



CAREER CONNECTED  
LEARNING PHL

Positioning Philadelphia's Youth for Career Success

Rooted in Trust



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# Rooted in Trust: Building Trust with Youth, Families, and Partners |

May 22, 2025



Javine Smith  
Education Specialist



Jay Kamau  
Education Specialist

# Foundations Inc. Your Capacity Building Partner



## Build Capacity

Capacity Building and Support



## Strengthen Skills

Professional Learning



## Elevate Techniques

Resources

# What is Capacity Building? The Toolbox

What you're able to do with what you have

- Human
- Organizational
- Technical
- Partnership

Growing what you're capable of doing

- Improving Skills
- Strengthening Systems
- Leveraging Resources
- Enhancing Partnerships

# Objectives

- Explain the role of trust in successful C2L programs
- Analyze the trifecta of trust and its impact on C2L program effectiveness
- Develop practical strategies to build and maintain trust with youth, families, and partners

# What is Trust

What makes you trust someone?  
What makes you not trust someone?

***Trust is the confidence that people have in each other's reliability, integrity and commitment to shared goals.***

# Why Trust Matters for You



- Youth engagement and confidence
- Family and community buy-in
- Employer collaboration
- Equity and access
- Program quality

# Trust Self-Assessment

- Take the poll and reflect on the trust you've developed with your families, youth and employers.

# Trifecta of Trust

Provider



Families &  
Caregivers

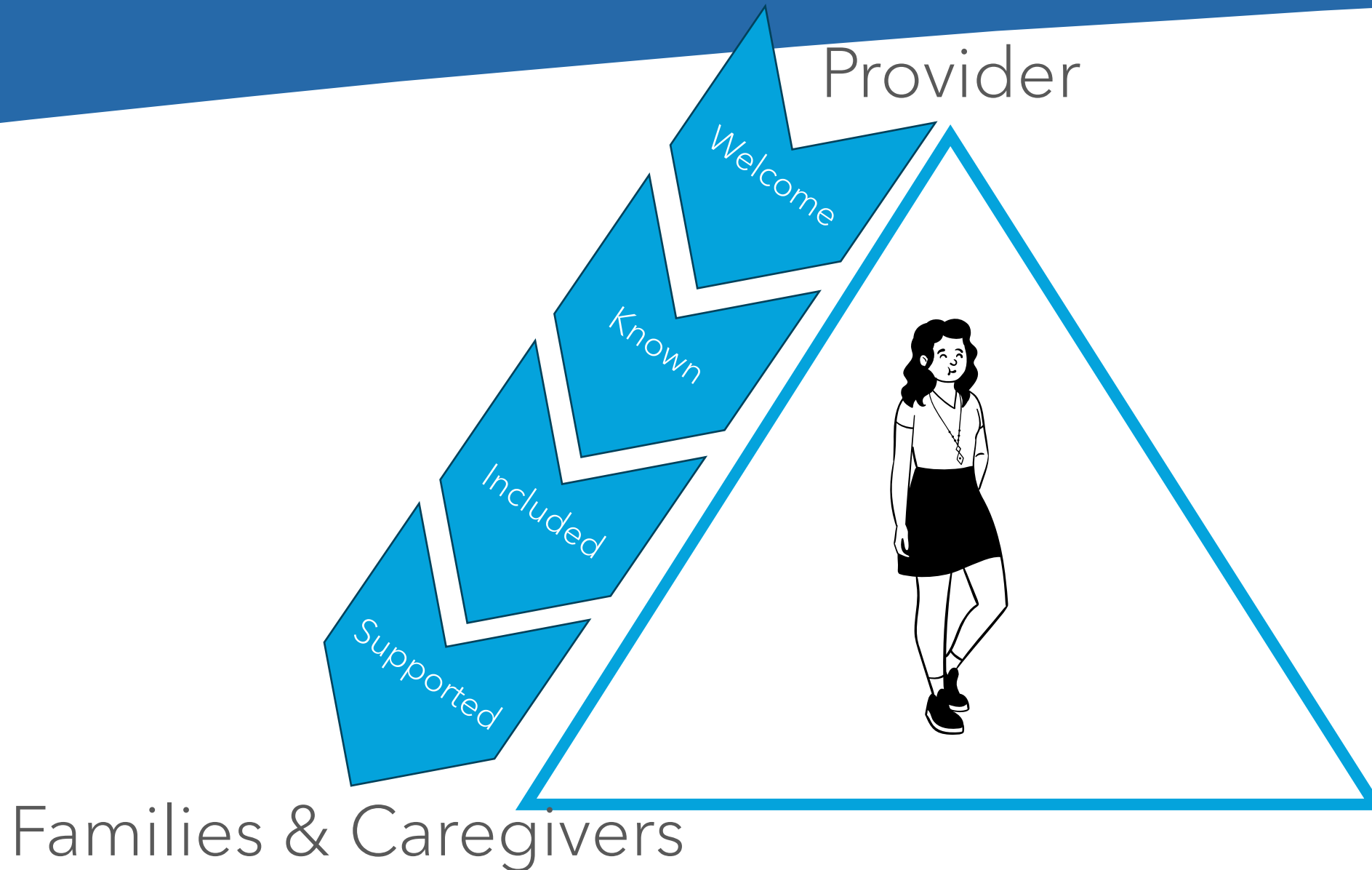
Employer

# What Families and Caregivers Want

- Safe place for youth
- See youth happy
- See youth growing
- Be involved



# Building Trust with Families & Caregivers



# Scenario: Building Trust with Families & Caregivers

Your C2L program forms a family advisory board and invites parents and caregivers to join, aiming to include them in decision-making. Several parents attend the first meeting and share ideas for improving communication. However, the Program Director is busy and struggles to find time to implement the suggested changes or provide updates on progress, leaving parents like Ms. Lee feeling that their input wasn't taken seriously.

# Disruptor: Building Trust with Families & Caregivers

As months pass, the family advisory board meetings become less attended, with parents like Ms. Lee expressing frustration over the lack of follow-up on their suggestions. Without visible action or communication about the program's efforts, other parents begin to disengage, feeling their involvement is tokenistic. When Ms. Lee reaches out to inquire about the status of her proposed communication improvements, the Program Director acknowledges the delay but cannot provide a clear timeline for implementation.

# What Employers Want

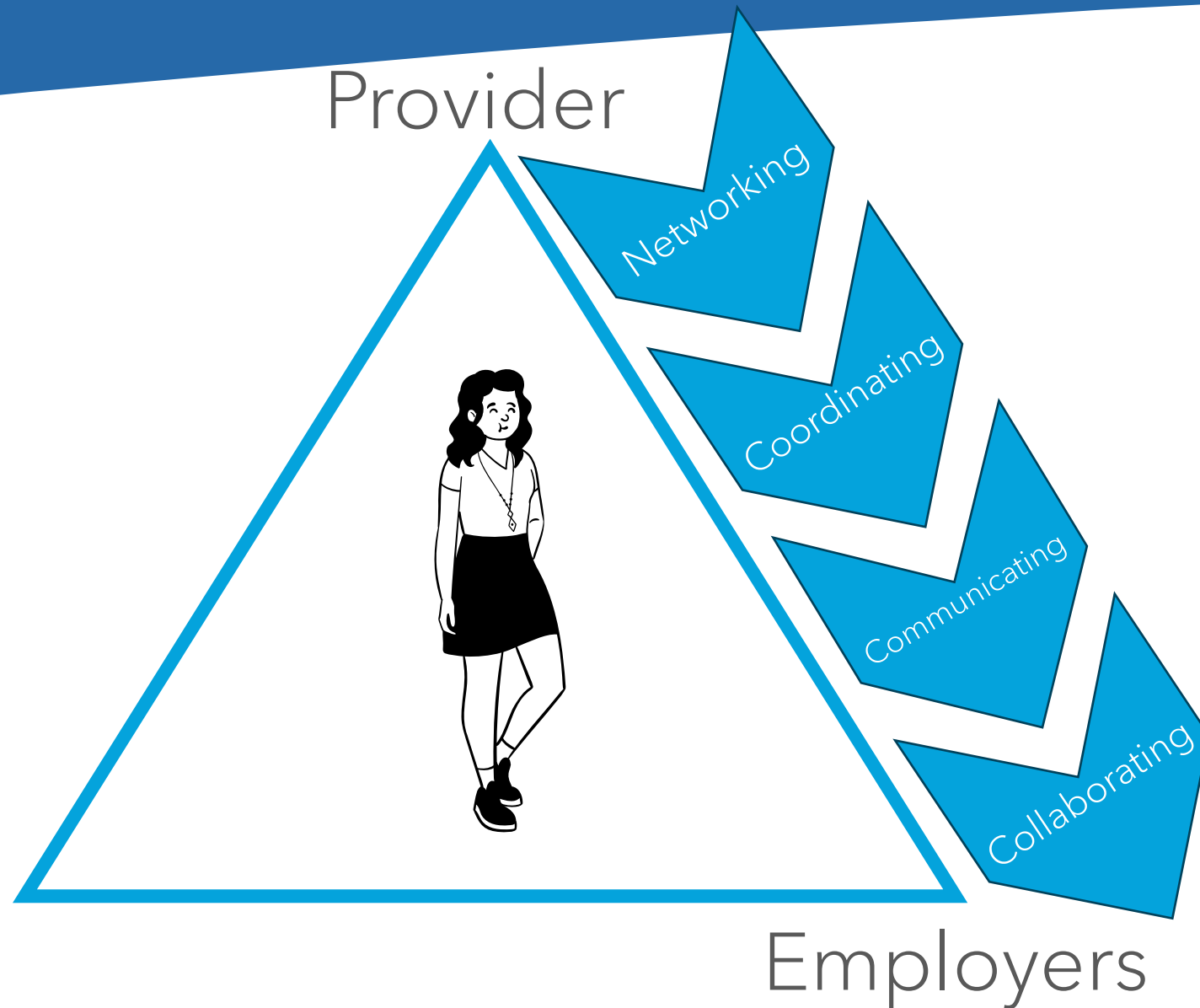
## From Programs

- Increase capacity
- Prepared youth
- Make a difference in their community

## From Youth

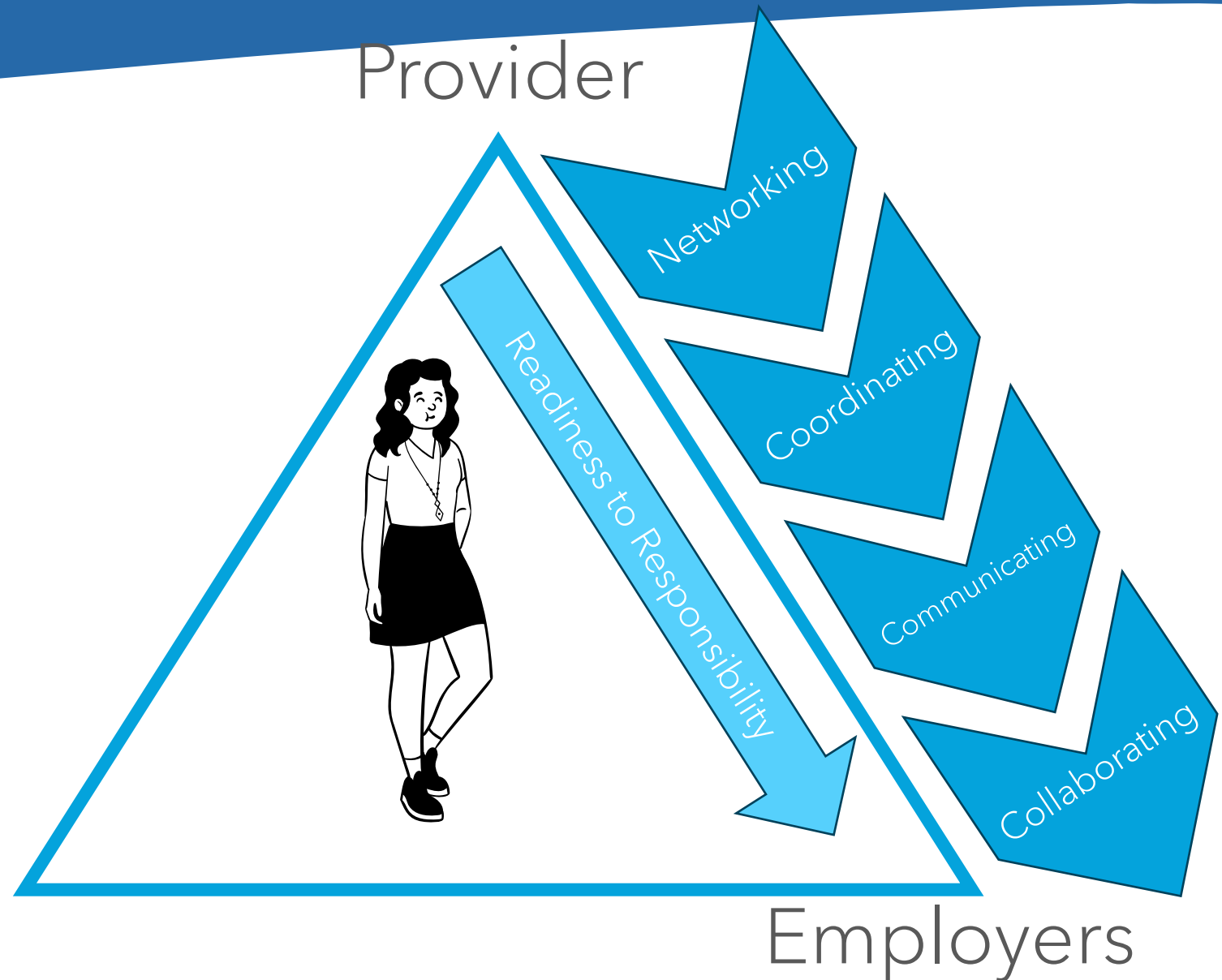
- Soft skills
- Ability to adapt
- Critical thinking
- Strong work ethic
- Communication

# Building Trust with Employers: Program Track



# Building Trust with Employers: Youth Track

- Timeliness
- Follow directions
- Accept & apply feedback
- Seek out & apply feedback



# Scenario: Building Trust with Employers

The C2L program is excited to expand work-based learning opportunities and reaches out to several local businesses to host youth. Eager to move quickly, staff send over general information about the program but don't clearly outline expectations, support structures, or youth readiness. One business, a local manufacturing firm, agrees to take on two youth but is surprised to learn they'll be responsible for day-to-day supervision. When one youth arrives late and seems unsure of workplace norms, the employer grows concerned about liability and questions whether the partnership is worth the effort.

# Disruptor: Building Trust with Employers

The C2L program has a plan for checking in at work sites regularly. However, as other priorities take over, communication with the sites becomes sporadic. Weeks pass without updates, and when one of the youth requests a schedule change, the employer isn't informed in advance. Despite their early willingness to collaborate, the site decides not to host youth the following session, citing a lack of consistency and responsiveness from the provider.

# What Youth Want

## More

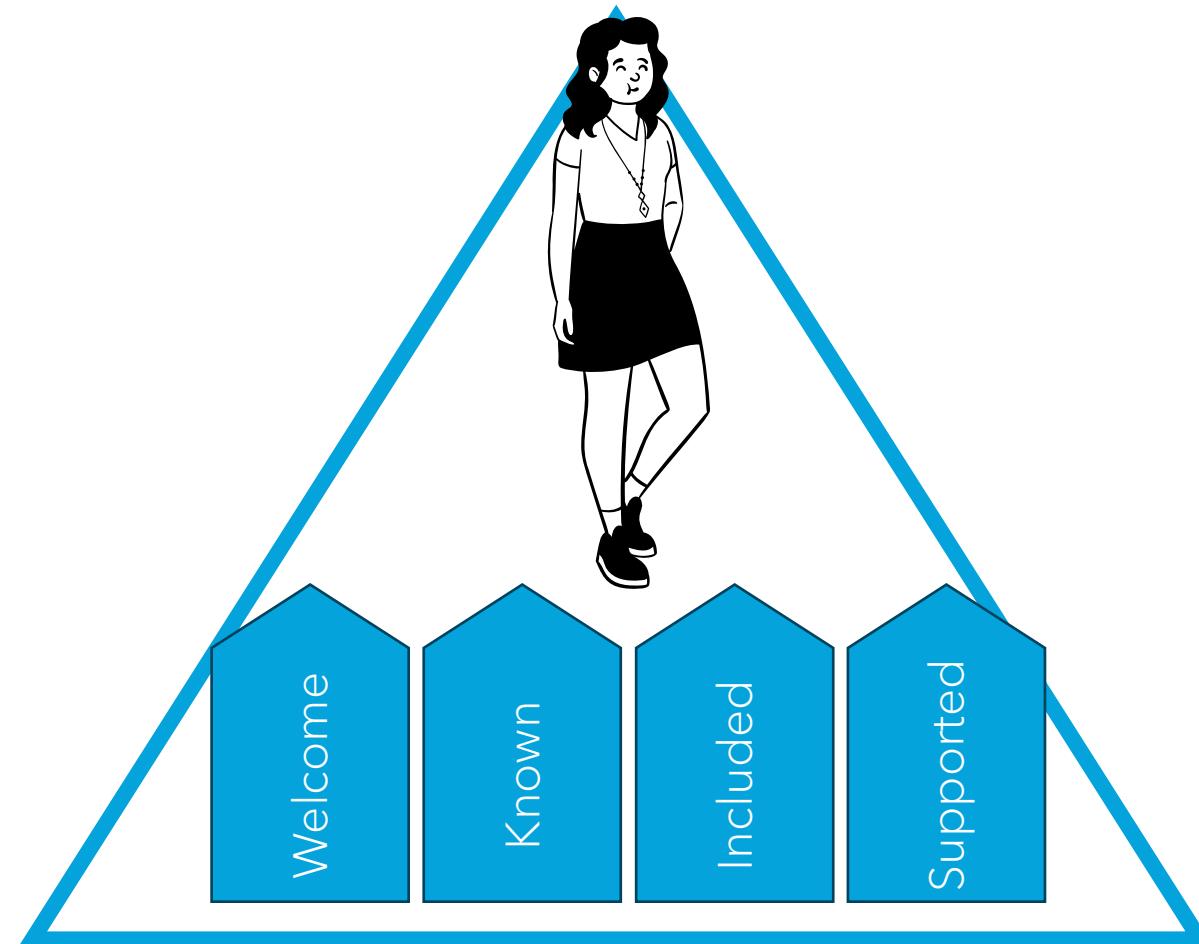
- Money
- Feel like a part of something
- Feel like they make a difference

## Less

- Busy work
- Sense of being accused or attacked

# Building Trust with Youth

Provider



# Scenario: Building Trust with Youth

In the C2L program, staff work hard to place youth in work-based learning experiences with local businesses. To streamline the process, youth are matched based on availability and general interests. When Devin, a creative and quiet youth with a passion for graphic design, is placed in a customer service role at a retail store, he feels disappointed and overlooked. He had shared his interests in earlier sessions, but no one followed up. Devin begins to question whether the provider really understands him or values his goals, and he becomes less engaged in future activities.

# Disruptor: Building Trust with Students

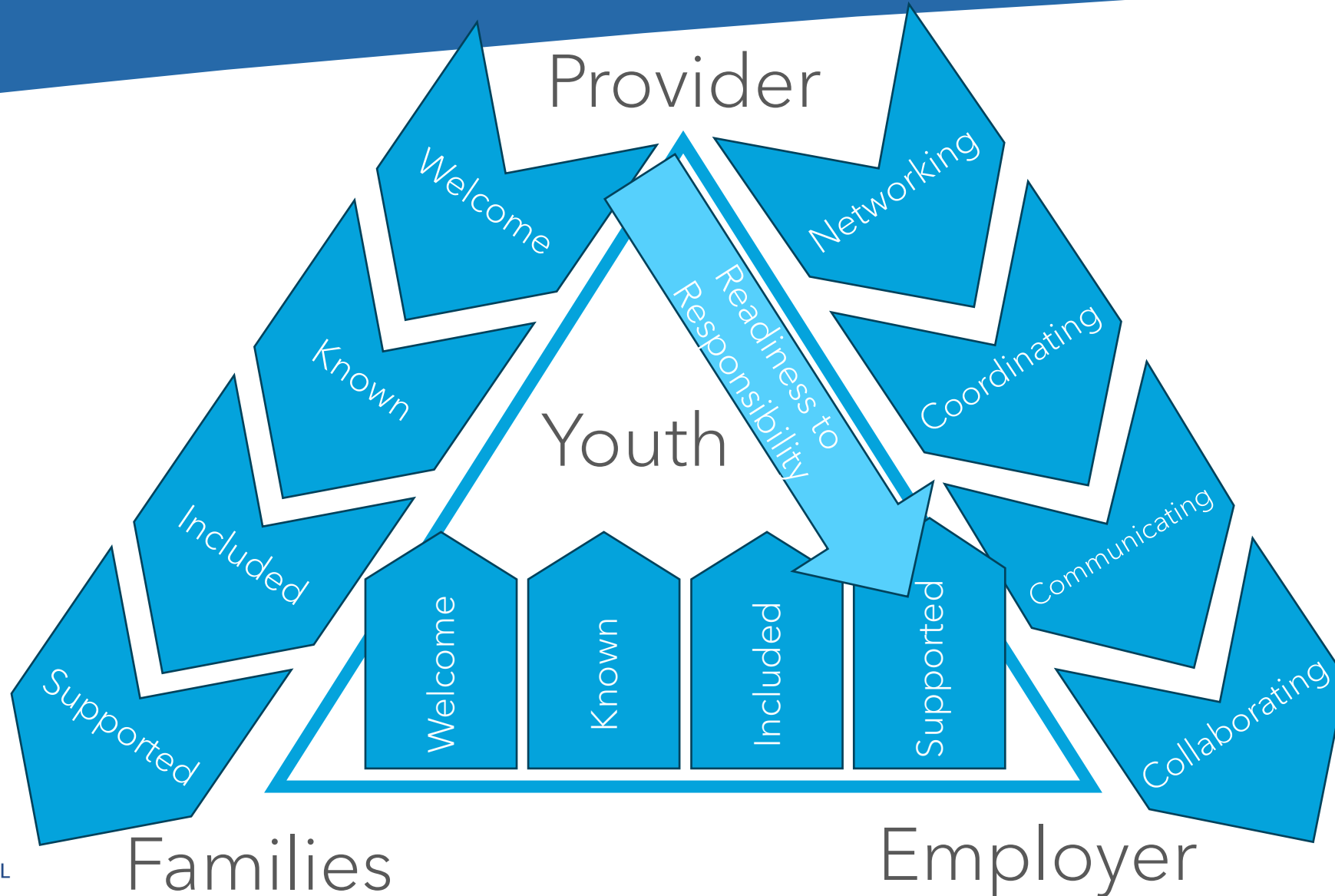
Over the following weeks, during check-ins, staff ask Devin how his work placement is going, but the conversations feel surface-level. When Devin expresses that the job doesn't align with his interests in design, the response is sympathetic but non-committal. No adjustments are made, and there's no follow-up about future opportunities. Devin stops attending optional career sessions and quietly opts out of the student leadership team. When he's later asked to complete a survey about his experience, he leaves it blank.

# Taking it Deeper

- Express care
- Challenge growth
- Provides support
- Expand possibilities
- Share power



# Trifecta of Trust



# How to Know if Trust is Broken

- Disengagement
- Frustration or withdraw
- Lack of response or follow-through
- Concerns not repeated or rumblings of distrust

# What to Do When Trust is Broken

## Rebuilding Trust

- Acknowledge quickly
- Make it right
- Check in regularly

## Restoring Trust

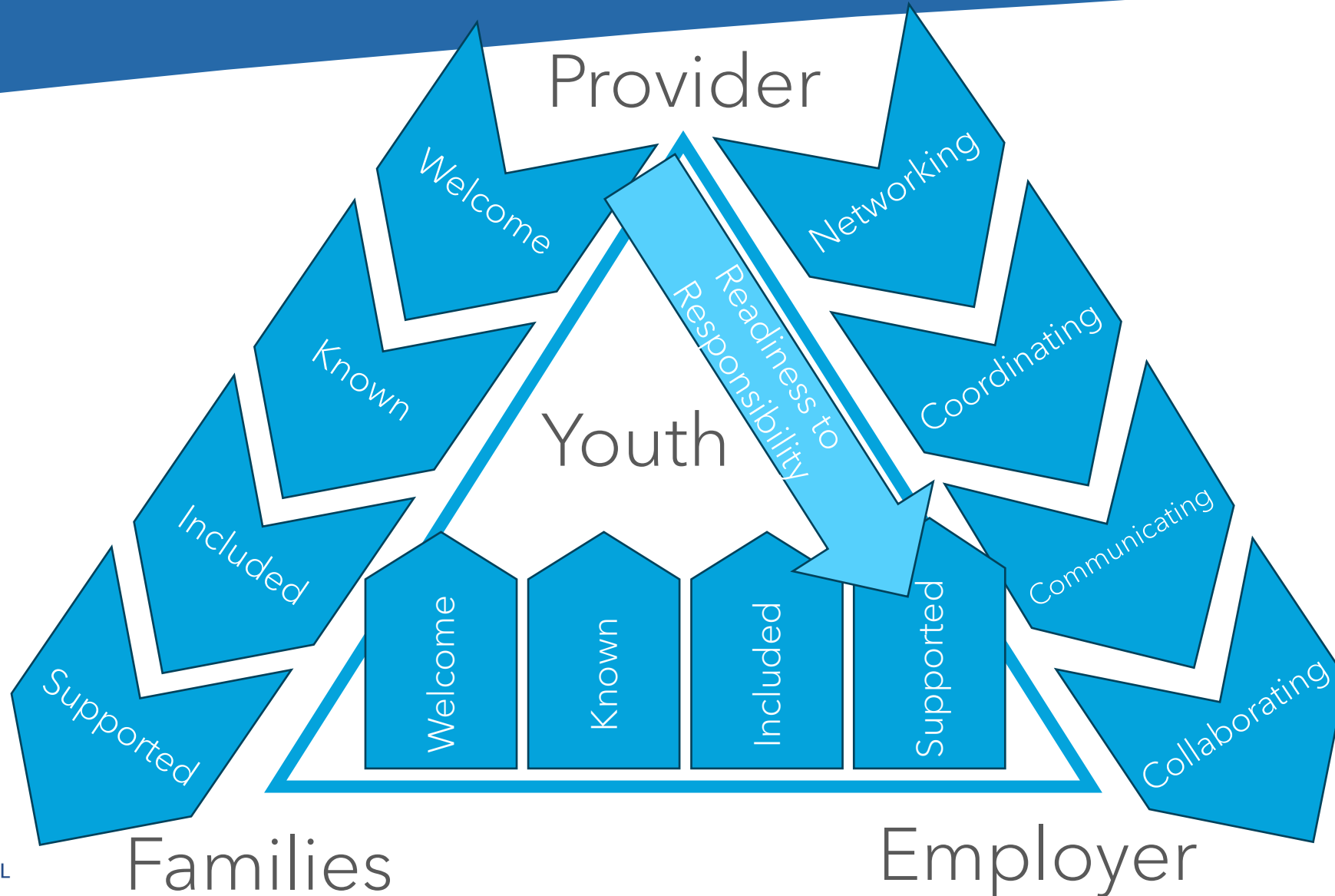
- Invite voice
- Co-create a repair plan
- Demonstrate consistency over time

# Hosting a Restorative Circle

- Set the tone
- Share perspectives
- Identify harm
- Create plan to repair harm



# Trifecta of Trust



# C2L-PHL Resource Library Reminder

## Universal Support

- Virtual Training Sessions
- Tools and Templates
- Guides
- Podcasts and Other Media
- Collaboration and Engagement

# Capacity Building Virtual PD Events

**Thursday June 5<sup>th</sup>  
@10am**



Register for the next PD Opportunity by visiting the Virtual PD Events page

Resource Library

Home

- Virtual PD Events
- Tools and Templates
- Guides
- Podcasts and Media
- Self-paced Learning
- Explore
- JEVs Technical Assistance
- Help Desk

REMINDER: JEVs Office Hours are Monday - Friday 12 - 6pm

## Explore.Learn.Thrive.

Welcome to C2L - PHL Resource Library! Here's how to make the most of your journey:

**Self-Paced Learning:** Start with the Learning Modules tab to get onboard with C2L-PHL continuum and high-quality programming. Afterwards, you'll be ready to engage with our community through forums and discussions. Register for upcoming PD on our Virtual PD Events page. Connect with the youth workforce ecosystem to hear insights on the latest trends and best practices through our Podcasts and Media page.

**Discover Resources:** Dive into a wealth of knowledge curated for your success. Check out our Tools and Templates page for a comprehensive collection of resources you can use to enrich your youth workforce programming. Looking for something more? Check out our Explore tab to find external resources.

**Trauma Informed Care**

# Questions?

[careerprograms@foundationsinc.org](mailto:careerprograms@foundationsinc.org)