

## The 411 on YOUTH IMPACT

We are a group of 10-15 youth hired to be part of one of the largest youth-led evaluations in the country. Our team was chosen to represent the diversity of youth throughout the City and County of San Francisco. Youth IMPACT represents a collaboration between DCYF, JMPT Consulting and Youth In Focus. During its first phase (November 2000-August 2001), the Youth IMPACT staff in collaboration with Youth In Focus developed the curriculum (based on Youth In Focus' curriculum) and trained us in youth-led evaluation and planning. We then developed research tools and led a youth-based evaluation of 40 community-based organizations (CBOs) funded by DCYF. Through our experiences and through the qualitative data, our team will aid DCYF with the evaluation and planning of youth programs and services in San Francisco. Our goal is to lay the foundation for future youth-led evaluation and planning in the city and beyond.

Youth IMPACT was created with the belief that youth voice is critical to the development and improvement of youth programs throughout the City. In providing training for evaluation and planning, we have gained skills that will enable us to help other youth and families all over the nation.

For more information on Youth IMPACT, please contact the Department of Children Youth and Their Families (DCYF) at (415) 554-8990.



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# YOUTH IMPACT

Youth-Led Evaluation 2001

YOUTH  
VOICES  
INSPIRING  
CREATIVE  
CHANGE

**The goal of the Department of Children, Youth and Their Families (DCYF) is to enrich the lives and futures of the children and youth of San Francisco.**

DCYF funds over 140 community-based organizations and city departments. They are able to support these programs with funds from the Children's Fund (Proposition D) and the City's General Fund. Through the work of DCYF and its partners, San Francisco is now one of the nation's leaders in youth services. Children, youth and their families are now able to participate in a variety of programs throughout the city thanks to DCYF. These programs specialize in different areas, such as early childhood, academic support, health and wellness, youth employment, family support and cultural enrichment.

## **Letter from the Director of DCYF**

The document you now hold in your hands is the product of the intense dedication of Youth IMPACT, a diverse and talented team of San Francisco youth serving as evaluators of Department of Children, Youth and Their Families' funded organizations.

Their work has produced the most comprehensive and detailed youth-led evaluation on a citywide scale in San Francisco, and possibly the nation as a whole. Youth IMPACT builds upon the youth-produced "Through our Eyes: Seeing the Power of the San Francisco Children's Fund," as part of DCYF's long-term commitment to make youth-led evaluation central to how youth services are planned, funded, and assessed in the city.

Over the past year, I have been impressed by the team's commitment and skill in taking on such a complex project. Their leadership has guided every phase of this evaluation. I have also been deeply moved to observe the growth in knowledge and self-confidence exhibited by each member.

Youth IMPACT's report proves that youth can be experts about their own experiences, needs and concerns. The clear "youth voice" in their findings and recommendations will help DCYF achieve its mission of supporting excellence in children, youth and family services in San Francisco and will inform DCYF's on-going evaluation and support of community-based organizations (CBOs) in the city. We hope it also serves as a valuable resource for CBOs in evaluating and enhancing their own programs.

I am honored to have played a role in supporting this project as a model for the city, state and country on the benefits of youth-led evaluation for CBOs and the public sector. Thank you to all the many youth, CBOs, staff, and consultants who contributed to this project. Together we can continue to improve the well-being of San Francisco's children, youth and families.

In Community Spirit,



Deborah Alvarez-Rodriguez  
*Director*



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# YOUTH IMPACT

YOUTH VOICES INSPIRING CREATIVE CHANGE

## Why this was created...

"Youth Voices Inspiring Creative Change" was made by Youth IMPACT. We are a group of San Francisco youth that represent the diversity of the city and were hired to do a city-wide evaluation of community based organizations (CBOs) funded by the Department of Children Youth and Their Families (DCYF).

This publication was entirely written by us, with the help of adult staff in the final editing. Our goal was to help you get a better sense of what the youth need, so that you could improve the overall resources for youth in San Francisco. Our evaluation was shaped by our two research questions: (1) *How well are the CBOs in San Francisco serving children and youth?* and (2) *What makes a CBO feel trustworthy to youth?*

Being youth ourselves, we found that in general, youth were more open to talking to us and being "real" with their feelings about their programs. Overall, we found that many of the CBOs are serving youth well and that youth are generally satisfied with their programs. However, there is always room for improvement.

This publication contains our suggestions based on our findings that will strengthen a CBO/Program. One of the key suggestions is to make sure as a CBO, you are always *building respect between youth, staff, and are aware of ageism*. For a full look at the rest of our recommendations please turn to *Youth IMPACT's Guide to Having the Best CBOs*. By reading our story we hope to inspire you to make positive changes in your CBO/Program and community.

**"A youth voice is a voice to be heard and not ignored"**

-The Youth Avenger

**Beginning in November 2000, we were trained by adult Youth IMPACT staff three to four times a week. The curriculum was developed in collaboration with Youth IMPACT and Youth in Focus staff.**

We participated in trainings and activities that developed our skills in team building, personal development, public speaking, critical thinking and evaluation.

During the Youth IMPACT process we went through four research phases in developing our Methodology. Our "methodology" describes the steps we took during each phase and how we did what we did. The first phase was the development of our research questions. The next was the development of our research instruments. Following this was the data collection phase. Then we did data analysis. Our last phase was coming up with recommendations and creating this publication.

## 1 DEVELOPMENT OF RESEARCH QUESTIONS

We started off by drawing and talking about our ideal CBO (Community Based Organization) based on six enrichment CBO service areas, (these focus areas were; Enrichment, Health and Wellness, Academic Support, Youth Employment, Family Support, and Early Childhood.) For example, when looking at Academic Support we drew a picture of our ideal CBO having enough computers, writing utensils, staff, tutoring, and youth participation.

Looking at the drawings, we then put each picture of our ideal CBO into words. We created questions from the drawings to figure out how close a CBO is to our ideals. After that, we took all the questions and combined the ones that sounded similar to each other and made the list of questions smaller. From this we looked at all the questions that were left and developed two research questions to frame our evaluation. These research questions were:

- How well are the CBOs in San Francisco serving children and youth?
- What makes a CBO feel trustworthy to youth?



In addition, we developed four high priority youth outcomes that we used to explore our research questions. These outcomes helped us measure whether we answered our Research Questions, and also helped us to evaluate the effectiveness of the CBOs in each focus area. The four high priority outcomes were:

- **Youth will gain skills that will take them closer to their long-term career goals.**
- **Youth will acquire conflict resolution skills to help them decrease stress within their families and communities.**
- **Youth will become emotionally and physically healthy.**
- **Youth will feel like the CBO is a second home.**

## 2 DEVELOPMENT OF RESEARCH INSTRUMENTS

We selected our three research instruments (questionnaires, observations, and focus groups) by looking at all the possible tools we could use to do our evaluation. In addition to the three we selected, we also looked at things like surveys and individual interviews. We made our choices by rating how much information we could get from each tool. We also looked at how different instruments would work better with different kinds of CBOs and selected three types of instruments for various reasons.

We chose the questionnaire because we could get information by having youth fill it out personally. This tool also takes less time than an open-ended survey. We chose to do observations because we would get lots of information by being in the program, by observing its atmosphere, and how staff and youth interacted with each other. Finally, we chose the focus group because it would give us more in-depth information by having a small group of youth talking to us about their feelings and experiences with the program and staff.

After we chose the instruments, we started to work on the design for each instrument. First, we chose which questions would be the most useful for which instruments. After choosing the questions for each research instrument we refined them by using the following criteria:

- **Are all the terms understandable and clear to the audience that will be reading them?**
- **Does each Youth IMPACT member have the same interpretation of the question? What is their interpretation?**
- **Do Youth IMPACT members really want to know this? (Does this relate to our outcomes and research questions?)**
- **Is this question a yes or no question? (If yes, do we really want this or would a scale question work better?)**
- **Is the question open-ended?**
- **Is the question leading?**

Once we narrowed down our questions we began developing our research instruments. In addition to making general questions for the questionnaire and the focus groups, we also designed questions that related to the six program focus areas.





### 3 DATA COLLECTION

In order to have a random and representative sample of the CBOs, we put the names of all 140 CBOs that DCYF was funding at that time into a hat and picked out 40. In some cases we had to use an alternate CBO if it was not currently running a program during the school year, had scheduling problems with the evaluation, or had confidentiality issues because of the youth they worked with.

During this phase we also decided not to evaluate the Early Childhood CBOs because we found it too difficult to address the issues of young children with the same research instruments. By not evaluating these programs it allowed us to focus on peer to peer research with youth around our own age (at least 10 years old). In addition, it was also hard to evaluate many of the Family Support CBOs because many of their programs had confidentiality issues and we were not really able to talk with youth or they only saw youth during school hours.

Youth IMPACT adult staff scheduled appointments with the CBOs before we actually went to the program and selected which focus areas we would evaluate given what the program did. They made the phone calls to gather the information we needed before we went on our site visits. They also organized information folders that had all our CBO information maps, tip sheets we developed, and all our research instruments. We decided to go to site visits

in pairs so we could support each other in the evaluation process. We called each other the night before to see where we would meet with our partner. We then went to the CBO, met with the Program Coordinator and got information from them. We put all the information into our folders and handed them the questionnaires along with lollipops, which we used as rewards for the youth that filled out the questionnaires. Each CBO got a different number of questionnaires based on the number of youth they saw each week at their program. After we met with the Program Coordinator we gave them their questionnaires and asked them to survey a diverse grouping of youth from their program. We then did our observation of the youth that were at the program for at least 45 minutes. Then we conducted a focus group with 3-5 youth that were randomly selected by the program staff. The focus groups were recorded on cassette tapes. The whole data collection process took about 45 days over the course of two and a half months. Overall, we collected 800 questionnaires from 33 CBOs, completed observations at 35 CBOs, and conducted focus groups at 33 CBOs. (see Appendix for the list of evaluated CBOs and the questionnaire results)



## 4 DATA ANALYSIS

We began to pick up completed questionnaires from CBOs while the observations were being filed into the CBO filing system we created. During this time many of the youth, along with some adults, transcribed each of the focus group tapes. After the tapes were transcribed, we went through the transcripts and started to work on the general research questions by separating quotes from the youth that related to our research questions and writing them down. We did the same for the focus area questions, depending on the type of CBO. We grouped all the quotes and gave them ratings. We then gathered the focus group sheets together and came up with four themes that included the main issues and experiences of the youth. The themes were:

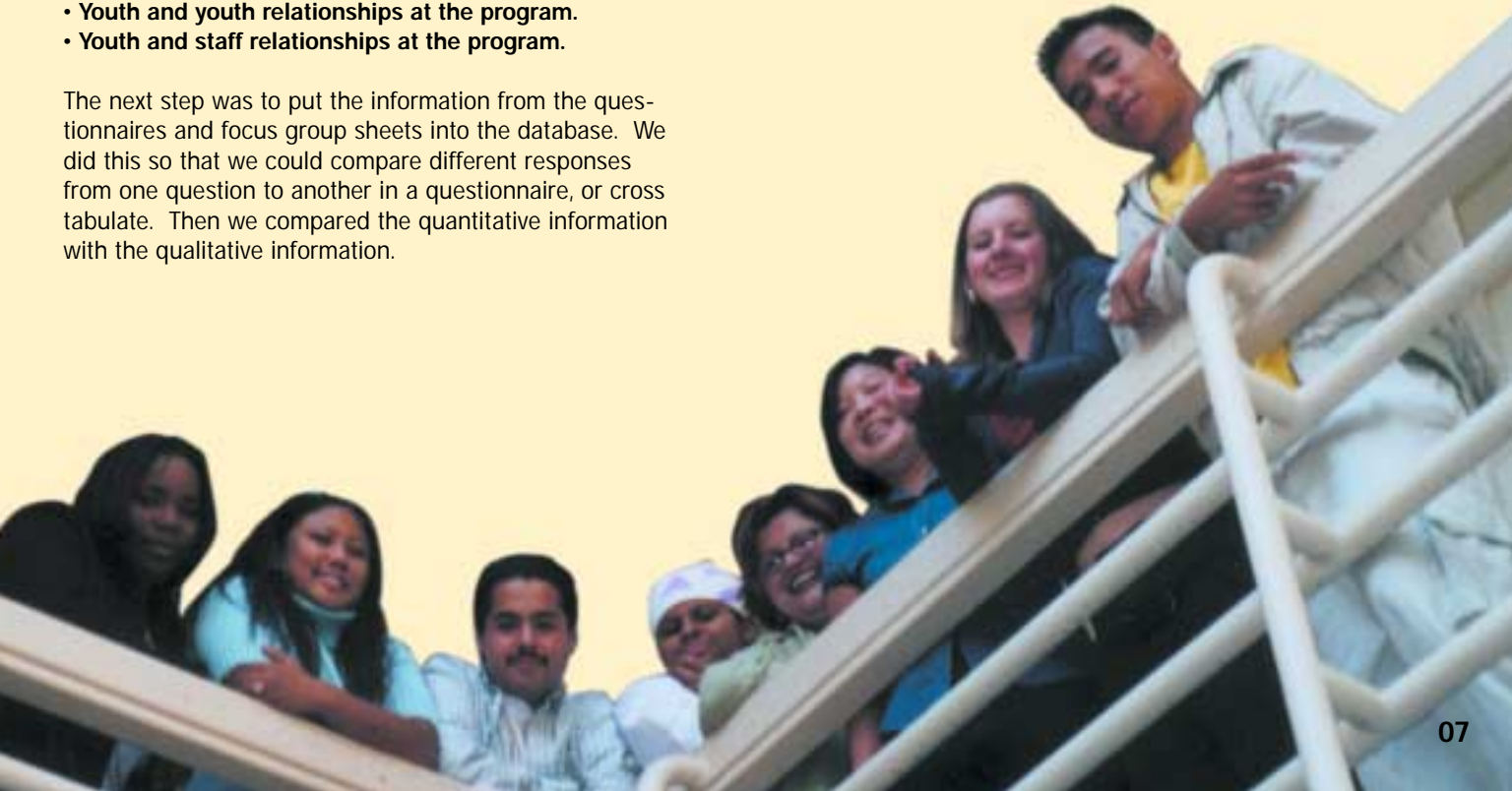
- **Space, facilities, and resources of the program.**
- **Sense of accomplishment that youth feel from being in the program.**
- **Youth and youth relationships at the program.**
- **Youth and staff relationships at the program.**

The next step was to put the information from the questionnaires and focus group sheets into the database. We did this so that we could compare different responses from one question to another in a questionnaire, or cross tabulate. Then we compared the quantitative information with the qualitative information.

## SOME CHALLENGES AND LESSONS LEARNED

Some of the challenges we had during this overall process were changes in the Youth IMPACT deadlines, having to repeat procedures that became boring, and cooperating with the group to make decisions on issues that everyone had a different opinion about. A big challenge during the data collection phase was meeting at the right place with our partner when we went to our initial CBO visits, and dealing with changes in the groups members.

The things we enjoyed from the whole process were learning presentation, writing, and critical thinking skills. We also had the opportunity to learn more about San Francisco and all the wonderful CBOs serving children and youth.





Based on our analysis of the data, we developed a range of findings for each of the research questions. These findings are the "meat" of the report.

## How well are the CBOs in San Francisco serving children and youth?

One key ingredient in a well-managed CBO is to provide youth with the necessary trainings that are useful in life. San Francisco CBOs provide this ingredient through various classes and programs that offer new information to the youth. Some CBOs offer computer classes so the youth can pick up some new skills. Otherwise, they would not have learned these skills because they were not fortunate enough to have computers, either at school, or at home. Other programs helped the youth gain basic job skills. One participant at a CBO said, "It taught me how to work hard for my money." In some cases, the youth's first job was through the CBO, where they were taught to be more responsible employees in a working environment. As we assessed the youth employment programs, we found 3 outcomes:

- **38% of the youth that we surveyed felt that they were not being paid fairly.**
- **Over 80% of the participants feel that they are obtaining valuable job training for future career**
- **Well over 80% feel that the job is making a difference in the community.**

[241 youth responded to the Youth Employment questions]

Many CBOs that we evaluated have difficulty managing quality programs for youth because the shortage of space can be a barrier for new opportunities. With the increasing numbers of youth attending these CBOs, there is often

**"One key ingredient in a well-managed CBO is to provide youth with the necessary training that is useful in life."**

not enough space to sufficiently run programs. In addition, during our focus groups some of the youth stated that the neighborhood or the CBO itself was filthy, therefore creating a bad atmosphere for studying.

A very important role of many CBOs is to provide academic support for their participants. A lot of youth attend CBOs for tutoring so that they can improve their grades. Even though the programs are short of space, and may not even have access to a computer, the youth are happy because they are still able to get help from the staff. 96% of the youth that completed questionnaires feel that they have learned something from the program, even though we noted that 27% feel that their programs are in need of more supplies. [794 and 778 questionnaire responses, respectively]

The majority of the youth that we surveyed have gained a strong sense of accomplishment because of the programs they were involved with. Many feel that they have been taught valuable life lessons and have been taught to be



more responsible for their actions. Many have improved their grades and feel that they are succeeding in life because the staff motivates and pushes them to work harder. The conflict management workshops that some CBOs offer help them with valuable life skills, such as learning to get along with other youth. CBOs not only teach the youth of San Francisco to have fun, but they also instill an understanding of the real world into the minds of youth.

While youth feel that they are getting good services from health and wellness CBOs, 32% feel that the CBOs do not follow up on their health issues. Our data suggests that this affects the participants' comfort levels at these CBOs because those who are most comfortable at CBOs tend to feel that staff are following up on their health issues. [224 youth responded to the Health and Wellness questions]

Overall, many CBOs are serving their youth very well by providing different types of support to help out their participants. Even though 27% of youth disagreed or strongly

**“The youth...have gained a strong sense of accomplishment because of the program they were involved with.”**

disagreed that their program had enough supplies, our research shows that youth are generally satisfied with the CBOs. For example, 87% of the youth surveyed agreed or strongly agreed

**“Overall, many CBOs are serving their youth very well by providing different types of support to help out their participants.”**

that their CBO has “made their life better.” [776 questionnaire responses] From this, we might assume that some youth consider it more important to have staff there that take care of them than having good facilities or supplies. This may be because they are receiving quality tutoring, and their grades are improving. However, if they had more supplies and better resources, they would benefit even more from their experience. A great majority of the youth have accomplished and learned a lot because of the help from the well-trained staff that work hard to support them.

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## What makes a CBO feel trustworthy to youth?

To many youth, a trustworthy CBO is one where they can find support whenever they need it and where they feel comfortable. We found that 90% of youth agreed or strongly agreed that the staff in their CBOs were available or willing to give them advice. [768 questionnaire responses] This adds to their comfort as a participant. Luckily, many youth feel that the staff at the CBOs are very helpful, very open-minded, and have a passion to help the youth that attend the program. Of the people who strongly agreed that they are comfortable at their CBOs, 80% strongly agreed that the staff treated them well. The youth are able to consult their staff for help with different issues, and because they are able to open up to each other so well, they see the staff as their friends, and in some cases as second parents. Some things that help

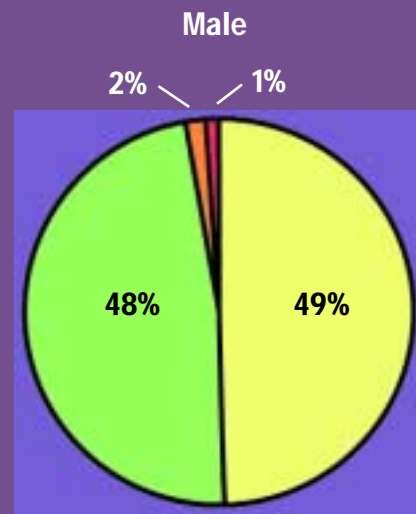
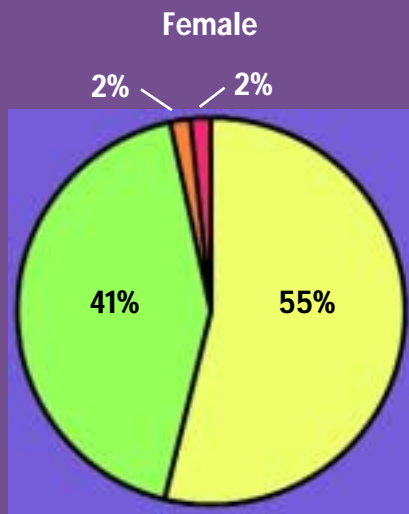
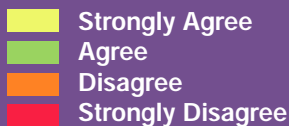
youth feel comfortable are having staff that are closer to their age or if they share similar experiences as the youth and come from the same community as they do. One individual pointed out that "We are not considered as children. We are considered as equal to them." Many youth feel that there is a way to be friends with the staff, while maintaining an environment suitable for learning.

Unfortunately, not all youth feel the same way about staff as the rest of their friends. Some youth at some CBOs

feel that the staff are only there to do their jobs and are not doing much to reach out to youth. The youth feel neglected sometimes because they cannot connect

**"...there must be not only good staff to youth relationships, but good youth to youth relationships."**

## "I feel comfortable coming here"



## “...participants feel more comfortable at a CBO if they can somehow relate themselves with the CBO.”

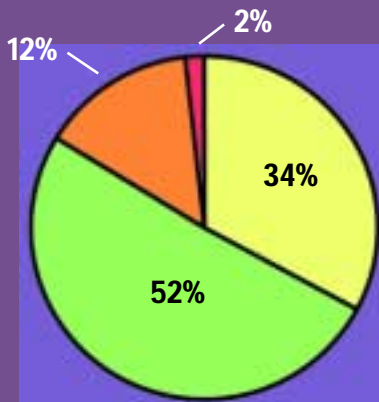
to the staff, due to the different behavior of the staff. Sometimes, youth feel that staff are very “moody,” so the youth become uptight and are actually afraid to talk to the staff. [from Focus Group data]

To create a more comfortable environment, there must be not only good staff to youth relationships, but good youth to youth relationships as well. Because many youth are able to get along well with the peers that they meet in the programs, they are able to make new friends. The youth feel comfortable talking to these new friends and it is easier for them to resolve their problems through communication instead of through violence. Practically 9 out of 10

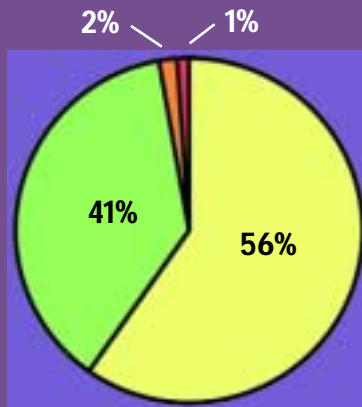
youth feel that they are more secure at CBOs if they have someone to listen to them. However, we did find that up to 1 out of 10 youth can't seem to get along with their peers at some programs. Overall, the youth get along quite well with each other. They must feel safe coming to the CBO in order to trust it. Therefore, it is a relief to find that about 95% of all CBO participants feel that when they are there, they feel safe and secure. [794 questionnaire responses]

In general, participants feel more comfortable at a CBO if they can somehow relate themselves with the CBO. From our data, we found that roughly 80% feel that the CBOs relate well to their culture. [727 questionnaire responses] With this high number, we interpreted that the youth were pretty comfortable at their CBOs. We found that the level of comfort was pretty high and consistent for all ethnic groups. Therefore, across the city, we interpreted that there is a diverse range of CBOs that offer different activities for people from different cultures.

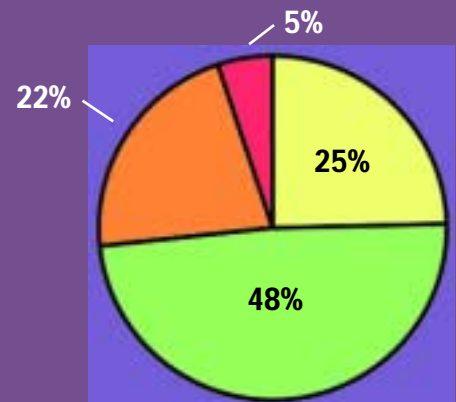
“This program has made my life better”



“The staff in this program treat me well”



“This program has enough supplies”



# SPOTLIGHT

## ON THE CBOs

The following are four CBOs that were selected based on their focus area.

Each CBO had different challenges that they faced and were great examples of programs that were handlin' their "biz." Due to the low number of Family Support programs that were evaluated, we did not feel we could adequately discuss lessons learned from these programs.



### **BOARD OF TRUSTEES OF THE GLIDE MEMORIAL CHURCH**

**The Extended Family Home Project (Enrichment & Health and Wellness)**

Glide's Family, Youth, and Child Care is a program that help families move from welfare dependency to economic self-sufficiency. It does this by integrating support services for children, youth, and parents with employment, spirituality and training services to create a comprehensive focused strategy. Youth are served annually through latchkey services. Activities include workshops, tutoring, counseling, field trips, mentoring,

**"I come here to get help on my school work and to keep me out of trouble"**

and creative art workshops. During our focus group, the youth explained what kinds of activities they have in the program; "We get help with computers." Youth also expressed that the program helped to better their life by stating,

"I come here to get help on my school work and to keep me out of trouble. If I wasn't at Glide I would do way more bad stuff." 96% of the youth agreed or strongly agreed that their life is better as a result of this program. While reviewing this program we found that Glide is very influential in the community in which these families live. 82% of the youth agreed or strongly agreed that Glide involved their families in the programs. This contrasts with only 25% in the sample of all 40 CBOs. [32 questionnaire respondents]



## **INNER CITY YOUTH**

**The Resiliency and Work Study 2000 Program (Academic Support & Youth Employment)**

Inner City Youth is a youth empowerment and employment program that provides many services throughout the city. The program serves youth citywide

**“This program helps you when you’re ready to take the next big step.”**

ages 9-17 by providing social development workshops, GED/CHSPE/SAT classes, job preparation workshops and after school tutorial programs. The majority of youth who have the privilege to participate in the Inner City Youth program come from high crime areas. They feel that participating in this program helps get them away from the drugs and violence on the streets and into positive activities. For example one participant in the program said, “This program helps you when you’re ready to take the big step. It gives you job preparation.” 93% of the youth agreed or strongly agreed that they have learned something through this program. The staff appears to be deeply involved in the personal growth of the participants. 86% of the youth agreed or strongly agreed that the staff in the program treated them well and 93% of the youth agreed or strongly agreed that they could go to a staff person if they needed advice about personal issues or problems. A participant stated, “You can tell {staff} really cares about us because if {staff} sees us on the street they’ll stop and give us a ride because they don’t want us to be on the street.” The staff’s no-nonsense attitude assures that youth receive the most out of the program as possible. [17 questionnaire respondents]

## **“Where am I?” by Kamael Burch**

I loved every CBO I went to and loved learning about the city, but the funniest trips were when I got lost. At 3:15 I would run out of the school doors down the street to the nine bus stop with my bus map in my hand most of the time with a destination I had to be to across town within 30 minutes. I had no idea where the street was, what bus to catch and how long it would take. On this one particular day I had to be somewhere in the Mission by 4:00p.m. I was determined to make the visit on time especially since seniors got out of school early that day. I was out at 1:00, I decided I would go down find the CBO then get something to eat until it was time for me to do the evaluation. I hopped on the nine and got off in the Mission, looking at the CBO info sheet and the map I knew I was close, but I didn’t know how close so I decided to walk. I walked for about 2 hours up and down the street, I asked but it didn’t help much. 4:00 was approaching and I still had no idea where I was going and I walked and walked then it was almost 4:30. I decided to go in a corner store that I had past about ten times and asked the man behind the cash register. It turns out that the CBO was right next door to the store so I had been walking right past it for 3 1/2 hours. This incident made me more aware, it taught me to pay more attention because sometimes what your looking for is right under your nose.

Kids playing, staff interacting with youth, teaching, learning group discussions, dancing, and just having fun good old fashion fun. These are a few things I saw when I went out to CBO visits. It warmed my heart to hear youth say, “If it wasn’t for this program I wouldn’t be doing as good as I am.” It made me more aware of the issues in the city. It also gave me a boost of encouragement and strength to see people my age and younger proving the stereotype of a “failing generation” wrong.

### ***“Alone”*** by Freddie Copeland

Every CBO that I went to was pretty interesting. But the ones that weren't interesting were when I had to go there by myself. Everytime I went to a CBO I wasn't expecting to go there by myself, but sometimes my partner wouldn't show up. Some CBOs were fun to go to because most of the kids that attended them were well behaved. But when you go to a CBO and the kids were rowdy, jumpy and loud it was hard to put up with it when you're by yourself. When you evaluate CBOs by yourself a couple of times it gets fun because you know what to expect and how to calm the kids down. If I needed to calm them down I would bribe them with Rice Krispie treats. Overall I felt good about myself because I thought about how I visited CBOs myself and realized how much hard work it was. As a 15 year old I feel that taking on a responsibility that requires two people was amazing to me. Overall most of the CBOs that I visited were cool and it showed me that all of the youth programs all over San Francisco are trying to keep the youth on the right path.

### ***“Overcoming Challenges”*** by Marvin Rivera

There were many challenges, which I came across during the Youth IMPACT evaluation process. One of the biggest challenges though, was having to go to a CBO right after school or during a school vacation. Another big challenge that I faced was the youth not paying attention during the focus groups. It was really bad because we were trying to do something to benefit their future and it seemed as though they didn't even care.

But we overcame all the challenges by realizing that not all CBOs are the same and also by debriefing after each visit. This gave us an opportunity to talk about any problems that we faced while visiting a CBO, it also provided us with ways to deal with these problems if they ever occurred again.

## **MISSION AREA HEALTH ASSOCIATES**

### **Latinos en Extasis Youth Project (Enrichment & Health and Wellness)**

Latinos en Extasis Youth project is a public health program run out of the Mission Area Health Association. It serves over 100 youth ages 13-17 through peer-led health education groups and professional health education counseling. The youth who participate in this program receive intensive training in health education, group facilitation skills and outreach techniques. Youth play leadership roles in community outreach and meeting facilitation throughout the Mission-neighborhood.

***“I could go to a staff member if I needed advice about personal issues.”***

Our research indicates that the youth participating in the program feel that the skills they gained will help them better educate their community on a range of health issues. The strength of this perception is indicated by the 100% of surveyed youth reporting agreement or strong agreement with the statements: “I have learned/gained something from this program”, “the program has made my life better”, and “this program makes a positive difference in my community.” In the focus group, one youth stated why he liked the program, “I can help my friends out, prevent some of them from getting diseases.” Another participant described the benefits to his own life. “I learned so



## **YOUTH GUIDANCE CENTER IMPROVEMENT COMMITTEE**

**Focus Basic Computer Literacy**

**Job Preparedness Program (Youth Employment)**

The Youth Guidance Center Improvement Committee (YGCIC) is a non-profit corporation that provides direct services to young men, between the ages of 16 and 17 that are under the jurisdiction of the Juvenile Justice system in San Francisco. The greatest concentration of their youth come from inner-city communities. FOCUS I Vocational Program is a component of YGCIC that provides basic computer literacy, general office technology, job preparedness, and life-coping skills training. Students who successfully complete this program, understand basic Windows systems applications, are familiar with pre-employment activities, and have devel-

oped employment and career goals.

More than 80% of the youth agreed or strongly agreed that YGC provides them with better job

**“...they make you  
feel comfortable.”**

opportunities and helps them to reach their career goals. In the program the youth learned about maintaining responsibilities. “It’s like they’ve got a responsibility to do the work, you don’t do the work, and you don’t get paid.” While talking about their relationships with the staff members, one of the youth stated, “It’s cool, they like help you when you got problems, they give you some slack, they make you feel comfortable.” When asked about youth-youth relationships one young person said, “there are no fights.” YGCIC is a youth-centered program geared towards the advancement of young people. [18 questionnaire respondents]

much information. I’m aware of a lot of health issues. My life is better.”

The staff in the program tend to share the same ethnic and neighborhood background as the youth participants leading to a sense of trust. One youth described this bond: “[Staff] is from the same area as me, I know she knows!” This feeling is backed up by the survey that found that 100% of the surveyed youth agreed or agreed strongly that, “the staff treats me well” and “I could go to a staff member if I needed advice about personal issues. [12 questionnaire respondents]



# YOUTH IMPACT'S GUIDE TO HAVING THE BEST CBOs

We found that all of the programs that we visited showed concern for the youth that they were serving.



As previously stated in "The Meat" a majority of the youth stated that program staff were their friends and they felt that their lives had improved as a result of the program. There are still some things that can be improved in order for San Francisco to have the best CBOs. Here are our recommendations based on our research:

- Increase space, supplies, and resources for your programs.
- Have access to computers and the internet.
- Have a diverse range of programs and trainings for youth.
- Build respect between youth, staff and be aware of ageism.
- Hire staff that reflect the youth you serve.
- Think about convenience, access, and food when planning your programs.

First of all, the biggest issue we saw while evaluating these programs was the lack of space. Many CBOs offered very good services to the youth and actually wanted to serve more youth, but there was no place to put them. In CBOs across the city it was the same thing; youth, staff, and supplies were often jammed into closet-like spaces. Also the programs sometimes had walls that

looked very old and worn out. We believe that CBOs should add more space to their programs and if they already have sufficient space they should try to improve the condition of it. This may require extra funding from DCYF and other sources.

**"the biggest issue...was the lack of space."**

Pencils, paper, and pens...in this day and age a lot more supplies are required in order to have a GREAT CBO. We all know that computers are now a necessity in the 21st century. From the many CBOs that we visited we found that many of them had old computers (we are talking about the Apple Computers that they used in the Flintstones). Those CBOs that were lucky enough to have current computers were missing one major component: the internet. Many times we found that the internet was only available on one or two computers, and for programs with twenty or more participants this became a problem. So we suggest that the CBOs add more computers that are connected to the internet to

their programs, and again this brings up money issues.

In addition to adding computers, we feel that the CBOs should try offering different classes at their sites. Even if youth come to your program for tutoring, it might be nice to have a conflict resolution class or even a cooking class so that the youth at your program have an opportunity to learn new things.

**“Youth really want someone they can connect with...”**

Believe it or not, many of the people in the neighborhoods that we visited did not even know a CBO existed there. One way that CBOs can recruit more partic-

ipants is by letting those in the community know where you are located and what type of services you offer. Try having an "Open House" where members of the community can come in and look at the facilities and meet your staff. Because what good is a GREAT CBO if no one knows its there?

Unfortunately, while at the CBOs we sometimes noticed that staff were screaming or disrespecting the youth, and while doing our Focus Groups and looking at the questionnaires we found that a few youth had problems with the staff. One way to improve this is to offer more training to the staff. If staff are trained to avoid taking their anger out on youth even when they are having a bad day this will improve CBOs dramatically. Also staff should always take what a youth tells them seriously. It takes a lot of effort for a youth to approach an adult with their problems, and if they are laughed away they will not feel comfortable talking to the staff again. Always make sure that you let the youth at your program know that you



are there if they ever need to talk. Even if they don't accept the offer to talk, it will make them feel good just knowing that you offered. Youth really want someone they can connect with so it helps to make sure that you have staff who share similar experiences with youth in the program or staff who come from the same community. Ageism is also a big problem. Even though staff are older than the youth they serve, they should not treat them as though they are inferior. We are youth and we have important things to say and we want to be treated with the same respect that we show you.

Snacks are the most important part of a program. After school we are starving and, believe it or not, we don't want chips all the time and we do get tired of drinking Kool-Aid. So please have snacks at your program and don't be afraid to try something different. Add some fruit or maybe even a pizza once in a while. Hey, you never know if we will like it if you don't try. If you try different

snacks don't be surprised if more of the food ends up in the youth's mouths rather than the trash. Also, many kids might just start coming to your program because they hear from their friends that you have good snacks. These youth might actually stay for the tasty programs. Hey, free food works!

**1**

**Thou must have a high and plentiful supply of great snacks.**

**2**

**Thou must have flexible hours.**

**3**

**All who choose to work at thy program must have a great attitude and treat everyone with respect.**

**4**

**Thou shalt hire staff that reflect thy communities and experiences of youth thou serve.**

**5**

**Thy computers must connect to the internet.**



Lastly, the time your programs start. It is pretty hard to get to a program that starts at 3:20 when you get out of school at 3:15. Make your programs start later or at least let them run later so that all participants have enough time to fully enjoy the activities that are going on. Even try offering your program on weekends. You will be surprised how many youth will actually wander in.

10

**Thou shalt involve thy youth in the evaluation of thy programs!**

8

**Thou must have a clean and spacious environment, free of all rodents.**

9

**All thy participants must enjoy thy program and spread laughter throughout thy CBO.**

6

**Thou must provide enough supplies for thy participants.**

7

**Thou shalt reach out into the community to know thy neighbors.**

**"If you follow all of our suggestions and Ten Commandments, you are guaranteed to have the best CBO in the Universe."**

**-The Youth Avenger**

# AMMM... THE MEMORIES



Youth IMPACT started in November 2000. Many of us came into the program having no idea what we were actually going to do and then we sat through a long meeting in which it seemed as though they were speaking a different language. What the heck was a CBO? Well eight months later we know that CBO stands for Community Based Organization and that we were hired to take place in one of the largest Youth Evaluations in the country. Youth IMPACT has become much more than a job. It changed many of our lives dramatically. The program has given us the opportunity to make new friends and enhance our writing and presentation skills. It has also taught us patience (sitting through long explanations about cross-tabulation). More importantly it has taught us not only how to work with people from different backgrounds, but how to get along with them. Those of us who came into the program shy and afraid of talking to people are now the main ones leading presentations to groups of over 100 people. We all feel that this job is an exceptional one. How many youth can tell their friends that they are

**"I believe this is a once in a lifetime opportunity for youth to genuinely improve the programs of San Francisco."**

-Lily Onovakpuri



**"I think my experience was very interesting. It was interesting seeing all the different programs and meeting different people. I learned a lot about different places in the city and a lot of CBOs that I never knew about."**

-Marvin Rivera

**"I learned about evaluation and planning. I had the opportunity to learn about things other kids my age would never have the opportunity to do. By us being youth ourselves we know what youth want and need and through that we'll be able to work towards providing better services for the youth"**

-Khalillah Hill

working with the Department of Children, Youth and Their Families (DCYF) to improve the services of San Francisco? Well all of us at Youth IMPACT can.

During the year at this program we have had our eyes open to the issues that are prevalent throughout the city. We have found that although CBOs do have things that can be improved we believe that all of them have the interest of their youth in their hearts. We have all endured research questions, CBO meetings and staff changes, all the while adding the special Youth IMPACT "flava" to everything that we do. Thanks to the over 18 staff at Youth IMPACT for giving us total creative control of everything we produced and all of our presentations. Because of this we were able to have fun and handle our 'biz' at the same time. We turned the usual uneventful evaluator and CBO meetings into a place where you can learn the information while having a good time, because who said that evaluating had to be boring or scary!

**"The things that I learned will be beneficial in life because they will help me further my skills as a person and as a worker doing evaluations in the future."**

-Kenisha Roach



**"I think that Youth IMPACT is giving back a lot to all of the funded CBOs. We are giving them a voice to speak up about the important things that they are doing. We are also giving them a voice to let the government know the help they need to improve their CBO."**

-Jamie Golden

Beyond our personal benefits from the Youth IMPACT program we feel that it benefits the city of San Francisco; being youth ourselves we know what youth want and need. We also feel that the youth were more open talking to people who are their own age rather than adults. We hope that this final product and all of our findings and suggestions will be used to improve the youth programs of San Francisco.

We wish the Youth IMPACT team of 2001-2002 much luck and we want to tell them that even though at times you may feel like quitting because things are tiring or difficult, hang in there because in the end it is all worth it!

(Ps. Never Trina Knock evaluation because it can actually be kind of fun!)

**"I like doing the evaluation. It made me more aware and more interested in politics and things that go in the city so it can help me in the future."**

-Kamael Burch



# THE MEMBERS OF YOUTH IMPACT SHOUT OUTS



## Marvin A. Rivera

**AKA Super Mario**

**Age:** 18

**School:** Graduate of Galileo Academy of Science and Technology

**District:** Western Addition

"At first a nice quiet angel, but when I leave, everyone knows me as a silent 'lil'devil." I joined Youth IMPACT because I wanted to be challenged and learn new skills that will help me in the future. I would like to thank my mom for always pushing me to be something good in life and for raising my three younger brothers and me for five years after my dad's death. I hope that what I'm doing right now has made you proud mom. I would also like to thank "Baby G" for hooking me up with my first job at DCYF, Cathy Garza, and Karla Andreu for giving me lots of support during the Youth IMPACT evaluation process. And thanks to Laurene D, Stephanie O, Jonathan, and Marianne for all those fun moments and help with Y.I. And thanks to the whole Y.I. team for letting me know you all and make friends with ya. Waz up Estella, Veronica, and Vanessa!!! And for all you little people out there who I forgot...forget ya!!



## Kenisha Roach

**Age:** 16

**School:** Thurgood Marshall Academic High School

**District:** Twin Peaks

First off I would like to thank everyone in the YI team. You all welcomed me with open arms and I appreciate you all to the fullest. Being apart of this group has taught me patience and how to be a good team member. Everyone put in a tremendous amount of effort in finishing this project. Stating all of this I will leave you all with the quote, "There is no I in the word Team"- love ya'll.

## Marianne Cariaso

**Age:** just over 18...

**School:** UC Santa Cruz.....Holla!!

**District:** the Mission baby

First off, I just want to thank Liz and Shireen for always lookin' out for me and helpn' me find this job. Without them, I wouldn't be where I am today. A big thanx to Laurene, the power puff Queen! And Steph the music Goddess! For being such an AWESOME staff to work with! You both are strong, beautiful women whom I also look up to and aspire to be like. I can't forget the YI team! Thanx for all the laughs and accepting me with ease. Keep on fighting for change- don't stop speakin' yo' minds! Always keep it real-never "trinna knock" yo' selves! And lastly, thanx Jay, you are my heart where would I be without you! Have a great rest of the summer ya'll- PEACE!

## Uriridiakoghene N. Onovakpuri

**Age:** 16

**School:** San Lorenzo High

**District:** Bayview

I want to thank everyone at Youth IMPACT for putting up with my craziness, I know we have had some hard times but we made it through. I especially want to thank Glenda, Maggie, Ginger and my mom for allowing me to work so hard on the project. Lastly I must thank Karla, Johnathan, Stephanie and Laurene for giving me the space to express myself ; and Zac who provided me with the inspiration to become dedicated to changing the world.



## Stephanie Ong

**Age:** Over 18

**School:** Graduate of SF State University

**Neighborhood:** Lower Haight

I am so thankful that I stumbled upon Youth IMPACT – what started off as "just a job" has transformed into a community of friends and a heartfelt lesson about the importance of youth voice. To each of the Youth IMPACT members – You are all the unsung heroes of your time and your stories and your triumphs will continue to inspire me in my future work with DCYF. And to the amazing staff, it has been a whirlwind of laughter and fun and I know we will remain kindred spirits in our continued fight for social justice. I've got a lot of love for you all!

## Laurene Domínguez

aka Ms. Boss Lady

**Age:** way over 18...but still have a lot of the young stuff intact!

**School:** Finishing my MSW at SFSU, B.A. from UC Santa Cruz

**District:** East San José and Oakland

To all the youth....you give me hope that things can change in our society and that youth must be at the forefront in developing solutions to the problems facing youth! Thank you for all your HARD work, the lessons you have taught me in these past months and the all the memories of sheer joy & laughter. To the staff and the many consultants on this project, much luv...I am honored to have worked with such strong women on this project....crystal, steph, karla, esther, marriane without all those talks in the office, support, and laughter I would not have been able to stick it out...gracias. Special thanx to Andy and all the JMPT staff for bringing me into this project and allowing me the space to see my strength as a Director and to Jonathan for all his support. These months have flown by and I am so grateful that I took on this challenge. I leave you all with the memories of my Buddha, my sage burning, my laughter and most of all a stronger sense of Peace.

## Fred Copeland

**Age:** 15

**School:** Galileo Academy of Science and Technology

**District:** Tenderloin

I'm a very energetic person, and I like playing basketball and football. I want to thank all the people out there who made it possible for me to be where I am today.



## Steven Yannacone

**Age:** 15

**School:** Thurgood Marshall Academic High School

**District:** Mission

I thank myself for putting in time and effort in this project and I also thank Youth IMPACT for giving me a good job. I mean a really good job!!

## Damien Oyobio

**Age:** 17

**School:** Thurgood Marshall Academic High School

**District:** Hunters Point

I want to thank Youth IMPACT for developing my skills. Thanks, Laurene, for finding my wallet. I thank God for puttin' me on this earth. Thanks to everybody I know. I wanna thank myself for making me stay committed to something for so long. Lastly, I wanna thank my parents for meeting each other and having 3 wonderful kids.

## Jonathan London

**Age:** Over 18...but younger every day

**Organization:** Youth In Focus

**School:** Finishing Ph.D (finally!) in Community Sociology at UC Berkeley

**District:** Davis, CA / Oakland, CA

Wow! I have been inspired to have worked with such a talented youth team and project staff to produce such an amazing product. Through all the hard work (another draft of the survey questions?!) you have all put your hearts into it. Thank you all – Youth IMPACT, JMPT, DCYF for making this idea a city-wide reality.

## Hy Thai

**Age:** 16

**School:** Galileo Academy of Science and Technology

**District:** Excelsior

I want to thank AACE Upward Bound for helping me find this job because here, Youth IMPACT had really opened me up and made it easier for me to associate and cooperate with other people. And I just wanna say "Wassup" to all my friends without jobs, sitting at home, reading this!



## Kamael Burch

**aka** Mama Kamael

**Age:** 18

**School:** Graduate of Thurgood Marshall Academic High School

**District:** Bayview

Kamael is a 3.29 gpa, hair changing every single day, fall on the floor, laughing at everything, my mama, your mama, everybody's mama, got yo back, but you don't step to her or else you'll get slapped. Thanks to my family both at home and work for being there and supporting me and most of all listening to me when I couldn't stop talking about CBOs.

## William Lam

**Age:** 18

**School:** Graduate of George Washington High School

**District:** Richmond

I joined YI because I wanted to earn a few bucks and also have fun in the process. We should reach out more for the less fortunate and help them back into their lives, especially young people that are lost. Everyone has a God's face. Thank you everyone for everything.

## Khalillah Imani Hill

**Age:** 16

**School:** I.C.A

**District:** Lakeview

I joined Youth IMPACT because I wanted to make a difference that would help the youth of SF. I feel that I have achieved this goal. Thanks to: Moms, Pops, Philly Phil, Berta, C-Lo, and Jazzy. Also, thanx to all the members at Y.I. without the friends I made in the group I don't know if I would've made it through. Much luv to Lo-Lo & Stephanie. Muah! Luv ya's Much!

## Karla M. Andreu

**Age:** 26

**School:** School of Public Affairs, Baruch College (CUNY)

**Neighborhood:** San Juan, Puerto Rico

To Youth IMPACT: Thanks for your commitment, hard work and special energy. It was all of you who made my mentorship so worth it. I loved it!!!! Stay Cool... To the other superheros, Laurene, Elizabeth, and Jonathon, it was always a pleasure.

## Jamie Golden

**Age:** 17

**School:** The Urban School of San Francisco

**District:** Excelsior

"Who is Jamie" Jamie, Jamie who?  
Boy I thought you knew. Tighter than  
Beyonce and Brittney combined  
Always speaks her mind  
A diva in training you may say  
Trying hard to make tomorrow a  
better day with style and grace  
always a smile on her face.  
"Never ill" This poem was written by her  
homie -Lil.

I want to thank my family and friends. I'd also like to thank Laurene for putting up with us for all of these months. Thanks to Stephanie and Jonathan and Marianne, without you guys this would not have been possible.



# APPENDIX

## A Look at our Research Instruments

The following is the first page of each of the research instruments that we designed. The questionnaire was four pages with additional pages for up to two of the focus areas that each program served. The focus group questions were one page, with additional questions based on the focus areas of each program. The observation was four pages long.

### Youth IMPACT - Questionnaire

#### Background Questions

1. CEO / Program: \_\_\_\_\_

2. Date: \_\_\_\_\_

3. Are you currently enrolled in school? (Circle one)

Yes	No
If yes, what grade are you in?	
Elementary	1 2 3 4 5
Middle	6 7 8
High School	9 10 11 12


What is the name of the school you attend? \_\_\_\_\_

4. Gender (circle one)      Male      Female      Transgender

5. Age: \_\_\_\_\_

6. Race/Ethnicity (optional, circle all that apply)

1 Chinese	8 African American
2 White	9 Latino
3 Japanese	10 Caucasian
4 Spanish	11 Native American
5 Korean	12 Other (Specify)
6 S.E. Asian	
7 Other Asian Pacific Islander	(please specify)



7. How long have you been coming to this program? (Circle one)

- 1 One month or less
- 2 2-3 months
- 3 4-6 months
- 4 6 months to 1 year
- 5 1 to 2 years
- 6 More than 2 years

8. How often do you come here? (Circle one)

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### Focus Group - General Questions

**Remember:**

- Don't talk too loud or too soft or you will be heard on the recording
- Make eye contact with everyone & have a positive attitude
- Try to engage everyone, don't ignore people
- Make the conversation fun and natural as you run get people to talk...not just answer the questions!!
- Write down any new questions you ask or changes to the ones listed below
- Write down any new questions you ask in the Focus Group Feedback Sheet
- Don't forget to run through each point in the Focus Group Feedback Sheet
- After the focus group is over, make sure to answer the follow-up questions

**Questions**

1. Why do you participate in this program?
2. What do you do at this program?
3. How do you get along with each other in this program?
4. How would you describe you feel talking to staff about personal issues or problems? How can this be improved?
5. How are you treated by the staff in this program?
6. How do you feel about the rules in this program? If so, how?
7. Do youth play an active leadership role in this program? If so, how?
8. What do you like about this program and why?
9. What do you think about this program that you feel proud of?
10. How do you feel about the staff? How do you think they should change and why?

### Youth IMPACT Observation Instrument

CEO/Program: \_\_\_\_\_

YI Staff: \_\_\_\_\_

Date: \_\_\_\_\_

Observer: \_\_\_\_\_

**REMEMBER:**

- Try not to look obvious
- Do not sit together or talk during observation
- Take detailed and clear notes on everything you find interesting
- It is in as much of the "additional details" as you can!!
- Try to observe for all activities

How many adults are present: \_\_\_\_\_

How many youth are present: \_\_\_\_\_

1. What are the adults and the youth doing?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How is the staff? \_\_\_\_\_

How is the youth? \_\_\_\_\_

## List of CBOs we Evaluated

Youth IMPACT chose to evaluate a sampling of the CBOs funded by DCYF. The 40 agencies listed below were chosen at random. The CBOs with an \* were not able to complete the entire evaluation.

<b>CBO</b>	<b>Program</b>	<b>Phone</b>
Arab Cultural Center	Youth Educational Empowerment	664-2657
Ark of Refuge	Youth Multi Media Arts Program for Social Change	861-6566
Bernal Heights Neighborhood Center	Greater Mission Consortium (GMC)	206-2140
Board of Trustees of the Glide Memorial Church	The Extended Family Home (EFH) Project	674-6240
Booker T. Washington Community Service *	Western Addition Youth Action Center	928-6596
California Association for Health, Education, Employment and Dignity (CAHEED) *	South East Family Support Network	642-9886
Center on Juvenile and Criminal Justice *	Detention Diversion Advocacy Project	621-5661
Charity Cultural Services Center	Families in Transition	989-8224
Community Educational Services	Youth Action and Entrepreneurship Initiative	982-0615
Friendship House	Friendship House Association of America Indians (Treatment Center Phone)	865-0964 431-6323
Girls After School Academy	Girls After School Academy	584-4044
GirlSource, Inc.	The Young Women's Health	252-8880
Horizons Unlimited of San Francisco, Inc. *	Young Women Arise Project	487-6723
Horizons Unlimited of San Francisco, Inc. *	Casa de Los Jovenes	487-6706
Hunter's Point Boys and Girls Club	Hunter's Point Boys and Girls Club	822-7140
Ingleside Community Center *	Multicultural Partners	587-5513
Inner City Youth	The Resiliency and Work Study 2000	587-4711
Jewish Vocational and Career Counseling Service	Work Resource Program Collaborative	391-3600
Juma Ventures	Juma Ventures	247-6580
Korean American Women Artist & Writer's Association (KAWAWA) *	Korean Youth Development Center (KYDC)	567-1222
Legal Services for Children, Inc.	Legal Services Addressing the Needs of LGBTQ	863-3762
Mission Area Health Associates	Latinos en Extasis (Latinos in Ecstasy) Youth Project	552-1013
Mission Education Projects, Inc.	Structure Daily After School	282-9898
Potrero Hill Neighborhood House	Experiment in Diversity	826-8080
Richmond District Neighborhood Center	Richmond District After School Collaborative	751-6600
SAGE Project, Inc.	Sexual Exploitation Violence Prevention and Treatment Program (program runs out of YGC)	358-2720
Samoan Community Development Center *	Pacific Islander Youth Alliance	841-1086
San Francisco Brown Bombers *	San Francisco Brown Bombers	820-1516
San Francisco Conservation Corps	San Francisco Conservation Corps - Youth in Action	920-7171
San Francisco League of Urban Gardeners (SLUG)	Youth Garden Internship	285-7584
San Francisco Urban Service Project *	Providing Service to Youth/Early Literacy and Service Learning	642-3281
Sunset Youth Services	Sunset Youth Services	665-0255
Support for Families of Children with Disabilities *	Open Gate	469-4518
Telegraph Hill Neighborhood Center	North Beach Youth Center	421-6443
Treasure Island Homeless Development Initiative	The Treasure Island After School	362-1383
Wajumbe Cultural Institution, Inc.	Project A.C.E. (Academic and Cultural Enrichment)	563-3519
YMCA, Embarcadero Afterschool Tutorial Program	Embarcadero YMCA - program is in Bessie Carmichael School	615-1309
YMCA-Urban Services Branch	OMI Beacon Center	406-1290
Youth Guidance Center Improvement Committee	Focus Basic Computer Literacy/Job Preparedness Program	753-7690
YWCA of San Francisco	Girls Now	648-2826

## Results from our Questionnaires

Question	Ques #	Response	# of Responses	Subtotal		% of Response
Are you currently enrolled in school? (circle one)	3	0	27	768	No	4%
	3	1	741		Yes	96%
How easy is it to get to your program?	10	1	473	788	Very Easy	60%
	10	2	195		Easy	25%
	10	3	105		Ave.	13%
	10	4	10		Hard	1%
	10	5	5		Very Hard	1%
How safe do you feel at this program?	11	1	416	799	Very Safe	52%
	11	2	344		Safe	43%
	11	3	25		Unsafe	3%
	11	4	9		Very Unsafe	1%
This program helps you solve your problems (personal, academic etc...).	12	1	259	798	Strongly Agree	32%
	12	2	449		Agree	56%
	12	3	56		Disagree	7%
	12	4	25		Strongly Disagree	3%
Are there any snacks in this program?	13	0	175	773	No	23%
	13	1	598		Yes	77%
This program involves families in its activities and programs.	14	1	189	764	Strongly Agree	25%
	14	2	375		Agree	49%
	14	3	152		Disagree	20%
	14	4	48		Strongly Disagree	6%
The staff in this program treat me well.	15	1	451	798	Strongly Agree	57%
	15	2	324		Agree	41%
	15	3	15		Disagree	2%
	15	4	8		Strongly Disagree	1%
I could go to a staff person if I needed advice about a personal problem.	16	1	351	768	Strongly Agree	46%
	16	2	342		Agree	45%
	16	3	59		Disagree	8%
	16	4	16		Strongly Disagree	2%

Question	Ques #	Response	# of Responses	Subtotal		% of Response
<b>I have learned (gained) something through this program:</b>	17	1	351		Strongly Agree	44%
	17	2	409		Agree	52%
	17	3	26		Disagree	3%
	17	4	8	794	Strongly Disagree	1%
<b>This program makes a difference in this community.</b>	18	1	303		Strongly Agree	39%
	18	2	427		Agree	54%
	18	3	47		Disagree	6%
	18	4	10	787	Strongly Disagree	1%
<b>This program has made my life better.</b>	19	1	261		Strongly Agree	34%
	19	2	408		Agree	53%
	19	3	92		Disagree	12%
	19	4	15	776	Strongly Disagree	2%
<b>The rules are fair.</b>	20	1	314		Strongly Agree	40%
	20	2	411		Agree	52%
	20	3	47		Disagree	6%
	20	4	19	791	Strongly Disagree	2%
<b>This program has enough supplies.</b>	21	1	192		Strongly Agree	25%
	21	2	376		Agree	48%
	21	3	169		Disagree	22%
	21	4	41	778	Strongly Disagree	5%
<b>I feel comfortable coming here.</b>	22	1	416		Strongly Agree	52%
	22	2	357		Agree	45%
	22	3	16		Disagree	2%
	22	4	11	800	Strongly Disagree	1%
<b>This program relates well to my culture.</b>	23	1	221		Strongly Agree	30%
	23	2	361		Agree	50%
	23	3	119		Disagree	16%
	23	4	26	727	Strongly Disagree	4%

## Results from our Questionnaires (cont)

Question	Ques #	Response	# of Responses	Subtotal		% of Response
<b>This program has events that relate to all of its participants cultures.</b>	24	1	223		Strongly Agree	32%
	24	2	350		Agree	50%
	24	3	112		Disagree	16%
	24	4	14	699	Strongly Disagree	2%
<b>People listen to me at this program.</b>	25	1	314		Strongly Agree	40%
	25	2	394		Agree	51%
	25	3	45		Disagree	6%
	25	4	25	778	Strongly Disagree	3%
<b>I have a good time at this program.</b>	26	1	371		Strongly Agree	48%
	26	2	358		Agree	47%
	26	3	31		Disagree	4%
	26	4	6	766	Strongly Disagree	1%
<b>Does your program help you with applying to high schools or colleges? (circle one)</b>	AS-1	0	163		No	50%
	AS-1	1	165	328	Yes	50%
<b>This program has a variety of activities for everyone.</b>	EN-1	1	239		Strongly Agree	44%
	EN-1	2	263		Agree	48%
	EN-1	3	34		Disagree	6%
	EN-1	4	7	543	Strongly Disagree	1%
<b>Do you participate in the activities/sports in this program? (circle one)</b>	EN-2	0	55		No	10%
	EN-2	1	473	528	Yes	90%
<b>Do you think that your program is teaching youth how to resolve their own conflicts and other conflicts? (circle one)</b>	EN-3	0	68		No	14%
	EN-3	1	431	499	Yes	86%
<b>Do you feel you get along better with your family as a result of this program? (circle one)</b>	FS-1	0	16		No	38%
	FS-1	1	26	42	Yes	62%
<b>Are you and your family supported by this program?</b>	FS-2	0	29		No	64%
	FS-2	1	16	45	Yes	36%
<b>Do you feel this program has helped you and your family become a part of your community?</b>	FS-3	0	31		No	82%
	FS-3	1	7	38	Yes	18%

Question	Ques #	Response	# of Responses	Subtotal		% of Response
<b>Do you think this program helped you decrease your stress level? (circle one)</b>	FS-4	0	22		No	50%
	FS-4	1	22	44	Yes	50%
<b>The wait for an appointment at this program is reasonable.</b>	HW-1	1	38		Strongly Agree	26%
	HW-1	2	98		Agree	68%
	HW-1	3	8		Disagree	6%
	HW-1	4	1	145	Strongly Disagree	1%
<b>The health issues that brought me here have improved since I've been coming here.</b>	HW-2	1	29		Strongly Agree	23%
	HW-2	2	63		Agree	50%
	HW-2	3	25		Disagree	20%
	HW-2	4	9	126	Strongly Disagree	7%
<b>Has this program educated you about health issues that concern you? (circle one)</b>	Hw-3	0	59		No	44%
	Hw-3	1	74	133	Yes	56%
<b>The staff at this program follow up on my health issues.</b>	HW-4	1	30		Strongly Agree	22%
	HW-4	2	61		Agree	46%
	HW-4	3	32		Disagree	24%
	HW-4	4	11	134	Strongly Disagree	8%
<b>This program provides me with better job opportunities.</b>	YE-1	1	75		Strongly Agree	32%
	YE-1	2	133		Agree	57%
	YE-1	3	19		Disagree	8%
	YE-1	4	6	233	Strongly Disagree	3%
<b>This program will help me to reach my career goals.</b>	YE-2	1	59		Strongly Agree	25%
	YE-2	2	137		Agree	58%
	YE-2	3	35		Disagree	15%
	YE-2	4	4	235	Strongly Disagree	2%
<b>This program provides jobs that improve/ make a difference in my community.</b>	YE-3	1	52		Strongly Agree	23%
	YE-3	2	149		Agree	65%
	YE-3	3	23		Disagree	10%
	YE-3	4	6	230	Strongly Disagree	3%
<b>I get paid fairly for the work that I do.</b>	YE-4	1	37		Strongly Agree	17%
	YE-4	2	97		Agree	45%
	YE-4	3	44		Disagree	21%
	YE-4	4	36	214	Strongly Disagree	17%





## Youth IMPACT Team

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