

Opportunities for Youth: Quality Standards Assessment

The Reengagement Center Quality Standards Self-Assessment is conducted on a triennial basis by each Center to identify areas of strength and growth, identify resources needed from the OFY network, and identify personal development opportunities.

Directions: A team of assessors determine to what degree the Center (or Program) consistently satisfies the indicators. Indicator ratings are averaged to establish a quality standard score as well as a center designation score.

Assess to what degree the Center (or Program) consistently satisfies the indicators?

Indicator Rating Levels: Using a 10-point rating scale, (where a “0” indicates does not apply or is too new to rate at this time)

Rating level of:					
0	1 -----2	3 -----4	5 -----6	7 -----8	9 -----10
n/a	Never	Rarely	Occasionally	Often	Always Completely
1.0 to 3.9 = Resource Center: A center that engages youth but rely on partners to fulfill most indicators. Staff refers without consistent follow through to ensure youth received services.					
4.0 to 6.9 = Partner Center: A center that meets some indicators in-house but does rely on partners to fulfill other indicators. May have the capacity to provide services for other partners. Has agreements (e.g. MOU, Data Sharing, etc.) in place and consistent follow through to ensure youth are receiving services.					
7.0 to 10 = Full Service Engagement Center: A center that fulfills most if not all indicators in-house and has the capacity to provide services for other partners. Has agreements (e.g. MOU, Data Sharing, etc.) in place and consistent follow through to ensure youth are receiving services.					

Definitions:

Reengagement Center: A site or organization that conducts active outreach to engage youth (16 to 24) who are out of school and not working and assist them in resuming their education and/or training to become career ready. A Reengagement Center may also provide individualized assessment, case management, and other services to support youth in returning to school or work.

Quality: having a high degree of excellence, making an organization more likely to succeed.

Standard: an element that defines quality or level of attainment; i.e. If an organization meets a standard, it has quality in the area the standard covers.

I. STANDARD: OUTREACH

Defined as: Reengagement centers conduct comprehensive outreach services to increase the number of Opportunity Youth served by utilizing a variety of methods and options for youth to reconnect for educational and career activities fostering trust, building relationships, and partnering with community-based organizations.

Key Indicators	Assessment Level 0 thru 10
1. The Center creates a positive and welcoming environment (i.e. demonstrates sensitivity to avoiding labels, i.e. “dropout”, “at risk”, etc.)	
2. The Center invests in staff focused canvassing and outreach activities; able to be deployed as street teams and/or home visits in partnership with secondary education institutions, community-based organizations, and other caring adults.	
3. The Center has developed marketing and publicity tools/activities that targets specific population segments through use of media services in partnership with local communication channels and/or creatively building media appropriate for explaining the reengagement process and supportive services available.	
4. The Center conducts outreach activities through broad application of social media, including texting, Facebook, Twitter, Snapchat, etc.	
5. The Center engages in sustainable and web-based digital technology for broadcasting information and supplementing the touch of the Outreach Staff/Coaches.	
6. The Center gathers multiple client contact information and connects within a week to develop, establish, and maintain a relationship.	
7. The Center establishes and maintains relationships with the secondary education institutions in their respective immediate communities; working with the institutions to access Opportunity Youth (OY) information and assist in identifying and reconnecting youth.	
8. The Center utilizes community and faith-based organizations and education institutions to identify OY and provide appropriate levels and manner of connections.	
9. The Center engages and cultivates former participants and local youth in outreach, peer coaching/mentoring/instructing including utilizing referrals.	
Average Rating for Quality of Services Offered (Add the ratings for indicators and divide by the number w/o those with a 0)	
Average Rating for this Standard: (Add the ratings for indicators dividing by 9)	

II. STANDARD: READINESS

Defined as: Reengagement Centers use consistent quality standards to identify and provide the necessary support for youth success and assess each youth individually to help them enter into education and/or careers.

Key Indicators	Assessment Level 0 thru 10
1. The Center invests in staff development by providing trained staff in at least 3 of these areas at a minimum: <ul style="list-style-type: none"> • Standardized assessments • Social & Emotional level • Resiliency • Reading & Math levels • Trauma Informed Care Approaches • Soft skills including empathy 	
2. The Center trains their staff to act as Youth Advocates and at a minimum provides necessary training including: high school equivalency, post-secondary education, FAFSA, etc.	
3. The Center conducts a holistic assessment of factors relevant to academic and/or career goal-setting and service planning for each young person.	
4. The Center helps youth identify and/or address their personal assets and needs to develop a strategy for support services and asset building.	
5. The Center connects and refers youth to appropriate services, activities, and opportunities within the program or the community to assist and support the youth's needs by removing barriers to educational and career opportunities.	
6. The Center intentionally seeks to hire staff of diverse backgrounds relevant to supporting the program's mission, including individuals with backgrounds that reflect those of youth participants.	
7. The Center includes appropriate transition activities and supports for at least one year.	
8. The Center utilizes appropriate resources to address multiple language and special needs.	
9. The Center has a process to collect data; including but not limited to demographics, ethnicity, gender, school status, job status, immigration status, whether accompanied by adult, housing and food, relationship status (single, partnered, etc.), dependent children, etc.	
Average Rating for Quality of Services Offered (Add the ratings for indicators and divide by the number w/o those with a 0)	
Average Rating for this Standard: (Add the ratings for indicators dividing by 9)	

III. STANDARD: PLANNING

Defined as: Reengagement centers incorporate multiple tools and resources to assist youth with planning and implementing their individualized personal, educational and career goals.

Key Indicators	Assessment Level 0 thru 10
1. The Center has a standardized tool that aligns with other partner programs and is simplified in a way to assist youth with the planning and implementing of their personal, educational, and/or career goals and how to sustain the plan moving forward.	
2. The Center helps youth identify and/or address their personal assets and needs and develop a strategy for support services, asset building, and life skills resources such as transportation, childcare, time management, etc.	
3. The Center provides individualized assessments in order to plan for: <ul style="list-style-type: none"> • Employment Readiness Goals <ul style="list-style-type: none"> o Soft Skills o Labor Market o Resumes o Interviews • Personal Goals <ul style="list-style-type: none"> o Any individual goal related to personal growth and self-sufficiency. • Educational Goals <ul style="list-style-type: none"> o HS Diploma or HS Equivalency o Basic Skills Remediation o Credentials • Career Goals <ul style="list-style-type: none"> o Job Shadow o Internship o Work Experience o PT/FT Employment 	
4. Youth participate in the planning of their personal, educational, and/or career goals through the facilitation of activities designed to engage youth in practicing problem solving and hold youth accountable.	
5. The Center’s Staff and youth use the assessment data to set appropriate personal, educational, and/or career goals creating an individual written plan for program participation.	
6. The Center utilizes and follows up with youth personal, educational, and/or career goals within 30 days of this information being gathered, utilizing as appropriate a career information system e.g. AZCIS (Arizona Career Information System), iSeek, etc. in completing/updating the profile online.	
	Assessment

Key Indicators (III. Planning Standard continued)		Level 0 thru 10
7. The Center has a process to collect data; including but not limited to demographics, ethnicity, gender, school status, job status, immigration status, whether accompanied by adult, housing and food, relationship status (single, partnered, etc.), dependent children, etc.		
8. The Center has a standardized process to use data to deliver and match services, e.g. using the data to record and identify action/measures of services the youth are connected to the community; matching services with individual youth characteristics; capturing activities/service to develop an individualized service delivery.		
Average Rating for Quality of Services Offered (Add the ratings for indicators and divide by the number w/o those with a 0)		
Average Rating for this Standard: (Add the ratings for indicators dividing by 8)		

IV. STANDARD: EDUCATIONAL MOMENTUM

Defined as: Reengagement Centers provide youth connections to educational activities that align to career goals through collaborative partnerships.

Key Indicators	Assessment Level 0 thru 10
1. The Center provides academic counseling (e.g. credit review) that leads to enrollment.	
2. The Center is able to identify appropriate Scholarships and Financial Aid including assistance with completion of FAFSA.	
3. The Center provides resources and/or training to help families and adult support networks sustain their youths' educational momentum.	
4. The Center provides and or refers to partner agencies appropriate individualized tutoring, mentoring, and coaching.	
5. The Center provides specific college readiness workshops including assisting in the streamlining and simplification of the educational process.	
6. The Center works with educational partners to identify alternative learning and career pathways (i.e. Nano degrees, Dual Enrollment, etc.).	
7. The Center includes appropriate transition activities and supports for at least one year.	
8. The Center has a standardized process to record and monitor data to deliver and match services, e.g. using the data to record and identify action/measures of services the youth are connected to the community; matching services with individual youth characteristics; capturing activities/service to develop an individualized service delivery related to educational activities.	
Average Rating for Quality of Services Offered (Add the ratings for indicators and divide by the number w/o those with a 0)	
Average Rating for this Standard: (Add the ratings for indicators dividing by 8)	

V. STANDARD: CAREER

Defined as: Reengagement Centers provide connections that lead to employment resulting in self-sufficiency.

Key Indicators	Assessment Level 0 thru 10
1. The Center provides opportunities for youth to assess career interests and explore a variety of career options including Career and Technical Education (CTE) and credentialing.	
2. The Center conducts employment skills/work readiness classes, i.e. soft skills Including: work ethics, time management, transportation, budgeting, FMLA, taxes, resume building, interviewing skills, financial literacy, etc.	
3. The Center works with employers in high demand industries to connect youth to work experiences, work-based learning and employment opportunities and paid or unpaid internships.	
4. The Center takes an active role in connecting youth with employment opportunities, e.g. referrals, job leads, summer/seasonal employment.	
5. The Center provides opportunities for youth to participate in work-based learning activities, such as job shadowing, internships, occupational training, work experience, career tours, workshops and community service that lead to employment.	
6. The Center facilitates and/or participates in job fairs.	
7. The Center provides social media training, guidance, and appropriate online applications for work readiness, networking, and LinkedIn (Skillful application).	
8. The Center provides opportunities for youth to develop competencies appropriate to maintaining employment, such as communication, dealing with supervision, and interpersonal and lifelong learning skills.	
9. The Center includes appropriate transition activities and supports for at least one year.	
10. The Center has a standardized process to record and monitor data to deliver and match services, e.g. using the data to record and identify action/measures of services the youth are connected to the community; matching services with individual youth characteristics; capturing activities/service to develop an individualized service delivery related to career activities.	
Average Rating for Quality of Services Offered (Add the ratings for indicators and divide by the number w/o those with a 0)	
Average Rating for this Standard: (Add the ratings for indicators dividing by 10)	

VI. STANDARD: OUTCOME ANALYSIS

Defined as: Reengagement Centers demonstrate an ability to record, analyze, and act on standards to improve quality and performance and analyze outcomes; including but not limited to use for quality improvement, student success, professional development, and strategic planning.

Key Indicators	Assessment Level 0 thru 10
1. The Center has a data collection policy and procedure for capturing data on every OY who visits the center.	
2. The Center frequently monitors, based on the agency's timeframes, OY services and outcomes to ensure educational and career goals are on track.	
3. The Center collects individualized data that is relevant to documenting progress and measuring performance outcomes.	
4. The Center establishes strategic organizational goals and creates action plans for how it will achieve its goal	
5. The Center sets goals and measurable objectives for organizational and program performance and frequently benchmarks itself against available data.	
6. The Center collects, uses, and reports organizational performance data.	
7. The Center bases improvement efforts on performance data and feedback from staff, youth and other stakeholders.	
8. The Center, at a minimum, annually executes a re-assessment of the OY Reengagement Standards to drive planning, implementation, and evaluation.	
9. The Center internally shares stakeholder feedback, performance data and information about resulting decisions.	
10. The Center is able to adapt to meet shifting needs of the community while remaining true to its mission	
Average Rating for Quality of Services Offered (Add the ratings for indicators and divide by the number w/o those with a 0)	
Average Rating for this Standard: (Add the ratings for indicators dividing by 10)	

Overall Average Rating for Quality of Services Offered Score

Standards	Assessment Score
1. OUTREACH	
2. READINESS	
3. PLANNING	
4. EDUCATIONAL MOMENTUM	
5. CAREER	
6. OUTCOME ANALYSIS	
Average Rating for Assessment Classification/Center Designation: (Add the ratings for standard dividing by 6)	

Overall Average Rating for Center Designation

Standards	Assessment Score
1. OUTREACH	
2. READINESS	
3. PLANNING	
4. EDUCATIONAL MOMENTUM	
5. CAREER	
6. OUTCOME ANALYSIS	
Average Rating for Assessment Classification/Center Designation: (Add the ratings for standard dividing by 6)	

Assessment Classification/Center Designation based on Overall Average Score:

1.0 to 3.9 = Resource Center
4.0 to 6.9 = Partner Center
7.0 to 10 = Full Service Engagement Center

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(1) Sources for inspiration (used with permission):

- Moore, Andrew, *Reengagement: Bringing Students Back to America's Schools*, Rowman & Littlefield, MD, 201
- National Youth Employment Coalition & PEPNet - Retrieved on line at: <https://www.nyec.org/page.cfm?pageID=116>
 Book – *PEPNet Guide to Quality Standards for Youth Programs: Linking Youth to Work and Education for a Successful Transition to Adulthood*
 Book - *From Data to Results: PEPNet Guide to Measuring and Documenting Outcomes for Youth Programs*