

Youth Health Service Corps Evaluation Report Summer 2013



YHSC Evaluation Report

Submitted To:
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INTRODUCTION

Northwestern Connecticut Area Health Education Center (NWCT AHEC), in collaboration with Anita Baker and Jamie Bassell of Evaluation Services, conducted a comprehensive multi-site evaluation of the Youth Health Service Corps (YHSC). YHSC is a health career recruitment program that engages high school students in quality service learning projects that address pressing community health issues. Through service, YHSC members explore health careers while acquiring real life experience working with underserved populations in community health care settings. Successful YHSC members complete the following YHSC program components: six-module curriculum, CPR certification, and up to 20+ hours of service.

The evaluation was designed as an assessment of YHSC outcomes and AmeriCorps outcomes. It included three components: comparison of over-years YHSC program results; a graduate follow-up study; and summarization of AmeriCorps outcomes. AmeriCorps members are trained to provide the YHSC program to Connecticut students at specific schools in each region, offering youth information about entry level health care careers and how to successfully enter onto upwardly mobile health care career ladders. This work is designed to enhance AmeriCorps members' educational and professional status through opportunities for experience in the field.¹

Overall, evaluation results were positive. They show that YHSC students are actively participating, although there is regional variation accomplishing desired outcomes. Results also show that students who are most involved have better outcomes and that there are lasting outcomes for students. Most YHSC graduate follow-up survey respondents from each region reported being employed and more than half were interested in a career in health care or primary care. Most graduates also indicated that YHSC influenced their interest in a health care career. Lastly, results of YHSC evaluation show that the AmeriCorps members who assist the YHSC students also attained important goals. They received high ratings from both peers and AHEC staff in terms of their peer leadership projects, presentations, and overall work performance for the year. Detailed findings follow.

I. YHSC PROGRAM RESULTS 2011-12 and 2012-13

After one year of involvement with YHSC, participants are asked to assess their own learning and outcomes resulting from their involvement in the program. Results of participation and feedback from the 2011-12 and 2012-13 program years are summarized below and presented in the following tables.

- Results varied by region and to some degree by year (somewhat more 2011-12 students agreed with the outcome statements as compared to their 2012-13 peers).
- About half of the students from each cohort participated in 20 or more hours of service (52% for 2011-12 and 50% for 2012-13). This varied across regions (see Table 1a and Table 1b).

¹ In addition to their regular training, AHEC AmeriCorps members also participated in a half-day program evaluation training course and their services were used to collect YHSC evaluation data.

- Both the average hours of service² and the proportion of students spending more time participating in community service increased between the two cohorts (see Appendix Table 1a and Appendix Table 1b as well as Tables 1a and 1b).
- Both the average hours of service³ and the proportion of students spending more time participating in community service increased between the two cohorts (see Appendix Table 1a and Appendix Table 1b as well as Tables 1a and 1b).
 - YHSC students from 2011-12 spent about 37.3 hours on average, on community service, and 18% of them were involved for 50 or more hours (including 3% who logged 100 or more hours).
 - YHSC students from 2012-13 spent about 39.9 hours on average, on community service, and 24% of them were involved for 50 or more hours (including 5% who logged 100 or more hours).
- About half of the participants in 2011-12 (n=171) and almost two-thirds of the participants in 2012-13 (n=429) completed a survey at the end of their program year. Though there was wide variation in compliance for the different regions in 2011-12, response was much more complete across all regions in 2012-13 (see Appendix Tables 2a and 2b).
- In both years, two-thirds or more of the survey respondents agreed they had accomplished each of the stated outcomes except the one about school grades and attendance in 2012-2013.
- In both years, one-half or more of survey respondents agreed they are getting better grades in school as a result of participating in the YHSC program.

On the 2011-12 survey

- A total of 96% of students *agreed* that they *did things to make the community a better place* as YHSC members, and that they *feel more responsible for helping others*.
- A total of 94% agreed that participating in YHSC *taught them things they did not know about careers in health care*.
- A total of 90% reported that they were *planning to attend college* as a result of participating in YHSC, and 83% agreed that they have *at least one teacher/other adult who takes their interests seriously*.
- A total of 78% reported participating in YHSC *taught them what to do to prepare for college*.
- A total of 78% agreed that as a result of participating in YHSC they want to *work in a health care career* and 72% indicated they plan on *studying a health career in college*.

On the 2012-13 survey

- A total of 89% of students *agreed* that they *did things to make the community a better place* as YHSC members, and that they *feel more responsible for helping others*.

² Average hours of service was calculated for all students and for just those students whose records indicated they had at least 10 hours of service. Both results are shown in Appendix Tables 1a and 1b. Results described in this summary are for participants with at least 10 hours of service.

³ Average hours of service was calculated for all students and for just those students whose records indicated they had at least 10 hours of service. Both results are shown in Appendix Tables 1a and 1b. Results described in this summary are for participants with at least 10 hours of service.

- A total of 86% agreed that participating in YHSC *taught them things they did not know about careers in health care*.
- A total of 80% agreed that as a result of participating in YHSC they want to work in a health care career. A total of 80% reported that they were planning to attend college as a result of participating in YHSC, and 81% agreed that they have at least one teacher/other adult who takes their interests seriously.
- Some survey respondents reported achieving better grades (68% in 2012 and 53% in 2013) and improved attendance (64% in 2012 and 43% in 2013). These results were lower than projected goal levels of 75% and 80% respectively.
- The vast majority of participants in both years reported they were already succeeding in school (making good grades and attending regularly). A total of 85% of 2011-12 students and 74% of 2012-13 students reported they are making mostly “A’s and B’s.” A total of 92% of students in each year reported regular school attendance (i.e., they missed 15 or fewer days, see Tables 3a and 3b).
- In both years, there were substantial differences in reported outcomes for those students who logged the most service hours (see Tables 4a and 4b). For example:
 - A total of 91% of students with 50 or more community service hours, as compared to only 64% of those with fewer than 50 hours *agreed* that they are planning on studying a health career in college (2011-12).
 - A total of 81% of students with 50 or more community service hours, as compared to only 58% of those with fewer than 50 hours *agreed* that they want to work in a health care career (2012-13).

Table 1a: Community Service Participation Distributions for 2011-12 YHSC Participants; by Region

	Central n=36**	Eastern n=72	NW n=97	SW n=152	TOTAL n=357
< 10 Hours	44%	18%	40%	26%	30%
10 – 19 Hours	25%	18%	14%	18%	18%
20 – 39 Hours	20%	39%	18%	36%	30%
40 or More Hours	11%	25%	28%	20%	22%
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<50 Hours	92%	83%	77%	81%	82%
50 – 99 Hours	8%	17%	13%	18%	15%
100 or More Hours	0	0	9%	1%	3%

**Limited data available from 2011-12

Table 1b: Community Service Participation Distributions for 2012-13 YHSC Participants; by Region

	Central n=294	Eastern n=55	NW n=158	SW n=192	TOTAL n=699
< 10 Hours	57%	9%	53%	4%	37%
10 – 19 Hours	8%	16%	17%	16%	13%
20 – 39 Hours	12%	42%	16%	25%	19%
40 or more Hours	23%	33%	14%	55%	31%
<50 Hours	82%	69%	91%	59%	76%
50 – 99 Hours	12%	15%	6%	40%	19%
100 or More Hours	6%	16%	3%	1%	5%

*Does not include participants with less than 1 hour of work

Table 2a: Percentage of 2011-12 Survey Respondents who Agreed* that Participating in YHSC led to Important Outcomes; by Region

	Central n=20	Eastern n=12	NW n=47	SW n=92	TOTAL n=171
As a YHSC member I did things to make the community a better place.	100%	100%	98%	93%	96%
As a result of participating in the YHSC Program I feel more responsible for helping others.	100%	92%	98%	95%	96%
Participating in the YHSC Program taught me things I did not know about careers in health care.	95%	100%	87%	97%	94%
As a result of participating in the YHSC Program I plan to attend college after I graduate high school.	95%	84%	96%	87%	90%
As a result of participating in the YHSC Program I have at least one teacher or other adult who takes my interests seriously.	80%	84%	83%	85%	83%
Participating in the YHSC Program taught me what to do to prepare for college.	100%	83%	87%	67%	78%
As a result of participating in the YHSC Program I want to work in a health care career.	50%	67%	79%	85%	78%
As a result of participating in the YHSC Program I plan on studying a health career in college.	50%	67%	79%	74%	72%
As a result of participating in the YHSC Program I am getting better grades in school.	80%	75%	72%	63%	68%
As a result of participating in the YHSC Program my school attendance has improved.	75%	83%	79%	52%	64%

* includes those who *agreed* and *strongly agreed*.

Table 3a: Percentage of 2011-12 YHSC Survey Respondents who Reported they Kept Their Grades Up and Attended School Regularly; by Region

	Central n=20	Eastern n=12	NW n=47	SW n=92	TOTAL n=171
Percent reporting they are making mostly A's and B's	75%	58%	96%	86%	85%
Percent reporting they missed 15 or fewer days during the school year	100%	58%	96%	92%	92%

Table 2b: Percentage of 2012-13 Survey Respondents who Agreed* that Participating in YHSC led to Important Outcomes; by Region

	Central n=184	Eastern n=38	NW n=66	SW n=141	TOTAL n=429**
As a YHSC member I did things to make the community a better place.	85%	97%	97%	89%	89%
As a result of participating in the YHSC Program I feel more responsible for helping others.	87%	88%	97%	90%	89%
Participating in the YHSC Program taught me things I did not know about careers in health care.	78%	70%	90%	96%	86%
As a result of participating in the YHSC Program I have at least one teacher or other adult who takes my interests seriously.	75%	79%	84%	87%	81%
As a result of participating in the YHSC Program I want to work in a health care career.	52%	12%	74%	86%	80%
As a result of participating in the YHSC Program I plan to attend college after I graduate high school.	82%	30%	90%	89%	80%
As a result of participating in the YHSC Program I plan on studying a health career in college.	60%	15%	77%	86%	67%
Participating in the YHSC Program taught me what to do to prepare for college.	60%	27%	81%	81%	66%
As a result of participating in the YHSC Program I am getting better grades in school.	47%	21%	77%	62%	53%
As a result of participating in the YHSC Program my school attendance has improved.	45%	18%	65%	42%	43%

* includes those who *agreed* and *strongly agreed*. **Here, n = number of participants who completed survey

Table 3b: Percentage of 2012-13 YHSC Survey Respondents who Reported they Kept Their Grades Up and Attended School Regularly; by Region

	Central n=184	Eastern n=38	NW n=66	SW n=141	TOTAL n=429**
Percent reporting they are making mostly A's and B's	69%	58%	94%	75%	74%
Percent reporting they missed 15 or fewer days during the school year	96%	97%	94%	85%	92%

**Here, n = number of participants who completed survey

Table 4a: Percentage of 2011-12 Survey Respondents who Agreed* that Participating in YHSC Led to Important Outcomes; by Level of Volunteer Participation

	<50 hours n=120	50 or more hrs n=51	Difference
As a result of participating in the YHSC Program I plan on studying a health career in college.	64%	91%	27
As a result of participating in the YHSC Program I want to work in a health career.	72%	94%	22
As a result of participating in the YHSC Program I have at least one teacher or other adult who takes my interests seriously.	71%	90%	19
Participating in the YHSC Program taught me what to do to prepare for college.	75%	84%	9

* includes those who *agreed* and *strongly agreed*.

Table 4b: Percentage of 2012-13 Survey Respondents who Agreed* that Participating in YHSC Led to Important Outcomes; by Level of Volunteer Participation

	<50 hours n=313	50 or more hrs n=116	Difference
As a result of participating in the YHSC Program I want to work in a health career.	58%	81%	23
Participating in the YHSC Program taught me things I did not know about careers in health care.	82%	97%	15
As a result of participating in the YHSC Program I plan on studying a health career in college.	63%	78%	15
As a result of participating in the YHSC Program I have at least one teacher or other adult who takes my interests seriously.	79%	89%	10
Participating in the YHSC Program taught me what to do to prepare for college.	67%	77%	10

* includes those who *agreed* and *strongly agreed*.

II. FOLLOW-UP RESULTS: YHSC GRADUATES 2011-12

As reported in the previous section, the 2012 YHSC graduates were surveyed at the end of their participation during the 2011-12 year and asked about their experiences regarding the program. Additionally, a subset of those 2011-12 YHSC graduates were reached by AmeriCorps members from each AHEC site using available contact information including phone numbers, email addresses, and Facebook accounts. Out of 194 graduates who were identified through the AHEC Nation database as successful program graduates at all of the CT AHEC sites, a total of 47 YHSC graduates (24%) responded to the follow-up survey. Overall, contact was made with 50 YHSC program graduates from the four AHEC sites in Connecticut. Of these 50, 46 answered the survey fully, one was a parent of a graduate who provided some information about her child, two respondents did not remember the YHSC program and did not answer the survey, and another respondent did not answer the survey but provided feedback about YHSC in an email (see Appendix 3).

About the Graduate Follow-up Survey

The YHSC Graduate Follow-up Survey was designed to obtain status updates and to collect retrospective program perceptions since graduation 2011-12 for the former participants. Call logs were provided to each of the four AHEC sites for AmeriCorps members to track the number and types of attempts made to contact each 2011-12 YHSC graduate. Copies of these call logs were provided for this report from three of the four AHEC sites (one site accidentally discarded their records). Data gathered from these records showed that AmeriCorps members worked hard to try and contact as many YHSC graduates as possible through repeated attempts using available phone numbers, email addresses, and sometimes via Facebook, although many attempts were unsuccessful (see Table 5 following).

Table 5: Follow-up Survey Completion for 2011-12 YHSC Graduates; by Region

	Central	Eastern	NW	SW	TOTAL
Number of AmeriCorps members	5	4	4	3	16
AmeriCorps members who reached at least one graduate	4	3	4	3	14
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YHSC Program Graduates	Central n=27	Eastern n=42	NW n=33	SW n=94	TOTAL 2011-12 n=196
Completed a survey	1 (4%)	6 (14%)	12 (36%)	28 (30%)	47 (24%)

- Out of 144 YHSC graduates who were initially identified on the call logs returned by three of the CTAHEC sites, 69% did not answer the survey, 3 respondents didn't remember YHSC and did not complete a survey, 3 respondents were reached but refused to take the survey, and 3 graduates had no working contact information (email/phone). Two respondents originally identified as YHSC grads from the AHECNation database stated that they had not graduated from high school.

- A total of 31% of the 144 graduates identified on the returned call logs had at least one form of contact listed that was no longer valid (bounced email addresses, disconnected or wrong phone numbers, etc).

2011-12 Graduate Follow-up Survey Findings

Responses came from graduates in each of the regions, but the areas are not equally represented. Only one YHSC graduate from Central AHEC's program completed a survey, despite AmeriCorps members' repeated efforts to contact the young adults by phone or email (see Table 1 previous). The participant from Central AHEC reported currently being enrolled in a 4-year college in Virginia, majoring in Communications and Theater. This graduate was currently employed in a work-study program unrelated to health care and did not have the intention of pursuing a career in primary care, although this graduate did express having some interest in the health care field both prior to and after participating in the YHSC program. Due to the small *n* (number of responses) from the Central AHEC program, this site's data does not appear individually in the remaining tables, but is included in the column totals for all tables. All other sites had multiple graduates to report about. Readers are reminded that response summaries apply only to the select group who answered.

YHSC Graduate follow-up respondents were asked if they had participated in the Collegiate Health Service Corps (CHSC) program in addition to YHSC, and no respondents indicated they had participated (two were unsure). Many respondents indicated they were either currently or previously enrolled in college, but three of the six respondents from the Eastern AHEC site indicated they had no college experience (see Table 6 following).

- Of the 42 respondents who were currently or had previously been enrolled in college, 73% reported that their major or area of study was health care-related.
- Health care-related majors of YHSC follow-up respondents included nursing (15 respondents); psychology (3); biology (2); and several other related majors such as pharmacy; public health; neuroscience; health science, physical therapy; exercise science. One respondent was minoring in a psychiatric technician program.

Table 6: College Enrollment Status of YHSC Graduates; by Region

	Eastern n=6	NW n=12	SW n=27	TOTAL* 2011-12 n=47
Currently in college	33%	83%	96%	85%
Previously in college but not now	17%	0	4%	4%
Never in college	50%	17%	0	11%
Current/Former College Students n=41*				
Area of study or major is health care-related*	0	50%	93%	73%
Current/Former College Students n=40*				
4-year college	100%	40%	58%	56%
2-year college/program	0	50%	38%	39%
Vocational school	0	10%	4%	5%

*Includes respondents currently and previously enrolled in college who answered the question

Most YHSC graduate follow-up survey respondents at each site reported being currently employed, and more than half said they were interested in a career in health care (76%) or primary care (61%), and for a substantial majority, YHSC influenced their interest in a health care career (76%).

- A total of 22% of the 32 respondents who were currently employed were working in a health care-related job, including positions like Certified Nursing Assistant (CNA, 2), pharmacy technician (2), processing department at a local hospital, nursing work-study, and physical therapist aid.
- Of the 76% of respondents who were interested in a career in health care, some of the careers they planned to enter included nursing (17 respondents, including ER nursing (2), practical nursing, pediatric nursing, and prenatal nursing); CNA; athletic trainer/physical therapist; clinical psychology; diagnostic imaging/MRI; doctor; health inspector; and psychiatric technician.

Table 7: Current and Projected Employment for 2011-12 YHSC Graduates; by Region

	Eastern n=6	NW n=12	SW n=27	TOTAL* 2011-12 n=47
<i>Percentage who . . .</i>				
Were currently working	67%	67%	78%	74%
In a health care related job (n=32)	0	13%	32%	22%
Are interested in a health care career* (n=44)	40%	64%	92%	76%
Are interested in a career in primary care** (n=36)	50% (1)	50%	67%	61%
Reported YHSC influenced their interest in a health care career***	50%	92%	75%	76%

* Includes only those who said yes; valid percent excluding the *not sure* response; one respondent from each site said "not sure"

** Includes only those who said yes; valid percent excluding the *not sure* response; 6 respondents at SW and one each at NW and Eastern said "not sure"

*** Includes those who said yes and maybe, valid percent excluding the *not sure* response.

- A total of 29 out of 44 (76%) respondents reported being interested in a health care career both before and after their participation in YHSC.
- Only 1 respondent reported being interested in a career in health care before YHSC and no longer interested after.
- There were 6 Graduate survey respondents (14%) who were interested in a career in health care after participating in YHSC who said they did not have any interest in a health care career prior to participation in the program.
- Six respondents were never interested in a career in health care, neither before nor after YHSC.

There were 29 respondents who offered information about why their participation in YHSC did or did not have an influence on their interest in a career in health care (see attached Survey Monkey summary for a full list of open-ended responses). Eight of these respondents (28%) said they were already interested in a career in health care and that the YHSC program either confirmed or expanded their interest. The following are examples of their comments.

- “Fun activities, met cool people, always wanted to go into health care, YHSC helped widen options.”

Several respondents indicated YHSC helped them learn more about the health care field options and helped guide their career interests:

- “Health/medical careers workshops were interesting and provided exploration.”
- “Liked talking about different health careers; Liked being around health care settings while volunteering and as a YHSC member.”
- “She learned a lot about health which encouraged her to go into the field.”
- “Because the Youth Health Service Corps showed her the ins and outs of health care.”

Others found the volunteering and interactive experiences in YHSC influenced their interest in a health care career:

- “Volunteering in health care environments made her feel comfortable in that environment, and made her more excited about it, which confirmed her decision.”
- “Work together in groups, work in community and with public.”

YHSC graduate survey respondents were asked about other factors that could be related to their interest in a health care career, including whether or not their family members or guardians were employed in the health care field or whether they had been encouraged to pursue one. Most respondents indicated they had a “B” average or better in high school and had encouragement from their families to pursue a career in health care (see Table 8 below).

Table 8: Other Factors Related to Health care Career Interest; by Region

<i>(n=44)</i> <i>Percentage who had . . .</i>	Eastern n=6	NW n=12	SW n=27	TOTAL* 2011-12 n=47
One or more family members work in a health care profession	50%	67%	64%	64%
Parents encouraged them to pursue a career in health care	33%	67%	92%	78%
A "B" average or better in high school	50%	92%	88%	89%

Respondents were also asked about other aspects of their lives related to civic engagement in the community. Most (71%) were registered to vote and over half of the respondents indicated that they voted in the last election. There were some (43%) who were engaged in volunteering or community service work and a few (11%) were mentors. No respondent indicated having any military service (see Table 9 below).

Table 9: Other Civic Outcomes; by Region

<i>(n=44)</i> <i>Percentage who . . .</i>	Eastern n=6	NW n=12	SW n=27	TOTAL* 2011-12 n=47
Were in the military	0	0	0	0
Volunteered or did community service	33%	33%	48%	43%
Were mentors	0	8%	17%	11%
Registered to vote	67%	67%	72%	71%
Voted in the last election	50%	50%	63%	55%

Future Communications and Final Comments

Most (44 of 47) respondents gave permission for CT-AHECs to contact them in the future with additional requests for information and provided either alternate contact information or confirmed existing contact information. A total of 21 or slightly fewer than half of respondents offered contact information for someone else who would be willing to get in touch with them to be contacted again. To help increase the possibility of a strong response rate in future evaluation efforts, AHEC sites in CT will inform YHSC members during the program that they will be contacted after leaving the program for the purpose of gathering information related to their experiences in the program and in post-secondary training. Future efforts will be made to gather several types of contact information from participants (phone, emails). Furthermore, participants will be asked to provide an alternate contact person and contact information as another way to reach them to get this information.

In conclusion, respondents were given an opportunity to provide any last feedback about the YHSC program. Several offered generally positive feedback (“Pretty satisfied.” “It was fun.” “I really enjoyed it!”), and others had specific suggestions or questions:

- “Loved the program and wished it was longer, i.e. create a program that is longer than 1 academic year.”
- “She really enjoyed the speakers that were brought in to speak to the class. She also enjoyed how the program taught students about the various professions in the health care field.”
- “No suggestions; just wondered if there was a YHSC or CHSC program in Colorado that she could get involved with now.”
- “Try to increase transparency about what AHEC does from the beginning, set goals to meet by the end of the year.”
- “More hands on things, too much lecturing.”
- “Doesn't remember much of the YHSC program, remembers Build-on Program more.”
- “No, but was very interested in gathering more information about the CHSC program and how to get more involved in his community.”

III. AMERICORPS MEMBERS RESULTS 2012-13

The Connecticut Area Health Education Center (AHEC) Network AmeriCorps Program aims to improve academic engagement of economically disadvantaged students through participation in the Youth Health Service Corps (YHSC) and Collegiate Health Service Corps (CHSC) service learning programs. AmeriCorps members are placed with specific schools in each AHEC region. Each AmeriCorps member works with a group of 10 to 15 students and closely with school personnel to identify appropriate students who are willing to join the YHSC/ CHSC program. AmeriCorps members instruct students in the YHSC/ CHSC curriculum to prepare them for cooperative, problem-solving activities and guide them through service learning projects that address community health needs. Members also meet with their students on a regular basis and guide them through the service learning model.

AmeriCorps members are required to report on their service year or a component of their service year and present it to their peer group of other AmeriCorps members. Each member’s presentation is rated by each of their peers using a rubric assessing content comprehension, enthusiasm, professional attire, preparedness, speaking clearly, vocabulary, staying on topic, and understanding of content.

- **Of the 15 AmeriCorps members who made presentations, all members received peer ratings that indicated between 94% - 100% of all components were completed satisfactorily.**

AmeriCorps members are responsible for the completion of two leadership projects as part of their work with AHEC. These projects are rated by other AmeriCorps members who rate team performance areas including communication, quality of work, team work, meeting deadlines, and other areas.

- **Of the 11 AmeriCorps members for whom ratings of both leadership projects were available, all members received quality ratings of between 82 - 100%.**

- **A total of 8 of the 11 AmeriCorps members maintained or improved their quality ratings for their second leadership project.**

Although AHEC staff set a target of increasing performance ratings of each member by 15% from the first project rating to the second, all members started with ratings of at least 82% and most members maintained or increased these high scores.

In addition to the presentation and leadership project requirements, AmeriCorps member performance is reviewed by AHEC staff three times per year. Staff's ratings of AmeriCorps members' accomplishment of project requirements, project knowledge, and personal relations were also very positive, corroborating peer ratings of each member.

- **Of the 16 AmeriCorps members for whom at least two out of three staff ratings were provided, 100% of members maintained or improved their quality scores throughout the year.**
- **The average member quality score in December (n=16) was 83%, in March (n=16) was 92%, and in June (n=12) was 99%.**
- **All of the 12 AmeriCorps members who had a third and final staff score (in June) received a quality rating of 95% or better.**

AmeriCorps members received high ratings from both peers and AHEC staff in terms of their peer leadership projects, presentations, and overall work performance for the year.

IV. Conclusions and Issues for Further Consideration

As stated in the introduction, YHSC results were positive. The evaluation showed that participants were involved in community service and that involvement made a difference in terms of key project outcomes. Proportionately more of the most involved students reported achieving outcomes as compared to their somewhat less involved peers. Program graduates confirmed that they are continuing their post-secondary education and many plan to work in health care careers. On both the annual surveys and the graduate follow-up survey participants and graduates indicated they attribute their interest in health care careers to participation in YHSC. In addition to participants, AHEC AmeriCorps members also achieved positive outcomes as they helped to deliver YHSC programming. Almost all AmeriCorps members received high ratings for their projects, presentations and overall work, from both peers and AHEC staff.

Overall, these results show both annual and longer-term benefits for students who participate in YHSC and the AmeriCorps members who work with them. They also highlight a few challenges that AHEC may want to address.

- Both community service participation and participant outcomes varied by region. AHEC leadership is encouraged to determine if these differences are indicative of deeper program challenges such as inconsistent program implementation, or if they are simply a reflection of expected community variation.
- Survey compliance and community service volunteer time record keeping are also both variable by region. There were missing data (especially in 2011-12) which may have resulted in under-counts. AHEC stakeholders are encouraged to devise additional strategies to ensure that community service participation and survey responses for all students are recorded.
- Follow-up data are particularly important for understanding YHSC outcomes, but despite valiant efforts, contact with former participants was incomplete. AHEC officials are encouraged to advise students that follow-up studies will be conducted and to ensure that multiple reliable contact references are obtained from participants.
- Though not considerable, there were differences by year in the percentage of participants who reported achieving AHEC outcomes. AHEC leadership is also encouraged to determine if these differences are indicative of a downward trend suggesting needed program modifications, or just acceptable variation. AHEC leadership is also strongly encouraged to set targets for all its outcomes measures to ensure that programs in all regions are achieving desired results.
- AHEC should also continue building on its programming successes and continue to offer YHSC to Connecticut students and to involve AmeriCorps members in the effort.

Appendix Table 1a: Average Hours of Community Service for 2011-12 YHSC Participants; by Region

	Central n=36**	Eastern n=72	NW n=97	SW n=152	TOTAL n=357
All Participants					
Mean Hours	16.1	29.0	32.5	26.6	27.6
Minimum*	1.0	2.0	1.0	1.0	1.0
Maximum	55.0	84.0	183.0	128.0	183.0
	Central n=20	Eastern n=59	NW n=58	SW n=113	TOTAL n=250
Participants with at least 10 hours					
Mean Hours	26.0	34.2	51.3	33.7	37.3
Minimum	12.0	10.0	10.0	10.0	10.0
Maximum	55.0	84.0	183.0	128.0	183.0

*Does not include participants with less than 1 hour of work

**This n is inaccurate per NWCTAHEC's note: "those 36 students did accumulate hours in 2011-2012, but Central AHEC indicated there were several members missing. This information was never recovered, but there could have been upwards of 50-100 members missing."

**Appendix Table 1b: Average Hours of Community Service
for 2012-13 YHSC Participants; by Region**

	Central n=294	Eastern n=55	NW n=158	SW n=192	TOTAL n=699
All Participants					
Mean Hours	26.3	59.2	20.3	41.4	31.7
Minimum*	1.0	5.0	1.0	1.0	1
Maximum	128.0	251.0	223.0	100.3	251.0
	Central n=129	Eastern n=50	NW n=75	SW n=185	TOTAL n=534
Participants with at least 10 hours					
Mean Hours	53.3	64.4	38.8	42.7	39.9
Minimum	10	10	10	10	10
Maximum	128.0	251.0	223.0	100.25	251.0

*Does not include participants with less than 1 hour of work

Appendix Table 2a: Survey Completion for 2011-12 YHSC Participants; by Region

	Central n=36	Eastern n=72	NW n=97	SW n=152	TOTAL n=357
Completed a Survey	56%	17%	49%	61%	48%
Did not Complete a Survey	44%	83%	52%	40%	52%

Appendix Table 2b: Survey Completion for 2012-13 YHSC Participants; by Region

	Central n=294	Eastern n=55	NW n=158	SW n=192	TOTAL n=699
Completed a Survey	63%	69%	42%	74%	61%
Did not Complete a Survey	37%	31%	58%	26%	39%

Appendix 3: Email from Southwestern CT AHEC YHSC Graduate to AmeriCorps Member

Date: 5/1/2013

Subject: Re: Youth Health Service Corps

Hey Erica, if you don't mind I'll just email you a brief evaluation of it. I thought that the service projects YHSC provided were great opportunities for kids who are interested in volunteering. However, I found that many did not always feature health/health care/medical related activities, especially in the classroom: I think what would make kids more interested in the organization, especially when paired with HOSA is more hands on activities where they can go out and use the skills or teach others about different things (for instance, learn and serve projects). I would have liked to see maybe CPR courses as well as first aid, maybe some projects where the students have to acquire information on different public health topics, like I did in my Pre-Nursing class at Stratford High with Ting. It was great to be able to have the knowledge to get out and educate others, both my peers and the public, I hope this helps. If you would like more, I'll try to give you a phone call within the next week! I am just very busy.

Thank you!

[Graduate name]