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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OUR MISSION

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

Philadelphia Center for Literacy

2014 Changes to GED

JEVS E3 Out of School Youth Program

The Choice Is Yours
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

- **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
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 key feature to look for when evaluating online learning platforms:

- Student Champion (e.g. JEVS)
- Success Coaches
- Faculty & Teaching Assistants
- Omni-channel, personalized outreach (email, text, phone)
- Content (content in small bursts, supports multiple learning styles, competency-based)
- Platform (competency-based, desktop & mobile)
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
Contact Us to Learn More

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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
- Early Childhood
- Veterinary
- Criminal Justice
- Arts & Design
- High School
- Hospitality/Retail/Restaurant
- Skilled Trades
- 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
- Proud Heritage
- Our Schools
  - HS | Career | College
  - Regional, National, Accreditation
  - Industry Certifications

**Outcomes at Scale**
- Compliance-First
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.

Full list of accreditations include: http://www.pennfoster.edu/why-penn-foster/about/accreditation
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

- Motivation & Inspiration
- Identify Potential Barriers
- Plan & Strategize
- Implement & Support
- Evaluate the Outcome
- Make Contingency Plans
Best Practices on a Blended Classroom

**Open & Inviting**
- Reflects Mission of Program
- One-on-One Support

**Non Judgmental**
- Safe to Ask Questions
- Promote Learning Process

**Support**
- Access to Penn Foster Support Team
- Access to Site Facilitator

**Resources**
- Textbooks & Visual Study Guides
- Access to Technology
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
Helping Hands: Building Resilience and Protecting Our Community

Summer WorkReady Program
JFCS of Greater Philadelphia

Adrienne Gavern-Tomlinson, Director of Education and Outreach
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.

Committed to our mission. Proud of our history.

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.
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

MORNING WARM UP ACTIVITY - 1 HR
JCCS Time Club: 15 min.
Sorting: Pop-Up 100% Biodegradable

Mural Project
Mural Project
Mural Project

Baha

Field Trip:
Aquarium

Job/Part-time Work
Small Group
Lunch

Lunch and Recreation for Group B
out on pop-up
Collaborators

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

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

Our Closet - Powered by JFCS

This program is designed to help those in the community by providing free clothing to those in need, with dignity.

JFCS partners with The Jewish Federation of Greater Philadelphia

Jewish Family and Children’s Service of Greater Philadelphia | 888.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.
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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