



Department of City Development

Housing Authority
 Redevelopment Authority
 City Plan Commission
 Historic Preservation Commission
 NIDC

Rocky Marcoux
 Commissioner

Martha L. Brown
 Deputy Commissioner

September 12, 2005

Alderman Joe Davis
 Chairman, Community and Economic Development Committee
 Milwaukee Common Council
 City Hall

Dear Alderman Davis:

Last fall, the Community and Economic Development Committee allocated \$350,000 to the Department of City Development to operate a pilot summer youth employment program. I am please to report that the 2005 City of Milwaukee Summer Youth Internship Program (SYIP) provided work experiences for 205 central city teens for six weeks starting June 20. This letter summarizes the experience of the program.

Program planning, operation and staff

To shape the broad parameters of the program, we assembled an advisory committee of individuals who have youth employment experience. Participants included representatives of the Community Block Grant Administration, Milwaukee Public Library, Housing Authority, Milwaukee Public Schools, Mayor's Office, and Department of Employee Relations. This team provided valuable guidance regarding program design and recruitment strategies.

Because DCD has no staff devoted to employment activities, we contracted with Milwaukee Idea Economic Development (MIED), a University of Wisconsin-Milwaukee program that provides graduate fellows to support economic and community development project. Danielle Luer, a MIED fellow, was assigned to the program in January 2005, and was responsible for its operations under the supervision of the DCD commissioner's office. We brought in a part-time temporary assistant to assist with data entry and other support in March 2005. A week before the summer interns began their work, we added 21 team leaders to the program staff; they worked with the students throughout the six-week internship program.

Applications and employment

The "Earn and Learn" program was announced March 2, 2005. Program staff provided SYIP information and applications to school guidance counselors, youth serving agencies, and

the news media, and created a web site that was updated regularly. Several aldermen, particularly Alderman McGee, took a very active personal role in spreading the word about the program.

We received 1,065 applications between March 2 and April 15. Applicants who were aged 16 to 19 and lived in the Community Development Block Grant target area were asked to provide official school attendance records; attendance and reference letters were used to select 250 students for interviews. Personal interviews conducted by program staff over a three-day period resulted in job offers to 205 students. All were residents of the CDBG target area.

Because the students would be working only 120 hours, we issued a request for proposal for a temporary employment agency to hire the interns, handle payroll, and provide workplace insurance for the participants. The winning proposal was submitted by a partnership involving Manpower and Victory Personnel. Timecards were submitted weekly to the agencies, and interns received weekly paychecks.

Jobs

City departments were asked to create jobs for the interns, and develop job descriptions for them. Interns worked in dozens of different jobs ranging from computer services aide to community nutrition intern to forestry intern. One-quarter of the interns were assigned to positions in the Department of Public Works, and one-quarter were assigned to the Health Department. Also creating positions were the Assessor's office, City Clerk's office, departments of City Development, Employee Relations, Neighborhood Services, Administration, and Police, the Milwaukee Public Library, the Mayor's office, the Housing Authority, and the Port of Milwaukee. A complete list of positions is attached.

We greatly appreciated the cooperation we received from participating departments. We were gratified to learn that many departments sponsored special events for their interns, and a few arranged to continue their employment after the program ended.

Education Fridays

Fridays were set aside for educational activities. Most sessions focused on skills needed to enter the job market, including resume writing, mock interviews, and "dress for success." According to interviews of program participants, the most popular session was a personal finance program organized by M&I Bank and presented at the Bank's training center. The last Friday was devoted to a college fair, providing interns with admissions and financial aid information for colleges throughout Wisconsin.

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Recommendations

Based on surveys of student interns, team leaders, and intern supervisors, we recommend that the program be continued annually. The interns surveyed overwhelmingly agreed that they would encourage a friend to apply for an internship. The interns indicated they found the program valuable because it provided a chance to learn about the responsibilities and expectations of work. Many mentioned they had experienced personal growth as a result of the program.

The groups surveyed expressed strong support for extending the program to 8 weeks of employment. All noted that it took several weeks for the interns to get familiar and comfortable with their responsibilities, and it took time for City employees to learn the capabilities of the students. We received many comments that students were "hitting their stride" in weeks five and six, and that it would be helpful to have their services for another two weeks.

Our team leaders, who worked with the interns daily, recommended that future program applications be limited to incoming high school juniors and seniors. This will allow somewhat more predictability about the skill level of the interns, and also more focused educational sessions.

The Manpower/Victory partnership proved to be a valuable addition to the program team, and we urge continued use of a temporary employment agency for this program. The RFP for the agency should contain a requirement that the agency provide on-line application capability and electronic and telephone time-reporting capability. These features will allow the modest program staff to concentrate more on program and less on clerical support.

Conclusion

We appreciate the opportunity to operate the pilot Summer Youth Internship Program, and hope it will be continued in years ahead. We look forward to providing additional information about the program during the Community and Economic Development Committee meeting.

Sincerely,



Martha Brown
Deputy Commissioner

Attachment

Department	Job Title	Number of Internships
Assessor's Office	Assessor Assistant	3
City Clerk's Office	Public Relations Intern	1
City Clerk's Office	Common Council Intern	7
Dept of City Development	Planning Administration Intern	1
Dept of City Development	Photography Intern	1
Dept of City Development	Loan Clerk	1
Dept of City Development	Real Estate Clerk	1
Dept of City Development	LEAP Project Assistant	1
Dept of City Development	Long Range Planning Intern	1
Dept of City Development	Communications Assistant	3
Dept of City Development	Mapping Intern	1
Dept of City Development	Accounting Clerk	1
Dept of City Development	Contract Clerk	1
Dept of Employee Relations	Office Assistant	3
Dept of Employee Relations	Office Assistant Clerk	1
Dept of Employee Relations	Human Resources Aide	1
Dept of Employee Relations	Clerical Assistant	1
Dept of Neighborhood Services	Research Assistant	2
Dept of Neighborhood Services	Office Assistant	1
Dept of Administration	Grant Intern	1
Dept of Administration	Intergovernmental Relations Intern	1
Dept of Administration	Business Operations Division Intern	4
Dept of Administration	Data Summarizer Intern	1
Dept of Administration	Data Entry Intern	1
Dept of Administration	Administrative Intern	1
Dept of Public Works	Environmental Services Intern	4
Dept of Public Works	Inventory Stores	1
Dept of Public Works	Environmental Services Intern	4
Dept of Public Works	Environmental Services Intern	4
Dept of Public Works	Forestry Youth Intern	12
Dept of Public Works	Assistant Customer Service Rep.	1
Dept of Public Works	Water Marketing Intern	1
Dept of Public Works	Drafting Intern	1
Dept of Public Works	Inventory Clerk/Clerical Asst.	1
Dept of Public Works	Inspection Intern	6
Dept of Public Works	Office Assistant	2
Dept of Public Works	Call Center and Payroll Intern	1
Dept of Public Works	Inventory Assistant	1
Dept of Public Works	Engineering Technician Intern	2
Dept of Public Works	Maintenance Intern	1
Dept of Public Works	Laborer Intern	3
Dept of Public Works	Data Entry Project	2

Department	Job Title	Number of Internships
Dept of Public Works	Inspection Intern	1
Dept of Public Works	Inventory Intern	2
Dept of Public Works	Bridge Maintenance Intern	1
Dept of Public Works	Office Assistant	1
Dept of Public Works	Office Assistant	1
Health Department	Office Support Intern	1
Health Department	Office Support Student Intern	1
Health Department	Office Support Intern	1
Health Department	Office Support Intern	1
Health Department	Health Communications/ Graphic Intern	1
Health Department	Office Support	1
Health Department	Public Health Center Intern	2
Health Department	Office Support Intern	1
Health Department	Communicable Disease/Immunization Outreach	12
Health Department	Community Nutrition Intern	2
Health Department	Office Support	5
Health Department	Community Diabetes Surveyor	20
Health Department	Reception/Office Assistant	2
Health Department	Health and Safety in Childcare outreach Intern	1
Health Department	Laboratory Student	3
Housing Authority	Administrative Support	1
Housing Authority	Maintenance Aide	2
Housing Authority	Computer Lab Assistant	1
Housing Authority	Clerical Aide	2
Mayor's Office	Project Coordinator	1
Mayor's Office	Press Secretary Assistant	1
Mayor's Office	Constituent Relations Intern	4
Milwaukee Public Library	Children's and Young Adult Library Aide	1
Milwaukee Public Library	Computer Service Aide	1
Milwaukee Public Library	Computer Service Aide	1
Milwaukee Public Library	Computer Service Aide	1
Milwaukee Public Library	Computer Service Aide	1
Milwaukee Public Library	Computer Service Aide	2
Milwaukee Public Library	Computer Service Aide	1
Milwaukee Public Library	Children's and Young Adult Library Aide	1
Milwaukee Public Library	Computer Aide	2
Milwaukee Public Library	Computer Service Aide	2
Milwaukee Public Library	Computer Service Aide	1
Police Department	Community Liaison Intern	7
Port of Milwaukee	Accounting Intern	1
Port of Milwaukee	Engineering Intern	2
Port of Milwaukee	Marketing Intern	1