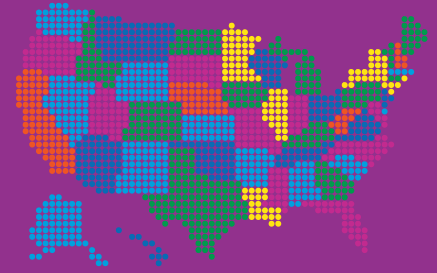


# Working Impact

Over 60 public and private workforce partners collectively unlocking the skill power of 35,000 youth

**MHA Labs** is a movement of youth and adults who seek to create a world where all young people are empowered with the skills and resources they NEED—to achieve the personal and community aspirations they WANT.



## WORKING IMPACT CITIES

Brooklyn Center, MN    New Orleans, LA  
Brooklyn Park, MN    New York City, NY  
Chicago, IL    Saint Paul, MN  
Minneapolis, MN



## HUMAN POTENTIAL:

**MHA Labs** operates as a nonprofit innovation firm launching ventures that unlock the generational human potential of youth and young adults. We collaborate with 1000's of researchers and practitioners to resolve both side of the human potential equation. In our path to maximize skills achievement and personal willpower, we collectively and relentlessly work to eliminate the bias and structural forces that limit the contribution of human potential.

## Working Impact

## HUMAN CAPITAL:

**MHA Labs** launched **Working Impact** in 2011 to redefine the how youth human capital is valued as a driver of social and economic progress. Working Impact does not theorize about the value of youth talent but designs performance measurement tools that validate youth as skilled workers and contributors. Our researchers also develop employee impact surveys to validate the conditions that allow human capital to flourish.

## MAYOR RAHM EMANUEL'S

## ONE SUMMER CHICAGO

## FOUNDING PARTNER:

**ONE SUMMER CHICAGO** is a leading Working Impact partner striving to redefine the value of youth in the City of Chicago. OSC provides over 31,000 youth and young adults between the ages of 13 and 24 with meaningful summer employment and learning opportunities. Using MHA Labs' Employee Performance Review and Youth Impact Survey, OSC was able to tell a radically different story than what the media portrays about youth in Chicago. In 2017...

73%

OF EMPLOYERS  
RATED YOUTH  
HIGHLY SKILLED  
ON 21ST CENTURY  
READINESS

75%

OF YOUTH  
REPORTED GAINING  
VALUABLE SKILLS  
IN THE IR PROGRAM

72%

OF EMPLOYERS  
WOULD HIRE  
YOUTH IF THEY  
HAD A JOB  
OPENING

84%

OF EMPLOYERS  
RATED YOUTH  
HIGHLY SKILLED  
ON TECHNICAL  
ABILITY

# Working Impact Employee/Intern Performance Review

## Hirability Requirements Survey Section

Randomizing items in this section significantly increases the validity of the results.

Therefore final print and online survey DO NOT include section headers and items are randomized.

HIRABILITY REQUIREMENTS RATING	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE
<b>PROFESSIONAL ATTITUDE</b>					
Brings energy and enthusiasm to the work					
Graciously accepts criticism					
Takes responsibility for his or her actions and does not blame others					
Stays calm, clearheaded and unflappable under stress					
<b>TEAM WORK ETHIC</b>					
Actively looks for additional tasks when own work is done					
Actively looks for ways to help other people					
<b>PROBLEM SOLVING</b>					
Unpacks problems into manageable parts					
Generates multiple potential solutions to problems					
Identifies new and more effective ways to solve problems					
<b>TIME MANAGEMENT</b>					
Manages time and does not procrastinate					
Gets work done on time					
Arrives on time and is rarely absent without cause					
<b>EMPLOYER SATISFACTION</b>					
If I had a job opening, I would hire this employee					
I would seek out this person to be on my next project					
I would recommend this employee to a colleague, for a similar position					

.....  
**KEY STRENGTH:** (Please limit to text or tweet length, 140 characters)  
 .....

## Technical Skill Survey Innovation

MHA Labs designed an innovative custom survey application to allow each supervisor to enter and rate their own specific job profile.

**Simple task entries will be converted into nationally standardized job titles and technical tasks using the API services from the Skills Engine and the U.S. Department of Labor's O-Net Database.**

### BASIC JOB TASKS LIST

Job Task 1: Supervisor type's in brief description

Job Task 2: Supervisor type's in brief description

Job Task 2: Supervisor type's in brief description



**JOB TITLE SELECTION**  
 O-Net Automated Job Title Listing Dropdown

TECHNICAL SKILLS RATING	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE
O-Net Automated Technical Skill Description					
O-Net Automated Technical Skill Description					
O-Net Automated Technical Skill Description					

# Working Impact Employee/Intern Performance Review

## Skills Scorecard: One Summer Chicago

**EMPLOYEE:**  
**Sarah Jackson**  
Web Designer  
MHA Labs  
Chicago, Illinois

**SUPERVISOR:**  
**Leslie Beller**  
CEO  
MHA Labs

**PROGRAM:**  
One Summer Chicago  
**PROGRAM PARTNER:**  
Star Family Services  
**TIMELINE:**  
Summer 2017

### PERFORMANCE RATING LEVELS:

NV = NOVICE	EM = EMERGING	ST = STANDARD	SK = SKILLED	EX = EXPERT
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### Hirability Skills Performance:

	NV	EM	ST	SK	EX
Brings energy and enthusiasm to the work					✓
Graciously accepts criticism				✓	
Takes responsibility for his or her actions and does not blame others				✓	
Stays calm, clearheaded and unflappable under stress				✓	
Actively looks for additional tasks when own work is done				✓	
Actively looks for ways to help other people				✓	
Unpacks problems into manageable parts				✓	
Generates multiple potential solutions to problems				✓	
Identifies new and more effective ways to solve problems			✓		
Works hard to get the job done			✓		
Does not procrastinate		✓			
Arrives on time and is rarely absent without cause		✓			

### Technical Skills Performance:

	NV	EM	ST	SK	EX
Perform or direct Web site updates					✓
Design, build, or maintain Web sites, using authoring or scripting languages, content creation tools, management tools, and digital media				✓	
Write, design, or edit Web page content, or direct others producing content		✓			

### Hirability Status:

	AGREE	STRONGLY AGREE
If I had a job opening, I would hire this employee		✓
I would seek out this person to be on my next project		✓
I would recommend this employee to a colleague, for a similar position	✓	



#### KEY STRENGTH:

*Sarah's excellent attention to detail made her our best web application tester.*

# Working Impact Teacher-Mentor Performance Review

## Hirability Requirements Survey Section

Randomizing items in this section significantly increases the validity of the results. Therefore final print and online survey DO NOT include section headers and items are randomized.

HIRABILITY REQUIREMENTS RATING	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE
<b>PROFESSIONAL ATTITUDE</b>					
Brings energy and enthusiasm to the work					
Graciously accepts criticism					
Takes responsibility for his or her actions and does not blame others					
Stays calm, clearheaded and unflappable under stress					
<b>TEAM WORK ETHIC</b>					
Actively looks for additional tasks when own work is done					
Actively looks for ways to help other people					
<b>PROBLEM SOLVING</b>					
Unpacks problems into manageable parts					
Generates multiple potential solutions to problems					
Identifies new and more effective ways to solve problems					
<b>TIME MANAGEMENT</b>					
Manages time and does not procrastinate					
Gets work done on time					
Arrives on time and is rarely absent without cause					
<b>EMPLOYER SATISFACTION</b>					
If I had a job opening, I would hire this employee					
I would seek out this person to be on my next project					
I would recommend this employee to a colleague, for a similar position					

.....  
**KEY STRENGTH:** (Please limit to text or tweet length, 140 characters)  
 .....

## Technical Skill Survey Innovation

MHA Labs designed an innovative custom survey application to allow each teacher and mentor to enter and rate their own specific class/program skill profile. **Simple task entries will be converted into nationally standardized job titles and technical tasks using the API services from the Skills Engine and the U.S. Department of Labor's O-Net Database.**

### BASIC JOB TASKS LIST

- Job Task 1: Teacher-Mentor type's in brief description
- Job Task 2: Teacher-Mentor type's in brief description
- Job Task 3: Teacher-Mentor type's in brief description



**JOB TITLE SELECTION**  
 O-Net Automated Job Title Listing Dropdown

TECHNICAL SKILLS RATING	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE
O-Net Automated Technical Skill Description					
O-Net Automated Technical Skill Description					
O-Net Automated Technical Skill Description					

# Working Impact Teacher-Mentor Performance Review

## Skills Scorecard: Star Family Services

**NAME:**  
**Sarah Jackson**  
 Training and Development Specialist  
 Star Peer Mentoring Program  
 Chicago, IL

**REFERENCE:**  
**Jane Addams**  
 Star Family Services

**ROLE:**  
 Teacher

**ORGANIZATION:**  
 Star Family Services

**TIMELINE:**  
 JAN 2016–SEP 2017

### PERFORMANCE RATING LEVELS:

NV = NOVICE	EM = EMERGING	ST = STANDARD	SK = SKILLED	EX = EXPERT
-------------	---------------	---------------	--------------	-------------

### Hirability Skills Performance:

	NV	EM	ST	SK	EX
Brings energy and enthusiasm to the work					✓
Actively looks for ways to help other people					✓
Identifies new and more effective ways to solve problems				✓	
Works hard to get the job done				✓	
Unpacks problems into manageable parts				✓	
Generates multiple potential solutions to problems				✓	
Takes responsibility for his or her actions and does not blame others			✓		
Stays calm, clearheaded and unfappable under stress			✓		
Graciously accepts criticism			✓		
Actively looks for additional tasks when own work is done			✓		
Identifies new and more effective ways to solve problems		✓			
Does not procrastinate		✓			
Arrives on time and is rarely absent without cause	✓				

### Technical Skills Performance:

	NV	EM	ST	SK	EX
Assess training needs through surveys, interviews with employees, focus groups, or consultation with managers, instructors, or customer representatives			✓		
Design, plan, organize, or direct orientation and training programs for employees or customers					✓
Offer specific training programs to help workers maintain or improve job skills				✓	

### Hirability Status:

	AGREE	STRONGLY AGREE
If I had a job opening, I would hire this employee		✓
I would seek out this person to be on my next project		✓
I would recommend this employee to a colleague, for a similar position		✓



#### KEY STRENGTH:

*Sarah's capacity to expertly train and energize her peers was far beyond any Teen Peer Mentor we have ever had.*

# Working Impact Youth Impact Survey

## Youth Core Impact Survey Questions

Randomizing items in this section significantly increases the validity of the results.

Therefore final print and online survey DO NOT include section headers and items are randomized.

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE
<b>FUTURE ORIENTATION</b>					
What I experienced will help me be successful in the future					
Overall, this experience made me more hopeful about the future					
I found a sense of purpose and meaning in what I did					
<b>CONFIDENCE BUILDING</b>					
I got a better sense of what I am good at					
This experience increased my confidence					
I got better at communicating my strengths to others					
This experience helped me identify and understand my skills					
<b>SKILLS DEVELOPMENT</b>					
I was provided opportunities to reflect on how well I was doing					
I developed new skills that helped me be successful					
I gained valuable skills					
<b>SUPPORTIVE CULTURE</b>					
I felt like an important part of this program community					
I felt valued and appreciated by others					
<b>GOAL ORIENTATION</b>					
I discovered career pathways aligned to my life goals					
This experience made me even more committed to my educational goals					
<b>SUPERVISOR RELATIONS</b>					
My supervisor is an adult I trust					
My supervisor made me feel the work I did was important					
My supervisor gave me feedback that improved my skills					
<b>ENJOYMENT</b>					
I enjoyed what I did					

Describe one skill you gained in your program that you are most proud of:



How did you build this skill: