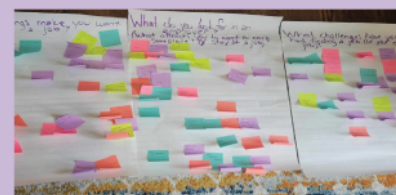
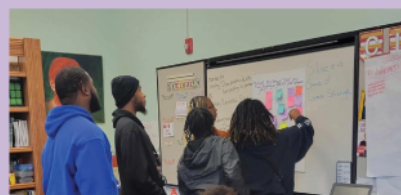
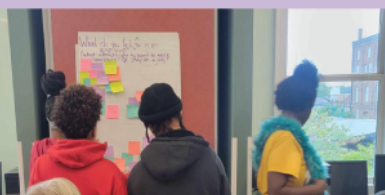


Generation Work Louisville Survey of Young Adult Work Perspectives

2023

Prepared by Grantibly, LLC



Executive Summary

Grantibly conducted research on behalf of the Louisville Generation Work™ Partnership between KentuckianaWorks, Goodwill Industries of Kentucky, the Coalition Supporting Young Adults (CSYA), Metro United Way, and YouthBuild Louisville, with funding support from the Annie E. Casey Foundation. The goal of this research is to understand young adults' wants, needs, and barriers to employment in Louisville by centering their voices. The overarching goal of the Generation Work project is to help employers understand the needs of young adults, particularly young adults of color, so they can better recruit and retain them as employees and provide opportunities for growth through inclusive practices and equitable policies.

An electronic survey was administered between August 18, 2023 and September 2, 2023. The survey link was sent out to listservs of young adults of all partner organizations and promoted via targeted social media ads. After data cleaning, there are 864 responses. Dr. Lauren McClain, Grantibly co-owner, CEO, and Principal Evaluator, spent time in Louisville collecting interactive and qualitative data from approximately 35 young adults at YouthBuild and focus group data from three students at The Spot. Finally, a virtual focus group was conducted with four members of the young adult advisory council for Louisville's Generation Work partnership.

Results indicate that young adults are excited to work but want to work for employers who are excited to have them. Being respected at work was one of the most important factors to young adults we spoke to. Respecting their schedules and their time off, showing appreciation for them or telling them they are doing a good job, remembering birthdays or having food for employees, talking to them in a respectful way and having open, transparent communication are all ways that employers can show respect to employees. Salary and benefits are another significant factor. One young man noted that there are a lot of ways to make money these days so if employers do not want to pay a wage that is fair, they have other options to make money. Job hopping is often a way to get a raise so employers who want to keep good employees should consider annual reviews and raises.

Young adults face a variety of barriers to employment. A lack of experience is the most commonly cited barrier. They noted that even entry level jobs often require experience and many haven't had the opportunity to gain that experience. More on-the-job training would help, as would internships or other skill building opportunities. Employers should also consider whether a college degree is necessary for entry level jobs. Young adults expressed that educational requirements are frequently a barrier for them due to lack of a college degree, yet they are confident that they could do the job if they were given a chance. A third of the survey respondents and at least three of the focus group participants said that having a criminal record was a barrier to them finding employment. These young people emphasized that they would like a chance to show that they are "more than a past mistake." Young adults also cite not knowing where to look for or how to apply to jobs as well as lack of interview skills as barriers to employment. Some of the Louisville-area providers offer help with those but perhaps those efforts could be increased.

Despite barriers they have faced, young adults who participated in this research want a good life, a job they enjoy, and a comfortable salary and benefits, including paid time off. They are working on developing skills they need to be successful and want opportunities to show what they can do. They want to be respected and have managers who support them and communicate well. Through the report that follows, we hope employers can learn ways to better serve young adult workers - they are the next generation of employees and should be supported so they can shine and thrive.

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Introduction

Program Background

As part of the second phase of Generation Work grants from the Annie E. Casey Foundation, Louisville's Generation Work partnership will center young adults of color in order to inform hiring, retention, and workforce advancement in our community.

Workforce development resources often focus on job seeker training, however we know that employer policies and practices play a significant role in how young adults connect to meaningful and quality jobs. This project allows partners to build capacity for supporting changes in employment practice.

To make the most meaningful impact throughout the community with this grant, KentuckianaWorks – as the lead applicant – is leveraging regional workforce development expertise with the collective impact model of the Coalition Supporting Young Adults, the career service delivery history of Goodwill Industries of Kentucky, Metro United Way's commitment to operationalizing diversity, equity and inclusion, and YouthBuild Louisville's experience helping young adults in meeting significant life goals.

This project focuses on four key areas:

Racial equity: addressing systemic and structural inequities that contribute to employment disparities for young people of color.

Employer engagement: changing practices to create more supportive workplaces for young adults of color.

Positive youth development: working with employers to improve how they engage and empower young workers.

Learning and evidence building: sharing lessons and best practices with the broader workforce development field.

The Louisville Generation Work partners use the above focus areas to serve as a foundation for developing a shared employer engagement strategy, unifying messaging about young adult employment, developing an employer capacity-building learning series, and providing support to employers interested in changing their internal practices based on worker input.

Purpose of the Research

The goal of the Generation Work project is to help employers find ways to best recruit and retain young adult employees. This effort is to be data-driven. By asking young adults directly through survey data, focus groups, and data gathering activities and discussion, we were able to hear what they are looking for in an employer, what factors they care about most, what drives them away from a job, what skills they have and what skills they need, and the barriers they face finding jobs and careers they desire.

Methodology

Data Collection

Survey data was collected using Qualtrics, an online platform that facilitated a quantitative survey with the inclusion of open-ended questions for qualitative insights. The survey was open from Aug 18 - Sept 2, 2023. There were 35 questions on the survey, including 4 open-ended questions¹. The survey took an average of 10 minutes to complete. As an incentive, respondents could choose to submit their name and contact information separately (after the primary survey was submitted) to be entered into a raffle for one of 35 \$25 Visa gift cards.

For the qualitative data, Dr. Lauren McClain visited with approximately 35 young adults who were participating in a program at YouthBuild Louisville. The young adults were given Post-it notes and were to write one idea per Post-it note to answer three questions that were posted on newsprint around the room. They could post as many Post-its to each question as they wanted to. After everyone submitted their thoughts, they worked in small groups to theme the responses on each question. After that was complete, those who worked to theme a particular question explained the themes they saw and we had a discussion about each one. This activity took approximately one hour.

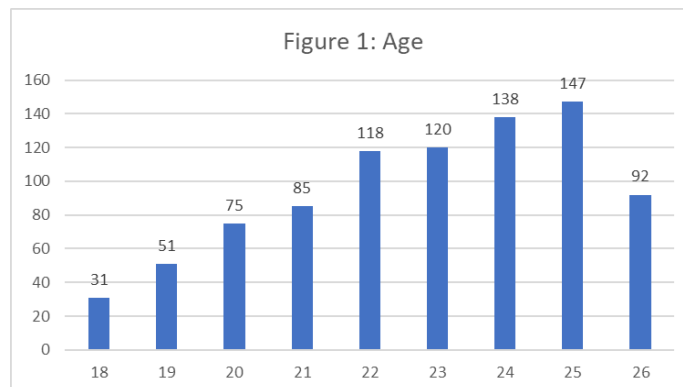
After leaving YouthBuild, Dr. McClain visited The Spot, the young adult opportunity campus created by KentuckianaWorks and Goodwill Industries of Kentucky. She was able to meet with three young women from the class for a conversation that lasted about 35 minutes.

Finally, Dr. McClain conducted a focus group via Zoom with four young adults who are on the Generation Work young adult advisory council during one of their meetings. The discussion took one hour.

Characteristics of Survey Participants

Age

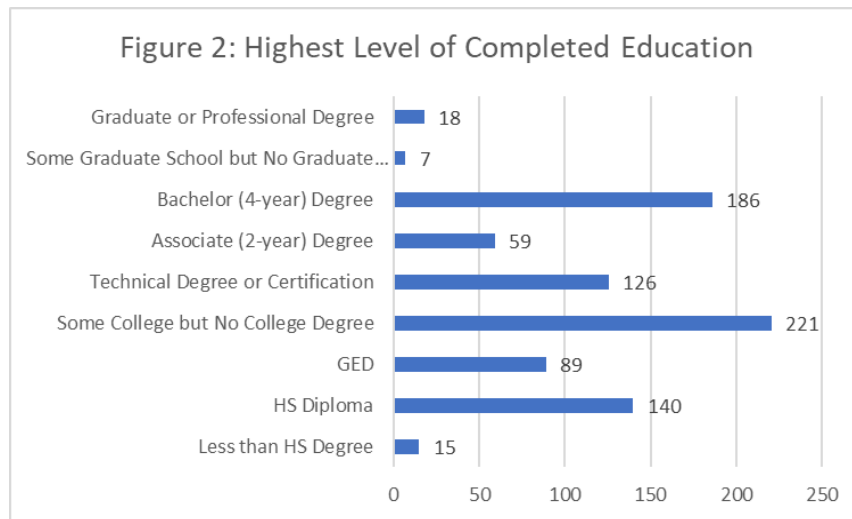
There were 991 survey respondents. The age range was 18-28+. As we are particularly focused on young adults as defined by the Generation Work initiative, the following analysis is limited to those who are 18-26 years old. There were 60 respondents who were 27 and 67 respondents who were 28 or older. **The final analytic sample includes 864 respondents.** The average age of respondents is 22.8 years old (SD 2.2 years).



¹ A full list of survey questions is in Appendix A

Education

Figure 2 shows respondents' highest level of completed education. Only 2% of respondents did not have a high school degree. A quarter of respondents had either a high school diploma or GED (15% and 10%, respectively). Another quarter had some college but no college degree. Out of 221 respondents who said they have some college but no college degree, 187 of them are currently enrolled in college either full- or part-time (140 and 47, respectively). That indicates that only 34 respondents started college but left without completing their degree.



Fourteen percent have a technical degree or certification, 7% have an Associate (2-year) degree, 23% have a Bachelor (4-year) degree, 2% have some graduate education but not a degree, and 2% have a graduate or professional degree.

Work and School Enrollment Status

Respondents were asked if they are currently employed and/or in school (Table 1). They were asked to check all that apply. Fifty eight percent of respondents are working full-time. Of those, less than 1% were also attending school. Just under 18% of respondents are working part-time only, and just over 2% are working part-time and attending school. Only 3.14% of respondents are not working and not enrolled in school.

Table 1: Work and School Status		
	n	%
Work Full-time Only	492	57.14
Work Part-time Only	151	17.54
School Full-time Only	118	13.7
School Part-time Only	39	4.53
Work Full-time, School Full-time	5	0.58
Work Full-time, School Part-time	2	0.23
Work Part-time, School Full-time	17	1.97
Work Part-time, School Part-time	6	0.7
Work Full-time and Part-time	4	0.46
No Work or School	27	3.14
Frequency Missing = 4		

Limitations

The survey utilized for evaluation did not include questions related to participants' race and gender, thereby limiting the ability to analyze variations in responses based on these demographic factors. However, all participants engaged in qualitative activities such as focus groups were Black young adults, which aligns with Generation Works' focus on young people of color.

Measures

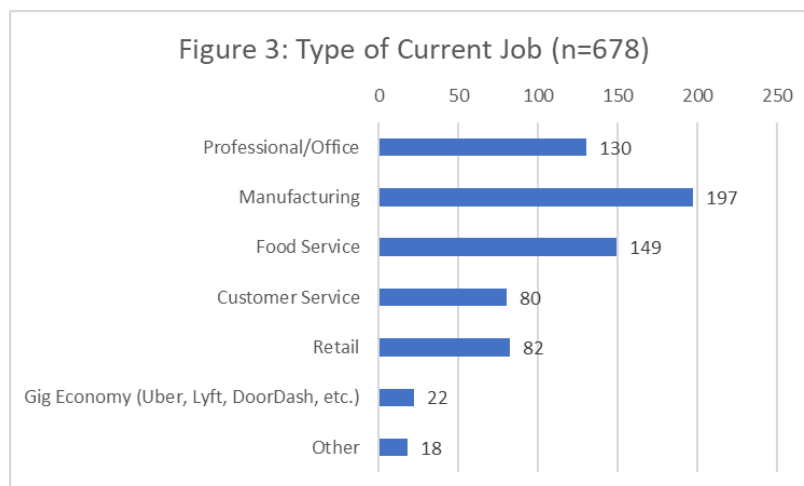
In the survey, we asked questions concerning respondent employment industry and salary goals, their confidence in achieving their career and salary goals, support they need to get there, barriers they've faced in achieving their desired career, factors they consider when looking for an employer, skills they have to bring to a career, preferences regarding where they work, how they communicate with employers during the hiring process and once employed, and how they receive feedback at work. Finally, we asked about their experiences with the various Louisville organizations that are there to support them.

For the YouthBuild Post-it note activity, they were asked "What do you look for in an employer? (What attracts you to want to work someplace or stay at a job?)," "What things make you want to leave a job?," and "What challenges have you had finding a job (or your dream job)?" The focus groups started with these three questions as well and the conversation went where the participants took it.

Results

Type of Current Job

Survey respondents were asked what type of job they currently have (Figure 3). If they have more than one job, they were prompted to answer about the job where they work the most hours. Just over 19% work in a professional/office job, 29% work in manufacturing, 22% work in food service, 12% work in customer service positions, 12% work in retail, just over 3% work in the gig economy, and just under 3% work in other areas. Of those who selected "other," their responses were healthcare (3), Pharmaceutical, moving company, unloading cargo, childcare, animal rescue, cleaning (2), surface restoration, UPS, flight instructor, and entertainment.



is a theme that we heard in the focus group as well as from the young adults at YouthBuild. Experience is often required to be hired, however, it is difficult for young adults to get that experience. Similarly, 27% of respondents say that they don't have the skills that that career requires and 24% say that they haven't completed their education. Nineteen percent of respondents say that they don't know how to apply for their dream job while 18% say they don't have the motivation to go after it. Having too many other responsibilities is a barrier for 15% of respondents. Eleven percent don't know what their dream job is and 10% say they think obtaining their dream job seems unrealistic.

	Percent
I don't have experience in that field	35%
I don't have the skills that career requires	27%
I haven't completed my education	24%
I don't know how to network to make connections in the field	21%
I don't know how to apply	19%
I don't have the motivation to go after it	18%
I have too many other responsibilities	15%
I don't know what my dream job is	11%
My dream job seems unrealistic to obtain	10%
Other	2%

Training or Support Needed to Get to Desired Career

When asked what type of training or other support would help them get the kind of job they really want, many survey respondents listed education or technical training (high school degree, GED, a college degree, a certification, skill-specific training, interview training, a driver's license, how to create a brand or start a business, e-commerce, computer skills, professional skills, and written and oral communication skills) while others listed needing work experience through job shadowing, internships, and apprenticeships. Remaining survey respondents listed mentorship, networking, coaching, and support from family and friends to boost confidence.

The young adults at YouthBuild mentioned that they feel like they have support to get the training they need to get a job because of programs like the one at YouthBuild but they also mentioned a lack of support at home. Additionally, a few people mentioned mental health. When asked if they felt like there was good support for mental health in Louisville, there was a resounding "No" in the room.

"No, it is really hard to get support for mental health here, especially at work. Employers just want you to come to work and do the job but they don't care about any issues you're going through. They need to offer... better insurance so we can get help with mental health."

Salary Expectations



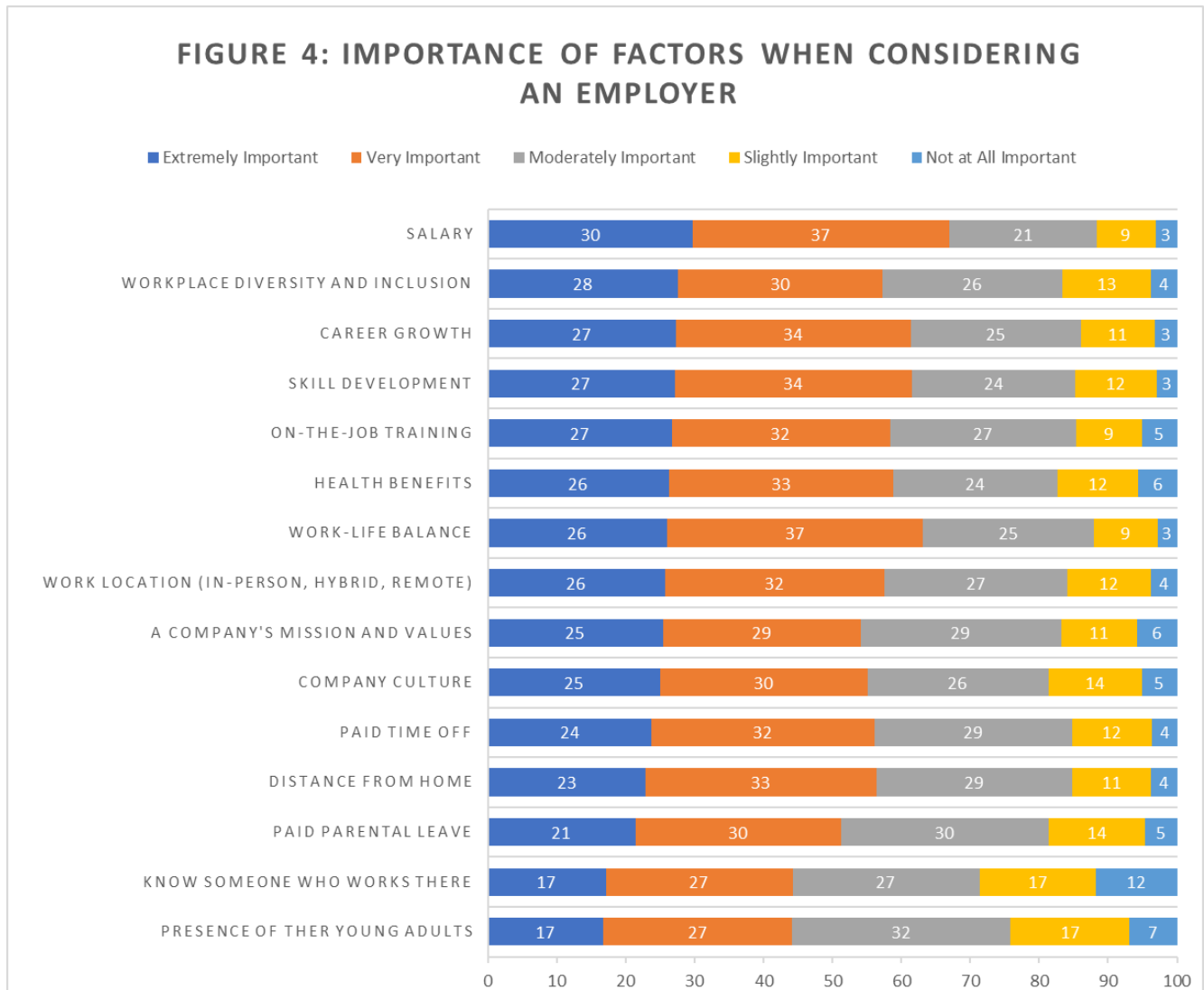
Not surprisingly, survey respondents expect the salary of their dream job to be higher than the salary of their next job. Desired salary range for survey respondents' next job is between \$40,001 and 60,000 and between \$60,001 and \$80,000 for their dream job (Table 4). When asked about the likelihood of getting a job with those respective salaries (Table 5), confidence level in obtaining a job that matches their salary expectation is relatively similar, with a slightly higher percentage saying obtaining their dream job salary is extremely unlikely (3.5%) than obtaining their next job salary is (1.5%). In other words, they seem a little more pessimistic about achieving their desired dream job salary than they are about achieving their desired next job salary.

	Next Job		Dream Job	
	n	%	n	%
\$0-\$20,000	28	3.3	11	1.3
\$20,001-\$40,000	167	19.4	131	15.2
\$40,001-\$60,000	259	30.1	204	23.7
\$60,001-\$80,000	232	27.0	247	28.7
\$80,001-\$100,000	127	14.8	188	21.8
More than \$100,000	47	5.5	80	9.3

	Next Job		Dream Job	
	n	%	n	%
Extremely Likely	171	20.0	168	19.5
Somewhat Likely	385	45.0	396	46.0
Neither Likely nor Unlikely	194	22.7	183	21.3
Somewhat Unlikely	93	10.9	84	9.8
Extremely Unlikely	13	1.5	30	3.5

Evaluating Potential Employers – What do you look for in an employer?

One survey item asks respondents how important a variety of factors are to them when they look for an employer. The factors that are most important to young adults (in order) are salary, work-life balance, skill development (learning new skills, obtaining certifications, getting leadership experience, etc. that could be transferred to another job or lead to a promotion), career growth, health benefits, on-the-job training (no experience necessary, they will train you to do the job you are hired for), workplace diversity and inclusion, paid time off, and distance from home. Knowing someone who works there and presence of other young adults seem to be less important.



In response to the question “are there any other factors not listed above that are important to you when evaluating potential employers?,” respondents mentioned current employee satisfaction and morale, employee feedback mechanisms, employee development programs and advancement opportunities, job stability, employee wellness programs, safety, holiday policies, opportunities for travel, rotating assignments, and collaboration across teams, support for volunteering and community involvement, team dynamics, trans inclusivity, a positive atmosphere and supportive leadership, and year-end bonuses.

When asked to list what the most important perk or benefit to young adults is, the same factors as in Figure 4 rose to the top. Some other benefits listed as most important were access to therapy, counseling, and other support services for personal or work-related challenges, adoption assistance, access to meditation and mindfulness resources and creative or relaxation rooms, assistance with student loan repayment such as contribution matching or loan forgiveness programs, a fun, positive work environment, a casual dress code, career development and growth opportunities such as mentor support, professional development opportunities, and skill development, employee discounts, fitness facilities or memberships, housing funds, childcare services, pet-friendly offices, and bonuses.

From the YouthBuild Post-it note activity and discussion, young adults were asked “What do you look for in an employer? What attracts you to want to work someplace or stay at a job?”

By far, the most common response was pay and benefits (17 Post-its listing one or both). In our discussion, young adults elaborated that they want a stable income and a full compensation package (medical, dental, vision, 401k or some form of retirement savings, and paid time off). They referenced the cost of living and the need for wages where they can afford to at least get by but hopefully live a more comfortable life.

“They need to pay well, like no less than \$20 an hour. The employee is helping you make how much money so you can pay us appropriately.”

Relatedly, they talked about the importance of their employer taking care of the whole self. There were a few (5) Post-its about employers that care, show understanding, supporting a healthy work-life balance, and showing leniency when life events happen. Another common theme was a fun work environment, having great colleagues, and leadership with positive energy.

“I got kids looking up to me (younger siblings and cousins). So I gotta achieve my goals to show them it can be done.”

“Everyone deserves PTO”

“Understanding that we want to work to get money.”

One comment was “Do the leaders want to be here?” When we discussed this, the young adults said that working for people who are excited about their work, excited to lead their teams, show they care, and have “amazing energy” is what makes them want to stay at a job. They want to work hard but only if they feel like others they work with, especially their bosses, want to work hard too and have a positive outlook about working there. Comments on this theme revolved around being respectful, having good communication, being organized, and showing appreciation. One person mentioned getting constructive feedback and another person mentioned the location from their home as important when looking for an employer or staying in a job.

“Doing the same thing every day is so annoying.”

“I want to have different tasks to keep up the energy.”

“What makes you want to leave your job?” This question was asked to all qualitative participants (those at YouthBuild and in the two focus groups). The overwhelming response for why young adults would want to leave a job are bad management (11), being disrespected (10), and poor communication or lack of accountability (6) - all of which are reflections of management.

“The pay. If it isn’t enough for what they want you to do.”

“Poor communication. Don’t make changes to the schedule last minute.”

When we discussed what they meant by bad management, they mentioned having managers that sit back and do nothing while they (young adult workers) do all the work, having managers who don’t seem like they want to be there or who don’t have a good attitude about the work they are doing, and having poor communication between managers and employees. Many young adults jumped in to express their concerns around poor communication. This could be about scheduling, feedback, or job responsibilities. In our discussion, young adults acknowledged that any sign of lack of respect for them makes them want to leave. Sometimes they talked about being treated unfairly - one person mentioned a situation where there was obvious favoritism of a white coworker over them (a young Black man).

“Respect people’s personal time...when we are there and when we are off. We have families and when we’re off, employers should respect that.”

The focus group participants in both groups acknowledged these factors, too. Again, being disrespected in any way was noted as the main reason they would want to leave a job whereas having managers and colleagues who respected them was the main thing that made them want to stay. Two participants even said that respect was more important than pay. “I’d rather get paid \$16 an hour and work for someone who respects me and my work than get paid \$18 an hour and be disrespected by my boss” according to a young Black man participant. Another participant gave many examples of how her boss respects her - respects her schedule and lets her make her own schedule, respects her time off/holidays (does not call or ask for things when she isn’t working), negotiated her salary, asks her to do things rather than telling her to do things, talks to her like a friend rather than an employee, respects that she has anxiety and sometimes needs to step outside or take a break to calm herself. She said very proudly that her boss is the best manager ever because of the level of respect she shows. The participants spent a lot of time talking about other ways their employer can show respect: providing food during the workday, saying “thank you,” giving a small gift around the holidays, just telling them they are doing a good job or giving them a small pat on the back by complimenting their work, acknowledging their birthday. I asked if they preferred public recognition or other forms of feedback and one participant said, “I don’t need public recognition - just a pat on the back on occasion is nice - it is more about the little things.”

“I don’t need public recognition - just a pat on the back on occasion is nice - it is more about the little things.”

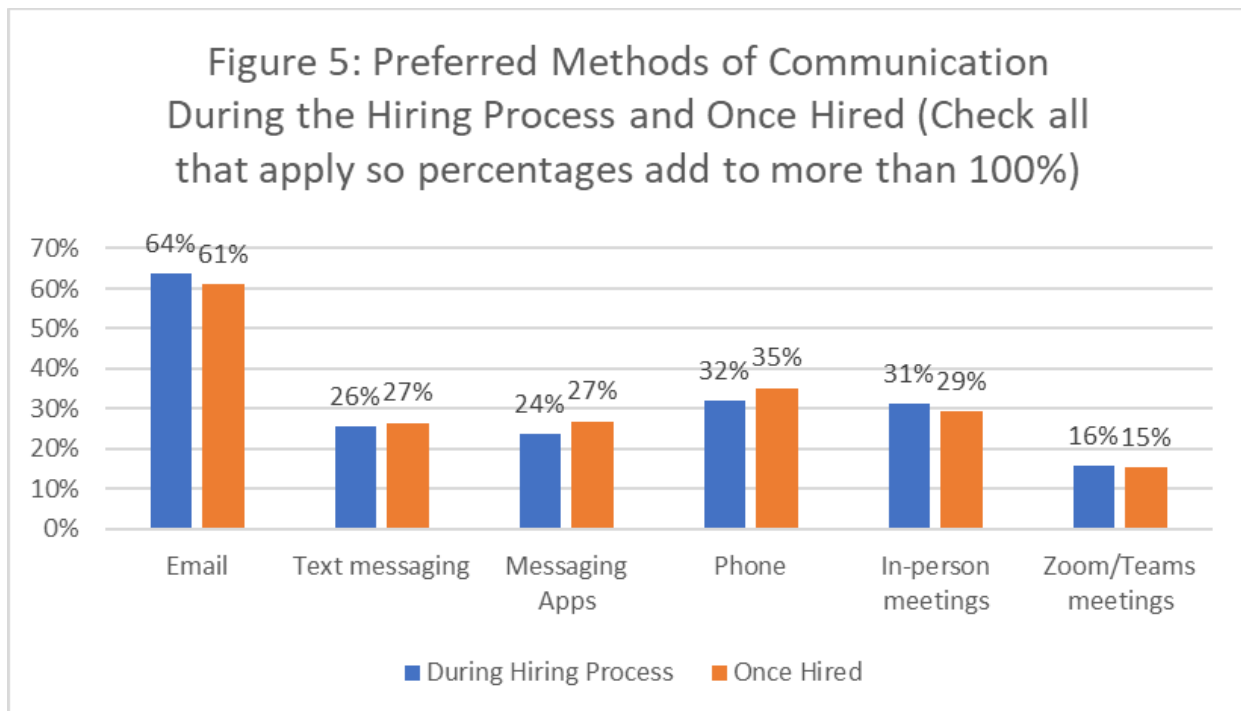
The focus group participants talked about pay - both in and of itself and as a sign of respect. One young Black woman said that pay and respect go hand in hand. She said that paying someone what they are worth is a sign

of respect and the other participants agreed. They noted that employees talk about salary with each other and if they find out that someone else with less experience or less time there is making more money than them, that is a sign of disrespect. They also get upset when someone with no experience but who has a college degree is paid more than a worker without a degree has a lot of experience, but no degree, especially if there is on-the-job training. In that case, they don't feel like a college degree really matters as much and shouldn't be "rewarded" over experience and loyalty to the employer. One Black woman said "these jobs want you to work so hard for minimum pay" – she is referencing jobs that require manual labor or jobs that want people to work long hours. Another participant added that there are a lot of ways to make money these days (referencing the gig economy, online methods, etc.), so regular jobs need to pay enough to keep people otherwise they will leave because there are better opportunities elsewhere.

Aside from pay and respect, another reason focus group participants are attracted to or want to stay at a job is having a good schedule and having a bad schedule is a reason for wanting to leave. They noted not wanting to work weekends or long hours and having sufficient time off.

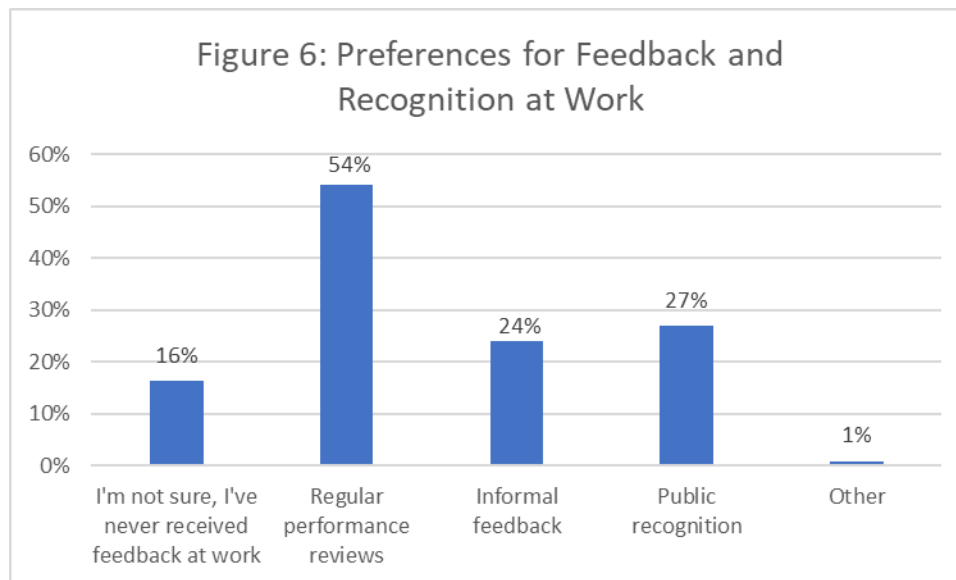
Communication Preferences as Reported in the Survey

Survey respondents were asked to report their preferences in method of communication during the hiring process and once employed (Figure 5). Both of these items were "check all that apply" so the percentages add to more than 100%. The distribution across communication channels is roughly the same during the hiring process and after being hired. The preferred method of communication is email (64% and 61%, respectively.) Interestingly, the phone was the second most preferred method with 32% and 35% of the sample selecting that method followed by in-person meetings (31% and 29% respectively). Text messaging and messaging apps got similar responses (from 24% to 27% for either time period). Zoom or Teams meetings were the least preferred method of communication by the young adults.



Preferences for Feedback and Recognition at Work as Reported in the Survey

Figure 6 shows results for young adults' preferences for feedback and recognition at work. Fifty-four percent said that they prefer regular performance reviews, 27% said they like being publicly recognized for their work, and 24% prefer informal feedback. Sixteen percent of the sample reported that they were not sure of their preference for feedback, had never received feedback at work. Of those who said they weren't sure, hadn't received feedback at work, 83 are currently working a full-time job and 32 are currently working a part-time job.



Barriers Encountered When Seeking Employment

Survey respondents were asked to check any and all barriers they have experienced when seeking employment. The results are shown in Figure 7. Lack of experience was the most common barrier with 69% of respondents saying that had been a barrier for them. More than half of the respondents cited lack of educational requirements (59%), lack of required skills (57%), lack of interview skills (57%), lack of transportation (56%), lack of available positions (55%), lack of jobs in a reasonable distance from home (54%), and lack of knowledge of where to find or how to apply for jobs (53%). Just under 50% of respondents cited inadequate housing (49%), discrimination (48%), and lack of a computer or internet to apply or use for work if needed (47%) as barriers. Forty-four percent of the sample said that lack of child care was a barrier and a third of the sample reported having a criminal record was a barrier.

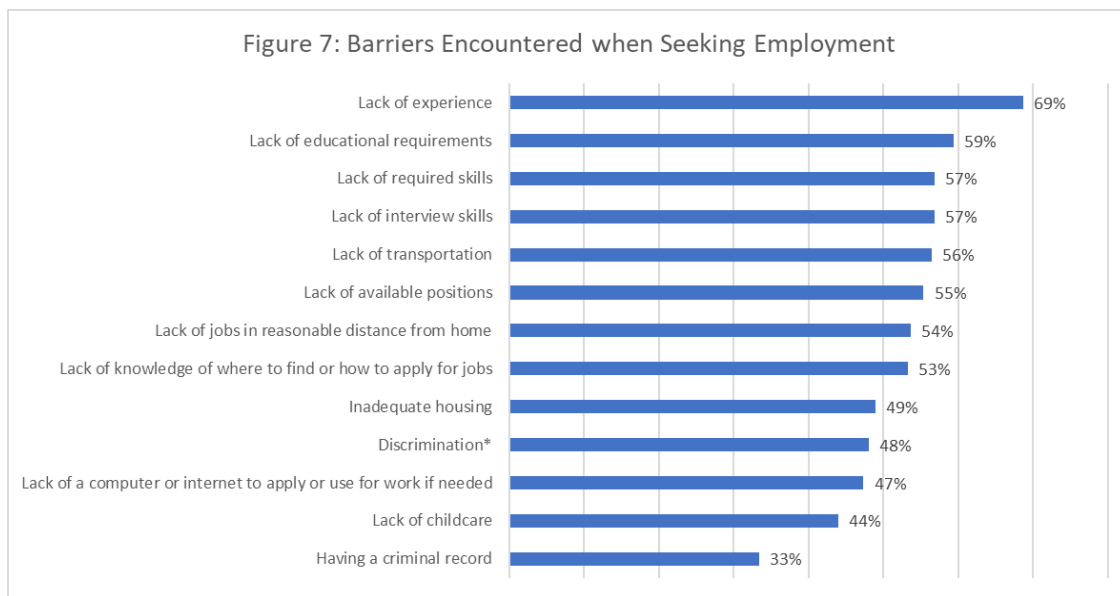


Table 6 shows the number of barriers survey respondents encountered when seeking employment. Only 39 people (less than 5%) had zero barriers. The modal number of barriers was 7 (20% of the sample), followed by 8, 6, and 5 barriers. Just under 15% of the sample experienced 10 or more barriers to employment.

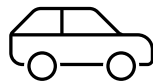
# Barriers	n	%	Cumulative %
0	39	4.55	4.55
1	11	1.28	5.83
2	9	1.05	6.88
3	28	3.27	10.15
4	48	5.6	15.75
5	93	10.85	26.6
6	139	16.22	42.82
7	171	19.95	62.78
8	141	16.45	79.23
9	53	6.18	85.41
10	47	5.48	90.9
11	21	2.45	93.35
12	13	1.52	94.87
13	44	5.13	100
Frequency Missing = 7			

From the qualitative findings, being given a chance was discussed extensively by focus group participants. In one group, two participants had criminal records, one had grown up in foster care, and one had been a victim of a shooting. These life experiences often worked against them when trying to get a job. Particularly the two with criminal records said that they made a mistake, they paid for it, but it still holds them back when they have to put it on a job application or after a background check.

“Why do I need to put an address down on an application? If I don’t have one, what do I do? Put the corner of (street name)? I understand that the checks got to be mailed out but it should be optional at the application stage?”

They just want a chance to prove that they have grown up and moved on from those past experiences and have something to offer an employer now. One even said “I just want a chance. If I mess up again, then fire me, but at least give me a chance to show you that I can do it and I’ve changed.”

“I just want a chance. If I mess up again, then fire me, but at least give me a chance to show you that I can do it and I’ve changed.”



Transportation came up as a barrier among focus group participants and the YouthBuild activity participants. There were two Post-its about transportation and one about distance between home and jobs. There was one other Post-it about not having stable housing so transportation and housing got talked about together and there was a lot of animated discussion. The young adults asked why employers don’t just have a shuttle that goes to their neighborhoods to take people to and from work. They suggested that that would go a long way to get people working if they don’t have transportation. A focus group participant also noted that hiring shuttle drivers also increases jobs in the area. The activity participants took this a step further. Someone said “There’s so many companies right now that will help pay for college but why not just help pay for housing or transportation – that would help a lot of people be able to work.” So many people agreed that I could hardly tell the comments apart but they all seemed to think this was a good idea.

One young woman took it a step further and suggested that companies build apartments for homeless people and then employ them. She suggested that big companies have a lot of money and it would help solve the issue of homelessness, give people jobs, and fill open positions in companies, so it is really a win-win for everyone. It is a charitable donation for companies and an investment in real estate, she added. Many others agreed. They said that college is great and helping to pay for it is nice but if you don’t have a house and a way to get to work, that help for college is meaningless. Some people need help with basic needs and employers who show they care about that would be better off in a lot of ways.



Another barrier to employment is a lack of a degree (9 Post-its). Most young adults who were in the YouthBuild program are working toward their degree (whether that was finishing high school, getting a GED, working toward a certificate or technical degree, or going to college). A couple people also mentioned the fact that many jobs want people who have a college degree when really a college degree isn’t needed for that position. The recommendation there was to align job requirements with the needs of the position. This was

discussed among the activity group and one of the focus groups. In addition to not having the education required, many young adults cited lack of experience as a barrier to getting a job (6 Post-its). A few focus group participants mention this as well. This is the age-old dilemma - you need experience to get the job but how do you get experience if you can't get a job without experience? There were a number of suggestions about this:

Offer on-the-job training so even someone without experience can learn how to do the job

Offer a trial period – give people a chance to learn how to do the job and show that they can before fully hiring them on

Internships for high school students – so they can get on-the-job experience sooner

Existing Skills and Experience

Survey respondents were given a list of skills and experiences. For each, they were asked to respond, “Yes, I have this skill/experience,” “Yes, but I need to improve this skill/experience,” or “No, I don’t have this skill/experience.” The results are shown in Table 7 in order of the most common skill/experience respondents have. A high school degree or GED is the most common skill or experience young adults have but still, only 52% of respondents say they have that. An additional 38% say they need to improve it, which indicates that they are currently still in school or working toward their GED. Only 11% of respondents said they do not have and are not working toward their high school degree or GED. Just under half of the sample says they have general computer skills, such as word processing or email, while another 41% say they have those skills but need to improve them. This is the lowest category of skill where only 10% of respondents say they don’t have those skills. Respondents say that they either have or could improve their work experience, their cooperative teamwork skills, oral and written communication skills, their ability to work autonomously, their work ethic/dedication/persistence, their customer service skills, and technical computer skills (between 11-15% say they do not have those skills). Fewer people have or are working on a Bachelor’s (4-year) degree or an Associates or Technical (2-year) degree (31% and 28%, respectively).

Skill/Experience	Yes, but I need to			n
	Yes, I have this skill/experience	improve this skill/experience	No, I don't have this skill/experience	
A high school degree/GED	52	38	11	853
General computer skills (word processing, email, etc.)	49	41	10	857
Work Experience	47	42	12	857
Skilled in cooperative team work	45	44	11	857
Oral communication skills (communicates well verbally, could give presentations)	44	43	13	857
Written communication skills	43	46	11	857
Ability to work autonomously (by yourself with little direction)	43	46	11	856
Strong work ethic/dedicated/persistent	42	44	11	856
Customer service skills	42	44	15	856
Leadership Experience	39	44	17	856
Technical computer skills (coding, data management, data security, etc.)	39	46	15	857
Bachelor's (4-year) degree	35	34	31	857
Associates or Technical (2-year) degree	31	41	28	856
Other skill/experience	24	31	46	818

Services Received by Local Providers and Their Satisfaction with Services

As this project is a collaboration between select Louisville young adult service providers, there was an opportunity to ask survey participants about the services they have received. They were first asked to check all organizations they had received services from. Then they were asked to select the one they received services from most recently (or the one they received the most services from if using services simultaneously). Finally, they were asked to rate their experience on five dimensions with that service provider. The distribution of responses to the check all that apply question are in Table 8 below.

Table 8: Received Services From Any of the Locations (Check all that apply)		
	%	n
Power of Work	23%	201
Kentucky Career Center (Adult)	22%	193
SummerWorks	21%	181
Coalition Supporting Young Adults (CSYA)	20%	173
The Spot	20%	169
YouthBuild	20%	169
Goodwill Adult Programs	19%	160
Urban League	17%	150
BookWorks	16%	137
Louisville Office for Safe and Healthy Neighborhoods (OSHN)	12%	107
Yes! Louisville Youth Network	12%	100
Coalition for the Homeless	11%	97
Adventurous Minds Produce Extraordinary Dreams (AMPED)	10%	84
YMCA	9%	75
Pivot to Peace	7%	59

Table 8 shows a large representation of the Louisville-area service providers or programs for youth and young adults. All respondents received services from at least one organization. Power of Work, Kentucky Career Center (Adult), SummerWorks, Coalition Supporting Young Adults (CSYA), The Spot, and YouthBuild all served 20% or more of the respondents. Goodwill Adult Programs, Urban League, BookWorks, Louisville Office for Safe and Healthy Neighborhoods (OSHN), Yes! Louisville Youth Network, Coalition for the Homeless, and Adventurous Minds Produce Extraordinary Dreams (AMPED) each served between 10% and 19% of respondents. YMCA and Pivot to Peace each served under 10% of respondents.

Respondents were asked to select the most recent organization where they received services and then were asked to what extent they agree or disagree with the following statements: I felt respected there; I felt supported there; I learned something there; I felt unwelcome there; It has helped me overcome a specific problem I was dealing with; It has helped me become a better person. In the interest of space here, we will not summarize each table but all tables can be found in Appendix B.

Final thoughts from participants

On the survey, when asked if they had any other thoughts or concerns with potential employers about their needs, these themes arose:

1. Work-Life Balance and Well-being:
 - "A work environment that encourages work-life integration rather than separation."
 - "I believe in prioritizing mental well-being to maintain productivity."
 - "I want to strike a balance between my work and personal life."
2. Career Growth and Development:
 - "Regular feedback and evaluation would be beneficial to identify areas of improvement and enhance my performance. This would enable continuous growth and refinement of my abilities, ensuring that I am meeting the evolving needs of the organization."
 - "Skill development is essential especially when joining the job market."
3. Communication and Transparency:
 - "I believe open and transparent communication is essential for a healthy work environment."
 - "I hope to establish good communication and cooperation with potential employers."
4. Company Culture and Values and Diversity and Inclusion:
 - "Interest in a company that fosters a culture of creativity and innovation."
 - "I appreciate employers who prioritize diversity, equity, and inclusion initiatives, as well as foster a sense of belonging within the organization."
 - "I have a strong interest in diversity and inclusion and would like to know if the company has any initiatives or programs in place to foster an inclusive work environment."
 - "Be socially responsible"
5. Leadership and Management Style:
 - "I believe in working under supportive and visionary leaders."
6. Team Collaboration and Support:
 - "I want a supportive and collaborative team environment."
 - "Employees are encouraged to come up with new ideas and suggestions, and to use their talents without restrictions."

When focus group participants were asked if they had anything else they would want employers to know, they had a few suggestions.

1. When an employee is doing well, don't just put more work on them without more pay.
2. Follow through on promises - if you say you will do a review in 3 months and give them a raise if they are doing well, then do that - don't say you will do that and then not do it.
3. They consider changing jobs to make more money a good way to get a raise - so treat employees well and give regular raises.
4. One participant mentioned hearing racial slurs at work. She said she had to just leave because she felt so disrespected. Employers should ensure that doesn't happen (by doing diversity, equity, and inclusion trainings, having inclusive policies, training staff on inclusive practices, etc.) and if it does, it should be dealt with accordingly.

5. One participant said there was a time when she was applying for a lot of jobs and not getting any calls back. She decided to do an “experiment” and apply for those same jobs with the same credentials she applied with the first time but changed her race to white. She actually got a few calls back from places she had applied to as herself but didn’t initially get a call back. She did not follow through with interviews because she didn’t want to work at a place that was being discriminatory in their hiring practices but this was a sad and frustrating realization for her. Her suggestion to employers is to review their hiring practices and make sure there is not racial (or any other) kind of discrimination happening.

Conclusion

The Generation Work project's goal is to help employers understand what young adults are looking for in an employer and what their experiences have been in employment so far so that employers can better recruit and retain young adult workers. Grantibly LLC was contracted to collect data from young adults in Louisville to find out about their experiences. A survey of 864 young adults, an interactive data collection workshop with approximately 35 young adults, and two focus groups with a total of 7 participants (one in person and one virtually) was analyzed to create this report.

Findings indicate that most young adults in the target audience (those affiliated with Louisville-area service providers) are either in school, working, or both. While young adults have many necessary skills employers are looking for, many admit that they need to develop those skills further. There are a variety of trainings young adults would like to have, such as job search trainings, interviewing skill development, written/verbal communication, computer skills, technical skills, and business development/entrepreneurial skills. Young adults would also benefit from mentoring, networking opportunities, and ways of getting job experience such as through internships, trial periods, apprenticeships, and job shadowing. Some acknowledged that they are not really sure what they want for their future or lack motivation to go after what they want. While these are personal, intrinsic factors, having a strong mentor and/or a person or a program that could help them find their passion and create a plan to help get them to a career, such as [Life Literacy Education](#), would be highly beneficial to help give those young adults in particular some direction for their future.

Many young adults experience barriers, in some cases many barriers, to finding employment. In addition to the ones just discussed, young adults cite lack of transportation, lack of adequate housing, and lack of jobs near their homes as barriers to employment. They suggest employer-sponsored shuttle vans or buses to get employees to work. Having transportation to work would increase the number of people eligible to work, reduce transportation-related delays or days missed (from cars breaking down, for example). Another suggestion is for large companies to offer housing subsidies (like they do for college tuition) to help with the high cost of housing or even funding apartment complexes to house homeless or housing insecure people who work for them. Perhaps companies could even work together to chip in for a project like that.

Another barrier to employment is having a criminal record. Young adults in this situation talked about making a mistake as a teenager and that it prevents them from moving forward and gaining an adequate job and salary now. They want a chance. They want to be able to show an employer that they can do the work and that they have grown up since that incident. Employers could consider offering a trial period or simply just giving them a job and if the young adult doesn't do it, they can let them go.

When asked what attracts young adults to an employer, salary and benefits and respect were the two factors that rose to the top. Young adults don't want to struggle - they want a decent salary with a comprehensive benefits package that includes all kinds of insurance, retirement savings, and paid time off. They want to work for managers and companies who respect them, their time, and their effort. Having a bad boss is one of the main reasons they say would make them leave a job. They want to be told they are doing a good job, have opportunities for advancement, and work with mentors who can help them grow. They want good communication and a fun work environment. Employers who strive to offer these things will keep good employees. Otherwise, there are lots of other ways for young adults to make money and lots of other jobs competing for employees.

The data-driven insights derived from this research can serve as a foundation for collaboration between Louisville-area service providers, employers, and young adult employees, as well as for informed decision-making regarding where employers can focus their efforts attracting the strongest workforce possible.

Appendix A: Survey

Generation Work^(TM) Survey of Young Adult Workers

As a young adult, you have a wealth of knowledge about what employers could do to attract employees like you! The Louisville Generation Work^(TM) Partnership (KentuckianaWorks, Goodwill Industries of Kentucky, the Coalition Supporting Young Adults, Metro United Way, and YouthBuild Louisville) would like to invite you to participate in a survey to help us understand what you are looking for in an employer.

Participating in this survey is voluntary, which means you can choose whether or not you want to take part. If you decide to participate, you will be asked to answer a series of questions related to the course topics. Your responses will be kept confidential and anonymous, meaning that your personal information will not be linked to your answers. This ensures your privacy and protects your identity. Responses will be aggregated (combined with everyone else's and summarized) and shared with employers and other organizations that may benefit from learning about the experiences and perspectives of young adults. We hope that your openness will result in better workplaces for you and others who are like you!

Please note that there are no right or wrong answers in this survey. We are interested in your honest opinions and experiences. You can skip any question you do not feel comfortable answering, and you can stop participating at any time if you change your mind. If you have any questions or concerns about the survey, please feel free to ask us. You can contact Lauren McClain at grantibly@gmail.com for further assistance.

After you have completed the survey, you have the option of being entered into a drawing for one of 35 \$25 Visa gift cards! If you would like to enter the drawing, please follow the link at the end of the survey.

By continuing with the survey, you indicate your consent to participate. If you do not wish to participate, simply close the survey without answering any questions. If you are under 18 years old, please close the survey as you must be 18 to participate.

Thank you for considering taking part in our survey. Your contribution is valuable and greatly appreciated.

Page Break

What is your current age?

- 18
- 19
- 20
- 21
- 22
- 23
- 24
- 25
- 26

- 27
- 28+

What is your highest level of completed education?

- Less than a high school degree
- High school diploma
- GED
- Some college but no college degree
- Technical degree or certification
- Associate (2-year) degree
- Bachelor (4-year) degree
- Some graduate school but no graduate degree
- Graduate or Professional degree

Page Break

Are you currently employed and/or in school? Check all that apply.

- Yes, working full-time
- Yes, working part-time
- Yes, in school full-time
- Yes, in school part-time
- No, not working nor in school

Page Break

What type of job do you currently have? If you have more than one job, select the one where you work more hours.

- Professional/Office
- Manufacturing
- Food service

- Customer service
- Retail
- Gig economy (Uber, Lyft, Door Dash, etc.)
- Other _____

Page Break

What is your desired career field? You may select up to 3.

- Information Technology (IT) and Software Development
- Healthcare and Medicine
- Business and Finance
- Engineering (including software, electrical, mechanical, etc.)
- Marketing and Advertising
- Education and Teaching
- Sales and Customer Service
- Media and Communication
- Human Resources
- Data Science and Analytics
- Project Management
- Graphic Design and Multimedia
- Social Services and Nonprofit
- Architecture and Construction
- Environmental Science and Sustainability
- Law and Legal Services
- Art and Design
- Hospitality and Tourism
- Public Relations
- Entertainment and Performing Arts
- I'm not sure yet
- Other _____

How confident are you that you will get into a career in your desired field?

- Very confident
- Somewhat confident
- Not too confident

Page Break

What type of training or other support would help you get the kind of job you really want?

What is keeping you from getting your dream job? Check all that apply.

- I haven't completed my education
- I don't have the skills that career requires
- I don't have experience in that field
- I don't have the motivation to go after it
- I don't know how to apply
- I don't know how to network to make connections in the field
- I have too many other responsibilities
- I don't know what my dream job is
- My dream job seems unrealistic to obtain
- Other

Page Break

What is your desired salary range **for the next job you get?**

- \$0 - 20,000 per year
- \$20,001-\$40,000 per year
- \$40,001-\$60,000 per year
- \$60,001-\$80,000 per year

- \$80,001-\$100,000 per year
- More than \$100,000 per year

How likely do you think it is that you will find a job with your desired salary range?

- Extremely likely
- Somewhat likely
- Neither likely nor unlikely
- Somewhat unlikely
- Extremely unlikely

Page Break

What is your desired salary range **for your ideal job** when you get into your career?

- \$0 - 20,000 per year
- \$20,001-\$40,000 per year
- \$40,001-\$60,000 per year
- \$60,001-\$80,000 per year
- \$80,001-\$100,000 per year
- More than \$100,000 per year

How likely do you think it is that you will find a job with your desired salary range when you get into your desired career?

- Extremely likely
- Somewhat likely
- Neither likely nor unlikely
- Somewhat unlikely
- Extremely unlikely

Page Break

How important are the following factors to you when evaluating potential employers?

	Extremely important	Very important	Moderately important	Slightly important	Not at all important
Salary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work-life balance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career growth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Company culture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workplace diversity and inclusion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work location (in-person, hybrid, virtual)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Skill development
(learning new skills, obtaining certifications, getting leadership experience, etc., that could be transferred to another job or lead to a promotion)

On-the-job training (no experience necessary, they will train you to do the job you are hired for)

A company's mission and values

Paid parental leave

Paid time off (vacation/sick)

Distance from where you live

Know someone who works there

Presence of other young adults who work there



Are there other factors not listed above that are important to you when evaluating potential employers?

Page Break

What type of work environment do you prefer? (Select all that apply)

- In-person
- Hybrid
- Remote
- Gig economy work

In your opinion, what benefits or perks are most appealing to young job seekers?

Page Break

What are your preferred methods of communication during the interview process? (Check all that apply)

- Email
- Text
- Messaging apps
- Phone
- In-person meetings
- Zoom/Teams meetings

What are your preferred methods of communication with your employer once hired for work-related communication?
(Check all that apply)

- Email
- Text
- Messaging apps
- Phone
- In-person meetings
- Zoom/Teams meetings

Page Break

How do you prefer to receive feedback and recognition at work? (Select all that apply)

- I'm not sure, I've never received feedback at work
- Regular performance reviews
- Informal feedback
- Public recognition
- Other (please specify) _____

Page Break

What barriers, if any, have you encountered when seeking employment?

	Yes, I've experienced this barrier	No, I haven't experienced this barrier
Lack of experience	○	○

Lack of educational requirements

Discrimination based on race/ethnicity, gender, gender identity, sexual orientation, age, religion, ability status, etc.

Lack of available positions

Lack of transportation

Lack of child care

Inadequate housing

Lack of a computer or internet to apply online or use for work if needed

Lack of required skills

Lack of knowledge of where to find or how to apply for jobs

Lack of interview skills

Having a criminal record

Lack of jobs in a reasonable distance from home

Page Break

What skills or experiences do you have that make you a strong candidate for employment?

	Yes, I have this skill/experience	Yes, but I need to improve this skill/experience	No, I don't have this skill/experience
Work experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leadership experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A high school degree/GED	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An Associates or Technical (2-year) degree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A Bachelor's (4-year) degree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General computer skills (word processing, email, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Written communication skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Oral communication skills (ex:
communicates well verbally,
could give presentations)

Technical computer skills
(coding, data management,
data security, etc.)

Customer service skills

Ability to work autonomously
(by yourself with little
direction)

Skilled in cooperative team
work

Strong work
ethic/dedicated/persistent

Other skill/experience

Page Break

Have you received services from any of the following local providers? Check all that apply.

- The Spot
- Kentucky Career Center (Adult)
- Goodwill Adult Programs
- Power of Work

- BookWorks
- Coalition Supporting Young Adults (CSYA)
- Urban League
- Coalition for the Homeless
- SummerWorks
- Youthbuild
- Louisville Office for Safe & Healthy Neighborhoods (OSHN)
- Yes! Louisville Youth Network
- Pivot to Peace
- Adventurous Minds Produce Extraordinary Dreams (AMPED)
- YMCA

Page Break

Of the services you have used, which one did you use most recently?

- The Spot
- Kentucky Career Center (Adult)
- Goodwill Adult Programs
- Power of Work
- BookWorks
- Coalition Supporting Young Adults (CSYA)
- Urban League
- Coalition for the Homeless
- SummerWorks
- Youthbuild
- Louisville Office for Safe & Healthy Neighborhoods (OSHN)
- Yes! Louisville Youth Network
- Pivot to Peace
- Adventurous Minds Produce Extraordinary Dreams (AMPED)
- YMCA

Thinking about your experiences with [\\${Q29/ChoiceGroup/SelectedChoices}](#), to what extent do you agree or disagree with the following statements?

	Strongly Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
I felt respected there	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt supported there	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I learned something there	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt unwelcome there	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It has helped me overcome a specific problem I was dealing with	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It has helped me become a better person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any other thoughts or concerns you would like to share with potential employers about your needs?

End of Block: Default Question Block

Appendix B: Satisfaction with Louisville Area Services

The Spot (n=77)					
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
I felt respected there	31	44	16	5	4
I felt supported there	35	27	27	6	4
I learned something there	31	32	18	18	0
I felt unwelcome there	30	21	19	19	10
It has helped me overcome a specific problem I was dealing with	32	30	25	9	4
It has helped me become a better person	31	23	26	19	0

Kentucky Career Center (Adult) (n=112)					
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
I felt respected there	24.1	33.0	29.5	8.0	5.4
I felt supported there	27.7	39.3	23.2	4.5	5.4
I learned something there	25.9	31.3	25.9	13.4	3.6
I felt unwelcome there	14.3	18.8	18.8	27.7	20.5
It has helped me overcome a specific problem I was dealing with	18.8	42.9	20.5	11.6	6.3
It has helped me become a better person	23.2	35.7	25.9	12.5	2.7

Goodwill Adult Program (n=72)					
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
I felt respected there	20.8	43.1	26.4	6.9	2.8
I felt supported there	30.6	31.9	29.2	2.8	5.6
I learned something there	22.2	33.3	30.6	9.7	4.2
I felt unwelcome there	16.7	25.0	30.6	22.2	5.6
It has helped me overcome a specific problem I was dealing with	33.3	31.9	18.1	13.9	2.8
It has helped me become a better person	18.1	44.4	30.6	5.6	1.4

Power of Work (n=91)					
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
I felt respected there	30.8	33.0	15.4	19.8	1.1
I felt supported there	28.6	34.1	19.8	13.2	4.4
I learned something there	29.7	29.7	22.0	14.3	4.4
I felt unwelcome there	16.5	25.3	28.6	20.9	8.8
It has helped me overcome a specific problem I was dealing with	17.6	28.6	29.7	16.5	7.7
It has helped me become a better person	23.1	27.5	25.3	16.5	7.7

BookWorks (n=55)					
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
I felt respected there	16.4	34.6	30.9	16.4	1.8
I felt supported there	18.2	36.4	25.5	14.6	5.5
I learned something there	20.0	30.9	21.8	20.0	7.3
I felt unwelcome there	18.2	23.6	20.0	25.5	12.7
It has helped me overcome a specific problem I was dealing with	16.4	41.8	29.1	9.1	3.6
It has helped me become a better person	12.7	34.6	25.5	21.8	5.5

Coalition Supporting Young Adults (CSYA) (n=78)					
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
I felt respected there	23.1	30.8	25.6	12.8	7.7
I felt supported there	18.0	35.9	23.1	15.4	7.7
I learned something there	20.5	39.7	16.7	14.1	9.0
I felt unwelcome there	10.3	18.0	39.7	19.2	12.8
It has helped me overcome a specific problem I was dealing with	20.5	42.3	12.8	15.4	9.0
It has helped me become a better person	21.8	26.9	28.2	14.1	9.0

Urban League (n=60)					
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
I felt respected there	35.0	28.3	16.7	16.7	3.3
I felt supported there	40.0	28.3	20.0	6.7	5.0
I learned something there	31.7	33.3	18.3	13.3	3.3
I felt unwelcome there	15.0	20.0	23.3	25.0	16.7
It has helped me overcome a specific problem I was dealing with	31.7	21.7	30.0	11.7	5.0
It has helped me become a better person	20.0	28.3	26.7	15.0	10.0

Coalition for the Homeless (n=23)					
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
I felt respected there	9	39	22	22	9
I felt supported there	17	30	26	22	4
I learned something there	17	39	9	26	9
I felt unwelcome there	22	30	26	17	4
It has helped me overcome a specific problem I was dealing with	26	17	26	17	13
It has helped me become a better person	22	17	22	22	17

SummerWorks (n=82)					
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
I felt respected there	46.3	18.3	23.2	8.5	3.7
I felt supported there	40.2	24.4	19.5	8.5	7.3
I learned something there	40.2	23.2	23.2	8.5	4.9
I felt unwelcome there	17.1	12.2	19.5	20.7	30.5
It has helped me overcome a specific problem I was dealing with	23.2	30.5	32.9	6.1	7.3
It has helped me become a better person	23.2	31.7	30.5	12.2	2.4

YouthBuild (n=54)					
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
I felt respected there	42.6	29.6	14.8	11.1	1.9
I felt supported there	46.3	25.9	13.0	7.4	7.4
I learned something there	37.0	35.2	9.3	9.3	9.3
I felt unwelcome there	22.2	24.1	7.4	22.2	24.1
It has helped me overcome a specific problem I was dealing with	27.8	33.3	13.0	22.2	3.7
It has helped me become a better person	37.0	25.9	22.2	11.1	3.7

Louisville Office for Safe & Healthy Neighborhoods (OSHN) (n=22)					
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
I felt respected there	40.9	36.4	9.1	13.6	0.0
I felt supported there	18.2	31.8	31.8	18.2	
I learned something there	22.7	45.5	13.6	18.2	0.0
I felt unwelcome there	18.2	27.3	22.7	22.7	9.1
It has helped me overcome a specific problem I was dealing with	22.7	22.7	9.1	45.5	0.0
It has helped me become a better person	27.3	31.8	27.3	13.6	0.0

Yes! Louisville Youth Network (n=23)					
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
I felt respected there	43.5	34.8	13.0	8.7	0.0
I felt supported there	30.4	39.1	13.0	17.4	0.0
I learned something there	21.7	52.2	8.7	13.0	4.4
I felt unwelcome there	30.4	8.7	17.4	26.1	17.4
It has helped me overcome a specific problem I was dealing with	26.1	34.8	4.4	26.1	8.7
It has helped me become a better person	17.4	34.8	21.7	21.7	4.4

Pivot for Peace (n=15)					
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
I felt respected there	6.7	33.3	33.3	26.7	0.0
I felt supported there	20.0	26.7	33.3	13.3	6.7
I learned something there	26.7	26.7	26.7	6.7	13.3
I felt unwelcome there	13.3	40.0	26.7	20.0	0.0
It has helped me overcome a specific problem I was dealing with	6.7	26.7	40.0	20.0	6.7
It has helped me become a better person	33.3	26.7	20.0	20.0	0.0

Adventurous Minds Produce Extraordinary Dreams (AMPED) (n=19)					
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
I felt respected there	42.1	10.5	21.1	21.1	5.3
I felt supported there	47.4	10.5	26.3	10.5	5.3
I learned something there	47.4	26.3	5.3	10.5	10.5
I felt unwelcome there	15.8	26.3	5.3	36.8	15.8
It has helped me overcome a specific problem I was dealing with	26.3	42.1	26.3	5.3	0.0
It has helped me become a better person	31.6	21.1	26.3	10.5	10.5

YMCA (n=21)					
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
I felt respected there	38.1	33.3	14.3	9.5	4.8
I felt supported there	47.6	23.8	19.1	9.5	0.0
I learned something there	38.1	28.6	14.3	14.3	4.8
I felt unwelcome there	0.0	9.5	14.3	42.9	33.3
It has helped me overcome a specific problem I was dealing with	42.9	19.1	23.8	14.3	0.0
It has helped me become a better person	47.6	28.6	19.1	0.0	4.8