



**COMMISSION
AGENDA MEMORANDUM**

Item No. 9b

BRIEFING ITEM

Date of Meeting November 27, 2018

DATE: October 24, 2018

TO: Stephen P. Metruck, Executive Director

FROM: Amberine Wilson, HR Outreach Program Manager
Kim DesMarais, Interim Sr. Human Resources Director

SUBJECT: Port of Seattle Youth Internship Programs

EXECUTIVE SUMMARY

The following memo details Port employee and division support of the internship program, a status on program goals, and a summary of lessons learned and recommendations. Additionally, it includes program vision, mission, strategic objectives, and best practices. It also includes a list of Career Connected Learning actions planned by Human Resources, Workforce Development, Public Affairs, and Office of Strategic Initiatives.

INTERN SUPERVISION COMMITMENTS

It takes more than 200 Port employees, plus the interns themselves, to make the internship programs successful. Port employees help with outreach, interviewing, selection, onboarding, and badging of interns. They speak at events and help with event planning, coordination, and support. They supervise, mentor, lead cohort projects, and coach interns on appropriate professional behavior. They make time for informational interviews and volunteer at intern activities. The Port of Seattle's employees are an integral part of this program's success.

Division supervising commitments out of a total of 143 interns at the Port in 2018:

- Aviation 32%
- Corporate 24%
- Maritime 23%
- Capital Development 20%
- Economic Development 1% *it should be noted that ED is a small division and also supports many internship activities and leads broader career-connected learning initiatives.

The work of some divisions and departments creates different opportunities for either high school or college level internships. For example, Capital Development accounts for 34% of college interns while Aviation accounts for 35% of high school interns. A more detailed breakdown of intern commitments by division is shown in the table below:

<i>Division</i>	<i>% of Total HS interns</i>	<i>% of Total College & Graduate interns</i>	<i>% of All Port Interns</i>
Aviation	35	24	32
Capital Development	11	34	20
Corporate	21	26	24
Economic Development	2	0	1
Maritime	31	16	23

STATUS ON INTERNSHIP PROGRAM GOALS

Goal 1: Offer internships to at least 90 local high school students and 30 college students

- (1) Hired 50 college interns as of October 2018
- (2) Hired 92 high school interns as of October 2018
 - o 81 during summer program
 - o 11 during pilot fall maintenance program

Goal 2: Raise local youth’s awareness of the Port of Seattle’s community involvement and Port related careers.

- (1) Worked with college interns and public affairs to create a “Port Career Pursuits” game that teaches high school interns about Port industries and workplace expectations while giving them an opportunity to work together in teams to present what they learned.
- (2) Worked with Workforce Development and many community partners to offer multiple industry awareness events:
 - a. Project Lift (Aviation and Skilled Trades)
 - b. South Lake Union Day (Maritime and Skilled Trades)
 - c. Sustainability Systems Thinking (Environmental)
 - d. Strategic Planning and Public Policy (Public Administration)
- (3) Worked with Public Affairs to facilitate Port Leader Speaker series for college interns so they could meet and learn from leaders across the Port
- (4) Worked with Public Affairs to facilitate airport and seaport tours for college interns so they could see the variety of Port infrastructure and business

Goal 3: Build a diverse talent pipeline for the Port and Port related industries.

- (1) 45% of high school and college interns were female
- (2) 30% of total high school and college interns did not respond regarding their race. The majority of interns that did not fill out this data were college interns. As a result, our data is incomplete.

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Given the information provided:

- a. 55% of interns were youth of color
 - b. 15% were white
 - c. 30% did not respond
- (3) We do not yet have data for the 11 new interns in the pilot fall maintenance program; however, if we look at the 81 interns in the high school summer program:
- a. 77% were youth of color
 - b. 17% were white, non-Hispanic
 - c. 6% did not respond

Lessen the opportunity gap among disadvantaged youth in King County.

(1) Partnerships

- a. This year we developed 5 additional partnerships with local organizations that work directly with disadvantaged youth in King County.
- b. These partnerships are crucial to the recruitment and support of youth, as well as the development of curriculum that will empower them.

(2) Youth Interns at the Port

- a. At least 47% of high school interns come from low income families.
- b. At least 6 interns were youth with disabilities.
- c. Approximately 77% of high school interns were youth of color.

SUMMARY OF LESSONS LEARNED

- Supervising an intern is work that takes time and has an impact on the entire team. Having work plans with clear deliverables and deadlines helps both the supervisor and the youth be more successful.
- To ensure program equity, local youth serving community organizations should be involved in multiple steps of the process, from helping to select youth to assisting with program curriculum design.
- Improving communications with partner organizations and creating a strategic plan for identifying, prioritizing, and evaluating potential partnerships.
- Supervisors who had interns with performance issues were more likely to be unsatisfied with the overall program.
- Badging at the airport is a challenge.
- Interns appreciated the orientation and the opportunity to network and learn about port-related careers.

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- Fall Maintenance Intern Program has started. Customized training may be necessary, especially for safety.

2019 INTERNSHIP PROGRAM RECOMMENDATIONS

- (1) Develop a comprehensive Career Connected Learning Strategy with Workforce Development, Public Affairs and community partners to build out a pipeline for Port careers
- (2) Hire college intern to support youth outreach, program administration, and internship alumni engagement.
- (3) Hire Talent Acquisition Representative focused on recruiting for HR outreach programs.
- (4) Ensure all interns fill out emergency contact information and employee information.
- (5) Build partnership with indigenous community organizations that serve local youth.
- (6) Increase Supervisor Support:
 - a. Work with community organizations to develop project based learning curriculum and work plans.
 - b. Provide Spirit and Wellness points to all Port employees who participate in the internship program through supervision, mentorship or volunteering.
 - c. Launch Community of Practice for all Port employees interested in supporting the internship programs.
 - d. Continue to understand and address department barriers to hosting interns.
 - e. Continue to conduct satisfaction surveys, lessons learned meetings, and process evaluations. Implement improvements as appropriate.
- (7) Develop and implement new community-based mentorship program. Leverage Port's external partners for mentorship program and networking workshop.
- (8) Launch two part-time school year pilot programs: Fall Maintenance and Port Youth Ambassadors.

ADDITIONAL BACKGROUND

2019 CAREER CONNECTED LEARNING STRATEGIC ACTIONS

The following are actions planned by Human Resources, Workforce Development, External Relations (Ext. Relations), and the Office of Strategic Initiatives:

- Conduct five Career Awareness Tours that reach approximately 300 students (Ext. Relations).
- Expand current career awareness and exploration activities to middle schools (WFD, Ext. Relations).
- Conduct Environmental Challenge with Raisbeck Aviation High School (Ext. Relations).
- Hire college intern to support youth outreach and internship alumni engagement (HR)
- Hire Talent Acquisition Representative focused on outreach and College Intern Recruitment (HR)

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- Develop and implement strategic partnership plan to expand partnerships with community organizations and academic institutions. (HR, WFD, Ext. Relations, OSI)
- Focus on Skills Center and CTE program alignment before and after internship program to support career learning continuum (WFD)
- Implement 2018 recommended changes:
 - Offer information sessions for all Port employees with different ways of getting involved: supervise, mentor, lead cohort project, volunteer for informational interviews. (HR)
 - Work with community organizations to develop project based learning. curriculum and work plans to assist supervisors with managing interns (HR).
 - Offer targeted career awareness events for Aviation and Maritime (HR, WFD).
 - Develop and implement new community-based mentorship program. Leverage Port’s external partners for mentorship program and networking workshop. Reach out in particular to WMBEs in Port related industries. (HR, Ext. Relations, OSI).
- Continue to understand and address department barriers to hosting interns (HR).
- Partner with King County on regional Career Connected Learning continuum (WFD, OSI).
- Research opportunities for academic internships and community college level internships (HR)
- Offer part-time school year opportunities (HR):
 - Partner with local skills centers to pilot Fall Maintenance Program in Fall of 2018 (HR, MM, AVM).
 - Pilot Port Youth Ambassadors program in Spring of 2019 (HR, Ext. Relations).
- Conduct satisfaction surveys, lessons learned meetings, and process evaluations (HR).
- Provide Spirit and Wellness points to all Port employees who participate in Port. internship program by supervising, mentoring, or volunteering at events (HR)
- Identify appropriate role for Port of Seattle to add value in the regional system (WFD, OSI).
- Support Youth Maritime Collaborative and Airport Operations Collaborative to create more internship and apprenticeship opportunities in the region (WFD).

ATTACHMENTS TO THIS BRIEFING

- (1) Presentation slides

PREVIOUS COMMISSION ACTIONS OR BRIEFINGS [\[For information and examples, follow this link.\]](#)

[None](#)