



Community Based Organization Partner Evaluation Template

Use this profile to evaluate the community-based organizations you have identified as potential partners to determine whether they will be a good match for your needs.

Program/Demographics	
Number of people served annually	
Number of young adults aged 16-24 and below served annually	
Geographic reach of the program	
Population characteristics	
Percentage of young adults served that have criminal record	
Percentage of young adults served who are non-native speakers or enrolled in language study/learning program for non-native speakers	
Percentage of young adults served who are <u>not</u> citizens of the country in which they reside	
Program structure & relevant dates/cycles (list below)	
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Overview of job readiness programs offered and duration (list below)	
Experience coordinating Work Based Experiences (WBEs)	
Policies and procedures in place to ensure compliance with local requirements (e.g. harassment, discrimination, etc.)	

Employer Orientation
Existing or previous employer partners (list below)



General Training Curriculum

Do trainings cover the following topics:	YES	NO	SOMEWHAT	NOTES
Interview skills				
Demonstrating sensitivity/empathy				
Maintaining effective relationships				
Respecting and valuing diversity				
Displaying a professional appearance				
Maintaining a positive attitude				
Exhibiting patience and resilience				
Fulfilling obligations				
Practicing attendance and punctuality				
Following directions				
Demonstrating a desire to serve				
Establishing productive relationships/ teamwork				
Meeting team objectives				
English language training—spoken and written (if applicable)				

Role/Industry Specific Training

Do/Can they provide training for following roles:	YES DO	YES CAN	CANNOT
Front line staff			
Customer service representatives			
Desk attendants			
F&B/Culinary assistants			
Rooms (housekeeping, laundry & spa)			
Do/Can they provide hospitality-specific certifications (list below):			
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Wraparound Services				
Are following supports offered:	YES	NO	SOMEWHAT	NOTES
Career mentoring				
Access to ongoing coaching/ support services for at least 6 months post-hire				
Transportation support				
Housing support				
Mental health services/counseling				
Healthcare/Insurance				
Childcare support				
Are there any limits (time or otherwise) to the supports offered per client? (Describe)				

Performance and evaluation			
Program graduation rate			
Job placement rate			
6 month retention of people place in jobs			
Other student performance metrics currently being collected			
	YES	NO	SOMEWHAT
Willingness to align with Hyatt on metrics to track			
Commitment to gathering and sharing metrics data			

Organizational Capacity Leadership & Culture Fit			
Mission/approach to serving young adults			
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Organizational reputation			
•			
	LOW	MEDIUM	HIGH
Leadership is stable			
Training values match Hyatt's culture			
Organization is financially stable			



Staffing Capacity

Do/Can they have dedicated staff roles for:	YES DO	YES CAN	CANNOT
Employer engagement			
Student services/support			
Training			

Recruiting

Current recruiting practices
Ability to recruit additional young adults if needed
Ability to source candidates who will not be disqualified by employer screens (e.g., language, work authorization, background check, etc.)
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Partnership Capacity

Ability to leverage relationships with the community and other nonprofits
Existence of quality control measures across sites
Willingness to participate in marketing efforts

Costs

Cost to students/youth to receive training (if applicable)	
Cost per student served	
Average grant size	