



Helping At-Risk Youth Earn a High School Diploma & Prepare for Careers



Leveraging Online & Blended Learning Education Solutions When Serving Opportunity Youth

JEVS HUMAN SERVICES & PENN FOSTER

Your Presenters



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JEVS Human Services

A young Black man with a beard and short hair is smiling warmly at the camera. He is wearing a light-colored hoodie. The background is a brick wall, which is slightly out of focus. The entire image has a dark, semi-transparent overlay, making the text stand out.

OUR MISSION

To empower youth and adult learners with knowledge, skills and confidence to improve their employability and workplace effectiveness.

JEVS Human Services Overview



JEVS Human Services enhances the employability, independence, and quality of life of individuals through a broad range of programs.



Each year, our services help **more than 35,000 individuals** realize their goals, achieve independence and live lives with dignity.

We have **1,000 employees** and **20 successful programs** providing skills development, job readiness and career services, vocational rehabilitation, and more

The Choice is Yours

- In 2011, Philadelphia was facing the fourth-highest per capita inmate population in the country and three year recidivism rates were approaching 50%
- TCY program created as an alternative to incarceration for first-time, nonviolent drug offenders
- Program participants have to take:
 - Career readiness training
 - Cognitive behavior training
 - Be employed full or part time
 - Earn a high school diploma or further their education

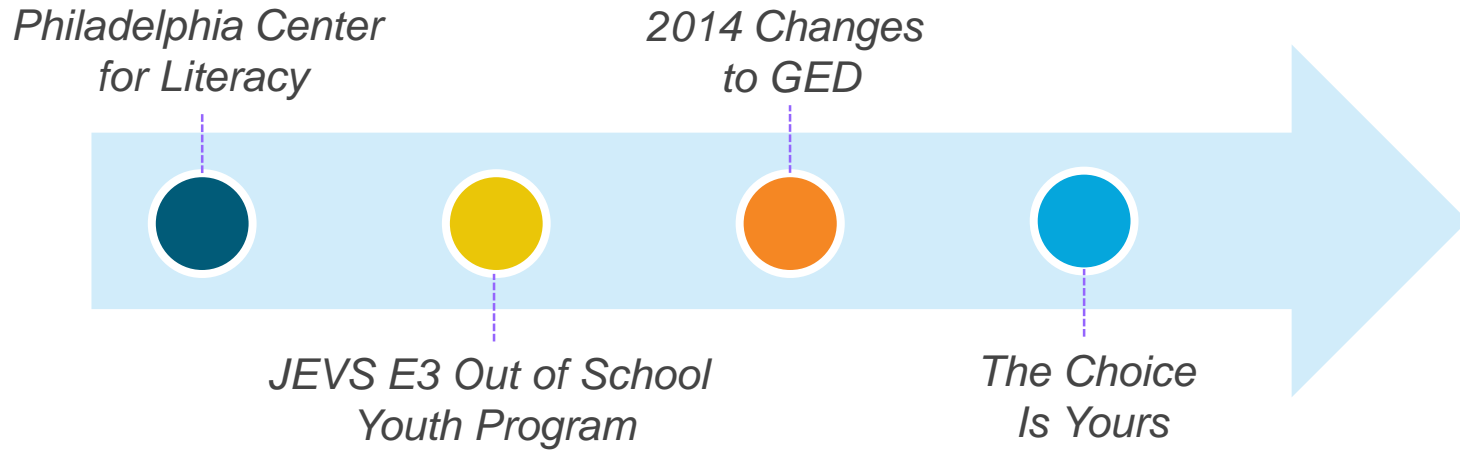


Basics of TCY

- **The Choice is Yours** (TCY) is a diversion program developed by the District Attorney's office to impact the city's recidivism rate and cut cost of county and state incarcerations.
- By diverting first-time non-violent felony drug offenders away from prison and instead providing positive social service and supports.
- TCY is a Two Phase program consisting of:
 - TCY Orientation (4 weeks) and
 - TCY Enrollment (12 Months)



TCY's Educational and GED History



High School Diploma Program

- A flexible, online education solution that allowed participants to **earn their high school diploma at their own pace** and provided clients with the support they needed to build their confidence and motivation.
- In May 2016 JEVS enrolled their first cohort of The Choice is Yours participants in the Penn Foster High School Diploma Program, a **nationally and regionally accredited** high school education.
- Once clients were enrolled, JEVS saw a **change in students' attitude, their drive to succeed, and their commitment to** complete The Choice is Yours program.





How Technology and Blended Learning Improves Outcomes

Technology Optimizes Skills Development and Outcomes

Skills Development and Outcomes Lifecycle



- **Learn** by engaging content in manageable units available on any device
- **Apply** by doing lessons, self-checks, flashcards, assessments
- **Achieve** by mastering the content, building skills and using in your work, professional and school life

Key Technology Features that Help Students Succeed



Self-paced, Guided Learning Pathways

Students can fit school into their lifestyle with custom study and exam schedules to meet their needs.



Mobile Learning; Anywhere, Anytime

With the mobile-optimized learning platforms, students can study and take tests when and where they have time.



Short Content Bursts, Built-in Checkpoints

Students can study in smaller chunks of time. With frequent review checkpoints, students can move forward with confidence.



Multi-Format Support (chat, text, email, phone, web)

Students can get help when and where they need it by email, phone, and through FAQ databases.

Key Technology Features that Help Students Succeed



Discussion Boards & Social Engagement

Discussion boards allow students to reach out for help when needed, and to socialize with peers and instructors at the lesson level.



Progress-Tracking and Goal-Setting Tools

Using embedded progress-tracking and goal-setting tools allows students to stay in control of their education.



Variety of Digital Learning Materials

Built in videos, digital flashcards, live and recorded webinars, and other capabilities offer tools that can help students master concepts.



Support & Coaching Services

Personal Success Coaches for students to help them stay on track and meet their goals.

How Technology Enhances Positive Student Outcomes

- ✓ **Interactive Learning Content:** Videos, flashcards, and discussion spaces better engage students, improving retention and outcomes
- ✓ **Improved Preparedness:** Frequent review checkpoints enable students to be confident that they are learning and retaining the material, and are prepared to for exams
- ✓ **Connect with Other Students:** Discussion capabilities allow students to engage with Penn Foster instructors and peers within a lesson
- ✓ **Establish Completion Goals:** Goal-setting tools allows students to work with instructors to establish goals for lesson and program completion, providing additional motivation to earn their diploma
- ✓ **Help Available via Multiple Channels:** Student can be assured they have support available via phone, text, email, or the student portal at all times



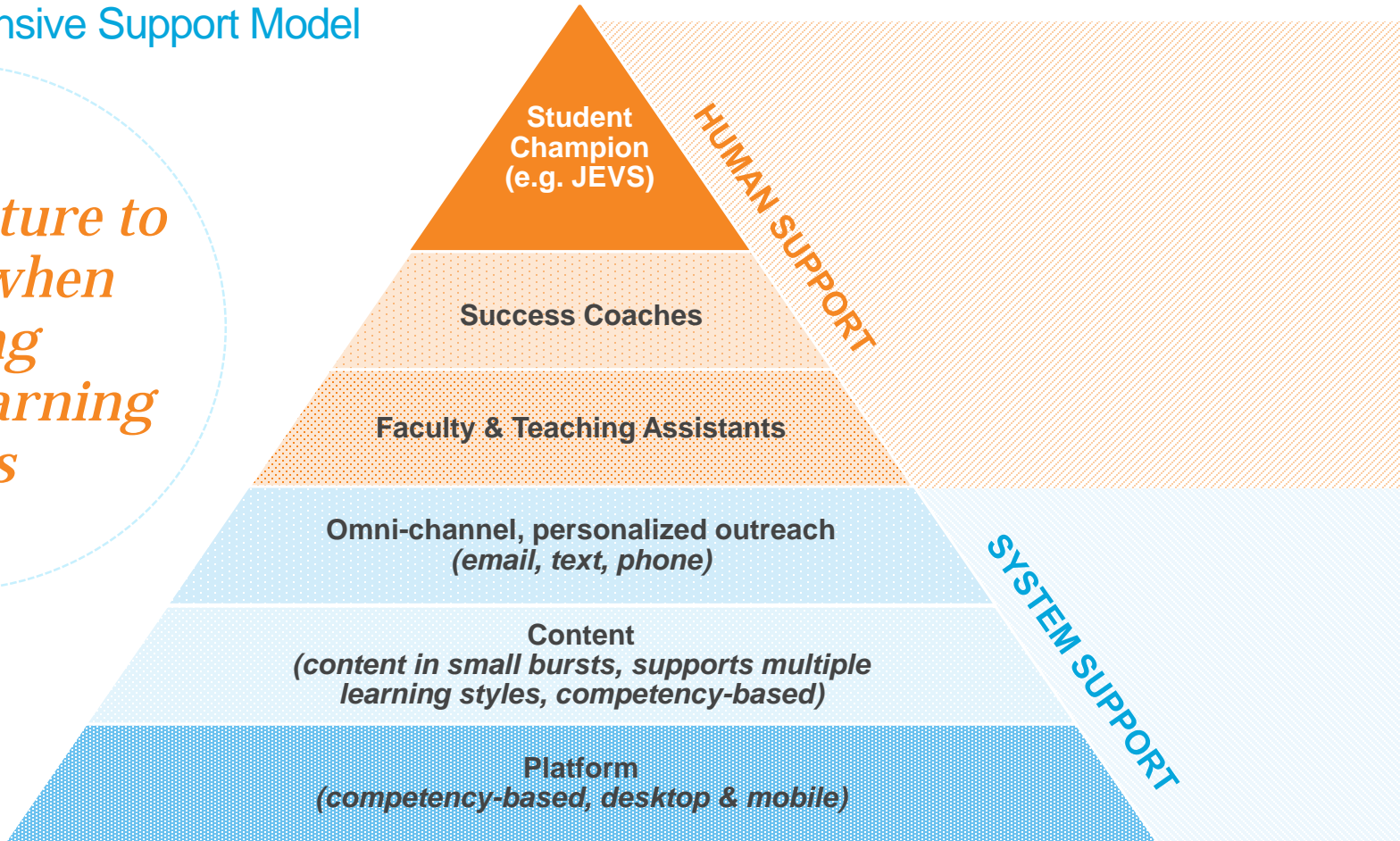
How Technology Enhances Positive Administrator Outcomes

- ✓ **Enhanced Academic Fidelity:** Improved controls to regulate student progression based on data signals indicating student level of access, engagement, and mastery of subject matter
- ✓ **Increased Rigor/Engagement** can enhance career & college readiness and ultimately improve student outcomes (performance, placement rates)
- ✓ **360 Degree View of the Learner:** Dashboards and reporting to inform guided interventions by instructors and make it easy to manage their classroom
- ✓ **Embedded Help & Support:** Guided experience and embedded help content & features enable students to progress independently and frees up teacher time for more 1:1 support
- ✓ **Platform Configurability:** Ability to configure the learning platform to meet local needs and conditions, helping instructors efficiently control student progress



A Comprehensive Support Model

A key feature to look for when evaluating online learning platforms





Successful Outcomes

Outcomes

- In July 2017, JEVS and Penn Foster celebrated the **second cohort of Penn Foster High School graduates** with a ceremony at City Hall in downtown Philadelphia.
- The first two high school diploma cohorts had a **95% completion rate** and overall TCY has a completion rate of about 85%
- Once the participants complete all the requirements of TCY their cases will be dismissed and if they go one year without any new arrests their cases will be eligible for expungement.

“

We are thrilled with the success our program participants are finding through the Penn Foster High School Completion program.

”

Jeffrey Booth

*Sr. Vice President of Workforce Development
JEVS Human Services*

Why the Partnership Between TCY and Penn Foster is Successful

- ✓ Accredited High School diploma
- ✓ Credit transfer
- ✓ Penn Foster trained facilitator on site
- ✓ Mobile-friendly program
- ✓ 24/7 one-on-one instruction
- ✓ Self-paced program
- ✓ Rolling admission
- ✓ Encouraging and motivating program



Penn Foster has allowed TCY clients to achieve something that they thought at one time was not achievable. Our clients are now able to apply for sector-based employment, and pursue post-secondary education. TCY clients that have earned their PF diploma display a higher level of self esteem, their abilities and overall confidence in themselves.



Nigel Bowe
Program Director
JEVS Human Services



Erik Hensley



Nigel Bowe

Contact Us to Learn More

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Appendix

Penn Foster is a skills solutions company focused on building a better workforce through knowledge and skill

Our Products



Competencies



Career Pathways



Career Link

Our Industry Focus

- Allied Health
- Criminal Justice
- Hospitality/Retail/Restaurant
- Early Childhood
- Arts & Design
- Skilled Trades
- Veterinary
- High School
- Business

Our Access Channels

B2B: *Partner Network*
Over 1000 employers and organizations



B2C: *Direct to consumers*
Marketing Engine

Our Unique Value

150K
enrollments each year

44K
graduates annually

Outcomes at Scale



Proud Heritage

Our Schools
HS | Career | College

*Regional, National, Accreditation
Industry Certifications*

Compliance-First

Reputational Equity with Accreditors and Regulators



Penn Foster High School, Career School & College are nationally accredited by the Accrediting Commission of the [Distance Education Accrediting Commission \(DEAC\)](#).



Penn Foster High School & Career School are accredited for grades 9 through adult by the [Commission on Secondary Schools of the Middle States Association of Colleges and Schools](#).



Penn Foster High School has met the requirements for accreditation and is recommended by [AdvancED Accreditation](#).



Penn Foster High School is licensed by the [Pennsylvania State Board of Private Licensed Schools](#).



[The American Council on Education's College Credit Recommendation Service](#) (ACE CREDIT) has evaluated and recommended college credit for many Penn Foster College courses

Our Extensive Partner Network: Value & Outcomes

Government

Improve Graduation & Placement Rates



Employers

Improve Retention, Reduce Costs, Fill Skills Gap



Colleges

Increase Enrollments; Improve Persistence



Partners

Drive Collective Community Impact



High Schools

Improve Graduation Rates





Blended Learning Best Practices

Key Findings on Emerging Blended Learning Practices



Blended learning strategies work best when they *align with the needs* of youth and adult learners.



Blended learning can support more *comprehensive re-engagement efforts*.



Teachers and other staff are essential, but *technology can augment their effectiveness*.



Program planning, implementation and quality assurance are key to ensuring student success.



Some *education policies are incongruous with the blended learning context.*

Engaging and Supporting Students

Blended learning models and instructional platforms are designed to engage students and surround them with support and resources



Instructional & Pedagogical Strategies

Combination of directive and exploratory instruction. Case-based learning and mastery learning; Frequent, ungraded quizzes and self-checks; Guide learning through recall and reflection



Learning Technologies

Leveraging digital tools, published texts & open educational resources. Customized learning applications, tools to monitor academic integrity, simulated experiences, advanced writing prompts



Support Systems

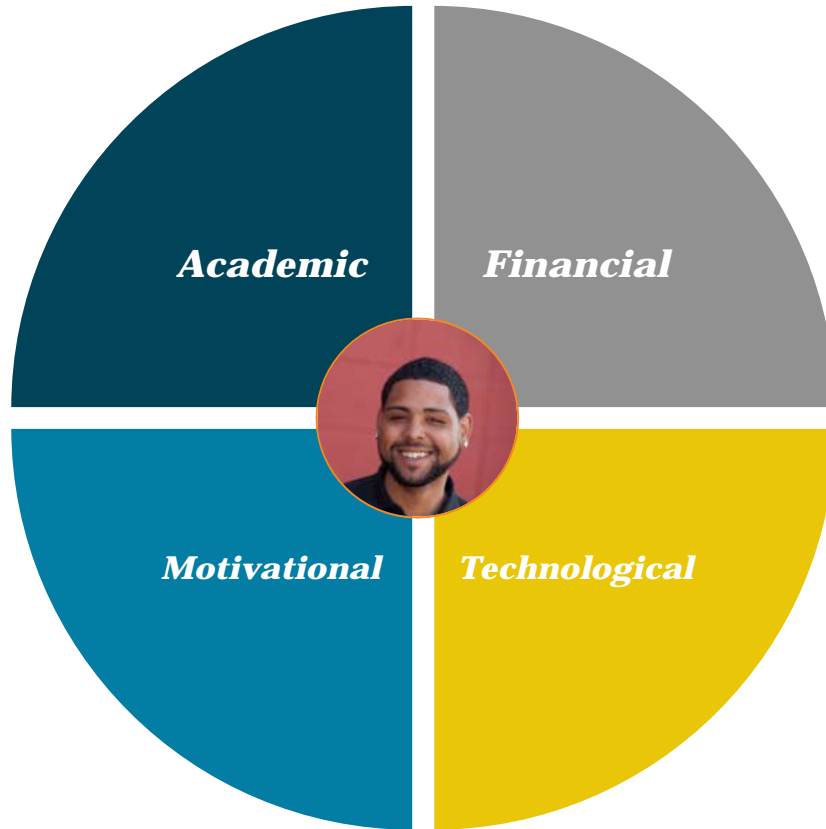
Multi-layered support systems with coaches & instructors; Supported by multi-channel messaging network of in-app, mobile, email and phone support



Community/ Belonging

Creating opportunities to connect with peers and share work- on-ground with their classmates. Online in our award-winning social community platform

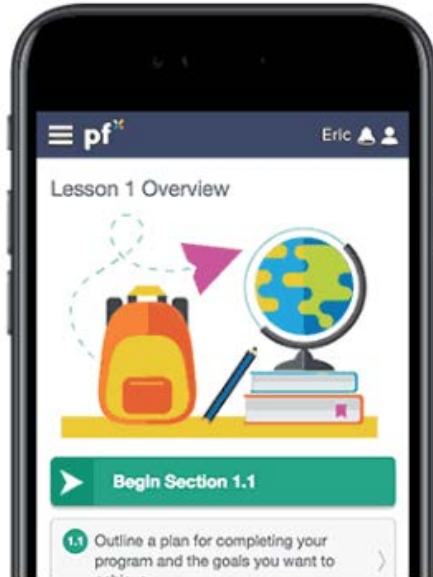
The Blended Support Structure Eliminates Barriers to Success



Blended learning offers a flexible, mobile- friendly experience that eliminates many traditional barriers to learning success.

Mobile-First Learning Platforms are Designed for Learning On the Go

Fits into the lives of today's busy working learners



Curriculum

Proprietary and licensed self-paced content. Multi-media formats

Assessment

Self-assessments, machine-grading and detailed instructor feedback

Goal-tracking

Set grad goals, customize individual study plans

Course Progress

Visualize progress through the course

Study Planning

Customize a study plan, integrate tasks into calendars, manage day-to-day activities towards goals

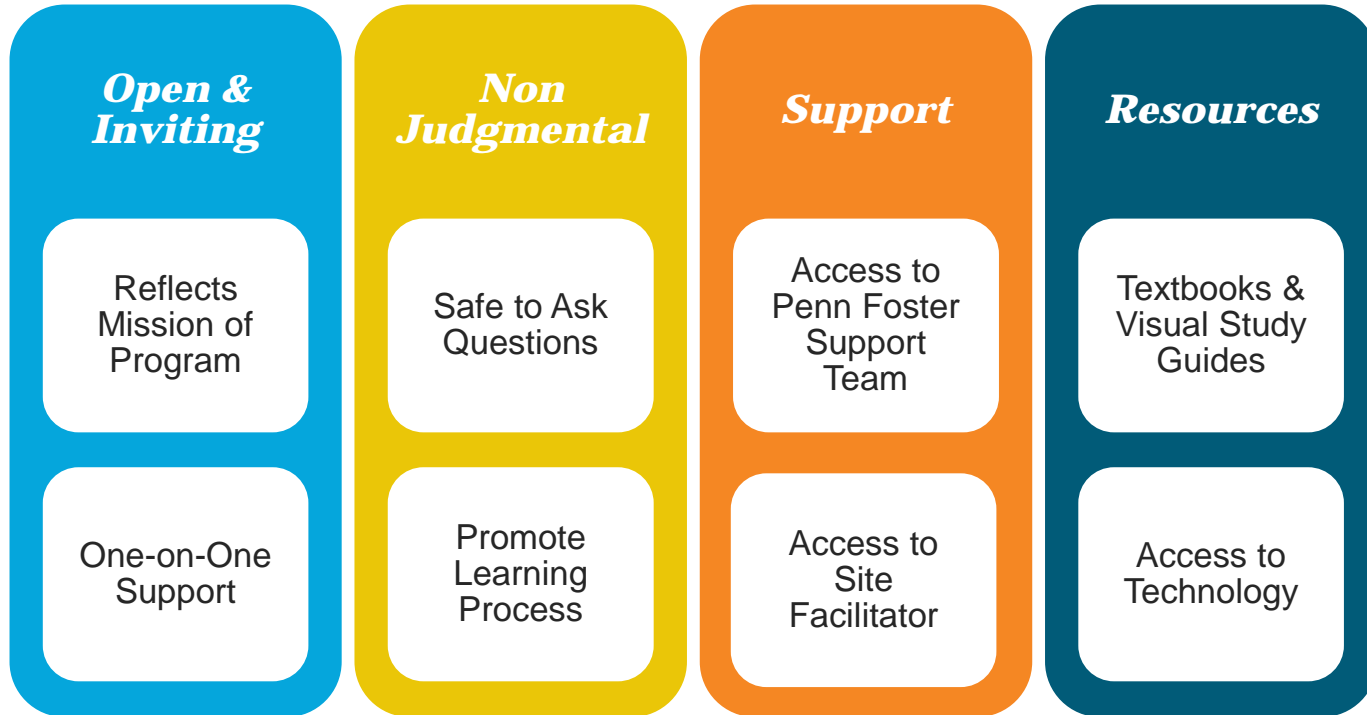
Classmates

Find peers for support, engage in discussions, create study groups

Keys to Student Success in a Blended Classroom



Best Practices on a Blended Classroom



A Brief Look at Tech-Enabled Blended Learning

Mobile-Friendly



- Modern user experience with mobile-friendly interface

Rigorous



- Rigor driven by enhanced learning data, improved assessment, and competency-alignment

Engaging



- Engagement driven by discussions, flashcards and interactive exercises

Supportive



- Integrated student support enabled via chat, text and co-browsing capabilities

The background features four hands, each rendered in a different color and mosaic pattern. The top-left hand is blue and gold, the top-right is purple and gold, the bottom-left is red and green, and the bottom-right is teal and gold. They are arranged in a circle, palms facing each other, symbolizing support and community.

Helping Hands: Building Resilience and Protecting Our Community

Summer WorkReady Program
JFCS of Greater Philadelphia

Adrienne Gavern-Tomlinson, Director of Education and Outreach

Committed to our mission. Proud of our history.



Jewish Family and Children's
Service of Greater
Philadelphia has a unique
and vital mission: to
strengthen families and
individuals across
generations and cultures to
achieve stability,
independence and
community.

JFCS

STRENGTHENING LIVES
SINCE 1855

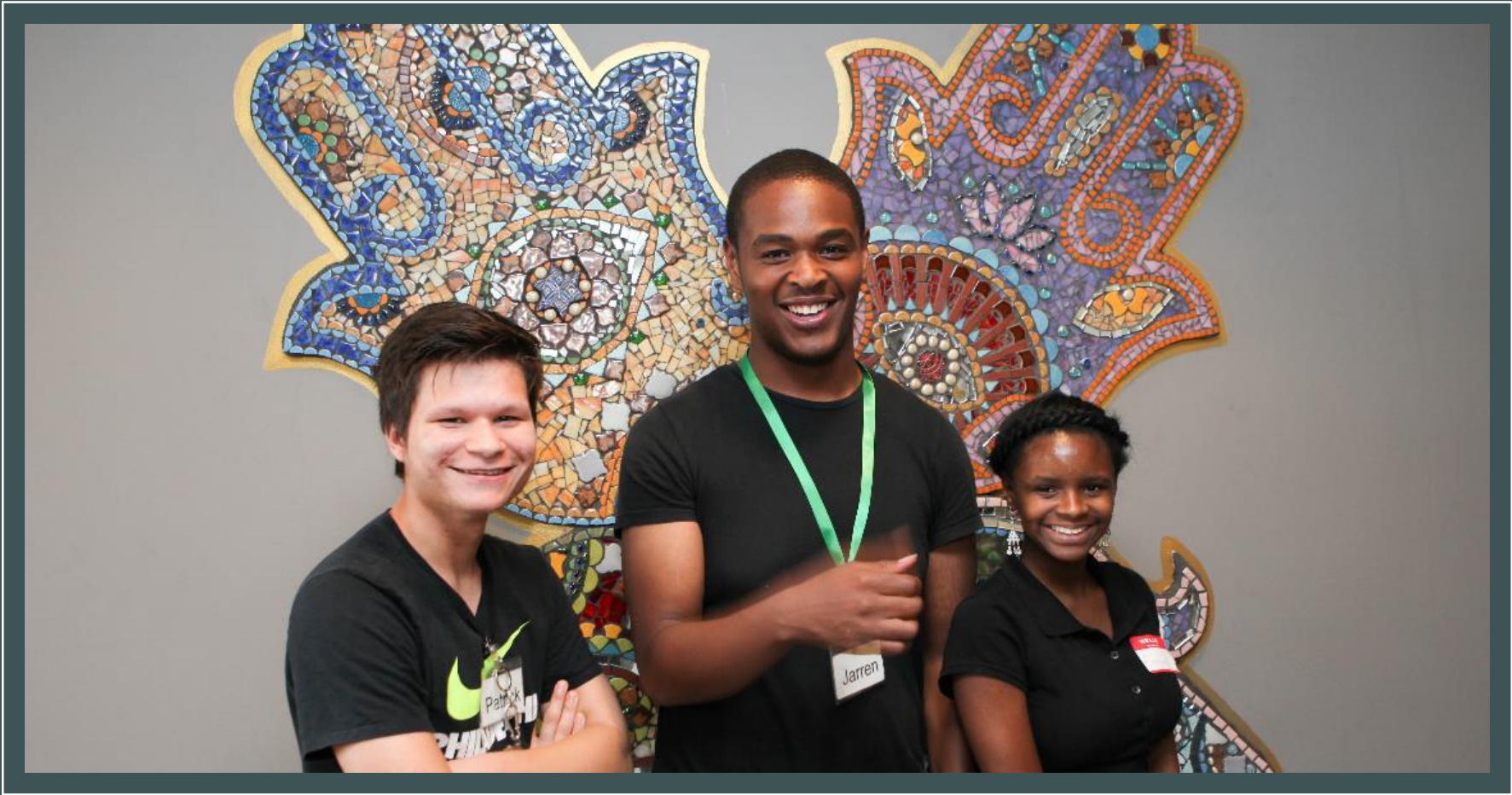
www.jfcsphilly.org

Social Development Strategy

- ❖ Fosters the success and health of young people from birth through every stage of development.
- ❖ **Protective factors** have been identified that increase the likelihood of health and success for children. Protective factors serve as a buffer against risk factors present in a child's life.
- ❖ The Social Development Strategy provides a way of increasing protective factors for youth by utilizing 5 key components:

Opportunities · Skills · Recognition · Bonding · Clear Standards for Behavior

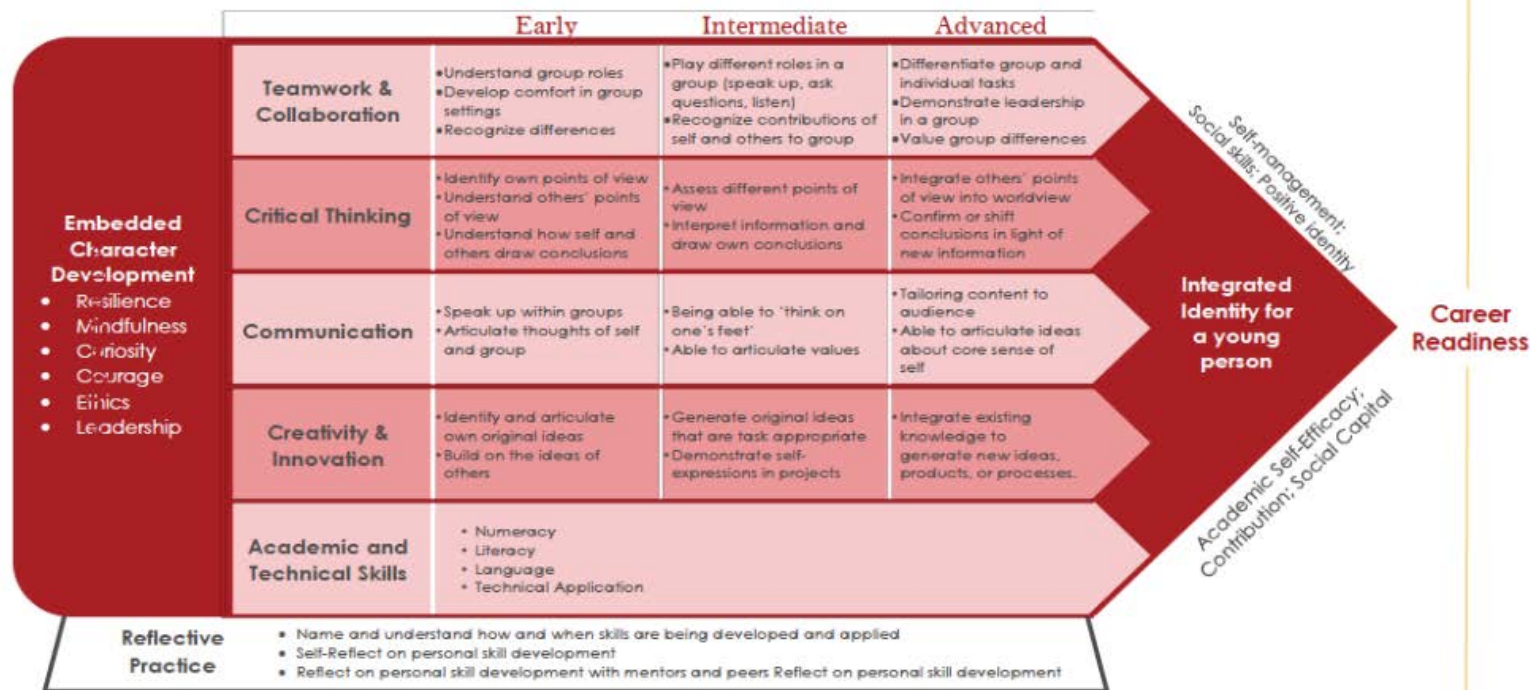
- ❖ Opportunities, skills and recognition strengthen bonding with family, school and community. Strong bonds= motivation to adopt healthy standards for behavior.



Project-Based Learning--Service Learning

- Designed for youth with minimal or no prior work history
- Allows youth to collectively address real-world issues, problems, and needs within the local, regional, national, or global community.
- Youth work in groups to explore these issues through:
 - **Research**
 - **Reflection**
 - **Service learning project development**
 - **Direct Service and/or advocacy**
- Research indicates that service learning promotes a **Positive Learning Climate**, **Encourages Motivation**, **Civic Skills**, **Problem Solving**, and **Appreciation of Diversity**.

Skill-Building Continuum



Key Phases:

Career Awareness

Career Exploration and Preparation

Career Immersion and Training

Career Readiness

Ingredients for Success



* Funding/Budget

* Staffing

* Recruitment of Students

* Student Incentives: Stipend,
Food, Transportation, Weekly
Field Trips

* Theme/Driving Question

* Skill Building Continuum

* Project Calendar

* Culminating Event/Final Project

* Youth Voice and Choice

* Collaboration



Week 3

7/24 Mon.	7/25 Tues	7/26 Wed	7/27 Thurs	7/28 Fri
MORNING WARM UP ACTIVITY - 1 HR				
JFCS Time CW 1.5 hr Mentor	Sorting	Pop Up 10th Diamond	Off Lab 1 Brown Group	Field Trip Aquarium
Mural Project	Mural Project	Mural Project		
		Bala	Job/Personality Workshop (George)	
			Lunch	
		Lunch and Reflection for Group C out new Pop-up	Small Group Fld Trip College	
			Job/Personality Workshop	





Collaborators

INTERNAL

COMMUNITY

Phila. Youth Network • Trish Metzner (muralist) • Free Library of Philadelphia Get Hyped Program • Citizens Bank • PFCU • CCP • Temple University • Sara Wenger (creative writing and journaling) • Phila. Mural Arts • The Food Trust • Archdiocese of Phila. Summer Food Program • Career Wardrobe







Helping Hands: Building Resilience in Our World



WorkReady @ JFCS presents a
Back to School Pop-up Shop for Children's and Teen Clothing!

FREE Back-to-School clothing and shoes for babies, children, and teens

OurCloset -
Powered by JFCS
This program is
designed to help those in
the community by
providing free clothing
to all in need, with dignity.

Location: JFCS 1501 N Broad St.
(next to the Sherwin Williams Paint Store)
Thursday August 10, 2017 from 12 Noon -2 pm

*****Please arrive no earlier than 11:45 AM
(DOORS WILL NOT BE OPENED UNTIL THEN)**

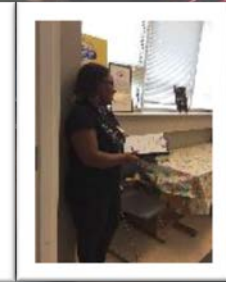
Free Items Include: Back to School Youth Clothing ·
Baby Clothing · Shoes



All are welcome to come in and leave with some beautiful new clothes!
Customers are limited to 10 items, and clothing will be distributed on a
first-come, first-serve basis. No referrals required.

JFCS partners with The Jewish Federation of Greater Philadelphia

Jewish Family and Children's Service of Greater Philadelphia | 866.JFCS.NOW



Outcomes

- ✓ **Retention:** 29 out of 33 students completed the program.
- ✓ **Attendance:** 93% of enrolled students attended daily over the 6-week period
- ✓ **Skill Attainment:** 96% of students received a score indicating intermediate stage or higher.
- ✓ **Bonding:** 92% of students reported they made connections with adults who they felt cared about their success and were supportive.
- ✓ **Youth Satisfaction:** 92% of students indicated that they were overall satisfied with their summer experience.

STRENGTHENING LIVES

Since 1855

Lessons Learned

- Cell Phones
- Program was a refreshing and creative change for staff and students
- Clarification of expectations with collaborators
- Including students from multiple JFCS programs
- A good fit in a variety of geographic locations with various populations
- Soft skills – need to be more explicit as to how different types of skills can assist with education and career success
- JFCS WorkReady T-shirts



For More Information

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