aim of empowering as many young people as possible is reached.

In 2025 also factored in the HSTI effect - because some of our City funded youth were also funded by HSTI, 2/3 of their wages were going to be paid by the state, so this allowed us to overenroll even more youth.

Seasonal Hiring

Seasonally, this budget also allows Y.O.U. to hire Eligibility Specialists, Job Coaches, Summer Team Leads, File Review Clerks/Program Assistants, and Employer Partnerships Coordinators. The economic impact of this contract is felt beyond youth participants and their families.

Y.O.U. continues to offer a retention bonus for seasonal staff who successfully complete their assignments. We believe this leads to fewer mid-assignment resignations. This strategy has proven to be a positive contributing factor to attracting higher quality staff for these seasonal summer assignments and a reason staff members say they make sure they don't leave early. They feel it shows Y.O.U. respects the contributions of our seasonal staff, rewards their hard work, and makes them want to return.

DEBRIEF & PLANNING

Every fall, Y.O.U. staff meet to debrief. We celebrate what went well, identify pain points, and opportunities for improvement.

In 2025, staff who oversaw different facets of summer operations were assigned to lead small groups to gather feedback on those processes and procedures with stakeholders from summer. Following these focus groups, leaders came to the larger SYEP team and reported back with what they heard, provided additional feedback and echoed points they felt were really important. This process helped leadership to identify which items were higher priority and impacted more than one team. It also sped up the process and empowered different leaders to take charge.

Through the debrief process, Y.O.U. identifies actionable steps, prioritizes them and begins planning for implementation. When making program and process improvements in the 2026 program, we will also consider the responses from our participant and worksite supervisor surveys. This process also informs our scopes of work and budget requests.

2025 PROGRAM PERFORMANCE

Youth participating in all Y.O.U. 2025 Summer Work Experience Programs were impacted by our contract with the City of Cleveland. This contract allows us to have a significant economic impact on the community at large.

Total Youth Served

The following young people worked at least 1 hour in 2025 Work Experience Programs. Y.O.U. Served 1226 total Cleveland Youth in all of our Work Experience Programs. Our contracted goal for 2025 was to serve 400 young people. As you will see below, we far exceeded the contracted number of youth through our Cleveland Jobs Program, which is funded by our contract with the Mayor's Office of Prevention, Intervention, and Opportunity, and leveraged additional funds to serve a total of 1,226 young people in the City of Cleveland.

	Total	City of Cleveland	Cleveland Jobs Program
All Work Experience Programs	1948**	1224	570
SYEP	1778	1185	542
Internships	101	39	28

***Two students participated in both SYEP and Internships in the summer of 2025, but are not counted twice in the total of All Work Experience Programs.*

Participant Demographics

Race and Ethnicity

	ALL FUNDING	City of Cleveland	Cleveland Jobs Program
American Indian, Alaska Native, or Indigenous	16	12	6
Asian or Asian American	30	16	5
Biracial <i>(listed 2 racial identities as part of their heritage)</i>	127	79	41
Black, African American, or African	1511	969	449
Hispanic/Latina/e/o	81	72	34
Middle Eastern or North African	12	10	6
Multiracial <i>(listed 3 or more racial identities as part of their heritage)</i>	22	15	5
Participant prefers not to answer	25	19	12
White	114	32	12

Gender

	ALL FUNDING	City of Cleveland	Cleveland Jobs Program
Female	984	617	288 (51%)
Male	947	596	276 (48%)
Non-Binary	15	9	4 (.70%)
Self Describe	3	2	2 (.30%)

Age as of June 16, 2025 (official SYEP start date)

	All FUNDING	City of Cleveland	Cleveland Jobs Program
14	216	142	49
15	337	208	68
16	632	404	230
17	513	308	141
18	214	147	68
19	23	15	10
20	2	2	1

Youth Earnings and Hours Worked

Average Hours worked across all Work Experience Programs for Cleveland youth = 130.03 hours. Average Earnings across all Work Experience Programs = \$1,763.45/participant

Number of Hours Worked

	Total	City of Cleveland	Cleveland Jobs Program
All 2025 Work Experience Programs	259,504.26	159,654.25	71,842
SYEP	233,106.5	156,292.25	69,402.5
Internships	11,467.10	4,058.75	2,439.5

Youth Wages/Stipends Earned (pre-tax)

	Total	City of Cleveland	Cleveland Jobs Program
All 2025 Work Experience Programs (wages/stipends)	\$3,431,887.83 / \$103,968.00	\$2,119,662.60/ \$50,356.50	\$946,404.09/ \$33,109.50
SYEP* (wages only)	\$3,148,236.7	\$2,094,857.95	\$936,936.09
Internships (wages/stipends)	\$72,899.00 / \$103,968.00	\$20,339.00/ \$50,356.50	\$9,468.00/ \$33,109.50

**Youth in SYEP are only paid through wages.*

Retention

Age	All Participants	City of Cleveland	Cleveland Jobs Program
Overall Job Retention	92%	92%	90.41%
14	95.37%	95.10%	93.88%
15	95.20%	97.12%	98.53%
16	92.37%	91.07%	90.87%
17	90.06%	88.85%	87.05%
18	90.45%	88.89%	85.07%
19	90.01%	92.86%	88.89%
20	100.00%	100%	100%

Across all our funding sources, **92%** of our participants **successfully completed** the summer work experience, a 1% increase over the summer of 2024.

We are very pleased and proud that our [City of Cleveland Youth](#) matched this successful completion rate of 92%, **a 2% increase over the summer of 2024**. We once again surpassed our goal of a successful completion rate of 90%.

Successful completion of a summer work experience is measured by a participant meeting one of the following criteria: working during their final scheduled week of work with no termination OR working at least 80% of the allotted hours with no termination OR resignation due to obtaining employment or returning to high school or medical reasons.

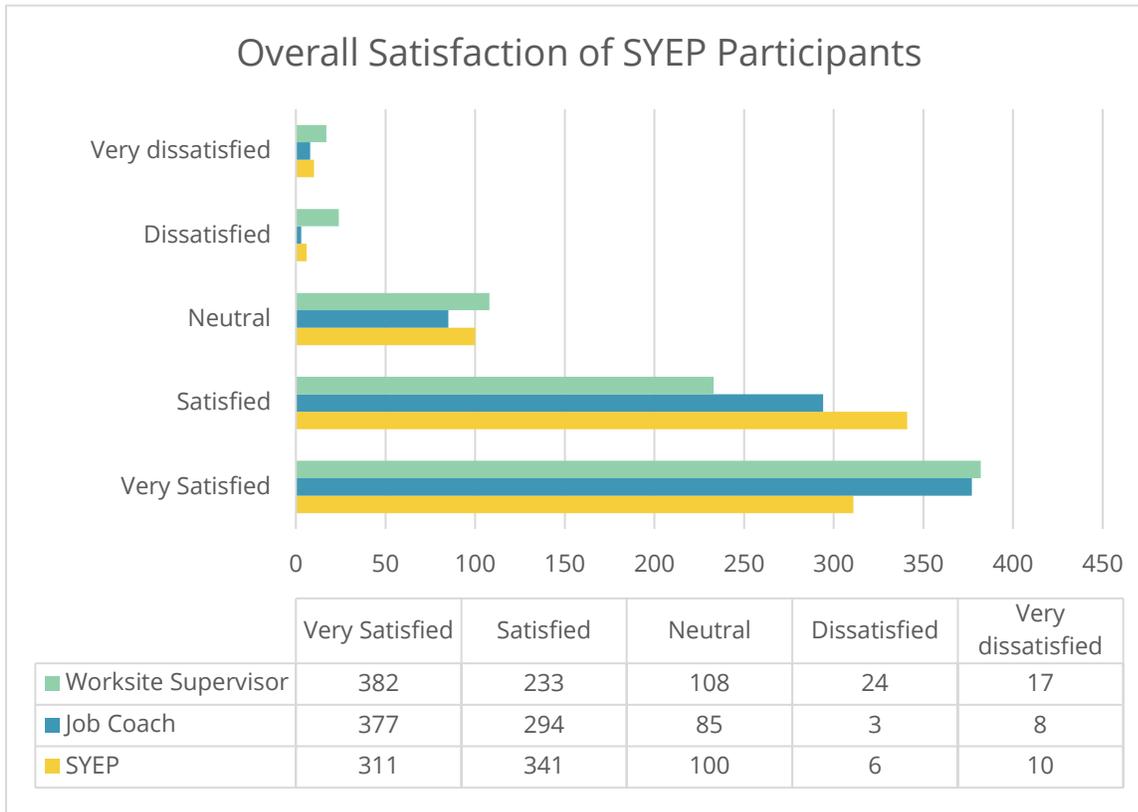
Unsuccessful Completions

Only 135 participants were not successful in the 2025 summer. When appropriate, interventions were attempted to remedy the situation that lead to a termination. The most common reasons why participants were unsuccessful this year:

- Attendance (call offs, no call/no shows)
- Behavior
- Resignations (health, didn't like their work assignment, etc.).

YOUTH SATISFACTION

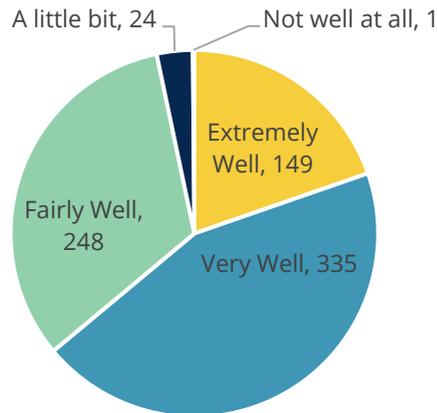
Every participant in Work Experience programs is provided with an opportunity to provide feedback on their experience. 782 participants responded to the survey.



The overall youth satisfaction rates for 2025 were 85%, which has held steady since 2024.

- WSS = 81%
- Job Coach = 88%
- SYEP Work Experience = 85%

Overall, how well has SYEP met your needs?



2025 Net Promoter Score

Y.O.U. had an NPS of **58 from our participants** which is very good and an improvement of 2 points since 2024, and 14 total points since 2023. NPS is on a scale of -100 to 100, and according to the metric creators, a score over 0 is considered good, above 20 is great, and anything above 50 is amazing. We are proud of the high participant satisfaction rate and respondents' likelihood to recommend SYEP.

Additional Youth Feedback

What is SYEP good at?

Youth agree that SYEP is great at helping them find good jobs and learning experiences. They like their jobs, their job coaches, and their worksite supervisors.

What could SYEP do better?

The most common answer is nothing, but many agree with the following opportunities to improve our program:

- Better communication from Job Coaches and Worksite Supervisors
- Better assignments matching their career interest or closer to home
- Better pay
- More assistance to help them with find work opportunities after their summer experience.

Employer Satisfaction

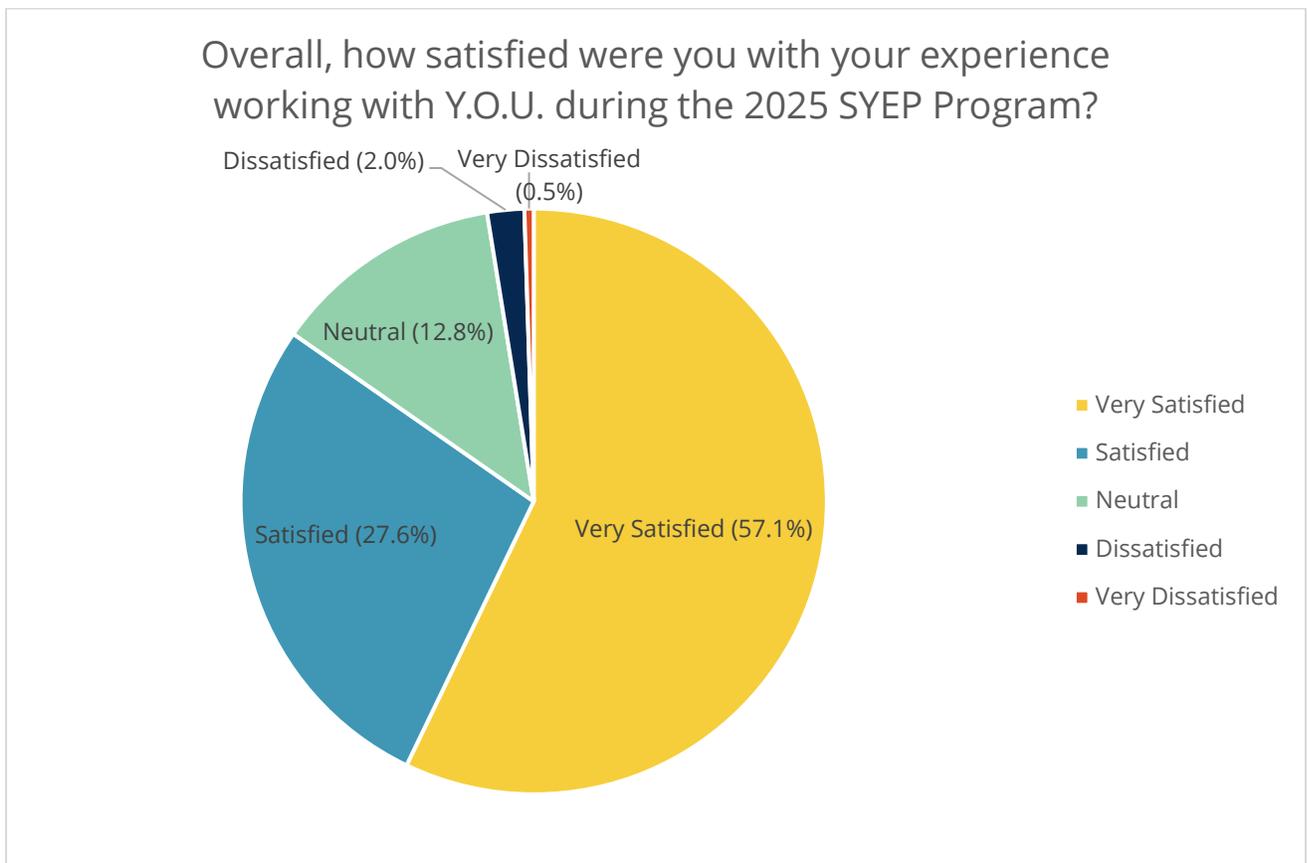
Every worksite supervisor has the opportunity to answer 12 questions to provide feedback on their experience with SYEP.

- Includes 196 qualified submissions out of 354 total worksites, representing 55% of employer partners who participated in SYEP.

- 15% increase from 2024
- Historically, we average about 200 submissions per year.
- Results have a 4.7% margin of error.

Key Findings

- Overall satisfaction is up - “Overall satisfaction with SYEP” rose +4.0 points to 84.7%, its highest since 2021.
- Negative opinions are very low - For all questions, the average negative score is 3.9%.
- Most scores show long-term improvement - 10/12 (83%) questions met or out-performed their 5-year average.
- Staff interactions are a strength - Out of 1,053 responses since 2021, there have been only 14 negative.



Overall satisfaction rose to 84.7%, the highest since 2021, with only 2.6% negative responses. The majority of respondents (over 96%) rated their experience positively or neutrally, reflecting broad program approval. First time overall satisfaction has been a top-rated question.

Highest Rated Questions

These questions garnered the highest number of positive responses from all respondents.

- 88.3% - “Were the Y.O.U. staff you worked with knowledgeable, helpful, and respectful?”

- 87.8% - "How likely are you to recommend working with Y.O.U. to other employers?"
- 86.2% - "Was your Y.O.U. Job Coach available when you needed help?"
- 85.7% - "Based on my experience this summer, I would like to be a worksite again next summer."

Lowest Rated Questions

These questions had the lowest number of positive responses from all respondents

- 76% - "Was the Worksite Supervisor Packet provided via email helpful?"
- 78.6% - "Was the Worksite Supervisor Orientation helpful in preparing you to work with the youth this summer?"
- 80.6% - "Did your experience this summer meet your expectations for the program?"
- 83.2% - "Were you satisfied with your Y.O.U. Job Coach?"

APPENDIX

Recruitment Materials

Academies Hot Cards in English and Spanish



SUMMER CAREER ACADEMIES



Work, Learn, and Earn This Summer!



Applications Open Feb 1 to May 1



youcle.org/syep-academies



YOUTH OPPORTUNITIES UNLIMITED



SUMMER CAREER ACADEMIES

Explore Specific Career Fields and Earn up to \$2,000!

Build skills and gain experience in manufacturing, construction, entrepreneurship, pharmaceutical, public service and more.

10th-12th Graders are eligible to apply!

For eligibility requirements and to apply, visit youcle.org/syep-academies

Empowering the Future Workforce Since 1982



LA ACADEMIA DE CARRERAS DE VERANO



¡Trabaja, aprende y gana este verano!



Solicitud abierta del 1 de Febrero hasta 1 de Mayo



youcle.org/syep-academies



YOUTH OPPORTUNITIES UNLIMITED



ACADEMIAS DE VERANO

¡Explore campos profesionales específicos y gane hasta \$2000!

Desarrolle habilidades y adquiera experiencia en construcción, fabricación, intraemprendimiento, servidores públicos, farmacéuticos y mas.

Los grados 10, 11 y 12 son elegibles para aplicar

Para conocer los requisitos de elegibilidad y para aplicar visite youcle.org/syep-academies

Empoderando a la futura laboral desde 1982

SYEP Hot Cards in English and Spanish

**TRABAJOS DE VERANO
CON OPORTUNIDADES
JUVENILES ILIMITADAS**



¡Trabaja, aprende y gana este verano!



**Youth
Opportunities
Unlimited**



Solicitud abierta del 1 de Febrero hasta 1 de Mayo



youcle.org/syep



PROGRAMA DE EMPLEO JUVENIL DE VERANO

Desarrolla habilidades, consigue tutorías y gana hasta \$2000

La experiencia laboral comienza el 16 de junio de 2025

Abierto a 14 hasta 18 años de edad en el condado de Cuyahoga

Para obtener más información y para aplicar, visite youcle.org/syep

Empoderando a la futura laboral desde 1982

**SUMMER JOBS
WITH Y.O.U.**



Work, Learn, and Earn This Summer!



**Youth
Opportunities
Unlimited**



Applications Open Feb 1 to May 1



youcle.org/syep



SUMMER YOUTH EMPLOYMENT PROGRAM

Build skills, get mentorship, and earn up to \$2,000!

Work experiences start June 16

Open to 14 – 18 year olds residing in Cuyahoga County

For more information and to apply, visit youcle.org/syep

Empowering the Future Workforce Since 1982

SUMMER JOBS WITH Y.O.U.



Youth
Opportunities
Unlimited



WORK, LEARN, AND EARN THIS SUMMER!

Open to 14-18 year olds in Cuyahoga County



youcle.org/syep

Applications Open Feb 1 to May 1

Empowering the Future Workforce Since 1982

TRABAJOS DE VERANO CON OPORTUNIDADES JUVENILES ILIMITADAS



Youth
Opportunities
Unlimited



CITY OF CLEVELAND
Mayor Justin M. Bibb



TRABAJA, APRENDE Y GANA ESTE VERANO

Abierto a 14 hasta 18 años en el condado de Cuyahoga



youcle.org/syep

Solicitud abierta del 1 de febrero hasta 1 de Mayo

Empoderando a la futura laboral desde 1982

Social Media Posts and Analytics

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Youth Opportunities Unlimited

SUMMER APPLICATIONS OPEN FEBRUARY 1!

77 2 129

Liked by youngisdaavid and others

youcleveland Mark your calendars as applications for our Summer Jobs, Career Academies and Internships open Feb. 1! Available to teens ages 14-18, our various programs provide a valuable work experience during the summer. Learn key professional skills, explore careers and earn a paycheck! Visit our website for more details and stay tuned as more information is announced. [#youcle](#) [#SYEPcle](#) [#YOUinternships](#)

January 16

January 16, 2025	Views/ Impressions	Likes	Comments	Shares
Instagram	2947	77	2	129
Facebook	4246	12	0	26
Linked In	2513	38	0	13



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88 8 232

youcleveland Applications for our Summer Jobs, Career Academies and Internships are now open! Teens ages 14-18 can work, learn and earn through our various Y.O.U. programs. Visit youcle.org to learn more and apply! #youcle #SYEPcle #YOUinternships

February 1

February 1, 2025	Views/ Impressions	Likes	Comments	Shares
Instagram	4634	88	8	232
Facebook	3845	15	2	37
LinkedIn	1411	28	0	9



Posts
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63 73

Liked by jeanyoung775 and others

youcleveland As a leader in youth workforce development, Y.O.U. offers various summer work experience programs. Learn more about the Summer Youth Employment Program, Career Academies and Internship Program in our helpful guide.

Applications are now open — visit youcle.org to learn more and apply! Be sure to first submit a short interest form if applying to the Career Academies, Internships and High School Tech Internships. #youcle #SYEPcle #YOUinternships

February 5

February 5, 2025	Views/ Impressions	Likes	Comments	Shares
Instagram	1869	63	0	73
Facebook	900	7	1	9
LinkedIn	1243	34	0	3



32 3 14

Liked by jeanyoung775 and others

youcleveland High school students can work, learn and earn this summer with paid career exploration! Our Summer Career Academies offers teens in Cuyahoga County the opportunity to learn more about a career field of interest. Check out our guide to learn more about our ten academies (five new for this year!).

Learn more at youcle.org/syep-academies and be sure to submit an Academies Interest Form. For all questions, please email academies@youcle.org.

[#youcle](#) [#SYEPCle](#)

February 19, 2025	Views/ Impressions	Likes	Comments	Shares
Instagram	1387	32	3	14
Facebook	1670	4	0	21
LinkedIn	1127	35	0	10



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33



4



Liked by jeanyoung775 and others

youcleveland Recently, Y.O.U.'s Resource and Support Specialists hosted a Resume & Mock Interview Workshop for their participants. The event allowed participants the opportunity to build resumes, practice mock interviewing and apply for the 2025 Summer Jobs Applications.

Our Resource and Support Specialists (RSS) provide a year of follow-up services to our summer jobs participants, offering continued support even after the work experience ends. #youcle #SYEPcle

February 21

February 21, 2025	Views/ Impressions	Likes	Comments	Shares
Instagram	999	33	0	4
Facebook	365	9	0	0
LinkedIn	849	27	1	4



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13 4

Liked by [jeanyoung775](#) and others

youcleveland Talk about a [#ThrowbackThursday](#)! Our Summer Jobs Program has been empowering our future workforce since 1982. That's more than 42 years of summer youth employment in Cuyahoga County.

Teens can spend this summer building skills and gaining mentorship, all while earning a paycheck. Applications for the 2025 Summer Jobs are open through May 1! To learn more and apply, visit [youcle.org](#).

Are you an alumni who has participated in the summer jobs program? Let us know in the comments! [#youcle](#)

February 27, 2025	Views/ Impressions	Likes	Comments	Shares
Instagram	523	13	0	4
Facebook	234	3	0	1
LinkedIn	635	14	0	2



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SUMMER JOBS WITH Y.O.U.



Summer Youth Employment Program Applications Open Through May 1!

59 Likes 0 Comments 57 Shares

Liked by youngisdavid and others

youcleveland Are you a teen looking for a job this summer? Work, learn and earn with a summer job through Y.O.U.! Applications for the Summer Jobs Program with Youth Opportunities Unlimited are open through May 1.

Open to teens ages 14-18 living in Cuyahoga County, the Summer Youth Employment Program lets teens build skills, get mentorship and earn up to \$2,000! To learn more and apply, visit www.youcle.org/syep.
[#youcle](#) [#SYEPcle](#)

March 27, 2025	Views/ Impressions	Likes	Comments	Shares
Instagram	3689	59	0	57
Facebook	5107	11	0	61
LinkedIn	-	-	-	-



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SUMMER JOBS WITH Y.O.U.



Summer Youth Employment Program Applications Open Through May 1!



47



22



Liked by youngisdavid and others

youcleveland There's just a few weeks left to apply to the Y.O.U. Summer Jobs Program! If you are a teen age 14-18 living in Cuyahoga County, we encourage you to apply. Spend the summer earning a paycheck, gaining experience and building skills. Applications are open through May 1 🌞 #youcle #SYEPcle

April 15

April 15, 2025	Views/ Impressions	Likes	Comments	Shares
Instagram	1326	47	0	22
Facebook	3514	3	0	18
LinkedIn	-	-	-	-



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26

 71

Liked by [jeanyoung775](#) and others

youcleveland ! Today, May 1, is the LAST day to apply for the Y.O.U. Summer Jobs Program! Are you a teen looking for a job this summer? Teens ages 14-18 in Cuyahoga County can work, learn and earn with a summer job through Youth Opportunities Unlimited. Easily apply online at youcle.org! [#youcle](#)

May 1

May 1, 2025	Views/ Impressions	Likes	Comments	Shares
Instagram	1905	26	0	71
Facebook	8170	8	0	39
LinkedIn	1209	8	0	0



Posts
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Summer Jobs Kick Off Today!



♡ 69 💬 3 ↻ 📌 11 📌

Liked by youngisdavid and others

youcleveland The 2025 Summer Jobs Season has officially begun! This year, 1800+ teens from Cuyahoga County will participate in Y.O.U.'s Summer Youth Employment Program. Throughout the summer, participants will gain work experience, job readiness skills, financial literacy and more — all while earning a paycheck! We can't wait to share all of the amazing summer stories 🌞 #youcle #SYEPcle

June 16, 2025	Views/ Impressions	Likes	Comments	Shares
Instagram	1823	69	3	11
Facebook	1132	10	0	7
LinkedIn	740	15	0	0



Posts
youcleveland



Summer Jobs Kick Off Today!



👍 69 💬 3 ↻ 📍 11 📌

Liked by youngisdavid and others

youcleveland The 2025 Summer Jobs Season has officially begun! This year, 1800+ teens from Cuyahoga County will participate in Y.O.U.'s Summer Youth Employment Program. Throughout the summer, participants will gain work experience, job readiness skills, financial literacy and more — all while earning a paycheck! We can't wait to share all of the amazing summer stories 🌞 #youcle #SYEPcle

June 16, 2025	Views/ Impressions	Likes	Comments	Shares
Instagram	1823	69	3	11
Facebook	1132	10	0	7
LinkedIn	740	15	0	0



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39



4



Liked by youngisdavid and others

youcleveland Yesterday, we kicked off our Building Great Futures program, a construction academy in partnership with Greater Cleveland Habitat for Humanity. Now in its eighth year, twelve teens will spend the summer building and rehabilitating homes with paid hands-on learning. #youcle #SYEPcle @clehabitat

June 18

June 18, 2025	Views/ Impressions	Likes	Comments	Shares
Instagram	1764	39	0	4
Facebook	759	11	0	7
LinkedIn	964	23	1	1



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39



4



Liked by **youngisdavid** and others

youcleveland Yesterday, we kicked off our Building Great Futures program, a construction academy in partnership with Greater Cleveland Habitat for Humanity. Now in its eighth year, twelve teens will spend the summer building and rehabilitating homes with paid hands-on learning. #youcle #SYEPCle @clehabitat

June 18

June 18, 2025	Views/ Impressions	Likes	Comments	Shares
Instagram	1764	39	0	4
Facebook	759	11	0	7
LinkedIn	964	23	1	1



Posts

youcleveland

This message is brought to you by the Young Money Mentors Summer Academy

Summer Youth Employment Program

Savings Challenge!

Save any amount of money for a chance to win!
30 winners will receive \$100 dollars each!

- Register from June 25th - July 28th.
- Send proof of savings to the email below between July 29 - August 3.
- Winners chosen on August 8!

Ask your supervisor about the Young Money Mentors Financial Literacy Presentation for more details

 **YMMSavings@youcle.org**

 Youth Opportunities Unlimited

Register Here!



👍 25 💬 ↻ 📌 23 📌

 Liked by youngisdavid and others

youcleveland 📞 Calling our SYEP participants – join the 2025 Savings Challenge! Celebrate that first paycheck of the summer by saving towards your goals. To enter, register by July 28 (link in bio) and send proof of savings between July 29-Aug. 3 to ymmsavings@youcle.org. Thirty winners will receive \$100 each!

This message was created by the Young Money Mentors, a summer academy focused on financial literacy. Students learn the fundamentals of managing finances and then present to fellow participants. Stay tuned throughout the summer as they share their top financial tips! #youcle #SYEPdel

June 27, 2025	Views/ Impressions	Likes	Comments	Shares
Instagram	2329	25	0	23
Facebook	266	2	0	0
LinkedIn	-	-	-	-



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10

 1

Liked by [youngisdavid](#) and **others**

youcleveland Check out some top Savings Tips, created by the Young Money Mentors!

Consisting of five students from the City of Cleveland, this summer academy focuses on financial literacy. They learn the fundamentals of managing finances and then present to fellow participants in a peer-to-peer model. Great job 💰 [#youcle](#) [#SYEPcle](#)

July 22

July 22, 2025	Views/ Impressions	Likes	Comments	Shares
Instagram	1293	10	0	1
Facebook	229	3	0	0
LinkedIn	-	-	-	-



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100 2 28

Liked by jeanyoung775 and others

youcleveland Congratulations to this year's Pharmacy Technician graduates!

In collaboration with CVS Health, this summer academy — open to 18-year-old graduates from the class of 2025 — is a six-week pharmacy technician training program. Participants are introduced to job readiness and HIPAA training in the first 3 weeks of the program. In weeks 4-6, they work with CVS Health at the Workforce Innovation and Talent Center, engaging in classroom and firsthand pharmacy training. Participants finish the program with certifications and potentially an opportunity to apply for work at CVS. #youcle #SYEPcle

August 8

August 8, 2025	Views/ Impressions	Likes	Comments	Shares
Instagram	11736	100	2	28
Facebook	689	14	0	0
LinkedIn	1294	43	4	4



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49



23



Liked by youngisdavid and others

youcleveland We can't believe another amazing summer is coming to an end! Through our 2025 Summer Youth Employment Program, 1800+ teens worked a summer job with hundreds of employers across Cuyahoga County. Participants gained valuable skills all while earning a paycheck! Check out just a few of our SYEP participants ☀️

Pictured worksites:

- Collinwood Recreation Center
- Esperanza Inc. @esperanzainc
- Argonaut United Airlines @argonautcle

August 8, 2025	Views/ Impressions	Likes	Comments	Shares
Instagram	1784	49	0	23
Facebook	499	10	0	0
LinkedIn	1059	23	1	1

Exceptional Job Coach Feedback

Good afternoon, all:

The purpose of my writing is to praise part of the YOU program that may not get much attention or notice, in fact may not even be an official part of the program. But in my opinion, after being a work site supervisor for more than 25 years at Cleveland schools, this aspect of the program is vital, crucial, and at the heart of how your program provides young people support.

Let me explain and expand on this opinion. Each year I have received participants from your program, they have come with a variety of skills, backgrounds, educational levels and need I say, needs. Each year I am more than happy to share the little knowledge I have with these participants, that is, what it means to have a job, what are the responsibilities, the obligations, and the rewards. Often these are items and views rarely uppermost in their minds, conscious or unconscious.

This year I had a participant that had difficulty communicating. The participant was barely verbal, shy, reticent and, in my opinion, troubled. I noticed it and became concerned; hence I reached out to our job coach, Ms. Rachel Braxton. She was receptive, concerned, and available to help, both over the phone and in person. Within a few days of our initial conversation, she arrived at our job site and had a conversation with the participant. As a result of that interaction, we have begun to understand that persons thought process, background, needs, and fears.

I am happy to say that due to Ms. Braxton's ability to interact with that person, empathize, and connect, there is the beginning of a new outlook by that person. I am not going to say everything is perfect, but I will say just the fact that your staff, Ms. Braxton, showed interest in this person's emotional wellbeing, took the time to hear their concerns and reservations, is and will make a difference for many years to come for that person. I might add the experience enriched my understanding, appreciation, and knowledge also.

Young people are often afraid of the world, react in unconventional ways and miss opportunities due to lack of understanding, training, and family support. What Ms. Braxton did was listen to these needs, express concern, lend a caring ear, all in a non-threatening way with great success. This "counseling" on a personal level, one to one, is, again, in my opinion, a crucial and vital role in your participants life that they may never experience anyplace but with YOU.

Thank you and congratulations for your programs and accomplishments, along with your highly understanding, professional and caring staff. Oh, by the way, I gave Ms. Braxton a pay increase, two weeks extra vacation and an unnamed future benefit to be awarded to her at the end of year. Just kidding but she deserves all the credit and more.

Bless you

Dr. Robert Castro

Charles Dickens and Nathan Hale elementary schools

Custodian, Cleveland Schools
