

**Quality and Productivity Commission  
31<sup>st</sup> Annual Productivity and Quality Awards Program  
"Celebrating Quality Service"**

**2017 APPLICATION**

Title of Project (Limited to 50 characters, including spaces, using Arial 12-point font):

**NAME OF PROJECT: ADULT 101 LIFE SKILLS BOOTCAMP FOR TEENS**

**DATE OF IMPLEMENTATION/ADOPTION:** JULY 2015  
(Must have been implemented at least one year - on or before July 1, 2016)

**PROJECT STATUS:**  Ongoing  One-time only

**HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT?**  Yes  No

**EXECUTIVE SUMMARY:** Describe the project in 15 lines or less using Arial 12-point font. State clearly and concisely what difference the project has made.

1 Teenagers no longer learn the soft skills necessary for success in adulthood in schools,  
2 yet survey after survey indicates they are key to both workplace and personal success.  
3 Seeking to provide teens the training and knowledge not being offered elsewhere, LA  
4 County Library developed "Adult 101: Life Skills Bootcamp for Teens," a workshop  
5 series that teaches teens ages 13-18 years the 21<sup>st</sup> Century life skills needed to thrive  
6 professionally and personally. The grant-funded series was implemented in 15 of LA  
7 County's 87 libraries as a pilot program in the 2015-2016 fiscal year, and has since  
8 been expanded. Each pilot library offered sessions in 8 topics: etiquette, financial savvy,  
9 nutrition and fitness, personal development, personal safety, public speaking, social  
10 media and cyber smarts, workplace know-how and time management. Specialists were  
11 hired to teach classes and help us create programs-in-a-box, a self-contained resource  
12 enabling program replication without the need to hire a specialist. The workshops also  
13 presented an opportunity to partner with community organizations and County  
14 departments, expanding the Library's reach and accomplishing shared goals.  
15

**BENEFITS TO THE COUNTY**

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$	\$	\$	\$	<input checked="" type="checkbox"/>

**ANNUAL = 12 MONTHS ONLY**

<b>SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS</b> County of Los Angeles Public Library 7400 E Imperial Hwy, Downey, CA 90242		<b>TELEPHONE NUMBER</b> 562.940.8462
<b>PROGRAM MANAGER'S NAME</b> Deborah Anderson		<b>TELEPHONE NUMBER</b> 562.940.8522  <b>EMAIL</b> danderson@library.lacounty.gov
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> (PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Allison Ortiz 	<b>DATE</b> 07/05/2017	<b>TELEPHONE NUMBER</b> 562.940.4106  <b>EMAIL</b> aortiz@library.lacounty.gov
<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> Skye Patrick 	<b>DATE</b> 07/05/2017	<b>TELEPHONE NUMBER</b> 562.940.8400

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**1<sup>st</sup> FACT SHEET – LIMITED UP TO 3 PAGES ONLY:** Describe the **challenge(s), solution(s), and benefit(s)** of the project. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success.

**Challenge:** Many studies find that today’s teens are lacking the skills they need to transition into adulthood. According to the 2011 U.S. Department of Labor Study “Skills to Pay the Bills,” 75 percent of employers felt that high school graduates were not properly prepared for the workforce, especially in soft skills such as the ability to take initiative, demonstrating a strong work ethic, interpersonal flexibility and communicating effectively. Yet few, if any, high schools offer “soft skill” courses, like home economics or personal finance. Additionally, fewer high school students are working while going to school. In 2012, a PEW study showed that only a little over half of young adults ages 18-24 are employed, the lowest this number had been since the government started collecting data in 1948. Because most teens are not learning the life skills they need to succeed in the workplace, teaching these skills before they graduate is a key concern. The Library has seen firsthand that many young teens, or latchkey kids, use libraries as safe places to stay after school. It is a space for teens to gather and socialize in a social media and smartphone-dominated world, during a time of life that may be riddled with social stresses and low self-esteem. Between 2004 and 2015, teen programs at the library experienced a 900% increase in participation, and LA County Library wanted to expand on this success.

**Solution:** The Adult 101 program addresses the need for soft skills and job preparedness while gathering teens in a safe setting at the library where they can socialize. These in-library programs are designed for teens ages 13-18 and teach the following topics: **Etiquette** (“Thrive in social situations and avoid mistakes you may not even know you’re making”); **Financial Savvy** (“How to manage your money and be a savvy consumer”); **Nutrition and Fitness** (“How to get fit and stay healthy for the rest of your life”); **Persona** (“Present the best you to the world”); **Personal Safety** (“What you should and shouldn’t do to stay safe”); **Public Speaking** (“What to say and how to say it”); **Social Media and Cyber Smarts** (“Protect your privacy, avoid bullying and stay happy online”); and **Workplace Know-How and Time Management** (“The best ways to get, and keep, a job”). Workshop content includes everything from yoga classes to resume writing. The pilot program was implemented over the course of fiscal year 2015-2016 (July through June) at fifteen libraries with twelve sessions each (180 sessions total). To lead each workshop, the Library either hired a consultant who served as an expert in the desired field, or partnered with a local organization offering expert knowledge. Consultants included an etiquette coach, local fitness and nutrition experts, personal safety coaches from Children’s Rescue Alliance, a public speaking consultant, and a certified teen life coach and persona expert. The LA County Department of Consumer Affairs partnered with the Library to lead the workshops on personal finance. Adult 101 was the Library’s first attempt at mega-programming, which combines single programs or workshops into

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a cohesive, thoughtfully-grouped series with a shared goal: in this case, to impact teens’ skill sets more deeply than a single stand-alone program could.

**Benefits:** The Adult 101 program represents two of the Library’s strategic plan initiatives: (a) Affirming the library as a center for learning, and (b) Developing a staff prepared for the future. The series offered new services to County residents, focusing on an often underserved population—teens—therefore addressing gaps in existing services. It allowed the Library to expand its teen offerings, an ongoing goal after seeing the jump in attendance and interest since 2004. The series simultaneously had a positive impact on the level of training for County employees—Teen Librarians. For many, the Library is their first professional position. Adult 101 gives them the chance to take a proactive, leadership role in the development of a collaborative, large-scale program, which they will eventually teach, further increasing their experience and resume. It was also an opportunity to build partnerships; in addition to working with private organizations and consultants, the Library worked with the Department of Consumer Affairs (DCA), which led workshops on financial literacy and consumer awareness. One of the DCA’s goals was to reach more teens, and they were able to help address this goal via library programming.

The Library hosted a total of 180 sessions with 1,208 total attendees, for an average of 7 attendees per session. The goal of the program was not high attendance, but to improve teens’ skill sets. To measure impact, surveys were administered to teens before and after the programs to gauge participant learning. When asked in pre-program surveys, "How confident are you about entering the workforce?," 55.81 % of teens reported feeling about average with their preparedness, 30.23% felt good, and 13.95% felt excellent. The post survey results showed that 11.90% felt about average with their workforce preparedness, 59.52% felt good and 28.57% felt excellent. Anecdotally, teens reported not realizing the magnitude of their soft skills knowledge gaps until after attending Adult 101 programs.

The program is highly replicable. Eight programs-in-a-box, one for each topic, were developed in partnership with hired specialists. They include the program description, instructions, and materials needed to run a program. Many of the materials purchased with grant funding can also be re-used, including exercise equipment, etiquette settings, and even books and DVDs. After a successful first year, with over 1,200 attendees and more than 79 percent of teens who were hesitant about their skills reporting improved confidence, the LA County Library has decided to expand the program system-wide and has received another small grant to support its efforts. As of September 2016, the Adult 101 program is now offered in all 87 LA County Public Library locations—each community library is required to have at least one Adult 101 program each quarter of the year, while many offer more.

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**Linkage to the County Strategic Plan – 1 page only.** Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12-point font.

The Adult 101 series addresses Goal I: Make investments that transform lives. Specifically, it helps address strategy I.2.4, Support Job Readiness and Increase Employment Opportunities for Youth Served by the County, which aims to “increase the number of youth, known to the County, who are linked to employment, a job interview, or a job readiness program, while prioritizing foster and probation youth.”

The Adult 101 series helps to teach soft skills that will lead to successful employment for our County’s teens. The program focuses on overall readiness for adulthood, which also includes job readiness. Participants in Adult 101 learn how to get along with co-workers; be punctual and meet deadlines; communicate appropriately with supervisors; handle credit and debt; build healthy personal habits; improve their social and public awareness; and convey confidence as they moved into adulthood and the workplace. By increasing the skills of our teens, the Library hopes to increase their future job opportunities. The 1,200 plus attendees of the program in its first year indicate there is a need for it.

The program also supports Goal II: Foster Vibrant and Resilient Communities, specifically strategy II.2.4, Promote Active and Healthy Lifestyles. Nutrition and Fitness is one of the eight modules of the Adult 101 program. In addition to soft skills for business and life success, the program also prioritizes a healthy lifestyle, as it is equally important for personal success. Teens are able to learn about yoga, healthy foods, and physical activity in the safe and comfortable environment of the library.

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**COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY):** If you are claiming cost benefits, include a calculation on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12point font

**Cost Avoidance:** Costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

**Cost Savings:** A reduction or lessening of expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

**Revenue:** Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

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