<u>Site</u> 11/12/2013	First Visit	How did you find out about the services?	Partner/Agency	Purpose	Looking for Job	<b>Employed</b>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	Recommend?
1 NU 9:45	No	When laid off	UI	UI	Yes/No	No	8	8	8	9	9	9	8	Yes
			WFC-Agencies are one in											
2 NU 10:15	No	Years ago	the same	To get a job	Yes	Yes	10	10	10	10	10	10	10	Yes
3 NU 10:30	No	Dealing with services for years	WFC	Job search, file for UI	Yes	Yes	10	10	9	10	10	10	2	Yes
4 NU 11:00	No	Brown County Family Services	MVAC	GED and job training	Yes	Vac	10	10	10	10	10	10	10	Vac
5 NU 11:15	No No	In phone book or driving by, word of mouth, no		Ged and job training  Google and email	No	Yes Yes	10	10	10	10	10	10	NA	Yes Yes
3 NU 11.13	NO	in phone book of driving by, word of mouth, he	. Computers	Google and eman	NO	168	10	10	10	10	10	10	NA	168
6 NU 11:20	First in awhile	Word of mouth, newspaper	WFC	App for Kraft	Yes	Yes	10	10	10	10	10	10	10	Yes
7 NU 12:00	Yes	I knew	MVAC	Energy Assistance	Yes	No	10	10	10	10	10	10	NA	Yes
8 NU 1:13	Yes	Scott	Job Service		Yes	No	10	10	10	10	10	10	1	No
9 NU 1:21	No	Word of mouth	Job Service	Fax, look for job	Yes	No	10	10	10	10	10	10	10	Yes
10 NU 1:33	No	Social Worker	DEED/Angela Doering	Find job	Yes (got one toda	No (start soor	8	8	8	10	10	9	10	Yes
11 NU 2:59	No	I don't remember	Job Service	Look for job	Yes	Yes	9	9	8	10	10	9	9	Yes
Average							9.5	9.5	9.4	9.9	9.9	9.7	7.8	
6 individuals did	d not take the sur	vey					9.2	9.3	8.5	9.5	9.5	9.2	8.3	
<u>Site</u> 11/5/2013	First Visit	How did you find out about the services?	Partner/Agency	<u>Purpose</u>	Looking for Job	Employed	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	Recommend?
			101W 10	· · ·										
1 FWFC 9:30	No	Walk in	MN Workforce Center	To find a job	Yes	No	10	10	10	10	10	10	10	Yes
2 FWFC 9:30	No	UI Benefits	Workforce	Reemployment session	No	Yes	7	7	7	8	8	8	8	Yes
3 FWFC 9:35	No No	Friends		Job Search	Yes Yes	No No	10	10	9	10	10	10	8	Yes Yes
4 FWFC 9:35		Friends Saksol	Job Services  Job Services	Look for work Search for job	Yes		10	7 9	8	10	10	10	9	
5 FWFC 9:45 6 FWFC 10:10	No No	School UI Benefits	UI	<b>v</b>	Yes	Yes - 2nd job No	9	8	8	10	9	10	8	Yes Yes
7 FWFC 10:15	No	Just knew about it	UI	Scheduled meeting - UI Orientation	Yes	No	10	10	DK	10	10	10	8	Yes
/ FWFC 10.13	NO	Just Knew about it	01	Orientation	168	NO	10	10	DK	10	10	10	0	168
8 FWFC 10:35	No	Posted at work	Job Services	Looking for work	Yes	No	8	5	5	9	9	7	5	Yes
9 FWFC 10:40	No	Friends	Unemployment	Unemployment meetings	Yes	No	10	10	10	10	10	10	10	Yes
10 FWFC 10:45	Yes	Friend	Job Services - computers Job Service Resource	Looking for work	Yes	Yes	5	5	5	10	10	5	10	Yes
11 FWFC 10:45	No	Self	Area	Looking for work	Yes	No	8	6	5	9	10	10	9	Yes
12 FWFC 11:00	No	Case Manager	VRS	Looking for work	Yes	No	4	4	4	7	6	6	6	No
13 FWFC 11:00	No	Self	Displaced Workers	To apply	Yes	No	8	8	9	10	10	10	10	Yes
14 FWFC 11:20	Yes	Human Services	VRS	See if can keep a job	Yes	Yes	9	10	DK	10	10	10	9	Yes
15 FWFC 11:20	No	Human Services	Job Counselor	Establish an employment plan	Yes	No	5	5	6	6	10	10	10	Yes
16 FWFC 11:30	No	Self	Job Service - computers	Job Search	Yes	No	10	10	9	10	10	DK	10	Yes
			Minnesota Works -											
17 FWFC 11:30		Human Services	looking for a job	Looking for a job	Yes	No	9	7	7	10	10	8	9	Yes
18 FWFC 11:40	No	Self - years ago	VRS	Look for job/purchase of clothing	Yes	Yes	10	10	10	10	10	10	10	Yes
19 FWFC 12:05	No	Self	MVAC - Senior Program	Looking for extra spending money	Yes	No	5	5	5	5	5	6	6	Yes
20 FWFC 1:00	No	Employment Services	Job Service	Resume	Yes -for husband		8	9	8	9	8	8	8	Yes
21 FWFC 1:05	Yes	· •	Job Search	Looking for job	Yes	No	10	10	10	10	10	10	10	Yes
22 FWFC 1:10	Yes	Ad in paper and seen withe visiting man  Ad in paper	Job Search	Looking for work	Yes	No	10	10	10	10	10	10	10	Yes
22 1 WIC 1.10	103	ты п рары	Joo Dealen	LOOKING TOT WORK	103	110	10	10	10	10	10	10	10	103

23 FWFC 1:45	No	County	MFIP	Met with Job Counselor, Jill	Yes	Yes, need mo	1	DK	1	2	10	1	1	No
24 FWFC 2:30	No	Human Services	MFIP & Job Search	Job Search	No	Yes	10	10	10	10	10	10	10	Yes
25 FWFC 2:35	No	Human Services	Job Service	See if job opening for 3M	Yes	Yes	10	10	10	10	10	10	10	Yes
Average							8.2	8.0	7.6	9.0	9.4	9.0	8.5	
							8.5	8.5	6.8	8.5	8.5	8.2	7.8	
G*4	T T/1 - 14	II. Place Caladala Adamatan	Doutnow/A gonov	Dumaga	T 1 T . 1	T11		•	2		-		-	D
<u>Site</u> 11/19/2013	<u>First Visit</u>	How did you find out about the services?	Partner/Agency	<u>Purpose</u>	Looking for Job	Employea	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	Recommend?
1 Mkto 8:32	No	Friend	?	Application for Spherion	Yes	No	10	10	8	10	10	10	10	Yes
2 Mkto 8:38	Yes	Cousin	?	To find a job	Yes	No	10	10	10	10	10	10	10	Yes
3 Mkto 8:43	No	Company I worked for	MN Works	Look for work	Yes	No	10	7	9	10	10	10	10	Yes
4 Mkto 8:51	No	Newspaper Ad/Social media	Job Service	To look for new job	Yes	Yes	9	8	8	10	10	8	9	Yes
5 Mkto 8:59	No	Requirement for Human Services	?	Get a plan	Yes	Yes	4	3	3	3	3	2	3	Yes
6 Mkto 9:10	No	Therapist	RS	Help find a job	Yes	No	10	10	10	10	NA	7		Yes
7 Mkto 9:27	No	Know the town	Janie Flores	UI	No	No	10	9	DK	10	10		NA	Yes
8 Mkto 10:32	No	Past visits	Creative Job Search	CJS	Yes	No	10	10	10	10	10	10	10	Yes
-														
9 Mkto 11:24	No	UI	WFC	UI	No	No	9	10	7	10	10	10	9	Yes
10 Mkto 11:43	No	Have known about it	MN Works	Job search, resume building	Yes	Yes	9	9	10	9	8	10	9	Yes
11 Mkto 12:26	No	Walked by	Social Security	Application for apartment	Yes	No	10	10	8	10	10	10	8	Yes
12 Mkto 12:00	No	House of Hope	Use computers	Job search	Yes	No	10	10	10	10	10	10	9	Yes
														-
13 Mkto 12:42	No	Work	UI Benefit	Laid off	Yes	No	10	10	10	10	8	9	10	Yes
14 Mkto 12:45	No	Unemployment	Workforce	Creative Job Search	Yes	No	9	10	9	10	10	10	10	Yes
15 Mkto 12:50	No	Looking for a job - referred	Computer and RS	Job Search	Yes - FT	Yes - PT	10	10	10	10	10	10	10	Yes
16 Misto 12.52	No	Online	Employment Comices	Creative Joh Coard	Vas	No	9	10	0	10	10	10	10	Vac
16 Mkto 12:52	No	Online	Employment Services	Creative Job Search	Yes	NO	9	10	9	10	10	10	10	Yes
17 Mkto 1:06	No	Don't remember	Help with housing	Housing	No	No-retired	9	9	9	10	10	10	NA	Yes
18 Mkto 1:48	No	Walked in	Treip with housing	Check on status	Yes	No	10	10	10	10	10	10		Yes
10 1/1810 1.10	110	Walked III		Check on status	103	110	10	10	10	10	10	10	10	103
19 Mkto 1:56	No	Craigs List	UI	Fax documents	Yes	Yes	9	10	10	10	10	10	NA	Yes
20 Mkto 2:13	No	My job	Front desk	Locked out of account	No	No	3		5		10	10	NA	Yes
21 Mkto 2:24	No	Radio	51.1111.11	Looking for job	Yes	Yes - PT	8	9	10	8	8	7	9	Yes
22 Mkto 2:31	No	I've always known	Disability help	Delivering forms	Yes	No	9	8	DK	9	8	7	7	Yes
23 Mkto 2:44	Yes		Front desk	Find a job	Yes	No- laid off	DK	Yes						
24 MI 2.55	NI-	St-CF		Haina intornat	<b>V</b>	NI-	0	0	0	0	10	0	0	V
24 Mkto 2:55	No	Staff		Using internet	Yes	No	9	9	8	9	10	9	8	Yes
25 Mkto 3:00	Yes	Looked it up on the internet	Workforce	Look for a job	Yes	No	10	10	9	10	10	10	9	Yes
23 WIKIU 3.00	103	Looked it up on the interliet	,, orkioice	Dook for a job	103	110	10	10	2	10	10	10	2	100
26 Mkto 3:06	No	HR @ job I was laid off from	Reemployment	Find a job	Yes	No	10	10	10	10	10	10	10	Yes

27 Mkto 3:18	No	Coming for a while	Networking club	Networking club	Yes	Yes	9	9	9	10	10	10	10	Yes	
28 Mkto 3:27	No	Always known	Workforce - job club	Job club	Yes	No	Q	9	8	Q	10	Q	Q	Yes	
•		<b>→</b>	,				- 10		- 0						
29 Mkto 3:35	No	Through worker and Rehab	Workforce Center	Looking for a job	Yes	No	10	10	8	10	10	10	10	Yes	
30 Mkto 3:39	Yes	Walk In	Get application	Apply for job	Yes - PT	No	10	DK	10	10	10	9	10	Yes	
31 Mkto 4:02	No	UI	Network club	Network club	Yes	No	8	9	7	10	10	10	10	Yes	
Average							9.1	8.9	8.7	9.6	9.5	9.2	9.1		
45 individuals di	id not take th	ne survey					9.6	9.0	8.9	9.8	9.5	9.3	9.0		

Why?	Name one thing you liked best about the services	be improved

Because of everything mentioned in survey	Friendly	No idea
	•	
Always available, very helpful.	Help and ideas, different avenues to try	None I can think of
The service is available, somewhere to go		
everyday	People	More computers
Has a job website/MN Works, has current leads		
posted.	Computers, staff, job bulletin board	Finances for interview clothes
I got a job here, they could too	Questions are answered	Can't think of anything
They helped me in the past, might as well pass it		
on	Easy and they do listen	Don't know
Very helpful and polite	Very helpful	Can't think of anything
(Wouldn't say)	Location	More jobs
	Staff is professional and kind	More computers
Absolutely	Staff are informed	More computers
	Felt like they cared about me	Nothing

Name one thing about the services that could

Why?	Name one thing you liked best about the services	Name one thing about the services that could be improved
Laurie is super friendly and all the staff wants	Jobs that aren't listed yet they let people know about	
what is best for everyone, they care!	jobs	NA
Helped me find a job	Easy and quick	NA
It helps in finding a job	Being able to use computers they provide	NA
DK	Laurie	DK
Find a lot of jobs, very nice staff	Helpful	Website (had to sign in twice)
Got interview from using Job Service	Easy access	DK
Helpful	Info on available programs	DK - nothing
		Less confusion with computers (Doesn't use
To get UI "have to"	Staff - friendly	computers-lacks computer knowledge)
Because they have a lot of services and programs	The staff are friendly and knowledgeable	DK
Helpful	Staff were available	Nothing
More opportunities online	Always helpful	Nothing
Better ways of doing it	Can't think of anything	A lot of things
Friendly, helpful, compassionate	Thoroughly informed and explained things well	Computers more private
Always job openings	Always nice and helpful	Nothing
:)	They help you reach goals	They ask a lot of personal
Found jobs here before	Staff	Nothing
It's a good way to get online to look for a job	Computer programs	Nothing
Very nice, willing to help, very supportive	Friendly, very helpful	Nothing
Only way you get anywhere these days	Services good	Find more jobs
** 1 11	Computers	More hours - evening
Hands on help	All the help	Nothing
Excellent staff	All the help	Nothing



I only came here to meet with job counselor or	Extra cash from program so she can purchase extra	Need to consider court ordered hours with		
when I need to make up hours	items needed	program		
	Very organized	Everything is good		
They are helpful	Step by step instructions	No idea		

Why?	Name one thing you liked best about the services	Name one thing about the services that could be improved
Great services	Employees	NA
Free computer use	Staff work fast	NA NA
Lots of resources	Always open	More computers
Helps to find a new job	Access to job websites	NA
Only place in town	Open early, available computers	Need to stay open later
Helping me find a job	Understanding	NA
	Good staff	Nothing
So much to offer	MN Works	More computers
Hele with warmen	Ocid	Have more knowledge about goals of clientele (seasonal workers should not have to look for
Help with resume	Quick	work)
Good tool for researching jobs/resume	Access to printer and fax	Update computer
Offer so many different things!	Peaceful, quiet atmosphere	More computers
All jobs listed in one place	All current job openings in one area	NA
When I was laid off, not my fault, they help to get	I grew up in country, I have no technology - people	
a job and UI benefits	help me here with computer	NA
Learn good information	They really listen	DK
Helped me in the past - helping me with my		
problems	Refer me to jobs that I don't see on my own	There isn't anything
Been involved in the past - not beneficial before.		
Now a lot more is offered - now they explain	Individualized - covers broad range of people, it	If time were available more individualized
more.	seems to fit everyone	services instead of classroom
Very helpful with everything you need - job fairs,		
computers	Convenient - very seldom wait, clean	Newer chairs in the computer area
They haven't done me wrong	If you have a question they are there to help	More people
		They made changes to UI in St. Paul, but they
		don't know about it here, so better
Get out a deficit	Kind people	communication from St. Paul
		Having them be able to contacat help - came
		here and sat on the phone. Someone must have
		used my social security number so now my
Only option for UI	Got an answer	unemployment is all #\$%^# up.
	Computers	Should have more funding
Convenient, courteous staff	Got me a job	DK
	People here	
	Use the internet to search jobs, fill applications, print	
	papers	DK
Because I already found resources and jobs I		
couldn't find on my own	I like the website	DK
	They are friendly and not condescending. Assures	
	you of what you need to do, gives you step by step	
All things I need they have or given me the	help to know you are on the right track with what you	
information	need to do	If you were in Waseca
information	need to do	If you were in Waseca



Think they are very helpful	Can't think of anything	Can't think of anything
I've been to other Workforce Centers, here they generally fill the mission. All staff have good contact with employers.	Everyone else here (Alison) is tremendous. She's awesome.	Gentleman that does the computer training. He is never out helping people, his attitude is wrong and approach to help people - he makes them feel like trash. I have seen him be cruel to people he thinks are not bright.
Good resource	Computers	DK
She told me you could use computers here.	Alison is great.	More job postings.
They have access to good info, classes, testing,		
and help direct you	They are available and I always get an answer	DK