



SURVEY

As a first step in identifying “promising practice” strategies in the recruitment and retention of frontline youth workers, members of the National Collaboration for Youth (NCY) were asked to complete a web-based survey. Participants were asked to respond to questions related to challenges their organizations have experienced in recruiting and retaining qualified and competent youth workers, practices their organizations have in place to offset those challenges, and how they know if their strategies have been successful. They also were asked to provide contact information if they were interested in being considered for the second phase of the study.

TELEPHONE INTERVIEWS AND CASE STUDIES

After results from the web-based survey were analyzed, representatives from various organizations were interviewed for case study reports to capture promising practices in recruiting and retaining qualified and competent youth workers. Interviewees were asked to describe typical frontline youth workers at their organizations, how they determine salaries and how those salaries compare with other types of jobs in their communities, and in what other ways they compensate frontline youth workers. They were then asked to provide more information about the recruitment and retention strategies they referred to on the web-based survey. Lastly, they were asked what recommendations they would give other organizations trying to recruit and retain high-quality frontline youth workers, what we could do collectively to better recruit and retain high-quality youth workers, and how their strategies for recruitment and retention address some of the challenges identified by research in the youth work field. Case studies were written using the information obtained from each organization’s representative during the telephone interviews.