

Title: Los Angeles OneSource System Youth
Participant Customer Satisfaction Survey

Authors: Deborah Heisley, Richard Moore, Robin Patch

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Abstract

As part of the Workforce Investment Act of 1998, Los Angeles OneSource Centers offer low-income youth ages 14-21 services aimed at improving educational achievement, enhancing job skills, and preparing for college. The primary purpose of this study was to evaluate the youths' satisfaction with services received at 14 OneSource Centers throughout the City of Los Angeles during the 2010-2011 program year. A secondary objective was to track and analyze the types of services that youths' received, as well as obtain demographic data about participants.

During July 2011 a total of 382 participants from all 14 centers were interviewed via telephone, and asked 25 questions about the center they frequented. Respondents reported how they learned of the program, what services they received, their satisfaction with the services and centers, and their overall satisfaction with the program. Center responses were averaged to generate ratings for the OneSource system as a whole. Individual responses were grouped by center and question, and an average score was calculated for each question. System-wide responses for each question were analyzed to determine areas of improvement. T tests were performed to determine whether there were statistically significant differences in satisfaction between demographic groups. Qualitative and categorical responses were analyzed in percentage terms. In addition, scores from 2011 were compared to scores from 2006 and 2007 as there was some concern regarding the impact of the recession.

Results indicate that on average OneSource program youths were highly satisfied with the services they received. Participants were most satisfied with program staff and center facilities. Thirteen of the fourteen OneSource Centers met the 8.5 threshold set by the city for excellent customer service. During the recession participants utilized more employment-related services and less education-related services than before the recession. Over time more older-youths (19+) participated in the program, and this demographic reported lower satisfaction than the younger group (14-18). Regardless of age, participants who were currently enrolled in school reported higher satisfaction than those who were not. OneSource operators should increase efforts to provide youth with educational services, since these services increase customer satisfaction and job opportunities.

(Contains 11 figures, 5 tables, and 17 appendices)

Los Angeles OneSource System Youth Participant Customer Satisfaction Survey 2010-2011

Prepared for: City of Los Angeles

Workforce Investment Board



Community Development Department



Authors:

Deborah D. Heisley, Ph.D.

Richard W. Moore, Ph.D.

Robin N. Patch, M.P.P.

The College of Business Economics
California State University
Northridge

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OVERVIEW

The City of Los Angeles Workforce Investment Board (WIB) provides funding for 13 OneSource Centers throughout the City of Los Angeles. OneSource Centers offer youth ages 14-21 an array of services and training relating to:

- **Improved educational achievement** – to ensure youth obtain the skills and knowledge necessary to obtain employment or advance to post-secondary education.
- **Work readiness** - to prepare youth to secure a job.
- **Career exploration** - to help youth learn about jobs and careers.
- **Job skills** - to help youth acquire the tools they need to get that first job.
- **Computer skills** - to help youth learn how to find job opportunities and write a resume and cover letter that can land a job.
- **College preparation** - to help youth learn about educational opportunities and how degrees lead to careers.
- **Mentoring & counseling** - to support youth as they plan their education and careers.

The Consulting Center at the College of Business and Economics, California State University, Northridge, contracted with the City to survey youth participants served during the 2010-11 program year. We collected data on services received, satisfaction with services received and the characteristics of youth served. This report presents the results of the survey for the program as a whole and for each OneSource contractor individually. Where possible we compared results for this year with data from earlier years to identify trends in the data that may be valuable to program operators and the WIB.

METHOD

The Consulting Center in consultation with city staff designed a participant questionnaire that was administered by telephone to a sample of current OneSource Program participants (see Appendix A: Questionnaire). The questionnaire was designed to gather information on the following:

- Overall Customer Satisfaction
- Services received
- Referrals to other services
- Quality of staff service
- Condition of facilities
- Quality of program services

Davis Research conducted the telephone interviews in July of 2011, and made calls in the evenings and on weekends. Every telephone number that did not answer on the first call attempt was scheduled for two additional callbacks. Interviews were conducted in both English and Spanish.

Sample Size

The total sample pool, provided by the Los Angeles Community Development Department (CDD), included 2,356 active youth enrollees. The sample was designed to include a representative group of youth from each of the 14 contractors (thirteen OneSource Centers and one city-wide contractor), with a goal of completing 30 surveys for each center. Once 30 surveys were completed for a given center, no additional calls were made for that center.

Sample Quality

Of 2,356 telephone numbers for current youth participants, 392 phone numbers (17%) had been disconnected, leaving a total valid sample size of 1,964 telephone numbers. Of the 1,964 participants contacted, 206 (10.4%) did not remember visiting a center or refused to participate in the survey, and 1,175 (60%) could not be reached after three call attempts. A total of 382 surveys were completed across all centers, resulting in an overall response rate of 19% (of the 1,964 valid phone numbers). The number of respondents varied by OneSource Center because participants were initially sampled based on which of the 29 locations they attended. Some OneSource Center contractors sub-contract services to other agencies with separate locations, so we aggregated the 29 citywide locations into 14 OneSource Centers based on the lead contractor. Therefore we present the results of our findings by the 14 OneSource contractors rather than by each location. Throughout this report we refer to each of the 14 contractors as a OneSource Center (see Appendix B: Number of Respondents by Center).

FINDINGS

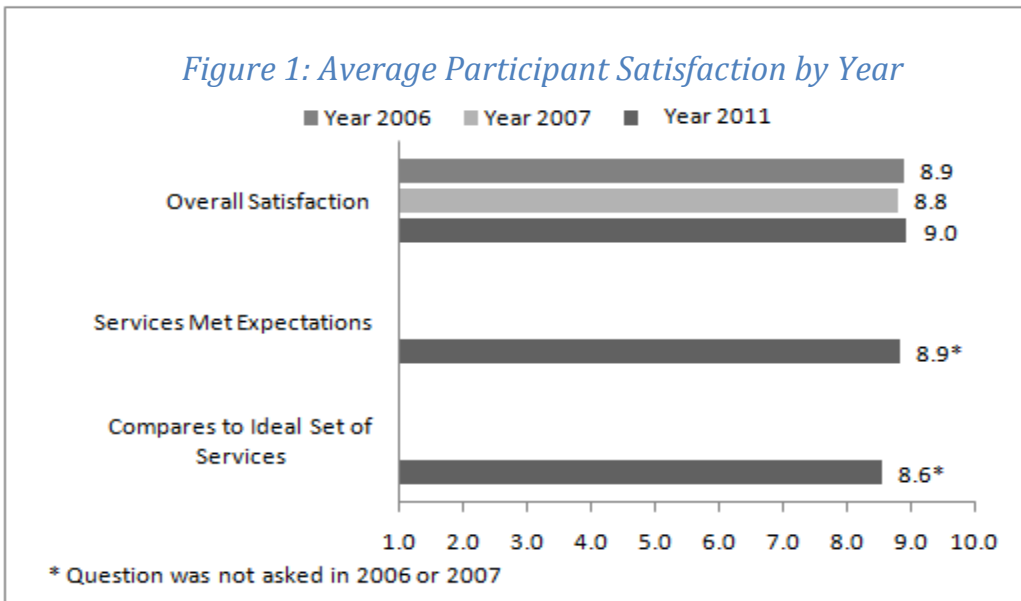
We begin our analysis by examining overall customer satisfaction for 2011, and comparing it to previous survey years. Next, we describe participants' satisfaction with specific program elements. Then we describe the services received by the survey respondents and how the service mix has changed over time. Finally, we examine relationships between participants' demographic characteristics and satisfaction with services received.

SATISFACTION

This section reports our findings across multiple measures of participants' satisfaction: overall satisfaction, the degree that services met expectations, how services compared to ideals, if they would recommend the program to people like themselves, and satisfaction with various elements of the program, classes, and workshops.

AVERAGE PARTICIPANT SATISFACTION BY YEAR

Figure 1 (below) demonstrates youth participants' satisfaction with program services they received across the 14 OneSource centers (see Appendix C for a table detailing scores by center for "Overall Satisfaction," the degree that services "Met Expectations," and the degree to which participants felt the services "Compares to Ideal Set of Services"). Participants were asked to rate their overall satisfaction on a scale of 1 to 10, with one being "very dissatisfied" and 10 being "very satisfied," and responses were then averaged for each year.



In 2011 overall satisfaction was slightly higher than in 2006 and 2007, but participants were still highly satisfied in all years (9.0 in 2011, 8.8 in 2007, and 8.9 in 2006). Overall satisfaction for all

survey years was well above the City's STAR level of 8.5 for customer satisfaction (Los Angeles has a "balanced scorecard rating system" for WorkSource and OneSource agencies that measures participant **S**atisfaction, **O**utcomes, **F**low of clients, and **A**ministrative capability, which is commonly referred to as the SOFA system. Centers that achieve a prescribed benchmark are awarded a STAR for each category). In 2006 and 2007 respondents were not asked about "Services Met Expectations" and "Compares to Ideal Set of Services," so these elements of satisfaction could not be compared across the years. The mean score for the "Compares to Ideal Set of Services" question was 8.6, which is the lowest score for 2011. This suggests that OneSource centers could improve their youth participants' satisfaction with the program by offering more services, or varying the services they currently provide.

OVERALL SATISFACTION BY CENTER

Table 1 (below) demonstrates that the average overall satisfaction rating was high in all OneSource Centers. Only one contractor (YOM South LA) fell below the 8.5 STAR standard for customer satisfaction, with a rating of 8.18. The remaining means are high, with Catholic Charities South LA receiving the highest rating from participants (9.50). The average satisfaction rating of 8.95 across all 14 agencies is also above the STAR level of 8.5. Table 1 also shows that most agencies achieved the target of 30 responses (see Appendix C for additional information on "Overall Satisfaction by Center").

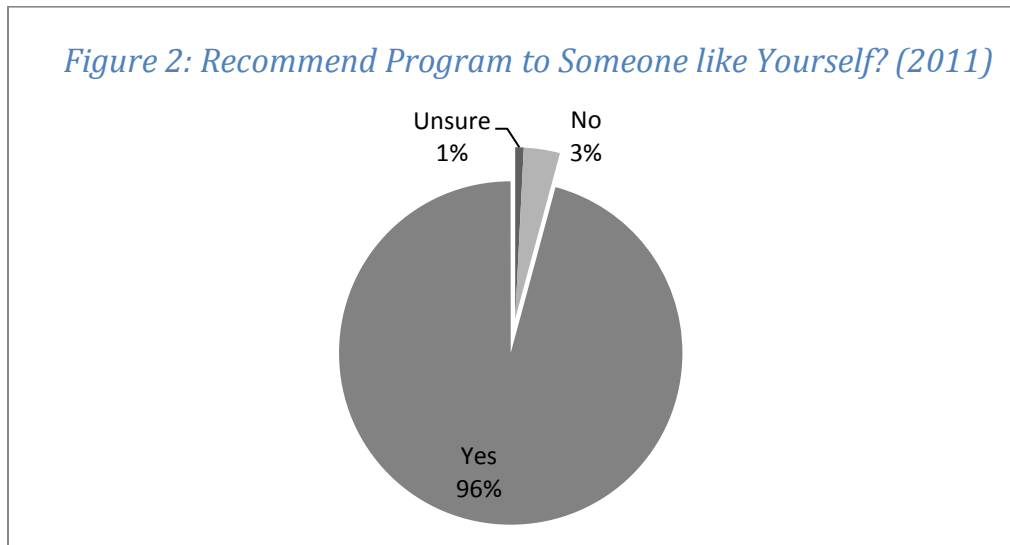
Table 1: Overall Satisfaction by Center (2011)

Service Provider	Overall Youth Satisfaction	Number of Respondents	Standard Deviation
Catholic Charities- Central LA	9.13	32	1.13
Catholic Charities- South LA	9.50	30	.78
El Proyecto del Barrio- North Valley	8.97	30	1.45
El Proyecto del Barrio- South Valley	9.00	30	1.39
Los Angeles Unified School District, Career Development	8.76	29	1.27
Los Angeles Urban League, Inc.	8.93	30	1.29
Marriott Foundation Bridges	9.13	15	1.13
Para Los Niños	9.20	49	1.35
Regents of the University of CA (UCLA)- Central LA	9.17	30	1.72
Regents of the University of CA (UCLA)- West LA	8.77	26	1.82
Watts Labor Community Action Center (WLCAC)	8.52	31	2.17
Youth Opportunity Movement (YOM)- East LA	8.54	13	2.40
Youth Opportunity Movement (YOM)- South LA	8.18	17	2.24
Youth Opportunity Movement (YOM)-North Valley	8.79	19	1.81
Total	8.95	381	1.56

RECOMMEND PROGRAM

In 2011 participants were asked whether they would recommend the OneSource program to someone like themselves. Figure 2 (below) demonstrates that an overwhelming 96% of respondents stated that they would, and only 3% said they would not (1% were unsure). For a

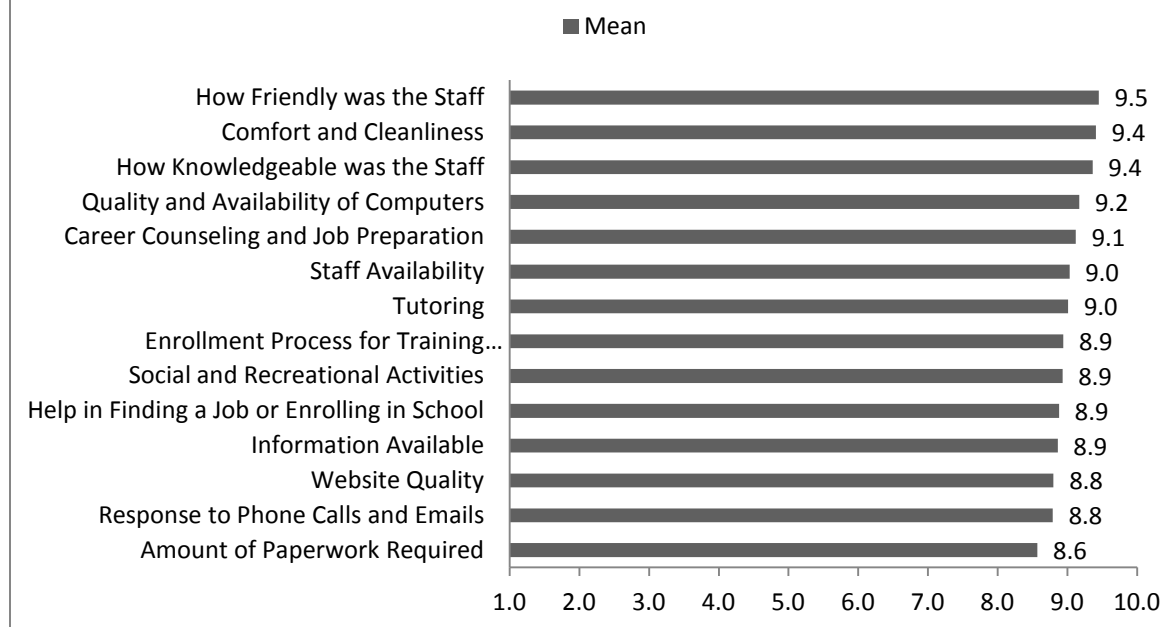
table detailing the results of this question by Center see Appendix D). The results for this question imply that the program has a highly positive impact on the population it serves.



SATISFACTION WITH PROGRAM ELEMENTS

Figure 3 (below) shows 2011 respondents' average satisfaction ratings for each of 14 OneSource program elements (see Appendices E through H for tables depicting participant satisfaction with program elements by center). Overall satisfaction was high, and respondents were particularly satisfied with program staff and center facilities. We have to note that the highest rated item was the friendliness of the staff, which is a tribute to the work and dedication of the people in the centers. The second highest rated item was the comfort and cleanliness of facilities, again indicating a commitment by contractors to providing a pleasant and positive environment for youth. All of the satisfaction measures remain higher than the STAR 8.5 threshold. Clients are least satisfied with the amount of paperwork required, responsiveness to phone calls and emails, and website quality. This is likely due to the clients' young age and technical savvy in addition to their frustration with cumbersome paperwork.

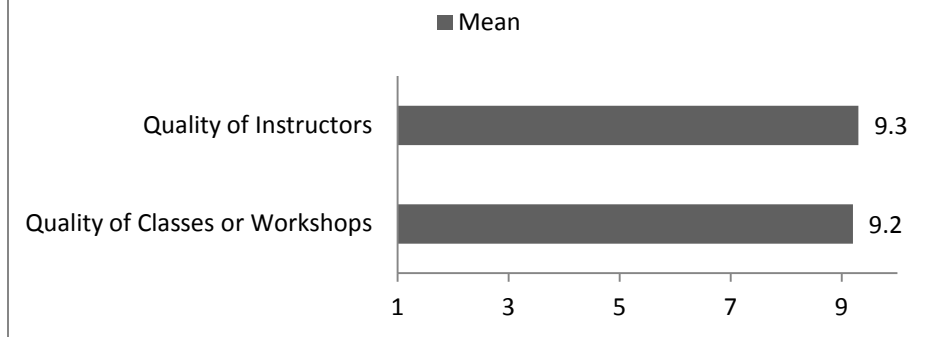
Figure 3: Participant Satisfaction by Program Elements (2011)



SATISFACTION WITH CLASSES AND WORKSHOPS

Fifty-four percent of respondents reported participating in at least one class or workshop during 2011. Though workshops and classes vary from center to center, Figure 4 (below) demonstrates that on average participants were highly satisfied with the quality of the workshops or classes they attended. The average rating for quality of instructors was 9.3 on a ten-point scale and 9.2 for the overall quality of the classes and workshops (see Appendix I: Satisfaction with Instructors and Workshops by Center). Only about half of OneSource youth participants attended a workshop or class, but those who did were highly satisfied. This implies that if program staff encouraged more youths to attend workshops/classes, then those participants might also be highly satisfied, and satisfaction might increase.

Figure 4: Satisfaction with Classes and Workshops (2011)



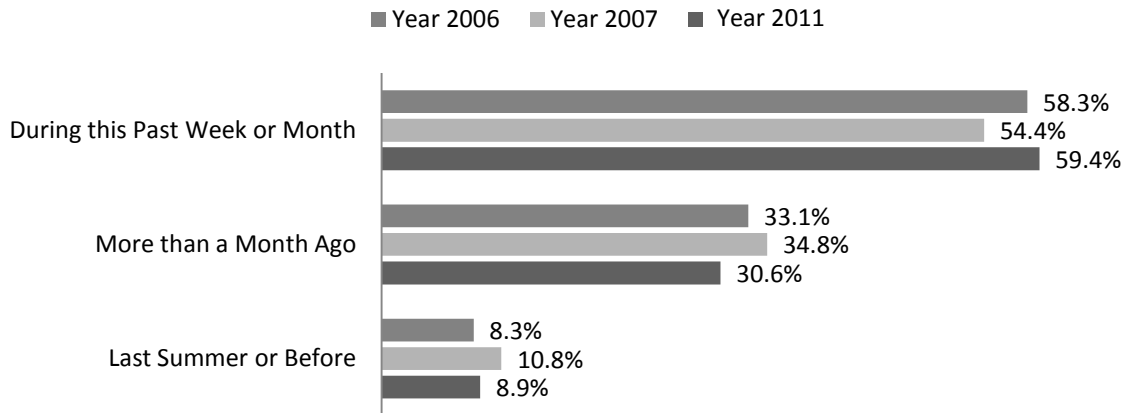
PROGRAM CONTACT AND SERVICES RECEIVED

This section provides detail about when participants' last contacted a OneSource center, how they learned of OneSource services, and what services they received. We compare the results of the 2011 survey to results from 2006 and 2007 surveys (no surveys were conducted in 2008-2010). Then we discuss what support services participants reported receiving in 2011.

LAST PROGRAM CONTACT

Participants were asked when they last had contact with their OneSource center. As Figure 5 (below) demonstrates, the majority of participants had contact with their respective OneSource centers during the past week or month at the time of the survey (see Appendix J: Last Program Contact by Center).

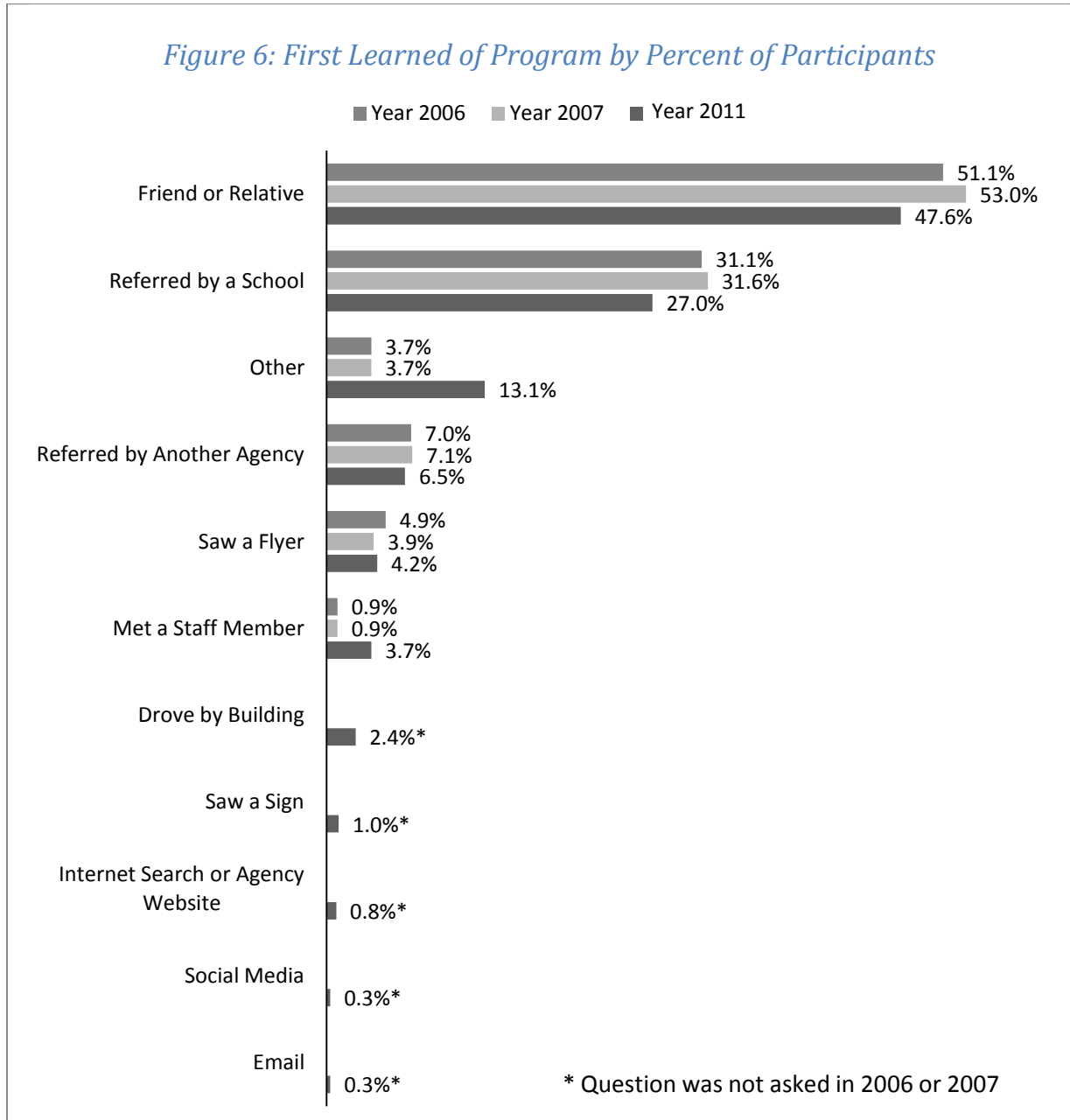
Figure 5: Last Program Contact by Percent of Participants



The Community Development Department (CDD) provided contact information for youths recorded as currently enrolled, so we expected that most respondents had received services recently. Only 8.9% of respondents did not have contact with their youth program since last summer or before, which is a decrease from the 2007 proportion of 10.8%, but increase from the 2006 proportion of 8.3%. The percentage of participants who received services more than a month ago, but before last summer, decreased slightly in 2011 (30.6%) compared to 2006 (33.1%) and 2007 (34.8%). However, the percentage of participants who had contact during the past week or month increased in 2011 (59.4%) compared to 2006 (58.3%) and 2007 (54.4%). This suggests that youth participants contacted their service centers more frequently during the recession than before. Overall, the trend is for currently enrolled youths to maintain contact with their centers, especially during the recession.

FIRST LEARNED OF PROGRAM

Figure 6 (below) demonstrates how youth participants first became aware of the OneSource program (see also Appendix K: Learned of Program by Center).

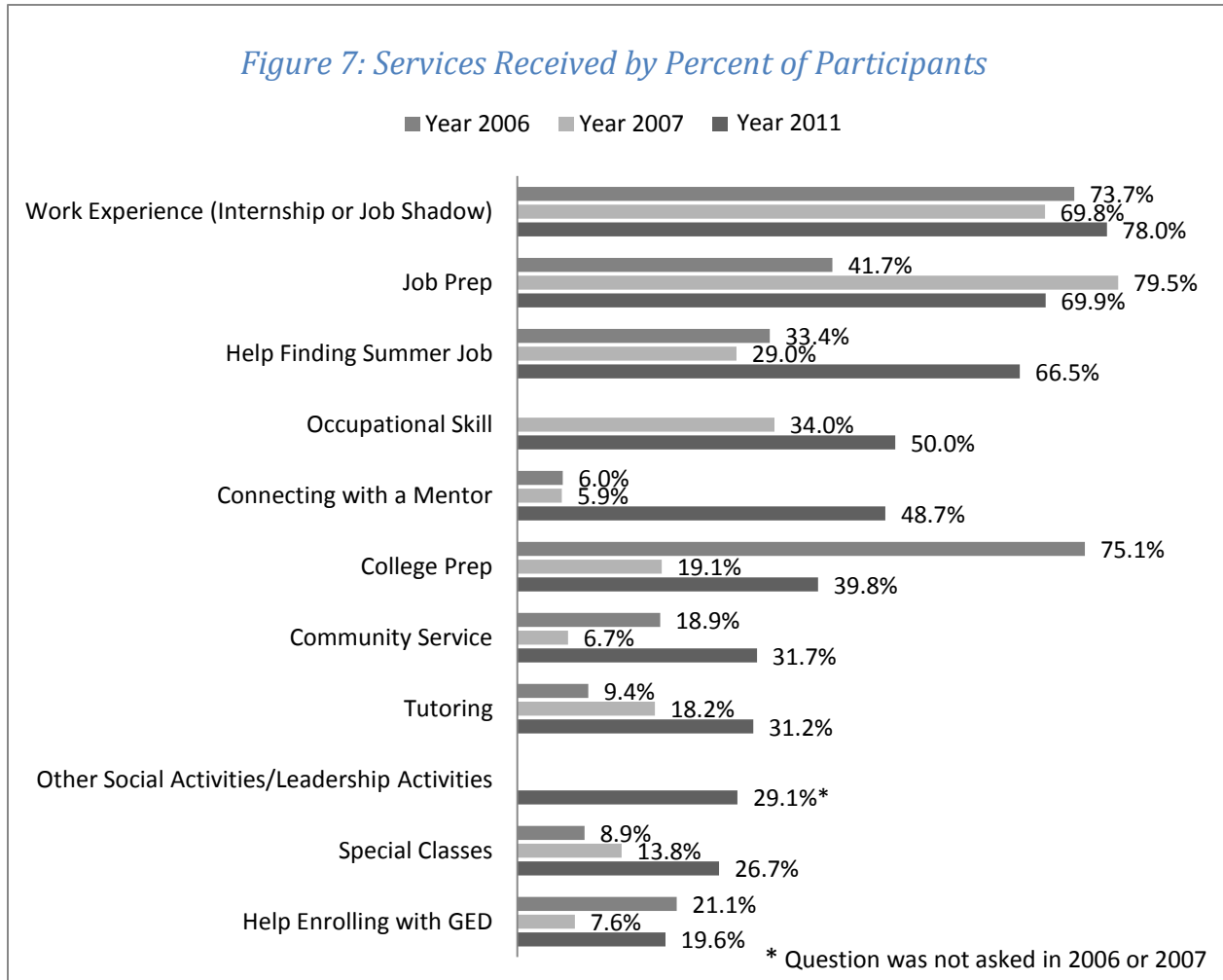


It appears that youth continue to come to the program primarily through their friends and family or from their schools. Across all years roughly half of the respondents learned about the program from a friend or relative, though the percentage for 2011 was slightly lower than 2006 and 2007 (47.6% in 2011, 53.0% in 2007 and 51.1% in 2006). The second most frequent way that respondents learned of the program was referral by a school, though this method was again slightly lower in 2011 than previous years (27.0% in 2011, 31.6% in 2007 and 31.1% in 2006). In 2011 there was a large increase in the number of clients who selected “other” as a response (13.1% compared to 3.7% in both 2006 and 2007), which may account for the 2011 decreases in the “friend or relative” and “referred by a school” responses. In 2011 the percentage of respondents who selected “Met a Staff Member” increased significantly compared to 2006 and 2007 (3.7% in 2011 versus 0.9% in both 2006 and 2007), which suggests that OneSource staff members spent more time conducting outreach at community events in 2011. Very few respondents first learned of the program through computer-based contact. In 2011 less than two percent total of respondents reported learning of the program through Internet searches, social media or email (0.8% for Internet Search or Center Website, 0.3% for Social Media, and 0.3% for Email). These options were not available as responses in the 2006 and 2007 surveys. These low figures imply that OneSource agencies could potentially expand program participation by increasing social media and email outreach, and optimizing their websites so that they rank higher in search engine results.

SERVICES RECEIVED

Figure 7 (below) shows that the most frequent services received varied across the years (see also Appendix L: Services Received by Center). Work experience (internships or job shadowing), job preparation, and help finding a summer job remained the services most commonly received, with each reaching over two thirds of participants in 2011. However, a large majority of participants received work experience in the form of an internship or job shadowing

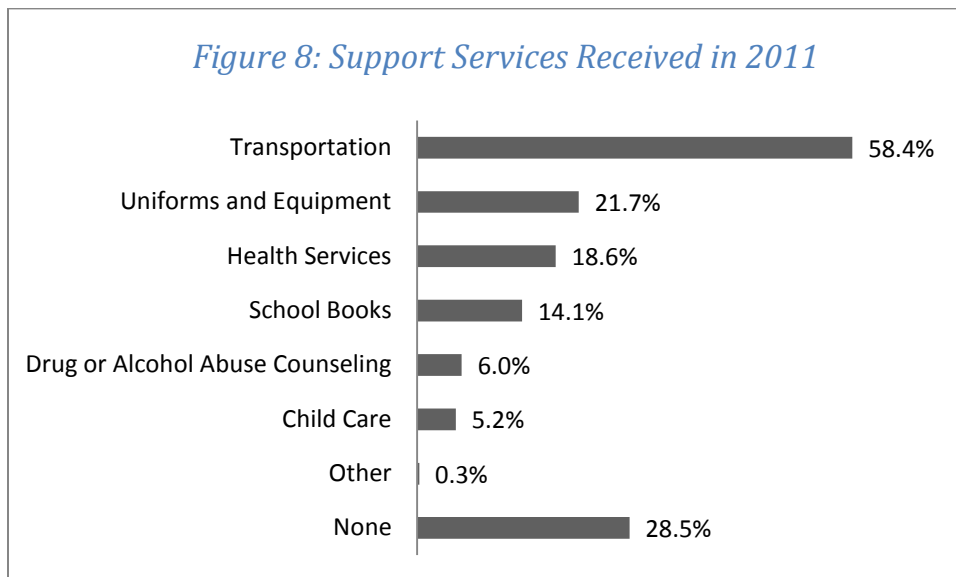
across all three years, (73.3% in 2006, 69.8% in 2007 and 78.0% in 2011). After 2006 there was a dramatic increase in the number of clients receiving job prep services and help finding a summer job. In 2006 41.7% of youth received job prep services compared to 79.5% in 2007 and 69.9% in 2011. In 2011 the percentage of clients seeking help with finding a summer job was more than double the percentage from 2007 (66.5% versus 29.0%).



The 2011 increases in job-related services suggest that more clients were looking for work during the recession than before, and that they sought help to compete in a tough job market. Another notable trend is the increase of clients connecting with a mentor. In 2006 only 6.0% of clients connected with a mentor or received mentoring, and 5.9% did in 2007. However, in 2011

this figure increased dramatically to 48.7%. This could coincide with the larger number of clients looking for work during the recession, suggesting that centers focused on helping youth connect with mentors to help them prepare for the job market or find a job. A final notable change in the service mix was the steep decline in the percent of clients receiving college preparation services between 2006 (75.1%) and 2011 (39.8%). Again, this decrease may indicate that during this difficult economy more youths are seeking employment rather than seeking other services such as college preparation.

In addition to the program services listed in Figure 7, OneSource centers also offer support services that enable youths to participate in the program. Figure 8 (below) reports which of eight support services participants received from OneSource during 2011 (see Appendix M for Support Services Received by Center).



The majority of clients received help with transportation (58.4%), mainly in the form of free or discounted bus tokens. The second most frequently used services were uniforms and equipment at 21.7%, followed by health services at 18.6% and school books 14.1%. Over one-

fourth of the respondents (28.5%) of respondents reported that they did not receive any support services from OneSource.

DEMOGRAPHICS

In this section we present the gender and age composition of OneSource youth participants surveyed across 2006, 2007 and 2011 program years. Then we examine satisfaction by gender and age groups for 2011. Next we present school enrollment status for the 2010-2011 program year. Finally, we relate enrollment status to age and report satisfaction levels by enrollment status and age category.

GENDER, AGE, AND SATISFACTION

Figure 9 (below) demonstrates that across all years the majority of participants were female (see Appendix N for Participant Gender by Center). There are a myriad of reasons this disparity might exist. Some causes that could be explored might include that females' need was greater, that their opportunities were fewer, or perhaps that they were more proactive about seeking OneSource services than males were. If the program desires more gender balance these data suggest contractors will need to reconsider who they recruit as participants- who mostly come through word-of-mouth, and review program offerings. Between 2006 and 2007 there was a slight increase in the proportion of female participants (from 58.6% in 2006 to 61.1% in 2007) which then decreased slightly in 2011 (57.1%). For both genders participation before the recession was almost exactly the same as during, which suggests that higher unemployment did not affect gender composition.

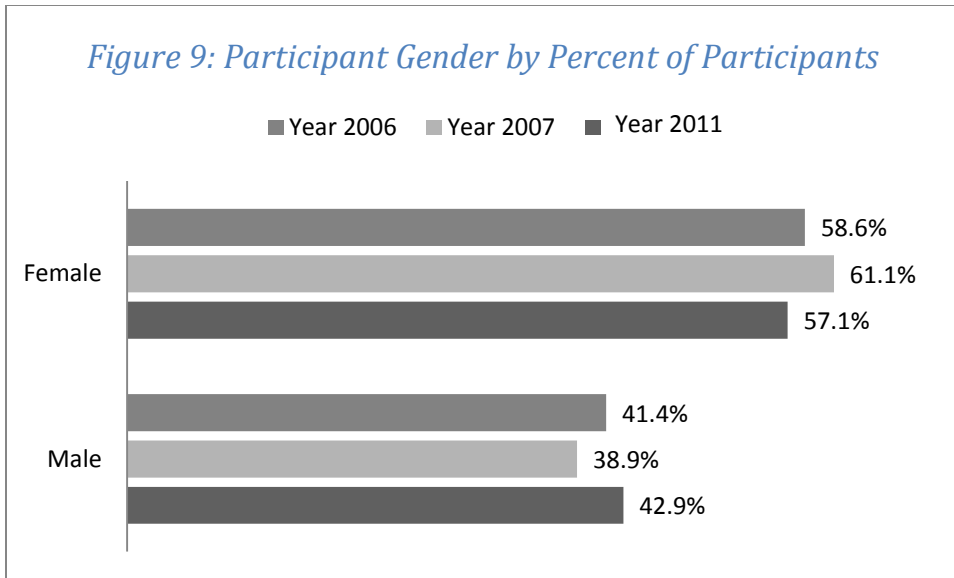


Figure 10 (below) demonstrates, there was a large shift in the ages of clients being served before and during the recession (see Appendix O for Participant Age by Center). In 2006, 66% of clients served were between the ages of 14 and 18. However by 2011, 55% of the clients were over the age of nineteen. This change could be attributed to many factors, perhaps most importantly the difficult job market which has older youths seeking out help in order to make a successful entry to the labor market.

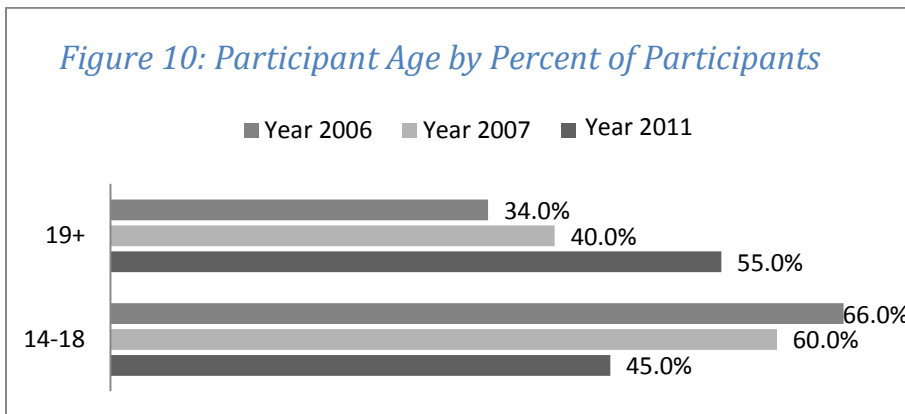


Table 2 (below) presents satisfaction by age and gender. While females reported slightly higher overall satisfaction levels, the difference between male and female satisfaction is not statistically significant. However, the 14 to 18 year old age group was somewhat more satisfied than the 19

plus age group at a statistically significant level. This difference in satisfaction is mainly driven by the greater satisfaction of 14-18 year old females who were more satisfied than the 19 plus females.

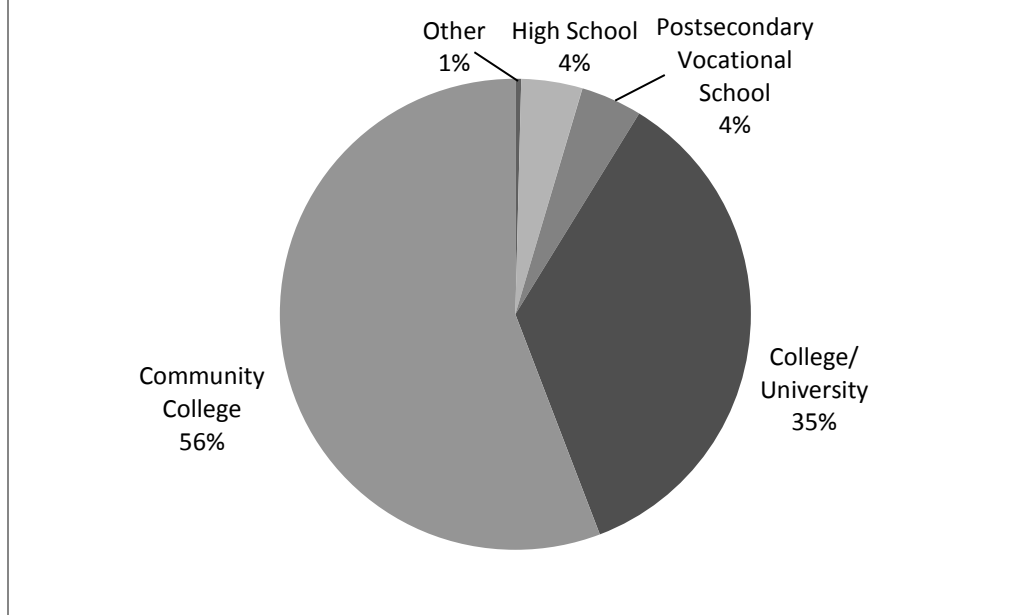
Table 2: Participant Satisfaction by Gender and Age

Gender	Age 14-18	Age 19+	Total
Male	9.02	8.78	8.87
Female	9.27	8.76	9.01
Total	9.18	8.77	8.95

SCHOOL ENROLLMENT, AGE, AND SATISFACTION

In 2011 69% of youth clients were enrolled in school while they were receiving program services (see Appendix P for Currently Enrolled in School by Center). Figure 11 (below) categorizes OneSource youth participants who were enrolled in school according to type of school enrollment. On overwhelming majority of these participants were enrolled in either community college or university (91% total), and only 4% were enrolled in high school (see Appendix Q for Type of School Enrolled in by Center).

Figure 11: Type of School Participants Enrolled In (2011)



These figures are in keeping with the trend of participants being older in 2011 than participants in previous years. With fewer clients in the 14-18 age range, we expected that more would be enrolled in community college and four year universities. However we have to question the low proportion of clients reporting they were enrolled in high school.

Table 3 (below) provides enrollment status reported by the participants according to age. The smallest group was the younger (14-18) respondents who reported not being enrolled in school. The survey was conducted in July and some respondents who were on “summer break” from high school may have reported they were not currently enrolled in school. It may also indicate that many of the younger youth (14-18 years of age) were 17 and 18 year olds who had finished high school and planned to move on to higher education. Table 4 (below) breaks down type of school enrolled in by age group.

Table 3: Number of Participants Enrolled in School by Age (2011)

Are you Enrolled in School?	Age 14-18	% of Age 14-18	Age 19+	% of Age 19+	Total
Yes	142	82.6%	121	57.6%	263
No	30	17.4%	89	42.4%	119
Total	172	100%	210	100%	382

Table 4: Type of School Enrolled in by Participant Age

Type of School Enrolled In	Age 14-18	% of Age 14-18	Age 19+	% of Age 19+	Total	% of Total Sample
High School	6	4.2%	5	4.1%	11	4.2%
Postsecondary Vocational	3	2.1%	8	6.6%	11	4.2%
Community College	61	43.0%	86	71.1%	147	55.9%
College/University	72	50.7%	21	17.4%	93	35.4%
Other	0	0%	1	.8%	1	.4%
Total	142	100%	121	100%	263	100%

Regardless of the enrollment status of the two age groups, younger participants (14 to 18 years of age) reported higher satisfaction (9.18) than older participants who were 19+ years of age (8.77). In addition, participants who reported being enrolled in school had greater satisfaction (9.11) than those who reported that they were not enrolled in school (8.61). The difference in satisfaction between participants who were enrolled in school and those who were not is statistically significant. There was also a strong relationship between satisfaction and reported school enrollment for both age groups. The most satisfied participants were 14-18 years of age and enrolled in school. The least satisfied participants were 19+ years of age that reported they were not enrolled in school. Table 5 (below) shows the overall satisfaction rating for these four groups.

Table 5: Participant Satisfaction by Age and School (2011)

Are you Enrolled in School?	Age 14-18	Age 19+	Total
Yes	9.19	9.01	9.11
No	9.10	8.44	8.61
Total	9.18	8.77	381

CONCLUSION

The 2011 survey shows convincingly that the OneSource System generates high levels of satisfaction for youth. Satisfaction is uniformly high across the system with only one Center not achieving a STAR level of satisfaction. During the recession it appears that the mix of services offered has shifted to provide more employment related services and fewer education related services. Similarly, there has been a shift toward serving a larger proportion of older youth. The system continues to rely on word-of-mouth from friends, family and schools to recruit participants.

The quality of youth participant records still needs to be improved. In our survey we continue to find a good number of records without valid phone numbers and substantial number of participants who do not recall receiving services indicating that while they may have formally enrolled in the program they received few services.

APPENDICES

Appendix A: Questionnaire



LOS ANGELES YOUTH ONESOURCE PROGRAM SURVEY

JULY 2011

INTRODUCTION

May I please speak with **SAMPLE NAME**?

Hello, my name is _____. I am calling from Davis Research on behalf of the City of Los Angeles' OneSource Youth Program. According to their records, you have been involved through (the) <INSERT CENTER NAME>. We would like to hear your suggestions for improving the center's services.

I'd like to ask you some questions. I can assure you that all your responses are for research purposes only and will be kept confidential.

1. I'd like to begin by asking you about your overall satisfaction with the program. On a scale of 1 to 10 where 1 stands 'very dissatisfied' and 10 stands for 'very satisfied' how satisfied are you overall with the services you received from this center?

Very Dissatisfied										Very Satisfied	DK	REF
1	2	3	4	5	6	7	8	9	10	11	12	

2. On a scale of 1 to 10 where 1 means 'falls short of my expectations' and 10 means 'exceeds all of my expectations', to what extent have the center's services met your expectations?

Falls Short										Exceeds All	DK	REF	No Expectations
1	2	3	4	5	6	7	8	9	10	11	12	13	

3. Now I would like you to think about an ideal set of services for a person like you. On a scale from 1 to 10 with 1 meaning 'not very close to my ideal,' and 10 meaning 'very close to my ideal,' how well do you think the services you received compare with your ideal set of services?

Not very close										Very Close	DK	REF	No Ideal
1	2	3	4	5	6	7	8	9	10	11	12	13	

Now I would like to ask you some questions about your involvement with the <INSERT CENTER NAME> center.

4. When was the last time you received services or had contact with the program?

INTERVIEWER: READ LIST, ACCEPT ONE RESPONSE

INTERVIEWER NOTE: If respondent is unsure or responds, "Never had contact with program." probe thoroughly using enrollment dates, service dates, center name and services listed to accurately determine contact. Use holidays and school calendar to reference enrollment dates.

- a) During this past week
- b) During this past month
- c) More than a month ago, but since August 2010
- d) Last summer
- e) Before last summer (May 2011 or before)
- f) Never had contact with program [DO NOT READ]

5. How did you find out about the program before you contacted them?

(RANDOMIZE A-J, ANCHOR OTHER)

INTERVIEWER: READ LIST, ACCEPT MULTIPLE RESPONSES

- a) Friend or relative
- b) Referred by a school
- c) Referred by another center
- d) Met a staff member
- e) Saw a sign
- f) Saw a flyer
- g) Drove by building
- h) Email
- i) Internet search or center website
- j) Social Media (Facebook, YouTube, Blog, Tweet, etc.)
- k) Other (Specify) _____

6. What activities or services have you participated in? **(RANDOMIZE A-J, ANCHOR K)**

INTERVIEWER: READ LIST, ACCEPT MULTIPLE RESPONSES

- a) Help in getting work experience such as an internship or job shadow
- b) Tutoring
- c) Help enrolling with GED
- d) Job prep
- e) Occupational skill
- f) College prep
- g) Help finding a summer job
- h) Community service
- i) Special classes
- j) Connecting with a mentor
- k) Other social activities/ leadership activities

7. Did you receive any of the following support services? (RANDOMIZE A-F, ANCHOR G & H)

INTERVIEWER: READ LIST, ACCEPT MULTIPLE RESPONSES

- a) Transportation such as bus tokens
- b) Uniforms and equipment
- c) School books
- d) Child care
- e) Health services
- f) Drug or alcohol abuse counseling
- g) Other (Specify) _____
- h) None [DO NOT READ]

We would also like to know about the people working in the Youth OneSource Program. Please rate each question on a scale from 1 to 10. If the question does not apply to you, or if you do not have an opinion, just say 'Does Not Apply'.

8. On a scale of 1-10 where 1 is unavailable and 10 is available in general, how available was the staff?

Unavailable								Available		N/A (DNR)
1	2	3	4	5	6	7	8	9	10	11

9. On a scale of 1-10 where 1 is unfriendly and 10 is friendly, in general how friendly was the staff?

Unfriendly								Friendly		N/A (DNR)
1	2	3	4	5	6	7	8	9	10	11

10. On a scale of 1-10 where 1 is unknowledgable and 10 is knowledgeable, how knowledgeable was the staff?

Unknowledgable								Knowledgeable		N/A (DNR)
1	2	3	4	5	6	7	8	9	10	11

The following questions ask about your satisfaction with the services you received from the Youth OneSource Program. Indicate how satisfied you are with each service using a scale of 1 to 10, where 1 means 'very dissatisfied' and 10 means 'very satisfied'. Again, if you have no experience, or do not have an opinion, say "Does Not Apply".

Using a scale of 1 to 10, where 1 means 'very dissatisfied' and 10 means 'very satisfied' how satisfied were you with: (REPEAT THIS INSTRUCTION ON THE TOP OF THE SCREEN FOR Q11 - Q21)

11. The information available about services offered by this OneSource Center?

Very Dissatisfied								Very Satisfied		N/A (DNR)
1	2	3	4	5	6	7	8	9	10	11

12. The quality of the website?

Very Dissatisfied								Very Satisfied		N/A (DNR)
1	2	3	4	5	6	7	8	9	10	11

13. The comfort and cleanliness of the facility?

Very Dissatisfied									Very Satisfied	N/A (DNR)
1	2	3	4	5	6	7	8	9	10	11

14. The quality and availability of computers?

Very Dissatisfied									Very Satisfied	N/A (DNR)
1	2	3	4	5	6	7	8	9	10	11

15. The social and recreational activities?

Very Dissatisfied									Very Satisfied	N/A (DNR)
1	2	3	4	5	6	7	8	9	10	11

16. The enrollment process for training programs or workshops?

Very Dissatisfied									Very Satisfied	N/A (DNR)
1	2	3	4	5	6	7	8	9	10	11

17. The career counseling and job preparation you received here?

Very Dissatisfied									Very Satisfied	N/A (DNR)
1	2	3	4	5	6	7	8	9	10	11

18. The program's help in finding a job or enrolling in school?

Very Dissatisfied									Very Satisfied	N/A (DNR)
1	2	3	4	5	6	7	8	9	10	11

19. The quality of tutoring?

Very Dissatisfied									Very Satisfied	N/A (DNR)
1	2	3	4	5	6	7	8	9	10	11

20. How quickly phone calls or emails were returned?

Very Dissatisfied									Very Satisfied	N/A (DNR)
1	2	3	4	5	6	7	8	9	10	11

21. The amount of paperwork you had to complete in order to receive services?

Very Dissatisfied									Very Satisfied	N/A (DNR)
1	2	3	4	5	6	7	8	9	10	11

22. Did you ever participate in a workshop, program or class at the <INSERT CENTER NAME> Center?

[If no, skip to Q. 25]

Using a scale of 1 to 10, where 1 means 'very dissatisfied' and 10 means 'very satisfied' how satisfied were you with (REPEAT THIS INSTRUCTION ON THE TOP OF THE SCREEN FOR Q23 - Q24):

23. The quality of the instructors?

Very Dissatisfied									Very Satisfied	N/A (DNR)
1	2	3	4	5	6	7	8	9	10	11

24. The quality of the classes or workshops?

Very Dissatisfied									Very Satisfied	N/A (DNR)
1	2	3	4	5	6	7	8	9	10	11

25. Would you recommend this program to someone like yourself?

- a) Yes
- b) No
- c) Unsure [DO NOT READ]

DEMOGRAPHICS

Finally, I have a few questions about you. Please keep in mind that these questions are for classification purposes only and will remain confidential.

26. INTERVIEWER: Please observe gender by observation [DO NOT ASK]

- a) Male
- b) Female

27. How old are you?

INTERVIEWER: Ask for an exact age and select the appropriate age range below. DO NOT READ LIST]

- a) 14 - 18
- b) 19+

28A. Are you currently enrolled in school?

- a) Yes (Go to Q28B)
- b) No (Go to Thank you script)

28B. Are you currently enrolled in...

INTERVIEWER: READ LIST, ACCEPT ONE RESPONSE

- a) High School
- b) Postsecondary Vocational School
- c) Community College/ Junior College
- d) College/ University

Appendix B: Number of Respondents by Center

Service Provider (by Center)	Number of Respondents
Catholic Charities- Central LA	32
Catholic Charities- South LA	30
El Proyecto del Barrio- North Valley	30
El Proyecto del Barrio- South Valley	30
Los Angeles Unified School District, Career Development	29
Los Angeles Urban League, Inc.	29
Marriott Foundation Bridges ¹	15
Para Los Niños ²	49
Regents of the University of CA (UCLA)- Central LA	30
Regents of the University of CA (UCLA)- West LA	26
Watts Labor Community Action Center (WLCAC)	31
Youth Opportunity Movement (YOM)- East LA ³	13
Youth Opportunity Movement (YOM)- South LA	17
Youth Opportunity Movement (YOM)-North Valley ⁴	19

¹ Marriott Foundation Bridges provides specialized services for disabled youth. Because this center serves a small population we were unable to obtain the target of thirty respondents.

² The categorization for Para Los Niños changed after participants were already sampled from different subcontractor locations, which resulted in oversampling for this contractor.

³ YOM East LA and YOM South LA were split into two categories after sampling had already been completed, which resulted in undersampling for each center.

⁴ The categorization for YOM North Valley changed after participant were already sampled, which resulted in undersampling for this center.

Appendix C: Overall Satisfaction by Center

Center	Overall Satisfaction	Met Expectations	Compared to Ideal Services
Catholic Charities- Central LA	9.1	9.0	8.5
Catholic Charities- South LA	9.5	9.4	9.3
El Proyecto del Barrio- North Valley	9.0	8.8	8.8
El Proyecto del Barrio- South Valley	8.8	8.8	8.7
Los Angeles Unified School District, Career Development	9.0	8.9	9.0
Los Angeles Urban League, Inc.	8.9	8.8	8.5
Marriott Foundation Bridges	9.1	9.1	8.3
Para Los Niños	9.2	8.8	8.5
Regents of the University of CA (UCLA)- Central LA	9.2	9.0	9.1
Regents of the University of CA (UCLA)- West LA	8.8	8.6	8.4
Watts Labor Community Action Center (WLCAC)	8.5	8.4	7.7
Youth Opportunity Movement (YOM)- East LA	8.5	9.1	8.2
Youth Opportunity Movement (YOM)- South LA	8.2	8.5	8.1
Youth Opportunity Movement (YOM)-North Valley	8.8	8.8	8.1
Total	9.0	8.9	8.6

Appendix D: "Would You Recommend This Center to Someone Like Yourself" by Center

Center	Count	Yes	No	Unsure	Total
Catholic Charities- Central LA	Count	31	1	0	32
	% in center	96.9%	3.1%	0.0%	100.0%
Catholic Charities- South LA	Count	30	0	0	30
	% in center	100.0%	0.0%	0.0%	100.0%
El Proyecto del Barrio- North Valley	Count	29	0	1	30
	% in center	96.7%	0.0%	3.3%	100.0%
El Proyecto del Barrio- South Valley	Count	30	0	0	30
	% in center	100.0%	0.0%	0.0%	100.0%
Los Angeles Unified School District, Career Development	Count	29	1	0	30
	% in center	96.7%	3.3%	0.0%	100.0%
Los Angeles Urban League, Inc.	Count	29	1	0	30
	% in center	96.7%	3.3%	0.0%	100.0%
Marriott Foundation Bridges	Count	13	2	0	15
	% in center	86.7%	13.3%	0.0%	100.0%
Para Los Niños	Count	48	1	0	49
	% in center	98.0%	2.0%	0.0%	100.0%
Regents of the University of CA (UCLA)- Central LA	Count	29	0	1	30
	% in center	96.7%	0.0%	3.3%	100.0%
Regents of the University of CA (UCLA)- West LA	Count	24	1	1	26
	% in center	92.3%	3.8%	3.8%	100.0%
Watts Labor Community Action Center (WLCAC)	Count	27	4	0	31
	% in center	87.1%	12.9%	0.0%	100.0%
Youth Opportunity Movement (YOM) - East LA	Count	13	0	0	13
	% in center	100.0%	0.0%	0.0%	100.0%
Youth Opportunity Movement (YOM) - South LA	Count	16	1	0	17
	% in center	94.1%	5.9%	0.0%	100.0%
Youth Opportunity Movement (YOM) - North Valley	Count	18	1	0	19
	% in center	94.7%	5.3%	0.0%	100.0%
Total	Count	366	13	3	382
	% in center	95.8%	3.4%	0.8%	100.0%

Appendix E: Participant Satisfaction by Program Elements - Staff by Center

Center	How available was the staff?	How friendly was the staff?	How knowledgeable was the staff?
Catholic Charities- Central LA	9.0	9.4	9.5
Catholic Charities- South LA	9.6	9.7	9.7
El Proyecto del Barrio- North Valley	9.0	9.4	9.1
El Proyecto del Barrio- South Valley	9.4	9.6	9.3
Los Angeles Unified School District, Career Development	8.4	9.6	9.2
Los Angeles Urban League, Inc.	9.2	9.3	9.3
Marriott Foundation Bridges	9.3	9.7	9.6
Para Los Niños	9.3	9.4	9.3
Regents of the University of CA (UCLA)- Central LA	9.5	9.8	9.5
Regents of the University of CA (UCLA)- West LA	8.6	9.2	9.4
Watts Labor Community Action Center (WLCAC)	8.8	9.3	9.4
Youth Opportunity Movement (YOM)- East LA	8.2	10.0	9.8
Youth Opportunity Movement (YOM)- South LA	8.0	8.0	8.5
Youth Opportunity Movement (YOM)-North Valley	9.3	9.9	9.6
Total	9.0	9.5	9.4

Appendix F: Participant Satisfaction by Program Elements - Website and Facilities by Center

Center	Quality of the website	Comfort and cleanliness of the facility	Quality and availability of computers
Catholic Charities- Central LA	9.0	9.2	9.1
Catholic Charities- South LA	9.1	9.7	9.5
El Proyecto del Barrio- North Valley	8.4	9.6	8.9
El Proyecto del Barrio- South Valley	9.3	9.6	9.3
Los Angeles Unified School District, Career Development	9.0	9.3	8.7
Los Angeles Urban League, Inc.	8.8	9.8	9.3
Marriott Foundation Bridges	9.6	9.8	9.1
Para Los Niños	8.7	9.5	9.3
Regents of the University of CA (UCLA)- Central LA	9.3	9.7	9.7
Regents of the University of CA (UCLA)- West LA	8.8	9.6	9.4
Watts Labor Community Action Center (WLCAC)	8.1	8.9	9.1
Youth Opportunity Movement (YOM)- East LA	8.3	9.6	8.5
Youth Opportunity Movement (YOM)- South LA	7.9	8.1	8.4
Youth Opportunity Movement (YOM)-North Valley	8.9	9.2	9.1
Total	8.8	9.4	9.2

Appendix G: Participant Satisfaction by Program Elements - Ease in Receiving Services by Center

Center	Information available about services	Enrollment process for training programs or workshops	How quickly phone calls or emails were returned	Amount of paperwork you had to complete in order to receive services
Catholic Charities- Central LA	8.8	8.8	8.5	8.1
Catholic Charities- South LA	9.1	9.4	9.1	8.6
El Proyecto del Barrio- North Valley	8.8	8.9	8.7	8.2
El Proyecto del Barrio- South Valley	9.2	8.7	9.2	8.9
Los Angeles Unified School District, Career Development	9.0	8.8	8.3	8.8
Los Angeles Urban League, Inc.	9.0	9.3	8.9	8.8
Marriott Foundation Bridges	9.1	8.8	9.4	9.2
Para Los Niños	9.1	9.2	9.5	8.5
Regents of the University of CA (UCLA)- Central LA	9.1	9.3	9.2	9.0
Regents of the University of CA (UCLA)- West LA	8.5	8.9	8.1	8.8
Watts Labor Community Action Center (WLCAC)	8.3	8.4	8.7	8.6
Youth Opportunity Movement (YOM)- East LA	9.2	9.3	7.8	8.1
Youth Opportunity Movement (YOM)- South LA	7.8	7.9	7.7	7.8
Youth Opportunity Movement (YOM)-North Valley	8.7	8.8	8.6	8.2
Total	8.9	8.9	8.8	8.6

Appendix H: Participant Satisfaction by Program Elements - Additional Services by Center

Center	Program's help in finding a job or enrolling in school	Social and recreational activities	Career counseling and job preparation	Quality of tutoring
Catholic Charities- Central LA	9.1	9.5	9.1	9.4
Catholic Charities- South LA	9.6	9.5	9.6	9.5
El Proyecto del Barrio- North Valley	8.6	8.8	8.7	8.9
El Proyecto del Barrio- South Valley	8.6	9.3	9.2	9.3
Los Angeles Unified School District, Career Development	8.3	8.3	8.7	8.5
Los Angeles Urban League, Inc.	8.8	8.9	9.4	9.1
Marriott Foundation Bridges	9.6	8.3	9.3	8.6
Para Los Niños	9.5	9.2	9.4	9.1
Regents of the University of CA (UCLA)- Central LA	9.5	9.0	9.2	9.5
Regents of the University of CA (UCLA)- West LA	8.9	8.8	9.1	8.1
Watts Labor Community Action Center (WLCAC)	7.9	8.5	8.7	8.4
Youth Opportunity Movement (YOM)- East LA	9.5	8.3	9.8	9.3
Youth Opportunity Movement (YOM)- South LA	7.1	7.9	8.7	8.9
Youth Opportunity Movement (YOM)-North Valley	8.8	9.4	8.9	9.1
Total	8.9	8.9	9.1	9.0

Appendix I: Satisfaction with Instructors and Workshops by Center

Center	Quality of Instructors	Quality of Workshops
Catholic Charities- Central LA	9.4	9.2
Catholic Charities- South LA	9.3	9.2
El Proyecto del Barrio- North Valley	8.8	8.6
El Proyecto del Barrio- South Valley	9.6	9.2
Los Angeles Unified School District, Career Development	8.5	9.2
Los Angeles Urban League, Inc.	9.6	9.2
Marriott Foundation Bridges	10	9.75
Para Los Niños	9.2	9.1
Regents of the University of CA (UCLA)- Central LA	9.3	9.2
Regents of the University of CA (UCLA)- West LA	9.7	10
Watts Labor Community Action Center (WLCAC)	9.0	8.9
Youth Opportunity Movement (YOM)- East LA	9.6	9.6
Youth Opportunity Movement (YOM)- South LA	9.7	9.3
Youth Opportunity Movement (YOM)-North Valley	9.4	8.8
Total	9.3	9.2

Appendix J: Last program Contact by Center

Center	Count	Past Week	Past Month	<Month but before Aug 2010	Last Summer	May 2010 or before	Don't Know	Total
Catholic Charities- Central LA	Count	8	6	12	3	2	1	32
	% in center	25.0%	18.8%	37.5%	9.4%	6.3%	3.1%	100.0%
Youth Opportunity Movement (YOM)- East LA	Count	4	4	5	0	0	0	13
	% in center	30.8%	30.8%	38.5%	0.0%	0.0%	0.0%	100.0%
Regents of the University of CA (UCLA)- West LA	Count	0	7	13	4	1	1	26
	% in center	0.0%	26.9%	50.0%	15.4%	3.8%	3.8%	100.0%
Para Los Niños	Count	16	23	8	0	1	1	49
	% in center	32.7%	46.9%	16.3%	0.0%	2.0%	2.0%	100.0%
Regents of the University of CA (UCLA)- Central LA	Count	6	15	7	1	1	0	30
	% in center	20.0%	50.0%	23.3%	3.3%	3.3%	0.0%	100.0%
Los Angeles Urban League, Inc.	Count	12	10	6	2	0	0	30
	% in center	40.0%	33.3%	20.0%	6.7%	0.0%	0.0%	100.0%
Catholic Charities- South LA	Count	10	8	7	4	1	0	30
	% in center	33.3%	26.7%	23.3%	13.3%	3.3%	0.0%	100.0%
Watts Labor Community Action Center (WLCAC)	Count	5	8	15	1	1	1	31
	% in center	16.1%	25.8%	48.4%	3.2%	3.2%	3.2%	100.0%
Youth Opportunity Movement (YOM)- South LA	Count	7	4	2	3	1	0	17
	% in center	41.2%	23.5%	11.8%	17.6%	5.9%	0.0%	100.0%
Los Angeles Unified School District, Career Development	Count	4	5	16	5	0	0	30
	% in center	13.3%	16.7%	53.3%	16.7%	0.0%	0.0%	100.0%
El Proyecto del Barrio- North Valley	Count	10	10	9	0	1	0	30
	% in center	33.3%	33.3%	30.0%	0.0%	3.3%	0.0%	100.0%
Youth Opportunity Movement (YOM)-North Valley	Count	8	4	6	0	1	0	19
	% in center	42.1%	21.1%	31.6%	0.0%	5.3%	0.0%	100.0%
El Proyecto del Barrio- South Valley	Count	12	13	5	0	0	0	30
	% in center	40.0%	43.3%	16.7%	0.0%	0.0%	0.0%	100.0%
Marriott Foundation Bridges	Count	5	3	6	1	0	0	15
	% in center	33.3%	20.0%	40.0%	6.7%	0.0%	0.0%	100.0%
Total	Count	107	120	117	24	10	4	382
	% in center	30.0%	30.0%	30.0%	10.0%	0.0%	0.0%	100.0

Appendix K: Learned of Program by Center

Center	Count	Friend of relative	Referred by a school	Referred by another center	Met a staff member	Saw a sign	Saw a flyer	Drove by building	Email	Internet/center website	Social Media	Other
Catholic Charities- Central LA	Count	17	5	1	1	0	1	3	0	0	0	6
	% in center	53.1%	15.6%	3.1%	3.1%	0.0%	3.1%	9.4%	0.0%	0.0%	0.0%	18.8%
Catholic Charities- South LA	Count	9	14	3	2	0	0	0	0	1	0	3
	% in center	30.0%	46.7%	10.0%	6.7%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	10.0%
El Proyecto del Barrio- North Valley	Count	24	3	1	0	0	1	2	0	0	1	1
	% in center	80.0%	10.0%	3.3%	0.0%	0.0%	3.3%	6.7%	0.0%	0.0%	3.3%	3.3%
El Proyecto del Barrio- South Valley	Count	20	7	1	1	0	0	0	0	0	0	1
	% in center	66.7%	23.3%	3.3%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%
Los Angeles Unified School District, Career Development	Count	10	11	5	0	0	0	0	1	0	0	5
	% in center	33.3%	36.7%	16.7%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	16.7%
Los Angeles Urban League, Inc.	Count	11	5	0	1	1	2	1	0	1	0	10
	% in center	36.7%	16.7%	0.0%	3.3%	3.3%	6.7%	3.3%	0.0%	3.3%	0.0%	33.3%
Marriott Foundation Bridges	Count	3	11	0	1	0	0	0	0	0	0	0
	% in center	20.0%	73.3%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Para Los Niños	Count	26	10	4	0	0	4	1	0	1	0	5
	% in center	53.1%	20.4%	8.2%	0.0%	0.0%	8.2%	2.0%	0.0%	2.0%	0.0%	10.2%
Regents of the University of CA (UCLA)- Central LA	Count	10	10	4	1	1	4	0	0	0	0	3
	% in center	33.3%	33.3%	13.3%	3.3%	3.3%	13.3%	0.0%	0.0%	0.0%	0.0%	10.0%
Regents of the University of CA (UCLA)- West LA	Count	9	12	2	2	0	0	0	0	0	0	3
	% in center	34.6%	46.2%	7.7%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.5%
Watts Labor Community Action Center (WLCAC)	Count	14	9	1	1	1	4	1	0	0	0	6
	% in center	45.2%	29.0%	3.2%	3.2%	3.2%	12.9%	3.2%	0.0%	0.0%	0.0%	19.4%
Youth Opportunity Movement (YOM) - East LA	Count	8	2	1	3	0	0	0	0	0	0	1
	% in center	61.5%	15.4%	7.7%	23.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%
Youth Opportunity Movement (YOM) - South LA	Count	9	1	1	1	1	0	1	0	0	0	3
	% in center	52.9%	5.9%	5.9%	5.9%	5.9%	0.0%	5.9%	0.0%	0.0%	0.0%	17.6%
Youth Opportunity Movement (YOM) - North Valley	Count	12	3	1	0	0	0	0	0	0	0	3
	% in center	63.2%	15.8%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	15.8%
Total	Count	182	103	25	14	4	16	9	1	3	1	50
	% in center	47.6%	27.0%	6.5%	3.7%	1.0%	4.2%	2.4%	0.3%	0.8%	0.3%	13.1%

Appendix L: Services Received by Center

Center	Count	Work Experience or Internship	Tutoring	Help Enrolling with GED	Job prep	Occupational skills	College prep	Help finding a summer job	Community service	Special classes	Connect with a mentor	Other social/leadership activities
Catholic Charities- Central LA	Count	29	10	5	23	17	14	25	13	10	12	11
	% in center	90.6%	31.3%	15.6%	71.9%	53.1%	43.8%	78.1%	40.6%	31.3%	37.5%	34.4%
Catholic Charities- South LA	Count	27	9	3	24	20	16	24	7	9	18	3
	% in center	90.0%	30.0%	10.0%	80.0%	66.7%	53.3%	80.0%	23.3%	30.0%	60.0%	10.0%
El Proyecto del Barrio- North Valley	Count	23	5	1	22	16	9	21	10	8	11	8
	% in center	76.7%	16.7%	3.3%	73.3%	53.3%	30.0%	70.0%	33.3%	26.7%	36.7%	26.7%
El Proyecto del Barrio- South Valley	Count	28	9	2	25	20	6	18	9	11	13	8
	% in center	93.3%	30.0%	6.7%	83.3%	66.7%	20.0%	60.0%	30.0%	36.7%	43.3%	26.7%
Los Angeles Unified School District, Career Development	Count	18	12	5	14	15	13	18	11	6	14	9
	% in center	60.0%	40.0%	16.7%	46.7%	50.0%	43.3%	60.0%	36.7%	20.0%	46.7%	30.0%
Los Angeles Urban League, Inc.	Count	24	10	7	26	15	10	21	3	12	14	10
	% in center	80.0%	33.3%	23.3%	86.7%	50.0%	33.3%	70.0%	10.0%	40.0%	46.7%	33.3%
Marriott Foundation Bridges	Count	12	2	3	8	6	5	11	7	5	8	5
	% in center	80.0%	13.3%	20.0%	53.3%	40.0%	33.3%	73.3%	46.7%	33.3%	53.3%	33.3%
Para Los Niños	Count	40	13	22	40	26	25	27	16	14	29	18
	% in center	81.6%	26.5%	44.9%	81.6%	53.1%	51.0%	55.1%	32.7%	28.6%	59.2%	36.7%
Regents of the University of CA (UCLA)- Central LA	Count	24	22	3	19	14	20	19	9	4	19	8
	% in center	80.0%	73.3%	10.0%	63.3%	46.7%	66.7%	63.3%	30.0%	13.3%	63.3%	26.7%
Regents of the University of CA (UCLA)- West LA	Count	13	5	1	16	9	8	16	6	3	9	8
	% in center	50.0%	19.2%	3.8%	61.5%	34.6%	30.8%	61.5%	23.1%	11.5%	34.6%	30.8%
Watts Labor Community Action Center (WLCAC)	Count	20	9	8	16	16	9	21	10	8	17	9
	% in center	64.5%	29.0%	25.8%	51.6%	51.6%	29.0%	67.7%	32.3%	25.8%	54.8%	29.0%
Youth Opportunity Movement (YOM) - East LA	Count	11	1	6	11	3	8	10	8	2	6	5
	% in center	84.6%	7.7%	46.2%	84.6%	23.1%	61.5%	76.9%	61.5%	15.4%	46.2%	38.5%
Youth Opportunity Movement (YOM) - South LA	Count	15	3	2	11	6	4	8	5	7	7	1
	% in center	88.2%	17.6%	11.8%	64.7%	35.3%	23.5%	47.1%	29.4%	41.2%	41.2%	5.9%
Youth Opportunity Movement (YOM) - North Valley	Count	14	9	7	12	8	5	15	7	3	9	8
	% in center	73.7%	47.4%	36.8%	63.2%	42.1%	26.3%	78.9%	36.8%	15.8%	47.4%	42.1%
Total	Count	298	119	75	267	191	152	254	121	102	186	111
	% in center	78.0%	31.2%	19.6%	69.9%	50.0%	39.8%	66.5%	31.7%	26.7%	48.7%	29.1%

Appendix M: Support Services Received by Center

Center	Count	Transportation (bus tokens)	Uniforms and equipment	School books	Child care	Health services	Substance abuse counseling	Other
Catholic Charities- Central LA	Count	13	13	6	1	9	0	0
	% in center	40.6%	40.6%	18.8%	3.1%	28.1%	0.0%	0.0%
Catholic Charities- South LA	Count	11	6	1	3	2	0	0
	% in center	36.7%	20.0%	3.3%	10.0%	6.7%	0.0%	0.0%
El Proyecto del Barrio- North Valley	Count	20	5	1	1	2	1	0
	% in center	66.7%	16.7%	3.3%	3.3%	6.7%	3.3%	0.0%
El Proyecto del Barrio- South Valley	Count	24	2	2	1	7	1	0
	% in center	80.0%	6.7%	6.7%	3.3%	23.3%	3.3%	0.0%
Los Angeles Unified School District, Career Development	Count	4	3	4	1	4	1	0
	% in center	13.3%	10.0%	13.3%	3.3%	13.3%	3.3%	0.0%
Los Angeles Urban League, Inc.	Count	25	12	7	2	4	5	0
	% in center	83.3%	40.0%	23.3%	6.7%	13.3%	16.7%	0.0%
Marriott Foundation Bridges	Count	6	4	0	1	3	0	0
	% in center	40.0%	26.7%	0.0%	6.7%	20.0%	0.0%	0.0%
Para Los Niños	Count	38	22	17	2	18	6	1
	% in center	77.6%	44.9%	34.7%	4.1%	36.7%	12.2%	2.0%
Regents of the University of CA (UCLA)- Central LA	Count	22	2	1	1	9	5	0
	% in center	73.3%	6.7%	3.3%	3.3%	30.0%	16.7%	0.0%
Regents of the University of CA (UCLA)- West LA	Count	15	0	4	1	4	1	0
	% in center	57.7%	0.0%	15.4%	3.8%	15.4%	3.8%	0.0%
Watts Labor Community Action Center (WLCAC)	Count	16	6	4	2	5	1	0
	% in center	51.6%	19.4%	12.9%	6.5%	16.1%	3.2%	0.0%
Youth Opportunity Movement (YOM) - East LA	Count	10	2	2	0	1	0	0
	% in center	76.9%	15.4%	15.4%	0.0%	7.7%	0.0%	0.0%
Youth Opportunity Movement (YOM) - South LA	Count	10	3	3	3	2	0	0
	% in center	58.8%	17.6%	17.6%	17.6%	11.8%	0.0%	0.0%
Youth Opportunity Movement (YOM) - North Valley	Count	9	3	2	1	1	2	0
	% in center	47.4%	15.8%	10.5%	5.3%	5.3%	10.5%	0.0%
Total	Count	223	83	54	20	71	23	1
	% in center	58.4%	21.7%	14.1%	5.2%	18.6%	6.0%	0.3%

Appendix N: Participant Gender by Center

Center	Count	Male	Female	Total
Catholic Charities- Central LA	Count	16	16	32
	% in center	50.0%	50.0%	100.0%
Catholic Charities- South LA	Count	9	21	30
	% in center	30.0%	70.0%	100.0%
El Proyecto del Barrio- North Valley	Count	13	17	30
	% in center	43.3%	56.7%	100.0%
El Proyecto del Barrio- South Valley	Count	11	19	30
	% in center	36.7%	63.3%	100.0%
Los Angeles Unified School District, Career Development	Count	13	17	30
	% in center	43.3%	56.7%	100.0%
Los Angeles Urban League, Inc.	Count	17	13	30
	% in center	56.7%	43.3%	100.0%
Marriott Foundation Bridges	Count	9	6	15
	% in center	60.0%	40.0%	100.0%
Para Los Niños	Count	23	26	49
	% in center	46.9%	53.1%	100.0%
Regents of the University of CA (UCLA)- Central LA	Count	11	19	30
	% in center	36.7%	63.3%	100.0%
Regents of the University of CA (UCLA)- West LA	Count	11	15	26
	% in center	42.3%	57.7%	100.0%
Watts Labor Community Action Center (WLCAC)	Count	13	18	31
	% in center	41.9%	58.1%	100.0%
Youth Opportunity Movement (YOM) - East LA	Count	8	5	13
	% in center	61.5%	38.5%	100.0%
Youth Opportunity Movement (YOM) - South LA	Count	5	12	17
	% in center	29.4%	70.6%	100.0%
Youth Opportunity Movement (YOM) - North Valley	Count	5	14	19
	% in center	26.3%	73.7%	100.0%
Total	Count	164	218	382
	% in center	42.9%	57.1%	100.0%

Appendix O: Participant Age by Center

Center	Count	14-18	19+	Total
Catholic Charities- Central LA	Count	14	18	32
	% in center	43.8%	56.3%	100.0%
Catholic Charities- South LA	Count	13	17	30
	% in center	43.3%	56.7%	100.0%
El Proyecto del Barrio- North Valley	Count	17	13	30
	% in center	56.7%	43.3%	100.0%
El Proyecto del Barrio- South Valley	Count	19	11	30
	% in center	63.3%	36.7%	100.0%
Los Angeles Unified School District, Career Development	Count	15	15	30
	% in center	50.0%	50.0%	100.0%
Los Angeles Urban League, Inc.	Count	11	19	30
	% in center	36.7%	63.3%	100.0%
Marriott Foundation Bridges	Count	7	8	15
	% in center	46.7%	53.3%	100.0%
Para Los Niños	Count	24	25	49
	% in center	49.0%	51.0%	100.0%
Regents of the University of CA (UCLA)- Central LA	Count	21	9	30
	% in center	70.0%	30.0%	100.0%
Regents of the University of CA (UCLA)- West LA	Count	10	16	26
	% in center	38.5%	61.5%	100.0%
Watts Labor Community Action Center (WLCAC)	Count	14	17	31
	% in center	45.2%	54.8%	100.0%
Youth Opportunity Movement (YOM) - East LA	Count	4	9	13
	% in center	30.8%	69.2%	100.0%
Youth Opportunity Movement (YOM) - South LA	Count	0	17	17
	% in center	0.0%	100.0%	100.0%
Youth Opportunity Movement (YOM) - North Valley	Count	3	16	19
	% in center	15.8%	84.2%	100.0%
Total	Count	172	210	382
	% in center	45.0%	55.0%	100.0%

Appendix P: Currently Enrolled in School by Center

Center	Count	Yes	No	Total
Catholic Charities- Central LA	Count	24	8	32
	% in center	75.0%	25.0%	100.0%
Catholic Charities- South LA	Count	23	7	30
	% in center	76.7%	23.3%	100.0%
El Proyecto del Barrio- North Valley	Count	20	10	30
	% in center	66.7%	33.3%	100.0%
El Proyecto del Barrio- South Valley	Count	24	6	30
	% in center	80.0%	20.0%	100.0%
Los Angeles Unified School District, Career Development	Count	24	6	30
	% in center	80.0%	20.0%	100.0%
Los Angeles Urban League, Inc.	Count	19	11	30
	% in center	63.3%	36.7%	100.0%
Marriott Foundation Bridges	Count	9	6	15
	% in center	60.0%	40.0%	100.0%
Para Los Niños	Count	29	20	49
	% in center	59.2%	40.8%	100.0%
Regents of the University of CA (UCLA)- Central LA	Count	25	5	30
	% in center	83.3%	16.7%	100.0%
Regents of the University of CA (UCLA)- West LA	Count	14	12	26
	% in center	53.8%	46.2%	100.0%
Watts Labor Community Action Center (WLCAC)	Count	21	10	31
	% in center	67.7%	32.3%	100.0%
Youth Opportunity Movement (YOM) - East LA	Count	7	6	13
	% in center	53.8%	46.2%	100.0%
Youth Opportunity Movement (YOM) - South LA	Count	10	7	17
	% in center	58.8%	41.2%	100.0%
Youth Opportunity Movement (YOM) - North Valley	Count	20	10	30
	% in center	66.7%	33.3%	100.0%
Total	Count	263	119	382
	% in center	68.8%	31.2%	100.0%

Appendix Q: Type of School Enrolled in by Center

Center	Count	High School	Post Secondary Vocational	Community College/JC	College/ University	Other	Total
Catholic Charities- Central LA	Count	0	2	13	9	0	24
	% in center	0.0%	8.3%	54.2%	37.5%	0.0%	100.0%
Catholic Charities- South LA	Count	0	0	13	10	0	23
	% in center	0.0%	0.0%	56.5%	43.5%	0.0%	100.0%
El Proyecto del Barrio- North Valley	Count	0	0	9	11	0	20
	% in center	0.0%	0.0%	45.0%	55.0%	0.0%	100.0%
El Proyecto del Barrio- South Valley	Count	0	0	14	10	0	24
	% in center	0.0%	0.0%	58.3%	41.7%	0.0%	100.0%
Los Angeles Unified School District, Career Development	Count	0	2	16	6	0	24
	% in center	0.0%	8.3%	66.7%	25.0%	0.0%	100.0%
Los Angeles Urban League, Inc.	Count	3	0	10	6	0	19
	% in center	15.8%	0.0%	52.6%	31.6%	0.0%	100.0%
Marriott Foundation Bridges	Count	0	0	9	0	0	9
	% in center	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%
Para Los Niños	Count	4	0	17	8	0	29
	% in center	13.8%	0.0%	58.6%	27.6%	0.0%	100.0%
Regents of the University of CA (UCLA)- Central LA	Count	0	1	7	17	0	25
	% in center	0.0%	4.0%	28.0%	68.0%	0.0%	100.0%
Regents of the University of CA (UCLA)- West LA	Count	0	2	9	2	1	14
	% in center	0.0%	14.3%	64.3%	14.3%	7.1%	100.0%
Watts Labor Community Action Center (WLCAC)	Count	2	1	8	10	0	21
	% in center	9.5%	4.8%	38.1%	47.6%	0.0%	100.0%
Youth Opportunity Movement (YOM) - East LA	Count	0	0	6	1	0	7
	% in center	0.0%	0.0%	85.7%	14.3%	0.0%	100.0%
Youth Opportunity Movement (YOM) - South LA	Count	0	1	8	1	0	10
	% in center	0.0%	10.0%	80.0%	10.0%	0.0%	100.0%
Youth Opportunity Movement (YOM) - North Valley	Count	2	2	8	2	0	14
	% in center	14.3%	14.3%	57.1%	14.3%	0.0%	100.0%
Total	Count	11	11	147	93	1	263
	% in center	4.2%	4.2%	55.9%	35.4%	0.4%	100.0%