



City of San Antonio

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Title: Briefing on the Ambassador Summer Internship Program. [María Villagómez, Assistant City Manager; Melody Woosley, Director, Department of Human Services]

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Attachments: 1. Staff Presentation

Date	Ver.	Action By	Action	Result
8/1/2018	1	City Council B Session		

DEPARTMENT: Human Services

DEPARTMENT HEAD: Melody Woosley

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Ambassador Summer Internship Program Update

SUMMARY:

The Department of Human Services Ambassador Summer Internship Program provides currently enrolled college students with professional opportunities and innovative career exploration through paid internships, peer-to-peer networking sessions, and community service projects. Program participants are placed with government entities, nonprofit agencies, and private organizations to gain experience in high-demand occupations in an effort to attract San Antonio's graduating professionals to career opportunities within the local community.

BACKGROUND INFORMATION:

The Department of Human Services (DHS) Ambassador Program began in FY 2005 with a as a workforce

initiative to connect 30 college students with paid summer employment opportunities throughout the San Antonio community. The initial intent of the program was to encourage college-educated students who attended higher education institutions outside of San Antonio to pursue their careers in San Antonio, thereby increasing the quality of the city's workforce.

Since 2005, the Ambassador Program has grown from 30 students to 172 students participating this summer. The Ambassador budget increased from \$90,000 to \$477,000 over the same time period through budget increases in FY 2011, FY 2014, and FY 2017.

Since 2012, the overall satisfaction rate for both students and employers has been over 90% based on exit surveys provided at the end of the program each year. The most recent alumni tracking data suggests that the majority of former Ambassadors have returned to or remained in San Antonio permanently since completing their degree. In a 2017 alumni survey completed by 142 former Ambassadors, 61% currently reside in San Antonio, the majority of whom indicated the Ambassador program influenced their decision to return or stay in San Antonio to pursue their careers.

ISSUE:

This item provides an overview of the 2018 Ambassador Summer Internship program and a brief description of program enhancements implemented this year and proposed for next year.

The eight-week program began on June 18, 2018 and will conclude on August 10, 2018. Of the 296 applications submitted, 172 students were placed in meaningful internships throughout the city. The remaining applicants were not enrolled in the program either because they did not meet the minimum requirements for participation (enrolled college student with at least a 2.50 Grade Point Average and a permanent San Antonio resident) or they declined or did not respond to the notification of acceptance. Of the 172 students who are currently employed in summer internships, 49% attend colleges and universities outside of San Antonio, including one-third of students who attend school out of state.

A total of 92 employers are participating in the 2018 program, including 28 City Departments and 64 private employers. Nearly half of students are engaging in public service internships (49%), with the other half employed in business (18%), arts and humanities (16%), healthcare (9%), and STEM (8%) industries. Several private sector employers have had a long tenure with the Ambassador program, including the San Antonio Hispanic Chamber, KLRN, the San Antonio Zoo, and Standard Aero, who have participated consecutively in the Ambassador program for the last eight years.

DHS implemented several program enhancements for the 2018 summer including increasing collaboration with other City funded internship programs to streamline recruitment and expending recruitment strategies to increase applications from historically underrepresented Council Districts. Additionally, DHS strengthened communications and connections with alumni, which has yielded valuable feedback for program evaluation and improvement.

The next group of Ambassadors to join our workforce will graduate in 2019. On August 9, 2018, the Department of Human Services will hold an End of Summer Internship Celebration Dinner from 6:00 PM to 8:00 PM at the Freeman Coliseum Hall Expo. The event will celebrate the conclusion of this summer's Ambassador Program with partner internship programs from across the community.

ALTERNATIVES:

This item is for briefing purposes only.

FISCAL IMPACT:

This item is for briefing purposes only.

RECOMMENDATION:

This item is for briefing purposes only.