

DomusWorks
End-of-Year Report
Fiscal Year 23/24
(7.1.2023 – 6.30.2024)



Results:

94% of young people who graduated the program remained employed in a job on the path to self-sufficiency one year later.



The average pay rate for this group is \$17.00 per hour working in industries such as healthcare, childcare, hospitality, security, retail, and construction.

Retention Rate:



Core Support Services Provided:

- 1,614 one-on-one meetings to provide support and coaching
- 88 skills-development sessions to teach work readiness skills
- 50 weeks (179 days) of on-site employment coaching

“Cooking in the kitchen gives me a chance to practice my recipes and then bring home to share with my family.”

About the Program:

DomusWorks engages youth who are disengaged or disconnected from the workforce, helping young people aged 17 to 26 who are unemployed or underemployed. The program gives these young people the supports and skills-building opportunities they need to gain employment on the path to self-sufficiency. DomusWorks is designed as a cohort model, providing youth a group of peers struggling similarly and supporting them as they progress toward outcomes. Young people go through the program for approximately one year, including three to six months of skills development and employment in our social enterprise, followed by six months of unsubsidized employment while continuing to meet weekly with DomusWorks staff for support and coaching.

“

I never thought I was creative and now I'm not afraid to try and do most things.

”

Participant Demographics:

Participants served: 61

- ≥95% young people of color
- 87% male
- ≥95% have experienced at least 1 trauma that has impacted their ability to maintain employment on the path to self-sufficiency. On average, each young person experienced 4 traumas.

Enrollment Information:

- 95% of young adults were unemployed at enrollment; others were underemployed.
- Average age at enrollment was 20.
- 21% were referred from Invictus, Domus' re-entry program.
- 24% live in housing that is marginally adequate at best.
- 34% have unreliable transportation.

Participant Progress Through the Program:

Participants enrolled in DomusWorks are in one of two stages at any given time:

- **Skill Building:** Young people are employed in Domus' social enterprise, working an average of 25 hours per week. Each participant works alongside a staff crew leader for 3 to 6 months to apply classroom learning to the real-life situation of subsidized employment. Young adults earn money while receiving daily feedback about their employment-readiness skills. Domus currently operates three crews:
 - The Domus Cake Company makes baked goods for internal and external customers.
 - A university crew works at UConn and WestConn repairing and repainting dorm rooms as well as setting up classroom space.
 - A City of Stamford crew cleans, beautifies, and maintains a variety of City properties.
- **Employment Ready:** Young people are considered *work ready* by DomusWorks staff. This means they have the skills necessary to obtain and maintain unsubsidized employment. In this stage, participants continue to meet weekly with DomusWorks staff, who provide support and coaching to ensure the young person successfully transitions to and maintains unsubsidized employment for 6 months. Once they have maintained employment for 6 months, they are successfully exited from the program.



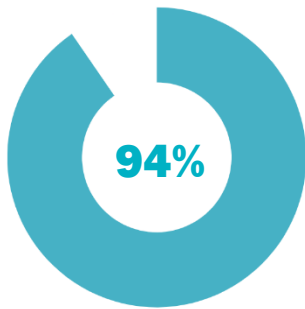
The Domus Relational Model:

The entirety of our work is based on the undeniable power of love to transform lives. Our staff work relentlessly to engage young people, never giving up until they feel a sense of safety and belonging. We use a unique and powerful combination of trauma-responsive, anti-racist practices, positive youth development, loving relationships, and Thoughts, Emotions, & Behaviors (a form of Cognitive Behavioral Therapy) skills-building. Together, these elements engage a young person's entire nervous system to increase their safety, health, wisdom, resilience, and skills. Fundamentally, they help youth regulate, relate, and reason as they practice shifting from a chronic stress response ("fight, flight, or flee") to engage their "calm and connect" systems. Thus, when facing life's inevitable challenges, youth can interrupt unproductive, automatic reactions and respond more skillfully. Through these loving, evidence-based interventions, Domus empowers young people to achieve life-changing outcomes.

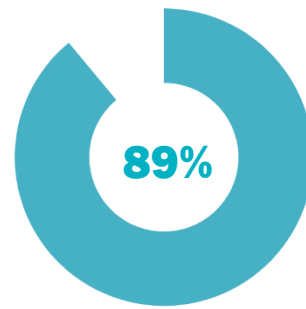
How Are We Doing? Surveying Our Participants

Survey response rate: 97%

94% of young people say the program has met their needs **extremely/very well**.



89% say the DomusWorks staff **always** treats them with respect.



DomusWorks' Net Promoter Score: 86 (world class)

The *Net Promoter Score* is a widely used metric that is a single survey question asking respondents to rate the likelihood they would recommend a company, product, or a service to a friend or colleague. A program can have a score between -100 and 100. Based on global NPS standards, any score above 0 is considered *good*, with 50 and above classified as *excellent*, and 80 or higher as *world class*.

FY24 Program Highlights:

- UConn-Stamford and WestConn renewed their contract with DomusWorks.
- The City of Stamford expanded their contract with DomusWorks, allowing for program youth to clean, beautify, and maintain additional City parks.
- One program youth sat on a Connecticut Business & Industry Association panel and spoke in front of over 500 business people, discussing employment issues for returning citizens.
- Two participants are attending community college, two acquired their first apartments, and one received his driver's license.
- WestConn hosted a BBQ to thank the youth of DomusWorks, which was attended by WestConn's president, the CT Department of Labor's commissioner, and Domus board members.
- Program staff engaged young people in positive youth development activities, including attending a play at WestConn, taking in a UConn basketball game and minor league hockey game, going to a water park at American Dream Mall, and playing paintball.



“

Helping you anytime you need it, even when you already have a job. If you fall short, they will help you, and I'm so grateful for that, 'cause I have fallen short a few times.

”

FY24 Organizational Highlights:

- The Domus organizational focus this year was *A Year of Wellness and Healing*. Activities included connecting program youth with nature as well as providing 400 families with *Spring into Spring* gifts they could use together as a family. The year culminated in providing \$100 wellness scholarships to 80 Domus young people to support their mental and physical well-being.
- Domus partnered with the City of Stamford on the Stamford Kindness Project. During the month of December, Domus youth and staff made kindness walls at all our program locations. Domus then provided breakfast to all youth and staff to celebrate kindness.
- Domus provided holiday gifts and food to 476 families and Thanksgiving support to 357 families across all our programs.