

## **YOUTH CUSTOMER FOCUS GROUP- SAN BENITO COUNTY (90 MINUTES)**

### **INTRODUCTION - 10 minutes (include sign-in sheet)**

Welcome! My name is \_\_\_\_\_ and I will be your moderator for this focus group.

Thank you for agreeing to be a part of our focus group. Your participation today will help us to learn more about what young people need to achieve their career goals here in San Benito County.

Although some of you may know each other, we would like each of you to introduce yourselves. To help us get to know you better, please tell us your name and organization. To get started, I'll go first.

My company, Social Policy Research Associates is working on a report about the needs of youth and adults for career-related services for the Workforce Investment Boards of Monterey, Santa Cruz and San Benito Counties. Your opinion is very important to us and the Board because it will help shape the how career-related services are provided in this county.

As part of this process, we are having focus groups like this one in each county to get information about the career and job-related needs of youth . To do this, we have written a list of questions about the needs of youth related to work and career preparation here in San Benito County.

During the next 90 minutes, we will give each of you time to answer all of our questions. There are no right or wrong answers. Each of you has equally valuable information and thoughts that we are very interested in hearing. Please be as open and honest during the meeting as you possibly can.

The purpose of our note-taker is to record what you say. We don't want to miss any of your ideas. In addition to taking notes, we will be recording this session. I want to assure you that all the information gathered at this meeting will be kept confidential and anonymous. The tapes will not be used to identify who said what, but to record all the ideas from the discussion.

Because our time is limited during this session, my role as moderator is to make certain that all topics are covered and to move the discussion along, while ensuring that everyone has a chance to talk. As moderator, I want to review the guidelines for participating in a focus group:

- Give priority to those who have not spoken.
- Speak briefly and often.
- Speak one at a time, not on top of each other.
- Be open and honest.
- Be specific. Talk from your own experiences.

- There are no right or wrong answers. All responses are valid.

Again, the focus group is scheduled to last approximately 90 minutes. Are there any questions about what we are going to do today or about anything that I have said? Okay, let's turn on the tape and begin our discussion.

## **MODERATOR'S QUESTIONS FOR YOUTH CUSTOMER FOCUS GROUP**

### **I. CAREER-RELATED NEEDS FOR YOUTH**

#### **To all:**

- What are the most critical skills youth need?
  - Workforce maturity skills?
  - Better academic preparation (basic skills)?
  - Occupational skills?
- Which of these skills are the most difficult to find?
- Do youth have trouble finding summer job opportunities?
- What services do youth need to get a job or reach their career goals?
  - Internships or work experience.
  - Job shadowing.
  - Help with academic studies.
  - Job or personal mentoring.
  - Job search assistance.
  - Classes on the basic skills needed to find and keep a job.
  - Vocational training—what kind.
- What are the major barriers in serving youth?
- Is transportation a major need for youth?

#### **To Youth:**

- What are your career goals? Do you feel that you can fulfill them here in San Benito County? Why or why not?
- What challenges have you or other youth faced in finding or keeping a job?
  - No jobs for which you're qualified.
  - Haven't received the right training.
  - Not enough experience.
- What have you been learning in school to help you find a job or prepare for a career?
  - Do think this has been helpful? Why or why not?

- Is there anything else you would like to learn about finding a job or preparing for a career in school?

## **II. CAREER SERVICES FOR YOUTH**

- How well is the workforce development system meeting the needs of youth?
  - Which youth are not using the system?
  - What areas or programs have been successful?
  - What areas or programs could be improved?
- How well is the education system preparing youth for careers?
  - What is the educational system doing well?
  - How could the educational system do a better job?
- Do any particular groups of youth have difficulty accessing services? What could be done to improve their access?
  - Limited English speakers?
  - Disabled youth?
  - Out-of-school youth?
  - Youth in foster care?
  - Pregnant or parenting youth?
  - Other “high-risk” youth?
- Is there a lack of programs to meet the needs of these special groups of youth?
- Have you visited a One-Stop Career Center? What did you think of it?
  - Have you visited more than once? Why or why not?
- Overall, what do you think about services to help youth find and keep a job or get career-related vocational or educational training in San Benito County?
  - Are there any services young people need that are not available?
  - Are program hours convenient?
  - Are locations easy to get to?
- What would it take for youth to participate in a career or vocational programs?

## **III. CONCLUSION**

- Is there anything else anyone would like to add?
- Is there anything we could have done to improve this focus group?