

CREATING NEXT GENERATION AMERICAN JOB CENTERS
PARTNERS OF THE AMERICAN JOB CENTER NETWORK

WORKSource

**Next Generation WorkSource Services:
Joining the American Job Center Network
PacMtn Community Engagement Report**

**Provided by ABSLLC
May 23, 2017**

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Overview

ABSLLC, under contract with Pacific Mountain Workforce Development Council (PacMtn) conducted a series of community engagement strategies to help PacMtn determine how to implement the next generation of the regional WorkSource system. New legislation reauthorizing WorkSource, the one-stop system for job seekers and businesses in Washington, and the adoption of the new national “American Job Center Network” brand, provided PacMtn the impetus to examine the current approach to employment service delivery in the five-county region it serves. A changing economy, expanded use of technology and the desire to reach out to more of those who could benefit from WorkSource services led PacMtn to ask: “How might we bring more of the services people need to the communities where they live and work?”

ABSLLC, with assistance from PacMtn staff and Board members and the Regional Leadership Team held:

- Ten community meetings between May 9 and 15, in Shelton, Lacey, Elma, Aberdeen, Raymond, Ilwaco, Morton (2), Centralia and Belfair. Sixty-six individuals participated, almost all of whom were familiar with WorkSource: 10 were PacMtn board members or staff; 14 were Employment Security (ESD), Department of Social and Human Services (DSHS) or Department of Vocational Rehabilitation (DVR) staff; 17 represented education, 4 were from youth programs, 3 from local businesses, 2 were job seekers, and 16 were community members or represented community programs.
- Three job seeker focus groups attended by 20 participants between May 9 and 12 in Shelton, Tumwater, and Chehalis. Five focus groups were scheduled, however, the focus groups scheduled in Aberdeen and Raymond were cancelled at the last minute due to a lack of participants.
 - o The Shelton focus group consisted of four job seekers - 2 male, 2 female, 1 under 25, 1 over 55 - who came to WorkSource by way of UI referrals, DSHS referral, and worker retraining. One WorkSource employee also sat in on the meeting.
 - o Tumwater consisted of nine job seekers participating in the WorkFirst program: 1 male, 8 females, 2 under 25, 2 over 55
 - o Chehalis consisted of seven job seekers: 3 Trade Act enrollees, one veteran, and three WorkFirst customers. Four were male, 3 female, 1 under 25, and 1 over 55.
- An on-line Voice of the Customer job seeker survey marketed via the PacMtn and regional WorkSource Facebook sites that gathered 127 responses from Grays Harbor, Lewis, Mason and Thurston counties. There were no responses from Pacific County.
- A paper and pencil Voice of the Customer job seeker survey made available at regional WorkSource sites that gathered 153 responses from across the region. No responses came from Pacific County.

The community engagement process focused on identifying

- Which services WorkSource should provide,
- How closely customer experiences and community perceptions of WorkSource conform to customer expectations and PacMtn’s goals for the system,
- How and where customers want to access employment services,
- How much technology assisted and how much staff assisted services customers want, and
- What opportunities exist for PacMtn to expand access and services and leverage resources on behalf of the communities in the region.

This report summarizes the results of the community engagement process and provides recommendations for PacMtn’s consideration. Based on feedback from the PacMtn board ABSLLC will develop a process for sites to apply for and become certified as WorkSource Centers that meet PacMtn’s expectations as part of the newly branded American Job Center Network.

As with all data, the data in this study has some limitations. Because the focus was WorkSource customer feedback, PacMtn and ABSLLC relied heavily on WorkSource staff to recruit focus group and survey participants, reducing the randomness of the sample. That said, there was strong correlation between the on-line survey responses which were anonymous and the paper and pencil responses completed by job seekers in the WorkSource centers. The lack of responses from Pacific County – no job seekers appeared for the focus group and no surveys were completed - and the very small response from Aberdeen/Grays Harbor – no job seekers appeared for the focus group and a small number of survey results were received – limits the ability to generalize findings of the survey and focus groups to these areas, although community input did provide a picture of the needs of these communities.

The themes and recommendations that emerged from the engagement process are fairly consistent, across the four strategies used, providing a high degree of confidence in their relevance to PacMtn’s stated goals for the project. Participants lists, meeting and focus group summaries and survey results are included in the appendices.

Findings

What services should WorkSource provide?

All four strategies confirmed that the job getting services provided by WorkSource are needed throughout the PacMtn region – job search, resume development, interviewing, assessment, career guidance, and access to internships and other work experiences. Life skills were also frequently identified as a necessary skill, as were skill development and job training services. The need to provide these services as an early age to youth and to connect services to career pathways and post-secondary education was identified by community meetings.

While there was general consensus that these are the services most needed, there was less consensus about how and where the services should be delivered, and whether the provision of these services was resulting in the type of workforce businesses were seeking.

How closely does the customer experience and community perception of WorkSource conform with customer expectations and PacMtn’s goals for the system?

Job seeker focus groups and survey results indicate a very high level of satisfaction with WorkSource. This is consistent with surveys of those accessing the workforce system across the U.S. On-line and paper and pencil versions of the survey ranked satisfaction at 4.14 and 4.50, respectively, on a scale where five meant “very satisfied”. When asked to rate how well their experience with WorkSource compared to their ideal experience, with five being “very well”, on-line responders gave WorkSource an average score 3.87 and paper and pencil responders gave WorkSource an average score of 4.4. Survey responders gave shout outs to various staff. Positive comments far outweighed the negative in number.

Job seekers described the **ideal program** as having few required stops to access services, flexibly designed to meet individual needs, and relevant to current and future job markets. The ideal program offers a range of training and job search options. A robust menu of on-line services includes video

tutorials and Skype for one-on-one interactions. Assistance with transportation and childcare are readily available. The ideal program recognizes the needs of special populations, while being warm and welcoming to younger job seekers. The ideal programs would be outcome driven, i.e. a job with career opportunities and a family wage.

Job seekers described the **ideal staff** as welcoming, motivating, helpful, active listeners, technologically proficient, knowledgeable of the job market, understanding of the needs of job seekers and businesses, able to tailor services to individual needs and interests. Ideal staff have excellent customer service skills.

While job seekers were very satisfied with their interactions with staff, community meeting participants noted that WorkSource sites are not very inviting, and have a “governmental feel”, possibly making these sites less appealing to potential customers, including youth. Community meeting participants noted that younger job seekers did not have a positive view of WorkSource and often preferred individualized and on-line services to the in-person workshops currently available at WorkSource.

Feedback at community meetings also called out the tension between meeting the needs of populations with barriers to employment and meeting the needs of employers for a capable and willing workforce. Although only three employers attended community meetings, they openly discussed their lack of satisfaction with the quality of job applicants from WorkSource and noted that other businesses in the community had similar concerns. The recruiter for Sierra Pacific in Mason County noted that she had to interview more than 300 job seekers per month to fill a total of 200+ vacancies. Kellogg’s Stretch Island Fruit Company is reported to have hired a recruiting firm from California to find the workers they need. The lack of interview skills was cited as a major concern; job seekers seemed to know little about the company or jobs for which they were applying, or how to dress or behave appropriately, according to community meeting participants. Community members reported that some business remove from their applicant pools the resumes of those who mention WorkSource. Education providers described the tension between the need for job seekers to access more education and lack of interest in education.

Across surveys, focus groups and community meetings, the need for access to more better paid, better quality jobs was a consistent theme.

How and where do customers want to access employment services?

When asked on surveys and in focus groups where job seekers would prefer to receive services,

- “On my computer, table or smart phone (email, texts, websites)” was the #1 response with 193 survey responders picking this option.
- “At a WorkSource Office” was 2nd with 175 survey responders selecting this option, especially on the paper and pencil surveys.
- “At my local library” was 3rd with 50 survey responders selecting this option.

It is not surprising that job seekers selected on-line and WorkSource as the primary places they want to receive services; there aren’t a lot of other options to access WorkSource currently available.

Timberland Regional Library is in the process of expanding its efforts to help community members access employment resources. The Timberland Regional Library in Salkum was specifically identified as having a strong relationship with WorkSource – two WorkSource staff go to the library each week to provide services, as advertised by a sign on the outside of the building. As this relationship grows, it will be interesting to see if more job seekers identify libraries as preferred sites to receive services.

Community and focus group discussions provided a nuanced understanding of the barriers customers face to accessing employment services.

- Lack of efficient, timely transportation was identified as a barrier to accessing in-person services. Community members in Mason county stated that there was good access to public transportation in their county. Community members in Ilwaco noted that the cost of public transportation was extremely reasonable: \$.35 per trip. However, public transportation cannot solve all the challenges of those seeking employment services and work. Public transportation does not reach all parts of the region and often runs too infrequently to allow easy access – getting to and from services in a variety of locations becomes a full day event. In some cases, each trip requires a separate fare; additional stops to drop off and pick up children at school or day care add both time and cost to travel. Job seekers can end up paying several dollars a day to get to all of their stops. Service providers reported that a large portion of their support services resources go to transportation. Timberland Regional Library is working with local transit providers to sell bus passes at libraries, removing a barrier to accessing public transportation. Although these efforts were applauded, the libraries cannot accept public agency vouchers to pay for bus tickets. In Morton, a community group started its own bus service to and from Centralia and Chehalis. Increasing match requirements for state funding are jeopardizing their ability to continue this service.
- Child care was also identified as a significant challenge, especially in more rural areas. Ilwaco community meeting participants stated the reopening of the Boys and Girls Club in 2008 addressed this challenge by providing a safe, inexpensive place for children to go after school. The club’s activity van picks up children from school so that parents don’t have to worry about transporting them to the club and provides a “power hour” for homework assistance as well as STEM activities.
- Lack of internet access was a third challenge to accessing services. While more job seekers are using PCs and mobile devices to access services, many cannot afford or do not have access to in-home wi-fi or sufficiently strong LTE signals, or a PC or mobile device. Libraries and other community sites provide free and open wi-fi hot spots but these sites close in the evenings and, in many cases, on weekends. Job seekers can access open wi-fi signals in parking lots surrounding these organizations, assuming they have a vehicle and a mobile device. Job seekers also noted time limits on PCs at libraries as a challenge. Timberland recently expanded computer access from one to three hours, as long as there is no one waiting for a PC. But this is not yet widely known in the community. Job seekers expressed privacy concerns related to using open wi-fi networks and PCs visible to others. While job seekers can access free wi-fi at McDonald’s or Starbucks, not all communities have these, and data privacy issues apply at these locations as well.

Community members are interested in increasing access to the services WorkSource provides. For example, staff from DSHS in South Bend identified the need for more career guidance and workshops for WorkFirst participants than are currently available at WorkSource in Raymond; job seekers lose momentum waiting for services. Staff at Centralia College identified the need to provide more opportunities for internships, career exploration and other types of work experiences for college students to make better informed educational choices and address financial needs while in college. They stated that many students have a very limited understanding of potential careers, resulting in lost time and money in pursuit of a career that doesn’t fit them. Both in Morton and Centralia, community members discussed the financial challenges facing students who decide to go to college – the opportunity to work while in school could address some of these and provide valuable work experience.

What is the right balance between of technology assisted and staff assisted services?

There was broad agreement that both in-person and technology mediated services were necessary for job seekers. While some job seekers, especially tech savvy millennials, are more inclined to use technology, they still want the ability to access a person at times. They are less likely to access in person workshops, more likely to view tutorial videos on line. On the other hand, WorkFirst program participants and older workers are reported to be less comfortable using technology to meet a significant portion of their employment, skill development and training needs.

Job seeker focus groups confirmed comments made in community meetings – there is no single type of WorkSource customer. Customers come to WorkSource with a variety of needs, skills and experiences, all of which impact how and where they want to receive services.

The increased use of technology aided services is inevitable in every industry. Job seekers are increasingly expected to be proficient in the use of technology, even in remote communities. Therefore, it is necessary for PacMtn to strike the right balance between clicks and bricks. As one community meeting participant stated: “while millennials prefer to conduct a lot of research on-line before make a major purchase, they still want to go in person to see it and talk to a sales person before buying.”

A number of similar recommendations were offered: provide more on-line, high quality video tutorials supplemented with live Q&A sessions in person or via Skype. Provide more webinars. Use text messages and Skype to connect job seekers to services. It was suggested that WorkSource identify those who are the best at providing specific workshops, video tape them and post the videos to a WorkSource YouTube channel. Timberland Regional Library is trying a similar approach using Niche Academy, a resource for libraries to post short tutorials to help people access resources on library websites. The tutorials are set up so that people do not have to navigate away from the site they are trying to use to get real time instructions. Some are standardized, based on the most common challenges people have using various data bases and on-line products. Others can be developed for library-specific needs and staff training. A similar approach could be used to help those challenged by technology at WorkSource.

Based on WorkSource staff input, ABSLLC anticipated a lot of negative comments regarding WorkSourceWA.com. However, relatively few job seekers called out challenges with WorkSourceWA.com. When they did, the primary concerns voiced related to the creation of SAW accounts and challenges uploading resumes. Is it possible that staff are more frustrated with WorkSourceWA.com than job seekers are?

What opportunities exist for PacMtn to expand access and services and leverage resources on behalf of the communities in the region?

During community meetings throughout the region, ABSLLC staff were impressed by how many local efforts are underway to meet community needs. The need to integrate employment services into these activities and better coordinate and align these efforts were identified as opportunities to increase leverage. Community members stated that it was challenge finding someone to step up and manage the coordination and convening function needed to gain this leverage.

The need to better align the skills and behaviors of job seekers with the expectations of businesses also came up in several meetings. In some meetings, WorkSource staff asked which businesses were willing to step up and hire some individuals with barriers to employment. Meanwhile, economic development and businesses asked what it would take for WorkSource to send job seekers who were well prepared for interviews. Using the most current approaches to sector partnerships could assist with these efforts and engage more businesses in the hiring of job seekers from WorkSource.

The expansion of employment services in the Timberland Regional Library system also offer an opportunity to expand access to WorkSource services in the region. While there are issues that would need to be worked out, like privacy concerns and sufficient access to PCs, partnerships are already in process. The purchase of Chrome Books for Pacific County provides one example of how PacMtn and Timberland Regional Library can work together to expand access to services.

The current economic climate provides a powerful opportunity to seize the moment, making WorkSource services more relevant to industries struggling to recruit in a tight labor market and creating opportunities for job seekers with barriers who may have been passed over for jobs. Taking a proactive approach during this time could position WorkSource to have a stronger relationship with industry and get more people back to work.

The mandate to bring more partners together under the Workforce Innovation and Opportunity Act also provides opportunities to expand access to WIOA Title II and Title IV funded services, at a minimum. Engaging WorkSource staff at all levels to help continually redesign and integrate services will be a key.

One of the most common recommendations made during the community engagement process was to get the word out and better market WorkSource. Over and over meeting participants referred to WorkSource as the “Unemployment Office”, or the former “Unemployment Office”. It’s been years since Washington branded WorkSource. It’s time to change the way we talk about the system and to help people know what is available to them. Many in focus groups and community meetings stated that they were surprised by the resources available via WorkSource.

PacMtn also does not have strong brand identity separate from WorkSource. While WorkSource is the primary service delivery structure to meet PacMtn’s goals, having a stronger brand would assure PacMtn a more regular seat at the table in the communities it serves and create more opportunities to meet local needs.

There are a few community specific opportunities that arose in the community meetings:

- Morton is developing a “grow your own” strategy to keep more youth in the area. As WorkSource becomes more engaged in Morton due to lay-offs at the mill, is there an opportunity to do more?
- Pacific County has a Youth Alliance that provides a single point for youth services.
- Pacific County also has two new staff – a new EDC Director and a new staff hired by ESD. Fresh eyes may help to rethink how to best meet the needs of this economically challenged region.

Recommendations

Recommendations regarding WorkSource site application and certification

As PacMtn prepares to request application WorkSource sites, it has the opportunity to add a greater focus on customer satisfaction to the uniform minimum certification criteria adopted at the state level. ABSLLC recommends requiring on-going solicitation and use of customer feedback at all WorkSource sites as a criterion for certification. Sites applying for certification should be asked to:

- Provide the results of recent customer feedback and plans for continuous improvement.
- Agree to support PacMtn efforts to continuously collect customer feedback, via secret shoppers, on-going PacMtn customer surveys, or other methods, as determined by PacMtn.
- Describe how they will implement continuous improvement strategies as a condition of certification. For example, ESD staff are required to use “lean boards” to document their efforts to

continuously improve services. Sites with ESD staff could extend this practice to all on-site partners and use lean boards to document site progress. Or a site could use human centered design to identify and rapid test ideas for continuous improvement.

The site application and certification process offers the opportunity to identify “specialized” sites – sites that meet the need of specific populations, like youth, older workers, those with limited English proficiency, etc. PacMtn should consider whether to recruit specialized sites.

The application process should also clearly spell out the specific benefits of becoming a site.

Site certification offers the opportunity to determine how to attract new/additional job seeker and business customers. ABSLLC was not able to visit all WorkSource offices during hours of operation, and recognizes that lease agreements limit the ability to move sites, but offers the following observations:

- **Aberdeen:** In addition to its strong governmental feel, is it possible that the current site, which includes the Bureau of Customs and Border Protection, is a deterrent for some populations to use WorkSource services?
- **Raymond:** There seems to be extremely limited activity at the site, which is located in a residential neighborhood. WorkSource is only there Monday. thru Wednesday. Would it make sense to provide services at a site that gets more traffic or to outsource WorkSource staff to other sites, like the DSHS location in South Bend, rather than trying to maintain a Raymond site.
- **Chehalis:** The site is located in the Lewis County Mall, a large and dated facility.

Recommendations regarding community engagement

Community meetings identified a strong need for ongoing community coordination in two forms:

- Helping to coordinate the various ongoing community groups and assuring that employment services are part of the mix. PacMtn should consider inventorying and convening/co-convening these groups, especially where limited resources are available, to find the opportunities to coordinate or infuse existing efforts. The partners convened to develop the required Memorandum of Understanding could be the foundation for such an effort.
- Bringing business to the table to better identify needs and respond more efficiently. For business engagement, PacMtn should consider working with its economic development, education and social services partners to create authentic industry sector partnerships – ***business to business partnerships*** supported and coordinated, but not led by, the public sector. PacMtn should inventory/use existing inventories of business engagement efforts and, working with its partners, identify likely targets for full sector partnerships, including the identification of likely conveners and business champions, and the building of a community industry support team that can actively listen for and support opportunities identified by the businesses. Initial industry meetings should be professionally facilitated in order to identify and capitalize on quick wins. This type of next generation sector partnership has shown great promise in other parts of the county.

ABSLLC also suggests that PacMtn identify with opportunities to support the efforts of community partners to address needs like transportation or day care. PacMtn could join with Timberland efforts to expand access to bus passes, or work with community partners interested in expanding Boys and Girls clubs or similar efforts.

Finally, community partners expressed the need for easier access to support service resources. As a non-profit organization, PacMtn could provide this access, using private funds rather than public dollars

that come with a lot of strings and processes. PacMtn staff say they already have this capacity, they just need to market and grow it.

Recommendations regarding the customer experience

As part of the application process, PacMtn should request information about how potential sites will provide sufficient access to technology, including the availability of PCs, internet and secure wi-fi, and support for job seekers with challenges using technology.

ABSLLC recommends expanding the use of all types of media, including Skype, text messages, chat functions on websites, and/or resources similar to the Niche Academy, described above, to assist those with challenges to using technology. While community members and job seekers suggested recording workshops by the best presenters and making these available on a YouTube channel, it is also possible to access professionally developed workshops and make these more readily available. Both community members and focus groups participants suggested providing a real-time Q & A option to accompany video workshops, using Skype or another method.

A recurring theme of community meetings was the intersection of services provided via technology and in person. The example of restaurants using tablets at tables for customers to select their meals or even view content or games while waiting for food came up several times. Those who enjoyed this experience noted that restaurant staff explained the option for using a tablet or not and helped them to customize just how much human interaction was wanted versus use of the tablet. Those who didn't like the experience complained that the to use the technology or have a more traditional experience was not well explained to them. With a more robust menu of services, it will be useful to ask customers just how much of tech and how much human touch they want and tailor experiences accordingly.

Recommendations regarding "marketing" and outreach

Marketing and branding are always challenging in the public sector. However, the need for marketing and branding for both PacMtn and WorkSource was a common theme. Recommendations ranged from the need to do a better job helping people know about the resources at WorkSource to eliminating the use of the term "Unemployment Office". Because primary means by which people learn about publicly funded employment services is word of mouth, the words used to describe the system are important. PacMtn's work with United Way could be combined with talking points and training among partners to change perceptions of the workforce system and better describe services available. ABSLLC recommends that PacMtn consider codifying these agreements in the required Memorandum of Understanding as a vehicle to improve marketing of WorkSource and other partner services.

Because PacMtn is not well known outside of the Regional Leadership Team and Workforce Board, the organization will need to step up its marketing if the board wants to see applicants in addition to their current sites. Those attending community meetings should be engaged as soon as possible to start thinking about how to organize services as part of the upcoming application process. To date, Timberland Regional Library and at least one EDC have expressed an interest in exploring the possibility of creating new types of sites.

Conclusion

PacMtn is in a good position to promote efforts to continuously improve access to services and customer satisfaction with WorkSource. A lot of building blocks are in place, the community is highly interested in employment services and job seeker customers are extremely positive about their

experiences. As PacMtn implements the new American Job Center Network brand, it will have the opportunity to clarify its expectations for the system and also to become more visible in the communities it serves.

ABSLLC looks forward to the PacMtn staff and board member feedback and recommendations for the site application and certification process.

Appendix A: Job Seeker Focus Group Feedback

The following is summary of three job seeker focus groups held between May 9 and May 12 in the PacMtn region. The responses are transcribed directly from chart notes and job seeker written comments.

WorkSource Shelton Focus Group-May 9, 2017

4 attendees: 2 male, 2 female, 1 under 25, 1 over 55. Came to WorkSource by way of UI referrals, worker retraining, and a DSHS referral. One WorkSource employee also sat in on the meeting.

Feel of WorkSource

- Welcoming, helpful and customer focused
- Customer focused, helpful, respectful
- Kind "they help you out."
- Encouraging
- Helpful
- Pleasantly surprised, knowledgeable, friendly, good follow through
- Efficient
- Respectful

Ideal program

- Invested, interactive, innovative, insightful, and impressionable (meaning staff remember who you are.
- Efficient
- Compassionate (client focused and encouraging)
- Empathetic (understands differences between people)
- Relevant to current and future job market
- Enhance skill set (easy access to skill training opportunities, e.g. access to Microsoft training)
- Respectful staff to support my needs
- Matching (process to assess skills and match with the skills of jobs)
- One on one support for my job search
- Individualized
- Fewer requirements to get help-too many hoops (SAW)

Note: WorksourceWA challenging for those with limited computer skills, who don't have e-mail accounts like homeless, and security questions are problematic.

What to Improve

- WorkSourceWA could be easier. It turns some people away due to difficulty with using computers; people forget their passwords
- People see WorkSource as "the unemployment office." This needs to change. Rebrand it so it's not seen as the unemployment office. More advertising, improve signage, more outreach, maybe hire a communications specialist.

Access

- Prefer about 70% online 30% in WorkSource office. Community college was suggested as access point. Libraries were seen as problematic because of hourly limit on computers and you're working on private information in a public space

WorkSource Thurston Focus Group-May 9, 2017

There were nine attendees: One male, 8 females, 2 under 25, 2 over 55. All were by way of DSHS and WorkFirst.

Feel of WorkSource

- Didn't make me feel I was a loser
- When I came to WorkSource I was surprised at how friendly and helpful everyone is. They act like they really care.
- Comfortable, welcome, worthwhile
- Welcoming, staff seemed "legitimately concerned and want to help.
- Aggravated
- Home Sick, lost
- Nervous
- Exhausting, confusing, nerve wracking
- Unsure, hopeful, hoping for positive outcome, worried, happy

Note: those who expressed negative emotions when they first came to WorkSource felt like progress had been made for them as they got to know staff and accessed services. Participants new to the area seemed particularly challenged. They left places and people they knew and were feeling lost, e.g. young woman who recently moved from Virginia and is now sharing housing with her elderly grandfather, mom, and her young child.

Ideal program

- Quick access to employment training, a program that helps the self-employed (licenses, teaching about taxes, etc.)
- More scholarships, internships that lead to permanent employment, more than minimum wage for 20-hour work experience-this is DSHS.
- More job leads, interview help
- Transportation assistance, one to one training, help to apply for state jobs.
- Training, schooling, bus fare
- Help with computer issues; more in-depth computer training; need free computers and cheap internet access from home
- Overall, consensus that program is close to the ideal although one said 50%. "Better than Pierce County!" "More organized than Philadelphia"

Improvements

- More in-depth computer training, hire more WorkSource coaches, a list of community resources. For example: a sheet called "I need list..." that identifies a need and the organizations in the area that can meet the need.

Access

- One person traveled from Yelm. She would like to see services offered in that area. Most preferred one on one meetings/personal contact with staff to online services, e.g. WorkSourceWA. "Staff remember your name; they call you on the phone." "I don't have a problem getting out of bed in the morning to come here."
- Library is good for computer access, but it can be crowded and time limited.
- Computers are confusing. I get frustrated... especially older workers.

Note: reluctance to use online services appears to be directly related to a person's perception of his/her computer skills.

Chehalis Focus Group-May 12, 2017

Seven job seekers participated in the focus group discussion. Three were Trade Act enrollees, one veteran, and three Workfirst customers. Other characteristics of participants: 4 males, 3 females, 1 under 25, and 1 over 55.

General comments

Many people don't know about WorkSource. It's hard to explain. "I couldn't explain it to my father." "I hadn't heard about it." People don't realize it's open to anyone, regardless of income and skill level. Surprised at the range of services available through WorkSource. "WorkSource is an umbrella and anything you need for finding a job can be found at WorkSource." WorkSource staff "make me feel more confident."

Feel of WorkSource

- Professional
- Helpful
- Welcoming and helpful
- I have yet to get a smile. Lifeless!
- Relaxed, diversified i.e. staff with a variety of skills
- Small town quiet, staff is patient and answers all questions.
- Big office was cold and impatient e.g. office in Bellingham.
- Very helpful for everyone
- Massive scope
- Have to sign up to find out what is available
- The atmosphere here at WorkSource is very calm/soothing, very friendly environment.

Ideal

- Transparent, self-paced, personalized, organized, flexible, resourceful
- Personalized, structure, visual
- One and one service and advice
- Independent, blue print, successful
- Easy to use, retraining, on-line
- Staff with knowledge of the job market and who learn my wants and needs

Comparison to Ideal

- Most felt the office was close to their Ideal but more staff would bring it closer.

Suggestions for Improvement

- Childcare/children's area on-site like at Walmart and the library
- Anything in here should be offered on-line. In a county like this, need more on-line.
- More staff for more one on one advice
- Graphic/roadmap depicting available services
- Knowledgeable resource person in front area
- Make sure staff know the website, what is, and what is not available
- Staff with set schedules so you can see them when you need help
- You tube is a great learning tool. How about a channel to watch workshops?
- Use Skype
- Comparison to Ideal
- Most felt the office was close to ideal. It would be closer if more staff were available.

Access

- One person travels 40 miles to get to office. Uses e-mail to connect with staff.
- Like idea of using libraries since sites are so distributed around Lewis County. Concern raised about time limit on computer usage at libraries.
- Vouchers for Uber
- Use YouTube and Skype.
- Want a mix of face to face contact in the office and internet. No one size fits all. Internet usage varies by individual. Like to have options.

APPENDIX B: COMMUNITY MEETING PARTICIPANTS

Shelton 5/9/17

Partners/community members	Board Members	Staff
Jacquelin Eaney, Sierra Pacific	Lynn Longan	Lee Childs
Terry Jeffreys, Mason County		Corrine Daffern
Calene Johonson, job seeker		Craig Clark
Pat Cusack, SSD		Neva Barton
Rose Ferri, Olympic College		
Sandy Crews, ESD		
Tom Strong, SPIPA		
Carry Lemman, United Way		
R. Jeanae Rehnwalt, Mason Matters	TOTAL PARTICIPANTS	14

Lacey 5/9/17

Partners/community members	Board Members	Staff
Darius Slade, DSHS-RA-JR	Cheryl Heywood	Corrine Daffern
Tim Sweeney, community member		Bridget Lockling
Leah Hawtin, Homes First		
Melanie Knudsen-Leahy, DSHS CSD		
Gary Burris, CCAC		
Mimi Reeves, ESD		
Bryan Powell, SPSCC		
Brad Hooper, North Thurston PS		
Jill Kawalok, Big Brothers/Big Sisters		
David Shepard-Gain, public	TOTAL PARTICIPANTS	13

Elma 5/20/17

Partners/community members	Board Members	Staff
Mimi Reeves	Cheryl Heywood	Corrine Daffern
		Craig Clark
		Stacey Anderson
	TOTAL PARTICIPANTS	4

Grays Harbor 5/20/17

Partners/community members	Board Members	Staff
Laura Muller, YouthWorks	Jim Minkler	Corrine Daffern
Diane Smith, Grays Harbor College		Craig Clark
Mike Kelley, Grays Harbor College	TOTAL PARTICIPANTS	6

Raymond 5/11/17

Partners/community members	Board Members	Staff
Marsha Stigan, DSHS	Cheryl Heywood	
Debbie Foster-Volkman, ESD		
Margaret Balcom, ESD		
Mimi Reeves, ESD	TOTAL PARTICIPANTS	5

Ilwaco 5/11/17

Partners/community members	Board Members	Staff
Margaret Balcom, ESD	Cheryl Heywood	
Becky Fischer, Pacific Cty Youth Alliance		
Susan Andrews, DSHS		
Debbie Foster-Volkman, ESD		
Kimberly Stivison, DSHS		
Mimi Reeves, ESD	TOTAL PARTICIPANTS	7

Morton 5/12/17

Partners/community members	Board Members	Staff
Gary Mersereau, ESD		
Doug Hayden, White Pass Community Services Coalition	TOTAL PARTICIPANTS	2

Morton – meeting with Centralia College Advisory Committee 5/12/17

Partners/community members
Rosemary Browning, East County Journal / Morton Chamber of Commerce
Theresa Wilson, WorkSource
Chris Jones, Retired Centralia College
Jim Lowery, Centralia College Board of Trustees
Leianne Everett, CEO, Morton General Hospital
Fred Schwindt, Fire Mountain Arts Council / Retired CCEast Instructor
Gar Abbas, District Ranger, Cowlitz Valley Ranger District
April Doolittle, Fire Mountain Arts Council / Retired CCEast Dean
John Hannah, Superintendent, Morton School District
Mary Proffit, Timberland Regional Library / Mountain View Library
Genny Greiter, Community Member
Lisa Grant, Superintendent, Mossyrock School District
Vann Cantin, CCEast ProRata Faculty
Patrick Allison, CC IT Program Director
Lynn Schinnell, CCEast Program Manager
Kelli Bloomstrom, CCEast Dean
TOTAL PARTICIPANTS: 16

Centralia 5/12/17

Partners/community members	Board Members	Staff
Deborah Shriver, Centralia College	Duane Evans	Corrine Daffern
Judith Aguilar, Centralia College		
Margaret Friedley, Centralia College		
Joan Meister, Centralia College		
Allison Conzatti, DVR		
Sandy Crews, ESD		
DSHS (did not sign in)		
Lynn Carey, Rescare	TOTAL PARTICIPANTS	8

Belfair 5/15/17

Partners/community members	Board Members	Staff
Teresa McDermott, Olympic College	Cheryl Heywood	Corrine Daffern
Jonathan Joudrey, ESD	Lynn Longan	Neva Barton
		Lee Childs
	TOTAL PARTICIPANTS	7

TOTAL UNDUPLICATED PARTICIPANTS: 66

APPENDIX C: COMMUNITY MEETING NOTES

Shelton Community Meeting, Mason County Transit Center, Shelton, WA

May 9, 2017

Challenges/Needs

- Need life skills/soft skills services and coaching
 - o Parenting resources to help those getting jobs create work life balance
 - Also a way to educate youth about services
 - o How to dress, hygiene, body scent
- Need self-sufficiency skills, not just job getting skills
 - o Contingency planning
- Wrap around services
- Job getting services/job readiness (Sierra Pacific needs to hire about 175 people, interviewing 300 people/mo. to get what they need)
 - o How to interview
 - o Job search strategies
 - o Resume writing and use
 - o Learn about business before going on an interview
- More accessibility
 - o Language
 - o Disability
 - o Geographic location
- Individualized Assessment
- Education/skill development
 - o Education provider throughout the community
 - o High school completion
 - o Skill Enhancement
 - o Financial Literacy
 - o Basic computer usage
- Entrepreneurship training/support
- Business services
 - o More information on/focus on jobs in the 98584 Shelton only zip code
 - o Where are the jobs?
 - o Stronger ties with business
- Access to computers throughout the community and in homes – unreliable, limited internet access
- Felony convictions – what can WorkSource do to help those with convictions?
- Evening hours: WorkSource closes at 5, Library closes at 6
- Find the right balance between the old school stuff and on-line...
 - o WorkSource on-line services are not user friendly

Opportunities

- Technology
 - o Mobile App to access services
 - o Chat function – would people use a more visible chat function?
 - o Text notification
 - o In-person and electronic communications skills and educate
 - o Longer access to internet (until 7 p.m.?) allows job search after hours

- Marketing
 - o Increase visibility
 - o Tie communications to schools & colleges (on-site presence)
 - o More youth outreach/More marketing to students
 - o More marketing to promote services/more information about services
 - o Orientations – more, better publicized
- Computer availability at the center (can centers stay open longer?)
- A great and comprehensive network of providers
 - o Referral form
- Increase presence at partner sites
 - o Can churches provide more access to PCs/internet?
 - o Service at food pantries?
- Ability to provide access to a live person

**Lacey Community Meeting, Timberland Regional Library, Lacey, WA
May 9, 2017**

Challenges/Needs

- Job seekers vary from one place to another in terms of language preference/LEP, tech use, ability to ask the right questions, expectations that this is still the unemployment office, access to youth services
- Resources are lacking especially in rural communities, especially the lack of staff resources
- Workforce services need to be about more than just accessibility. Need to be approachable as well
- No services for mid-career changes
- High Touch Case Management
- Use of trauma informed care model
- approachable staff on site
- Micro High Demand List (more specific for area, more options)

What specific services are needed: job getting/keeping skills

- Interviewing
- Resumes (English and Spanish)
- Marketing yourself
- Help people understand their transferable skills
- Strong employment assessment/testing/higher quality skills assessment correlated to job needs
- How to be a good employee
- Encouragement to get out of your comfort zone – like Toastmasters – better interviews better networking

Opportunities:

- Expanded Access (especially in rural communities)
 - o Work with community organizations to train staff on how to help clients access services at WorkSource where they are in the community
- Provide Information on funding sources/access to resources outside of WorkSource
- Services that meet the needs of all generations (beyond Boomers)

- Access in in multiple areas in the community(ies)
- Additional service availability in rural communities
- Provide a link to resources like interviewing skills, resume writing
- Scaffolding services
- Co-location of services/resources at colleges, K-12. Community service organizations
- *Marketing, marketing, marketing* (but must be able to deliver on what is marketed)
 - o Change community perceptions regarding the unemployment office
 - o Reach out/attend career and college fairs hosted by school districts and local colleges
 - o Deeper community networking to bring workers and perspective employers together
 - o Reach out to K-12 higher Ed and Career Centers – change image
- Link WorkSource to career pathways – resources that link education, certification, transferable skills, career exploration, job search resources
- Allow UI recipients to volunteer to help as an “employee” for UI job search credit
- Bridge opportunities to help communities grow
- Influence hiring practices, integrate better, more efficiently into HR systems
- Better use of technology: Web-based training available 24-7, Skype
- Job skills/job search related “modules” that can be dropped into curriculum in the middle and high schools (NOTE: Could impact families as youth take the information home)
- Make better use of career changers to help create new businesses, services
- Start with low tech opportunities, then expand higher tech
 - o Where are the low-tech access points and how do we work with WorkSource to expand access by providing services at these entry points – community groups, etc.
 - o Find better ways to leverage what is in the system already – there are enough resources, we just need to find better ways to use the whole network
- Make sure we can help people navigate.

**Elma Community Meeting, Timberland Regional Library, Elma, WA
May 10, 2017**

Discussion

- What would be cutting edge? What is our niche for WorkSource?
- How do we give people an image so that they can begin to envision the future? – the Apple Store analogy only works for some.
- How do we better brand and market WorkSource?
 - o Resources are limited for program not for marketing
 - o Use 4 verbs to describe the user experience, rather than a lot of words – but can we deliver?
 - o Need to do “internal” marketing to partners.
 - Can we use the MOU as an opportunity develop specific referral language so that all partners have the same talking points/all partner services are appropriately described?
 - Need to stop using the “unemployment office” language. WorkSource is not UI.
 - Create visuals, like a map of partnerships to make WorkSource explicit to the system, community, job seeker

- Require a tagline
 - Do a common orientation, like a new hire orientation, for all WorkSource staff and partners. Add role playing to help people practice new ways of talking about the system
- Use MOU development to improve referrals and solidify expectations for language as well as next steps.
- ISD follow up – how do we live into truly integrated service delivery
- Need better data sharing to support partnerships/customers

What's new and exciting?

- CPS creating new desktops to help job seekers navigate to what they need more easily
- Appleby's experience – tablets where people can download games while waiting and choose how much they want to interact in person and how much via technology– the key: a good explanation
- How millennials are using technology –do the research on line (clicks) but still want to go on-site to see the final product/interact with the sales staff before making a purchase (bricks)
- Services need to be high tech and high touch
 - ask job seekers when they arrive: how high tech and how high touch do you want your experience to be... (Human Centered Design)

Grays Harbor Community Meeting, Grays Harbor College, Aberdeen, WA May 11, 2017

Challenges/Needs

- Helping the community see the value of education, especially as the economy picks up.
 - Doesn't have to be and either work or education. College, WorkSource can co-enroll people
 - Trade Act, NEGs, etc. are drying up and the economy is picking up - job seekers less likely to choose education.
- Youth don't want to sit in seminars to find out about services. Want access anywhere, anytime using Wi-Fi, smart phones, etc.
 - If you can access the Wi-Fi at McDonalds at 2 a.m., why would you come to WorkSource, the College, the library, etc.? What is the value add?
- Used to have co-located centers

Opportunities

- Our strength is partnering
 - Overstock chose PacMtn for its new call center because partners provided a unified front, working as a 5-county region, led by Mason EcDev, and the people in the area are friendly
- WorkSource is where the services come together.
 - Job seekers want a quality experience/personalization
 - Don't give me what I don't want – tailor services to my needs
 - Must be efficient, effective
 - Like the Anaheim conference concierge – opened the opportunity to experience the entire area, based on their interests, found new and exciting options
 - Can't just be about what we have to offer

- People are using the libraries – they offer career exploration, but not everyone can make it to a library
- The college has space/labs available in the afternoon for workshops and other services
- The Workforce transitions department has info tech workshops/classes available in Aberdeen, Ilwaco and Raymond, from CIS 100 to Microsoft Office for a \$25/quarter waivable fee
- Transitions Dept. (T2 & BFET) met with ResCare and CPS – how can we mutually help each other?
- Load local WorkSourceWA onto PCs for orientations at connection sites - low hanging fruit
- An app that routes you to where you need to go
- More/better ways to connect virtually
- Get end users engaged in the design
- Meet with front line staff specifically to get their feedback on what people need/want
- Partner better with K-12 early on, leading into educational pathways, learn about WorkSource sooner
- Partner with skill centers
- Use/better leverage existing resources

**Raymond Community Meeting, Timberland Regional Library, Raymond, WA
May 11, 2017**

Challenges/Needs

- Internet access is an issue for locals
- WorkSource site@ college – very small and only open 3 days/wk. Limited T1 presence
 - Only 4 pc and 4 desks - staff are jacks of all trades
 - See 10 job seekers a day on a good day...
 - Mon – meet with claimants
 - Tues – CPS comes in. Had a Biz Srvcs person on Thurs
 - Wed – Workfirst
 - people have to wait for workshops/connections, fall through the cracks
- Workfirst job seekers need a lot of assistance
 - Handholding to access/use computer service
 - Resume writing – need to pull info out of them – don’t believe they have skills
 - Interviewing – no real practice
 - LEP pop – mostly Spanish, some Laotian and a little Korean – only has experience with the cannery or mill
 - 50-60 person caseload, one case manager + a social worker
 - SNAP may require job search
- Working on better referrals
- 72% of UI recipients file on line – don’t access centers
- Those who can, commute to I-5 for jobs
- One of the most depressed areas of the state – even the bowling alley closed. Most of downtown has been shuttered for several years

Opportunities

- Library now gets and can distribute monthly bus passes – can’t use vouchers to sell these.

- Transit districts are installing Wi-Fi in the buses
- Pilot w/Oly schools – My TRP – 10,000 students got ecards to access all TRL resources. Working with ESD 116 and school districts
- WOIS – profiles careers in WA
 - o Module to link to scholarships, universities, and scholarships
- TRL/PACMTN Chromebook pilot...had to pay for higher end models and license software – ended up around \$10K per Chromebook, rather than original estimates, but
 - o There are 2 in each library in Pacific Cty
 - o They provide access to WorkSourceWA, LINDA, universal classes
 - o Customers can take them home for as long as they want
 - o Most common use: excel. Taking it in small bites, resume writing and word
- Library access up to 3 hours, not just 1. Word is not out everywhere yet
- PacMtn included more PCs to TRL in Lewis as part of TransAlta NEG + staff training to support entrepreneurship
- DSHS office in South Bend. They see a lot of people
- Skype and WebEx workshops
 - o Can co-sponsor & co-program
 - o Need to increase electronic presence – Skype into Long Beach on Wed – job seekers enjoy their face time
 - o South Bend has a great program for LEP parents
- DSHS offering Microsoft Imagine Academy – 30-45 women
- New EDC Director in Raymond – new energy and passion
- New ESD staff in the area – experience with homelessness, new passion
- Help older folks not be afraid – expand their world view
- Access and a warm hand-off – make the connection
- More options for **how** to receive services - on-line, in person, classroom based...
- Stop focusing on every employer – figure out the niche and work it!
- Library managers meet monthly – an opportunity to connect!
- Low cost of living allows many to stay in the community even with limited resources. Tend not to leave
- Cannery still operating, mill closed recently.
- More marketing and better connections
- Giving hope and connecting people with resources

**Ilwaco Community Meeting, Timberland Regional Library, Ilwaco, WA
May 11, 2017**

Needs

- Many youth drop out in the 9th or 10th grade – need to fix the education gap
 - o Work with youth earlier – i.e. 14-15 years old
- Computer Skills
 - o training is needed
 - o but when training is provided by WorkSource, no one comes...
- Need to align the expectations of youth with what is available in the job market

- “my teachers told me to follow my dreams, but I the course work for that isn’t available in my community, and there are not jobs doing what I dream of”.
- WorkSource is not attractive to Youth
 - Reputation is less than positive
 - Not seen as services for everyone, seen as services for those on UI
- lack of good transportation options limits ability to access WorkSource, libraries, day care, work
 - Library working to be able to sell bus tickets.
 - But public transportation is limited and very time consuming
 - Bus service is especially needed for WorkFirst clients
- North county is especially low income
- People need assistance with child care and food and transportation to classes
- Day Care Shortage is a major issue
 - Boys and Girls Club attendance tripled with the activity van
 - a safe place for day care while parents work
 - fewer stops on the bus for parents
 - Computer lab and “power hour” homework help
- More GEAR UP
- Soft skills training needed as young as possible
- Winter homeless shelter

Where do youth go? Are these potential opportunities for new partnerships?

- South County – sports, Boys & Girls Club, Big Brothers Big Sisters, Church youth groups
- North county – churches and sports

Ideas

- Summer is best for programming for youth
- Consider creating free webinars so that people don’t have to travel
- Lots of community networks and meetings - need to get workforce to the table, leverage
 - Central Oregon homeless coalition do monthly networking continuum of care meetings and use a single MIS to share data about homeless populations/needs
 - There is a youth services coordinator for the county – opportunity for stronger connections
- Consider working with the merchant association in Pacific Cty
- Teach an “open mind set” – this is currenting going on in one of the local school districts (I didn’t catch which one)

Morton Community Meeting, Centralia College East, Morton, WA May 12, 2017

Challenges/Needs

- Used to have Vet reps in the libraries
- Used to have a WorkSource in Morton
- Many older workers don’t want to use the computer.
- White Pass CSC challenges
 - A non-profit social services organization that run bus services to Centralia 3X per day, serving Serve 700 people per month
 - WASDOT consolidated grant requires match cause them to provide Community Jobs opportunities. But

- Workers are unpredictable, don't show
- Last 4 just "walked away" from the job without notice
- Participants have emotional, economic, family life and drug issues
- Don't have a coordinated approach between case managers and community jobs lead
- Will go out of business if they have to provide a 15% match
- Centralia transit district exploring what it would take to pick up the routes
- Drug free is a big issue – don't test expect for positions that require testing
- Difficulty finding CDL drivers led to use of smaller buses/vans that don't require CDL

Opportunities

- Will likely have more services in town with the TransAlta closure. Is there a way to use this as an opportunity to establish what the community needs in the longer term?
- Currently WorkSource is partnering with TRL in Salkum
 - Sending 2 staff to the library at least once a week
 - 50% of what the library does is support job seekers
- The college is a potential site in Morton – college doesn't have staff to help people access existing PCS
- Randall and Packwood have libraries
- Collaboration with the schools is hit and miss
 - 2 staff go to Toledo to connect with seniors
 - Doing a youth fare – not all schools will participate
- People would come to the Centralia College site in Morton if staff were available.
- Expanding relationship with K-12 – WorkSource is working closely with the Toledo School district. There is the opportunity to do more. Not all school districts are equally open to working with WorkSource

Meeting with Centralia College East Advisory Committee, Morton, WA May 12, 2017

The College's Advisory Committee for the East Campus was meeting at the same time as the PacMtn community meeting. College staff provided the to present the Next Generation WorkSource Project and to receive their input.

Challenges/Needs

- Rural communities often have an education gap-basic computer skills training is needed.
- Health care support positions are hard to fill in Morton
- There is a need for pre-employment soft skills training
- Career education/career guidance is needed.
 - What do I need to get a job?
 - What job can I get with my skills?
- Technology/internet can be hard to access especially in eastern Lewis County.
- Not everyone likes to "click." Some brick and mortar is necessary.
- Students who go away to struggle with college life
 - many can't, or don't want to, live off "ramen noodles" for four years.

- They may recognize for the first time that they are not as well off as lots of students.
- They come back without completions of job prospects
- There is a need for *free* community college in order to prepare people for the workforce.
- Parents often don't know how to advise their kids regarding career opportunities. If youth aren't internally motivated or have a mentor they often don't succeed after high school.

Opportunities

- A maker space in Morton.
- The school district is trying to help young people get more career minded while they are in high school. Those who succeed in college have a career plan when they graduate.
- US Forest Service now does all recruitment and hiring is done on-line - they don't see a lot of local applicants and summer hires like they did prior to the shift to technology. Is there a way to help local residents apply for USFS jobs on line, e.g. sitting down with them as they complete the on-line applications?
- Packwood Timberland Regional Library is very willing to partner. And, they have a wi-fi hot spot.
- Representatives from the college's Morton site also expressed interest, as long as staffing assistance could be provided. Community PCs are underutilized.

Centralia Community Meeting, Centralia College, Centralia May 12, 2017

Needs

- Mentors, coaches
- Transportation
 - A lot of support services \$ goes to transportation
 - It's hard to get into Centralia/Chehalis from the surrounding communities
- Day care for job seekers, those employed
- Uplift and other approaches to improving soft skills
- Job placement services, especially for college students to earn while they learn
 - Many students need resources to help pay for college/living expenses
 - Campus work study is very limited
- Job search guidance, to help students make good career choices
 - Young people in the community need help to make good career choices
 - Many young people attend college without knowing whether they are well suited for the career path they selected.
 - Others don't realize what is available to them
- Job keeping skills
- Entrepreneurship – people may have to create their own jobs
- Support services
 - many partners offer a limited set of support services. What if these could be coordinated/leveraged together better?
- Widespread need for affordable housing throughout the area

Where (besides WorkSource) do people go for services

- Library
- College
- Churches
- Goodwill, Morningside and other community partners

Ideas

- College partnerships with local employers for access to more part time jobs for college students
 - o Internships allow students to learn about careers early and make adjustments in their educational plans if needed
 - o Would be best to connect students to the jobs on campus, but the jobs don't have to be on campus
 - o WorkSource has business services staff and provides work experience, internships, and OJTs – is there a possible linkage here?
 - o What about making better use of WorkSource aptitude testing for students so that they can make better career choices? What would it take?
- Create a full service supported skill centers – a place where people can leave their belongings which job searching, have an address, a place to shower/clean up, possible piece work or other ways to make a little cash while job searching
- Make access to supportive services easier
 - o find a way to get and distribute support services \$ with fewer strings, less bureaucracy
 - o It would be great to have a non-profit partner with a pool of funds to make the provision of support services easier
 - o It would be great to leverage and coordinate all the small resources in the community to get
- Shared spaces/shared schedules among local partners to better coordinate access, leverage resources
- Provide more services via video and skype
 - o get the best workshops recorded and provided to partners on-line
 - o wrap around with skype discussion opportunities with workshop presenters, other experts
- Improve the connection with the high schools – there is interest in a number of schools
 - o Toledo and Centralia have alternative high schools. Need more options for non-traditional learners
 - o Students are dropping out around 10th grade – how can we catch and re-engage them?
- Take a look at what's going on in Winlock. There's been an uptick in use of WEX and other services.
- Need to get the word out about what is available
- Need to get the word out about what WorkSource has to offer.

APPENDIX D: SURVEY RESULTS

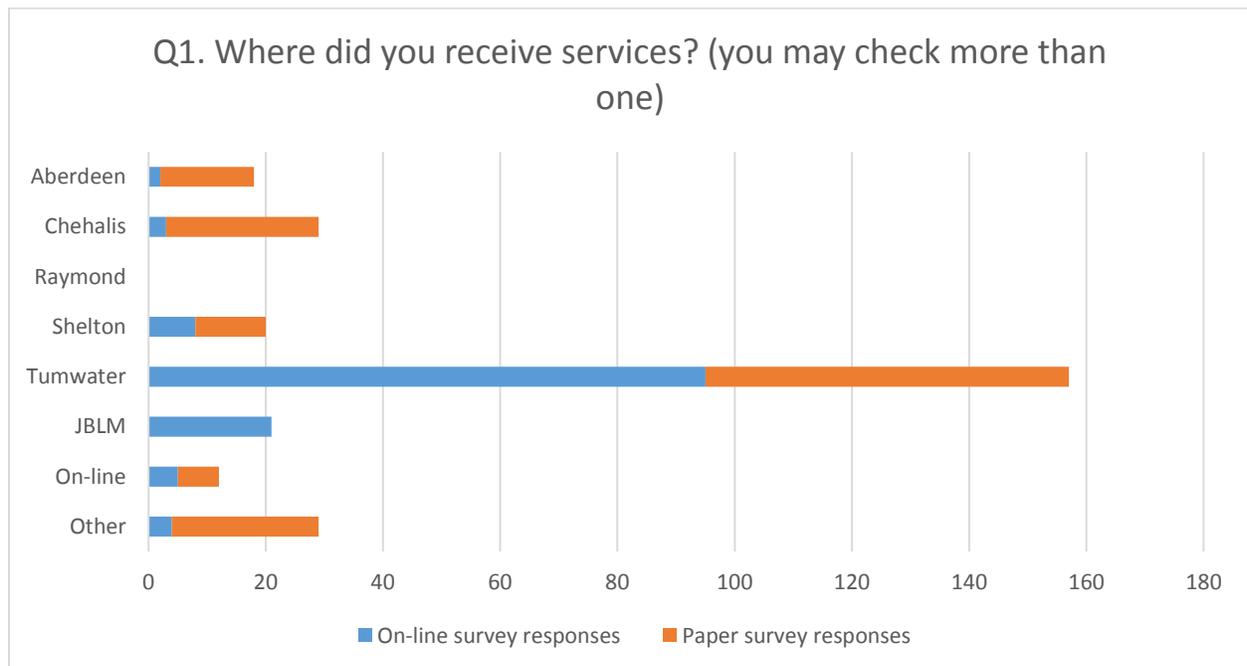
Background

ABSLLC conducted two job seeker Voice of the Customer surveys in May:

- an on-line survey was advertised at the PacMtn and the regional WorkSource Center Facebook sites.
- a paper and pencil survey was distributed to all WorkSource Centers when the on-line survey did not provide the initial level of response expected.

A total of 280 surveys were received: 127 on-line and 153 hard copies. The vast majority of surveys came from WorkSource Thurston (nearly 160). Although the survey was not specifically marketed to those receiving services through the transition center at JBLM, 21 job seekers receiving services there responded. No surveys were received from Raymond/Pacific county. Job seekers were not required to answer all questions, and many skipped some questions. Additionally, job seekers were allowed to select more than one choice for all of the questions. Both the on-line and in person responders provided a large number of comments, which are included in this report in the job seekers' own words.

Job seekers who responded to the survey were quite satisfied with the services they receive through the WorkSource system. This is not unusual – nationally, surveys of job seekers accessing one-stop services at sites like WorkSource state that they are satisfied to very satisfied with their experiences. Those who completed the pencil and paper survey were slightly more satisfied than those who took the on-line survey. Those who took the pencil and paper survey made almost no negative comments, and identified specific staff for praise more often than those who completed the on-line survey. The charts separate the on-line from paper and pencil to allow for comparisons. An analysis of the responses to each survey questions is included below the tables showing results, below.

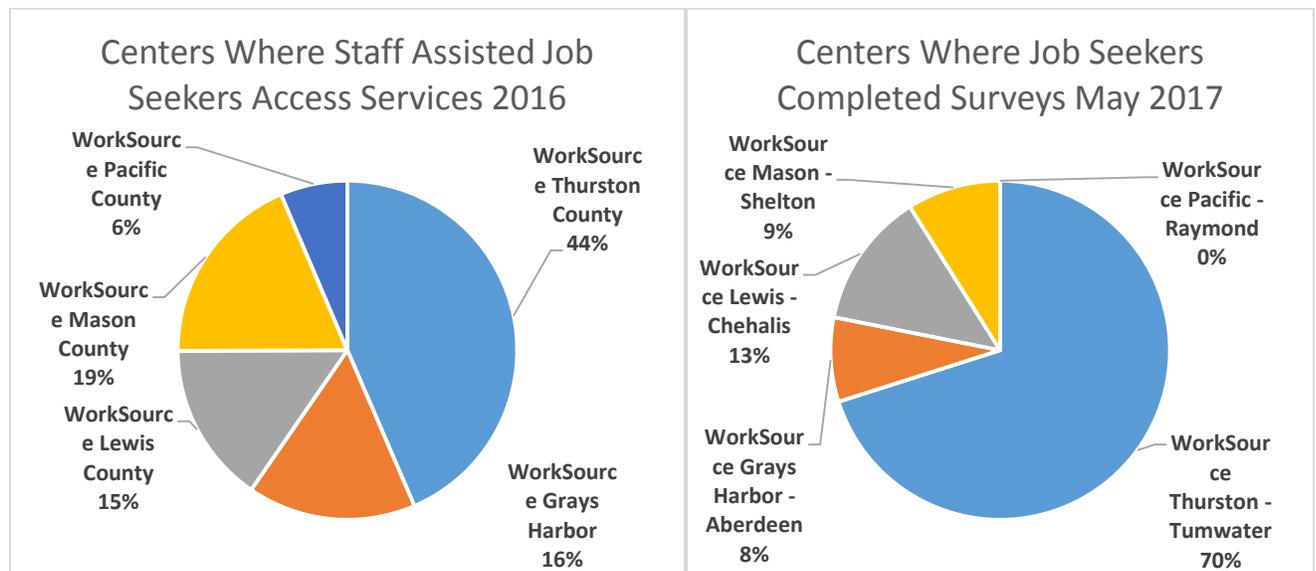


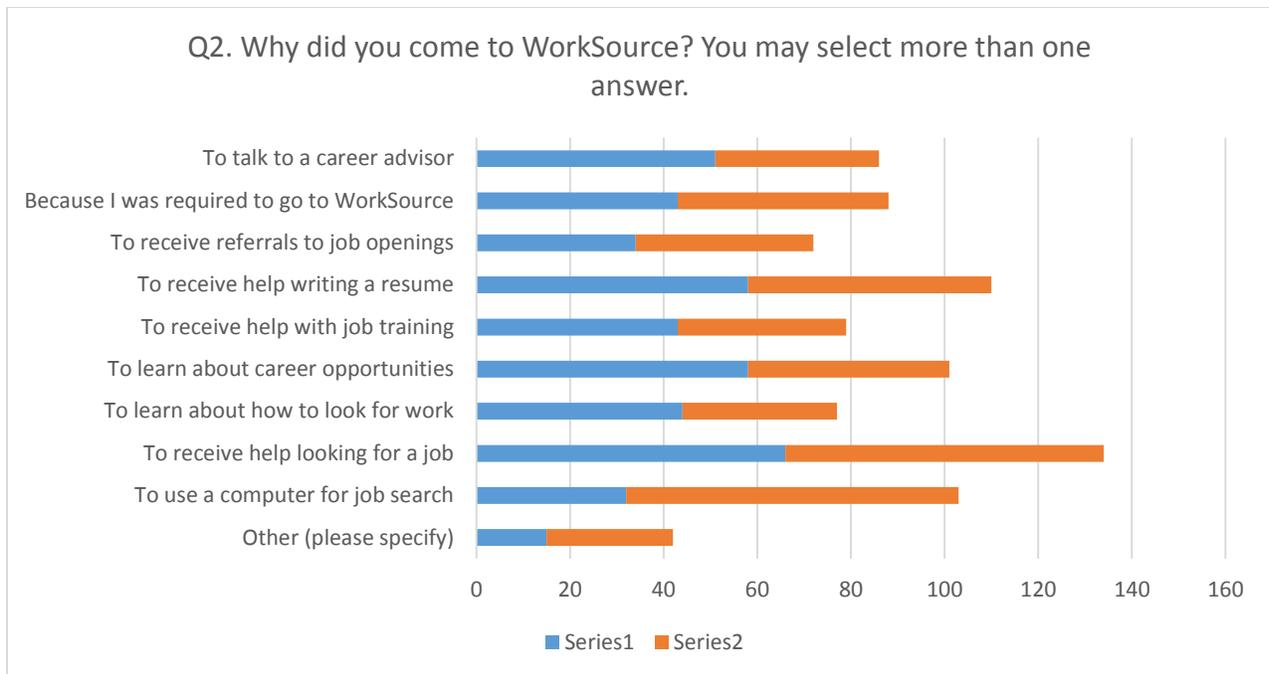
Analysis: As stated above, the vast majority of survey respondents received services at WorkSource Thurston in Tumwater. No responses were provided from Pacific County. A number of job seekers accessed services at more than one location.

Where customers received services	On-line responses	Paper responses
Aberdeen	2	16
Chehalis	3	26
Raymond	0	0
Shelton	8	12
Tumwater	95	62
JBLM	21	0
On-line	5	7
Other (out of the region or answer is unclear)	4	25
ANSWERED QUESTION	100	91
SKIPPED QUESTION	27	62

Considering that Thurston County is the most populous of counties, it was not surprising that most survey responders used services at WorkSource Thurston in Tumwater. The 21 job seekers receiving services through the Camo to Commerce program at JBLM further increasing the sample size from Thurston County.

Based on a measure of job seeker use of the centers, staff assisted job seekers, WorkSource Grays Harbor, Mason and Pacific Counties had a smaller portion of survey responses than expected. When asked about the small number of surveys, WorkSource Mason staff commented that their job seekers must not like taking surveys and staff in Grays Harbor noted that they could have done more to market the surveys.

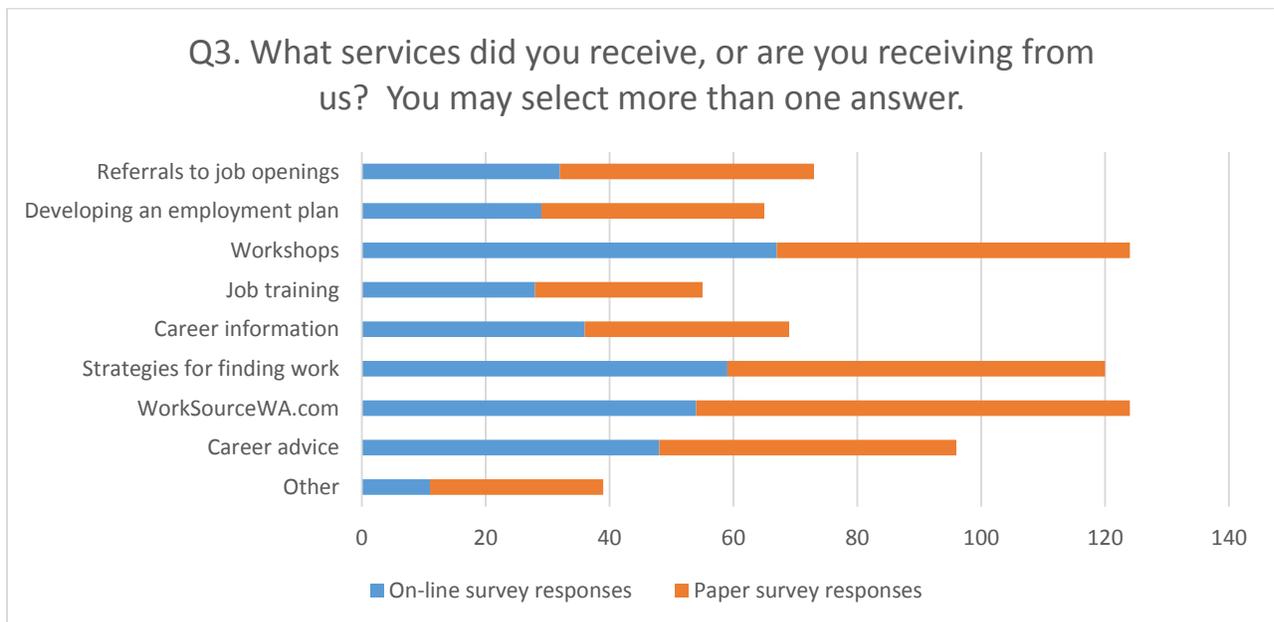




Analysis: Most job seekers selected several responses, indicating that they do not come to WorkSource for a single purpose. “To receive help looking for a job” was the most common response, followed closely by “to use a computer for job search”, “to get help with resume writing” and “to learn about career opportunities”. Survey responders also listed a number additional reasons for their visits to WorkSource, some of which overlap with the categories provided in the survey. Their responses are included to provide a sense of the types of things they identified more specifically.

Answer options	On-line responses	Paper responses
To talk to a career advisor	51	35
Because I was required to go to WorkSource	43	45
Answer options continued	On-line responses	Paper responses
To receive referrals to job openings	34	38
To receive help writing a resume	58	52
To receive help with job training	43	36
To learn about career opportunities	58	43
To learn about how to look for work	44	33
To receive help looking for a job	66	68
To use a computer for job search	32	71
Other:	15	27
• workshops/classes (5)		
• Print resume/application materials/use equipment (5)		
• I was receiving work first benefits (3)		
• Interview techniques (3)		

• Work Release (3)
• Retraining (3)
• Help with UI (2)
• Job help and resources
• Get assistance with obtaining my CDL A
• Help with school/training
• Invited to participate in "Bridge to Work"
• Rep was at TCFB and suggested I reach out to dislocated worker program
• Camo2Commerce
• Veteran representative contacted me after talking to WA serves
• To turn in Documents to V.I.
• Job Fairs
• Post a job
• WorkSource provided quality information for resume's and interview techniques.
• your people who work here, give suggestions on talking to an employer in interviews. and also give us confidence to make is feel like we deserve the job, Thank you.
• BAM audit
• Community Partner Meetings
• I work here
• Other (2)



Analysis: The most common answers to this question were: “WorkSourceWA.com”, “Workshops” and “Strategies for finding work”. This makes sense considering that WorkSourceWA.com is the gateway to many other services. Based on their response to Q1., most job seekers are accessing WorkSourceWA.com at WorkSource Centers, where they are strongly encouraged to create a profile and a SAW account to access services. Additional surveys would be needed to get a better

understanding of the specific services job seekers accessed. The table below includes the additional responses job seekers provided to this question in their own words. In many cases job seekers listed services that are included in the categories provided in the survey, but offered more specific details.

	On-line survey responses	Paper survey responses
Referrals to job openings	32	41
Developing an employment plan	29	36
Workshops	67	57
Job training	28	27
Career information	36	33
Strategies for finding work	59	61
WorkSourceWA.com	54	70
Career advice	48	48
Other	11	28
<ul style="list-style-type: none"> • College opportunities • Referral to Career Path Services/ResCare (2)/WIOA Adult prog/Youth Services • back to school to advance my skills/Help with school • Worker Retraining • Role playing for job interviews • the ability to continue receiving unemployment and care for my family while I look for full-time work • I still come in to use the computer occasionally, or fax and copy. • to meet with [REDACTED] for volunteer opportunities (3) • Use equipment (2) • help getting on the computer • Trying to set up a WorkSource username and pin so I can use services • Suggestions for successful agency applications • VA Veteran • job placement through work first program • Job Search • Contact V.I. using Fax • UI/REA (4) • workshop • Income related obstacles • [REDACTED] was a great help with my job search! • Post a job • just came in • None yet as I haven't pursued though I intend to • nothing I didn't get any help • Not much • None at this moment 		



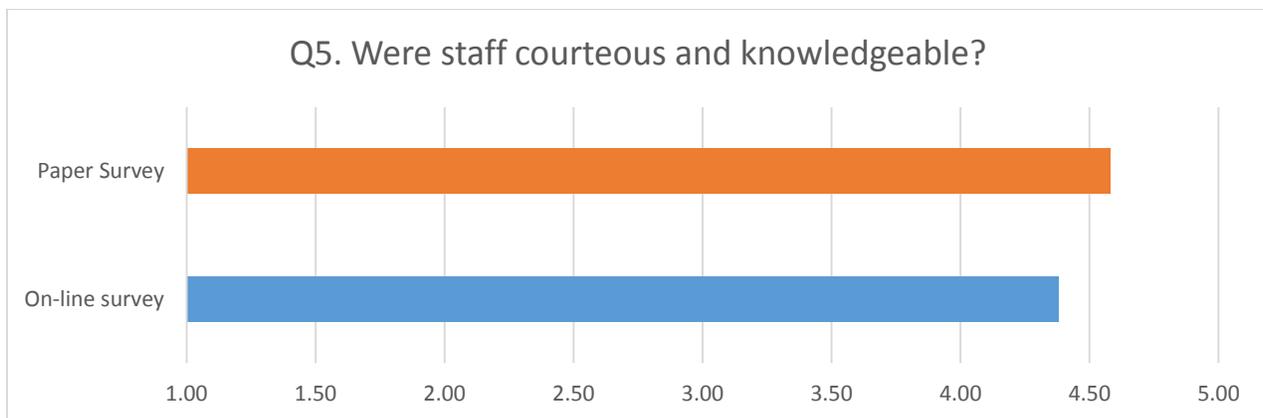
Analysis: This question begins to get at the quality of the job seeker experience. The vast majority of survey takers felt they were greeted warmly and treated professionally, although several of those who did not feel this way made very specific comments, which are included below. Those who completed the survey in person tended to credit specific staff for their experience, and rated the experience a tiny bit higher than those who took the on-line survey.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Rating Average	Response Count
On-line survey	2	4	6	35	75	4.45	122
Paper Survey	4	0	6	36	105	4.58	151

Positive Comments

- Yes, agree, strongly agree, strongly agree; every time (8)
- I was very happy with the fact that both people sitting at the desk welcomed me in.
- Every visit to WorkSource was pleasant and helpful
- The staff are very friendly and show willingness to be of assistance.
- This office has the BEST employees! Especially [REDACTED]!
- I was greeted by the receptionists who were very friendly and met with [REDACTED]. It was a very stressful time for me and they always helped me calm down during my "mini freak outs" and made me feel reassured.
- Desk personnel very very polite.
- I had [REDACTED] and [REDACTED] through this journey
- The staff are very friendly and are always eager to help.
- The front desk receptionist was very helpful, she even helped when I was not feeling well.
- They have always been very professional and courteous.
- I am employed now, but occasionally still need to fax or make copies for work. I also sometimes need the computer/printer for my job, not the job I'll be doing over the summer. The staff here always greets me, and never hesitates to help me do what I need.
- always has a smile/ information/helps to our needs
- everyone has been and continues to be warm and professional
- Helpful with answering all my Questions!
- Great People @ WorkSource
- [REDACTED] always greets me with a smile

<ul style="list-style-type: none"> • [REDACTED] has been extremely knowledgeable, helpful, patient & thorough throughout this entire process
<ul style="list-style-type: none"> • I am greeted every time I come into WorkSource & it makes my day a little better
<ul style="list-style-type: none"> • Very nice and helpful
<ul style="list-style-type: none"> • It was hard over the last 11 month looking for work but being greeted warm always made looking for a job a little easier
<ul style="list-style-type: none"> • wonderful, helpful people. thanks so much!
<ul style="list-style-type: none"> • I love these guys
<p>Negative</p>
<ul style="list-style-type: none"> • Some people at the front counter have an unwelcoming attitude.
<ul style="list-style-type: none"> • Occasionally, reception desk has been engaged in its own employee-focused conversation and do not pause it in order to assist a visitor
<ul style="list-style-type: none"> • I was a part of WorkFirst and knew what I needed to do but had trouble with things like full time daycare due to space availability in Thurston County. My assigned case manager regularly chided and tisked because my baby didn't have full time care. It was out of my control and later I was able to accept a full time position for my baby.
<ul style="list-style-type: none"> • I was barely acknowledged.
<ul style="list-style-type: none"> • The woman at the front desk acknowledged me. She wasn't easily approachable. She was helpful in the classes, but not in assisting me with getting a career advisor or one on one help with my resume. Honestly, it wasn't her fault. It seemed like the staff was lazy and expected visitors to know exactly what was needed to get services and how all of the services worked.
<ul style="list-style-type: none"> • by person at desk- yes... instructors and "professionals" not so much-
<ul style="list-style-type: none"> • Sometimes when I walk in, a certain someone is disrespectful, such as ignoring me when I'm standing at the counter.
<p>Neutral or mixed comments</p>
<ul style="list-style-type: none"> • [REDACTED] was so much help. The first day some other lady help but wasn't much help.
<ul style="list-style-type: none"> • Neutral
<ul style="list-style-type: none"> • Several people in office.
<ul style="list-style-type: none"> • agree almost always...
<ul style="list-style-type: none"> • [REDACTED] set me up with a format to establish a resume and [REDACTED] helped finish



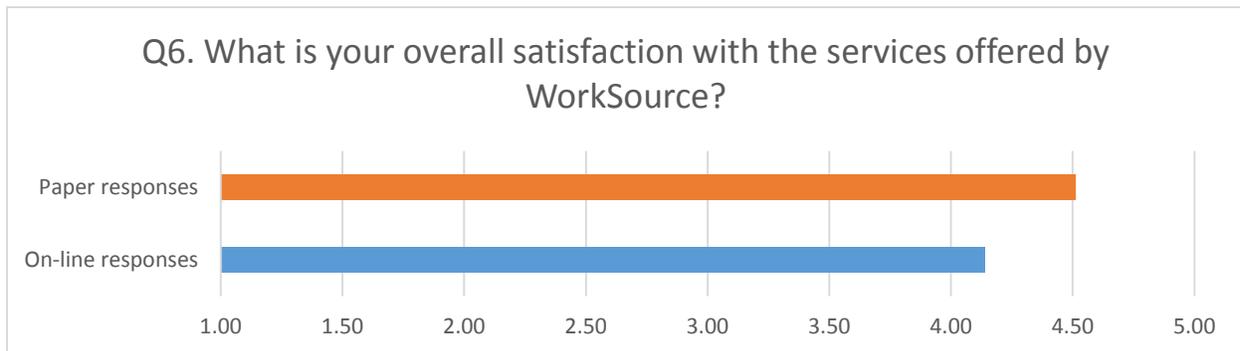
Analysis: Job seekers ranked staff highly for being courteous and knowledgeable. Several of those who disagreed provided very specific feedback about their experiences. Again, the in-person survey ranked staff a bit higher than the on-line responders, but not significantly so.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Rating Average	Response Count
On-line survey	3	2	11	36	71	4.38	123
Paper Survey	4	0	5	37	105	4.58	151
Positive Comments							
• Strongly agree (4)							
• strongly agree, consistently helpful							
• Very helpful 2							
• Awesome							
• Agree 2							
• I just want to say that [REDACTED] was great and helped put my mind at ease.							
• [REDACTED] is a fighter for rights							
• Very knowledgeable and care about those of us that are out of work.							
• There is always someone here that can help							
• [REDACTED] is amazing in her job and what she does and how she helps!							
• I have been here from another state and have been at Work Source. Everybody and, have learned more on computer and learned from [REDACTED] and [REDACTED] on everything to go for jobs, They both should be thanked for their great at their jobs							
• [REDACTED] the intern rocks!							
• [REDACTED] has been super informed and helpful, and obviously know a great deal about her position as well as relaying her knowledge in an intuitive easy to understand manner.							
• Very informative!							
• Staff is extremely helpful here. I so appreciate them all.							
• All of them were awesome							
• [REDACTED] and the staff always help with any question I have.							
• Extremely. [REDACTED] was amazing.							
• Keep at it, you're all doing great!							
• As always good help!							
• I would have had no idea about these programs if it wasn't for [REDACTED] & my visit to WorkSource							
• Staff are always willing to assist me in whatever way they can & if they don't know the answer off hand they find it & get back to me							
• very professional							
• Received good feedback on my job search and technique from [REDACTED] & [REDACTED]. Great people.							
• Staff are extremely helpful always available to help, or answer questions "wealth of information". WorkSource is fantastic service to all. Thank you.							
• Yes. Thanks!							
• [REDACTED] is amazing in her job & what she does & how she helps!							
• [REDACTED] was great help.							

<ul style="list-style-type: none"> • You guys are a blessing Thank you Sincerely
<ul style="list-style-type: none"> • Very pleasant & helpful
<ul style="list-style-type: none"> • Respectful employees!!
<ul style="list-style-type: none"> • Very kind and helpful no matter what time of day great job!
<ul style="list-style-type: none"> • Great customers service
<ul style="list-style-type: none"> • Thank You.
<ul style="list-style-type: none"> • [REDACTED] was so much help. And directed me in the rite direction and answered all my questions.
<p>Negative Comments</p>
<ul style="list-style-type: none"> • Felt like every time I went to WorkSource I was told something different or yet again found out something that I should of have been informed of the last visit, and also given incorrect information. Took weeks to get an appointment, even showed up for an appointment and had to wait 45 minutes past my scheduled appointment time. Totally felt like I was inconveniencing WorkSource by even going there. Absolutely nothing good to say except the people at the front desk were extremely polite and the VA person was very knowledgeable and helpful.
<ul style="list-style-type: none"> • I have a college degree and we were on the same platform but I was regularly recommended to apply for bottom rung minimum wage jobs. I applied and was hired by the state. I
<ul style="list-style-type: none"> • I felt like a burden. Most people were treated like burdens in my observations. Some knew how things worked, but it was my first time utilizing WorkSource and I asked about a few services and was directed to use online services by there staff members on two separate occasions. One man eluded to the fact that I was probably in a workshop to fulfill an unemployment requirement even though I was not on unemployment. Another man also insisted on using me as an example in his workshop and butchering my name and then commenting on how "crazy" some names are. He also claimed that I spoke too quietly even though everyone else in the workshop heard me and a woman in the back spoke really quietly and he had no trouble hearing her. He tried to make me raise my hand when he said "raise your hand if..." And made a snarky comment when I said I cannot keep raising my hand up and down because it hurts. Then overlooked me when I had questions. I had to borrow them out and repeat them several times. It was the ex-wife Marine who pushed truck driving on his class. I have no doubt in my mind that he is racist. Also, the first 45 minutes of his class was him bragging about his success rate and being a Marine.
<ul style="list-style-type: none"> • [REDACTED] pushed some sort of website on me for people that write and do other contract style work. He didn't understand my needs despite how much I tried to tell him. [REDACTED] was my saving grace months later after I was still unemployed, and eventually [REDACTED] and [REDACTED].
<ul style="list-style-type: none"> • Some were courteous and knowledgeable, others not so much.
<ul style="list-style-type: none"> • The training for the retraining (WOIA I think it was called), was disorganized and hard to follow. All other trainings at WorkSource have been much better.
<p>Comments that were neutral or mixed</p>
<ul style="list-style-type: none"> • Neutral
<ul style="list-style-type: none"> • But not their fault we had problems program was weird It was trial & error
<ul style="list-style-type: none"> • agree almost always
<ul style="list-style-type: none"> • I would like to see thing targeted for seasonal workers, I love my job and I don't want to give it up, but I am required to take so much time off each year to keep it.
<ul style="list-style-type: none"> • I receive weekly newsletters on job opportunities and direct email on job openings.
<ul style="list-style-type: none"> • Courteous and knowledgeable, but not very helpful beyond pointing to a computer.
<ul style="list-style-type: none"> • Everyone is very helpful, if you are willing to help yourself. This is coming from someone totally out

of their comfort zone.

- Those that I spoke with.



Analysis: Customer satisfaction scores were high, and those who completed in person surveys ranked satisfaction slightly higher. Comments are sorted into two categories: those about staff and those about services. Both negative and positive responses are included in each category, starting with the positive. The negative comments offer a variety of reasons why people were less than satisfied, based on their interactions with staff, the quality of specific products or their expectations for services at the sites.

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Rating Average	Response Count
On-line responses	4	6	17	37	58	4.14	122
Paper responses	3	1	2	51	85	4.51	142

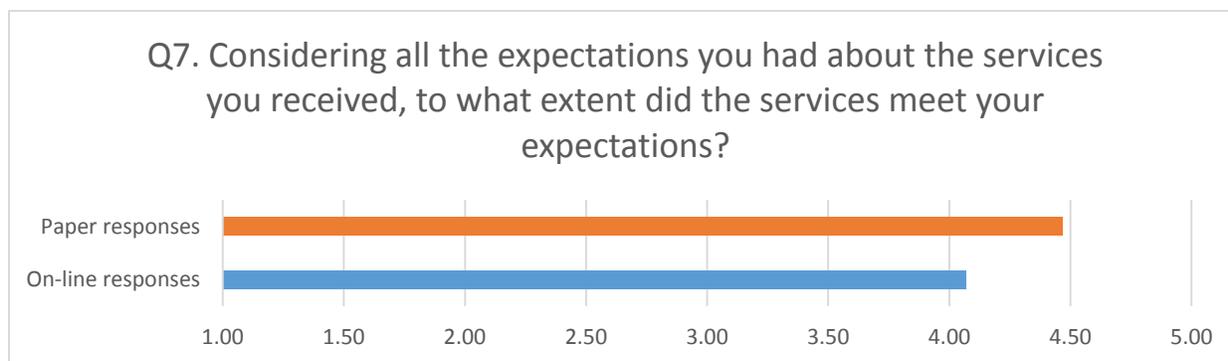
Comments regarding staff

- Without [redacted] and [redacted] I would not have gotten to where I am today. [redacted] was a source of professional help as well as emotional support during the most stressful time in my life. [redacted] helped me keep pushing on when job searching was difficult and frustrating. [redacted] helped me to apply for a Federal Job that I would have taken if it wasn't for the Hiring Freeze.
- Happy I had my case workers I had
- Had trouble setting account online - but staff at office got it done!
- they are a great help
- I really didn't expect to receive much help or support in my job search while attending however the outcome was much different than expected.
- The lady in charge of the meetings at 1PM had an attitude. She needs to work in her costumer service. People that go there is because they are looking for help and are in a fragile point.

Comments regarding services

- Most of the offerings are helpful and taught by knowledgeable professionals. Workshops are good and enable some better one on one times if they are not too full. I like having the GED classes available at the WorkSource office.
- Workforce offers opportunities and resources to facilitate job search.
- After not interviewing for over 25 years, I had NO idea how to go about it. Books and internet were all over the place and had too many options. Work Source narrowed things down, and made it not feel SO overwhelming. I always felt hopeful after I spent time at the WorkSource.

<ul style="list-style-type: none"> the orientation program I attended had to be shortened on that day, causing a lack of information about the program I was finally enrolled in.
<ul style="list-style-type: none"> I was trying to keep an open mind which is why I visited three times, but I really was better off staying at home and using the internet resources. I don't live close so it was quite a bit of wasted gas, but now I know not to go there.
<ul style="list-style-type: none"> work source job opening email & site is not useful. I am unable to successfully search for positions I specify filters for (primarily such as "marketing")
<ul style="list-style-type: none"> No follow-ups were taken, emailed asked for documents with no reply. I do think he might of thought I was ahead of the game, but unsure.
<ul style="list-style-type: none"> Wish website was better, especially being able to upload then send resume to employers. I do not use the website to contact employers because of this drawback.
<ul style="list-style-type: none"> I need "real and genuine" assistance in finding and securing (preferably meaningful) employment in today's very competitive environment....I am NOT interested in meeting (like a club) - I already have a "job club" with DSHS/DVR in Tumwater which meets every first Thu morning of every month...AGAIN I need concrete and "real" assistance finding and securing employment....(I dont want to be homeless again)...
<ul style="list-style-type: none"> They sell to the lowest detonator and don't really have any idea what to do with an educated person.
<ul style="list-style-type: none"> I think it can be a very beneficial program for some. Personally speaking though it hasn't been as helpful as I thought in my search for a specific job.
<ul style="list-style-type: none"> need more direct leads to higher paying jobs...
General Comments
<ul style="list-style-type: none"> Very satisfied
<ul style="list-style-type: none"> Satisfied
<ul style="list-style-type: none"> The services at WS are amazing, great people and programs
<ul style="list-style-type: none"> Dissatisfied
<ul style="list-style-type: none"> Highly dissatisfied, not very dissatisfied.
<ul style="list-style-type: none"> Have several new ideas
<ul style="list-style-type: none"> I have frequented WorkSource
<ul style="list-style-type: none"> ...except I haven't gotten hired yet!



Analysis: The responses to this question were consistent with the previous question regarding satisfaction. The comments, both positive and negative are interesting; they provide more information about specific customer concerns than the previous ones, but are very few in number.

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Rating Average	Response Count
On-line responses	4	6	21	35	53	4.07	119
Paper responses	3	0	7	50	83	4.47	143
Positive customer experiences							
<ul style="list-style-type: none"> I have to be honest, I was very pleasantly surprised with my experience here in Tumwater. I have been to the Lakewood office many times and the customer service there is hands down no comparison. Tumwater made me feel welcome and that I wasn't some scum because I didn't have a job. The counselor I met with was very friendly and the Instructors I've experienced were great. 							
<ul style="list-style-type: none"> I have not secured a job yet, but I am positive. I have been able to network with people from diverse backgrounds and positions due to my connection with JBLM office. 							
<ul style="list-style-type: none"> They exceeded my expectations. Their help writing resumes and searching for jobs was invaluable. [REDACTED] helped me draft federal, state, and general resumes. All of which got me several interviews and helped me locate and get the job I wanted. 							
<ul style="list-style-type: none"> It was very helpful, since I have not had to apply for a job in the past 26 years. 							
<ul style="list-style-type: none"> [REDACTED] is knowledgeable 							
<ul style="list-style-type: none"> Gave me HOPE 							
<ul style="list-style-type: none"> Satisfied 							
<ul style="list-style-type: none"> quite satisfied 							
<ul style="list-style-type: none"> helpful,. Resourceful 							
<ul style="list-style-type: none"> The support & encouragement really meant the most to me. 							
Negative customer experiences							
<ul style="list-style-type: none"> I wanted to look into retaining... wasted first 6 weeks of unemployment filling out forms and fitting into 2nd floor schedule. shuttling back and forth to college. Work source had my records but needed all forms filled out again. and again.. frustrating. 							
<ul style="list-style-type: none"> As mentioned the follow-up, it was never followed through. Either person is too busy and could never get around to looking at my resume and documents or completely forgot. 							
<ul style="list-style-type: none"> STILL LOOKING FOR WORK 							
<ul style="list-style-type: none"> I didn't get any help. They pointed out ok here is the computer. I have a computer at home!! 							
<ul style="list-style-type: none"> At this time I am still waiting for [REDACTED] answer my email about training and what comes next. I sent the email last week and I am still waiting for his help. 							
<ul style="list-style-type: none"> I did not feel satisfied with the Trade act help. Seem like they were hard to communicate with! 							
<ul style="list-style-type: none"> Lazy and unhelpful workers. 							
<ul style="list-style-type: none"> It has not taken me so long to find work since the recession. I often feel like the classes I have been required to take are redundant and take away from the time I would otherwise be using to do all the things that are taught in those classes. The help I really need is with my appeal to ESD and financial support but when I am required to do 38 hours per week job hunting/applying it has been impossible to get the financial help I need for paying basic bills thanks primarily to WA ESD dragging ass to hear my appeal for my unemployment claim. Like it might force me to accept work that compromises my ethical values, faster. 							

<ul style="list-style-type: none"> I needed help with WorkSource.wa and no one seemed to want to sit with me to get through that frustrating process. By the time I was finished signing up for an account, I was too exhausted and frustrated to actually do any job search activities.
<ul style="list-style-type: none"> Computer access problems to WorkSource web page, not getting much help to try and resolve problem so I can use online services within [REDACTED] & WorkSource
Other comments
<ul style="list-style-type: none"> I'm still in the program. No outcome yet. Brand new to the C2C
<ul style="list-style-type: none"> Getting a job.
<ul style="list-style-type: none"> Wasn't sure what to expect.
<ul style="list-style-type: none"> Surprised me!
<ul style="list-style-type: none"> Both questions 6 and 7 will be very satisfied if they help me find a job in my desired field
<ul style="list-style-type: none"> I am leary to say, as I've not gotten hired
<ul style="list-style-type: none"> They worked with me to fine-tune my job seeking skills and sell myself for prospective jobs

Q8. Think of the ideal program for a person in your circumstances. What 3-5 words would you use to describe the program?

	Pencil and paper responses	on-line responses
Answered question	111	101
Skipped question	42	26

Analysis: “Helpful” was the most frequently used word to describe the ideal program and staff. It was referenced by 42 individuals or 20% of respondents. 21 (10%) described the ideal program and staff as informative and knowledgeable. Emotional qualities were identified by 19 (9%) respondents as characteristics of the ideal program. Examples include: motivating, empowering, encouraging, engaging, supportive, warm, caring, positive and passionate.

Outcomes were on the minds of 12 respondents. Some phrases/words used included: help me get back to work; effective; outcome oriented; connect me with suitable employers; help getting me re-employed. Additionally, 12 individuals spoke to the efficiency and flexibility of the ideal program. Phrases and words included: short and easy; efficient, effective, timely, simple; reliable; flexible, versatile, easy flow, fast, efficient and effective, quick, easy to understand.

Customize service was listed by 10 respondents as a characteristic of the ideal program. Phrases included: personal consultation to devise custom plan; one-on-one confidence building; personal coaching; sensitive to the needs of the individual; individually customized; individual attention; tailored; customized in-depth, responsive-unique to my needs; more one on one.

Technology was of interest to some (7). They listed: tech savvy staff; computer services; great computer experience; tech support class; computer training; more information technology training. One respondent said:I understand there are lots of job candidates applying for a limited number of job openings...There needs to be way or website that helps in this regard (for example uploading my/one’s resume ONCE) and that’s all that is necessary to apply for more than one opportunity available, instead of always asking for username and passwords to use job boards on the internet.

Target populations mentioned as needing attention in the ideal program included: older adults, veterans, disabled veterans, and disabled in general.

A **broad range of services** were identified as elements of the ideal program. They included: career planning, career advice, job search, job skill training especially in technology and healthcare, job placement assistance, targeted referrals, back to college courses, and assistance in completing bachelor’s degrees and beyond. Reflecting perhaps the loss of mid-level management jobs, there were references to the need for professional and advance level services, programs for professional transition, and career change management.

One individual pleaded for services that “...match job candidates with employment opportunities instead of resume writing strategies and other indirect activities unrelated to finding and securing employment.”

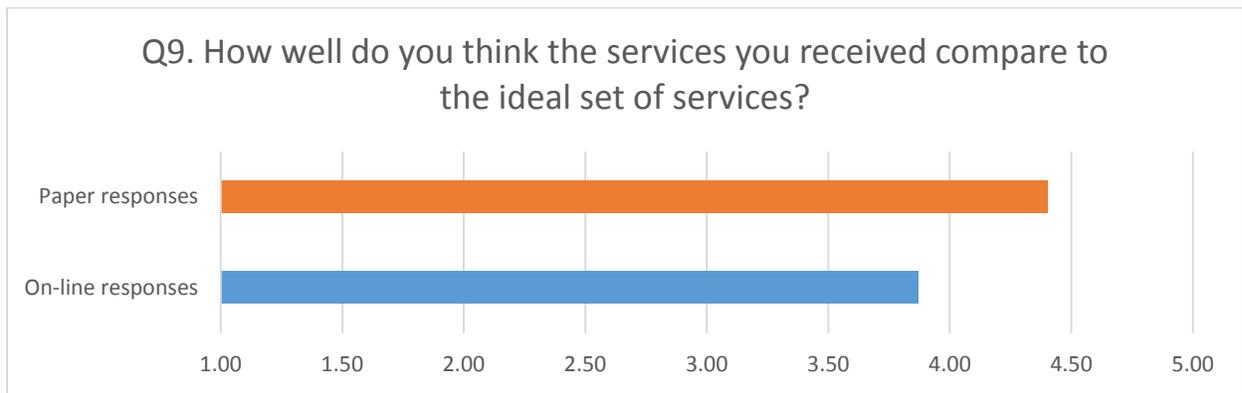
The following a list of the exact words and phrases used by job seekers in response to this question.

Ideal Staff:	
will help you get back on track!	Helpful
helpful, motivating, practical	Helpful, informative, pleasant
Helpful, empowering, and caring ..	More Than Helpful In Every Way.
Helpful, encouraging and self-esteem	Very Knowledgeable & Dedicated
mentor to help navigate career change	Helpful
Mentor, Helpful, Responsive, Listener,	Positive Encouraging Helpful
Very helpful and resourceful.	helpful and Informative
Supportive Educative Informational	hard working and caring
Helpful and informative	Helpful, Honest
Helpfully, resources, and availability.	Very nice people
offering, more, helpful	Active, Helpful, Responsive, Tech Savvy
Very helpful & informative, proactive	Patience, don't give up!
Full of knowledge extremely helpful	Very well prepared
informative, meaningful, helpful	Be more engaging and fun
Work source staff that help Job Seekers to see that positive in their unemployed season of their life.	The program is very helpful with knowledgeable staff
Professional, Friendly, knowledgeable.	friendly, warm, caring, very helpful
Knowledgeable, efficient, dynamic.	Kind, knowledgeable, and useful
Knowledgeable Culturally Sensitive	open, talkative
Informative accessible helpful	resourceful, easy, helpful
Useful Very knowledgeable Upbeat positive. Attitude	courteous, understanding helpful
Caring and Motivated	helpful, informative, motivating
insightful, supportive, responsive	helpful and patient
realistic expectations and encouraging	Helpful, straight-forward, realistic
Resourceful and passionate	informative/positive/support

Focused, timely and friendly.	Nice
insightful, helpful, useful	Very helpful
Ideal Program	
Outstanding	Very helpful and easy flow.
Very well put together and a lot of help	Flexible, versatile, Involved, Not to generic
Relevant, thorough	Tailored, fast, connected, thought out, planned
Easy to understand and utilize.	customized in depth
A program that is helpful.	NEED TO WORK
Short and easy.	Back to Work
Efficient, accessible, helpful	Second Chance
Educational, influential, helpful	Starting Over Again
Effective, Timely, Simple, Reliable	Awesome for Vets!
Very useful	Very helpful to veterans
Helpful motivating encouraging group oriented	WorkSource has everything you need.
Work Source is a very good program to help with job training and job searching.	Motivating, encouragement, empowering, positive and exceptional.
Help me get back to work	Very Knowledgeable experience
Very useful programs/help	fast, efficient, effective
Great, Helpful, fun	educational, respectful & logical
I Love it	Very Informative and Knowledgeable
Professional from bottom to top	Awesome, perfect
Personal, informative, sensitive to needs of individual	Life-changing, vital, putting taxpayer \$ to good use
Very helpful to me and others, with all the different opportunities that are offered,	useful, helpful, straight forward, pleasant, grateful (on my part) b. I don't really know the ideal services)
pretty good	Customer Focused, Individually Customized
helpful, easy, painless!	Good resources available
Very helpful	Easy to understand
Flexible, Versatile, Involved, not to Generic	Quick, Efficient, Helpful
The go-to place for jobs	Very helpful a God sent.
Excellent Informative	great!
Hand on help while smiling	Info based, info sources.
quiet clean helpful	Very helpful and
A lot of resources available	help finding a job
A very good program	Opening doors for opportunity
The best place to find a job	concise, informational, unique (to my needs)
Outcome oriented	Educational, Respectful, Logical
work place confidence	I really can't think of a program
Very helpful, informative	Extremely Helpful

Ideal Services	
one on one confidence building	Fine tuning resume
Career specific advice	Interview preparation for transitioning veterans
Personal coaching	Helped with job search's
Need more 1 on 1.	Targeted job referrals
Individual attention if possible	short-term, job placement
Job search assistance and retraining	connect me with suitable employers
it would be the career advice program, it can direct you in different directions	Help getting reemployed
I'd like to see a program that explains the process to extend unemployment while doing an educational program explained in the 1st 2 weeks of unemployment.	help in finding work for someone who can only work part time due to health restraints.
Discussing wanted position, going over current experience and if they meet desired positions. If not how to reach those requirements. Translation of military experience to civilian, or a check to verify all is translated well for those that feel that they have done so, and follow through on reaching out as stated in meeting.	...being able to match job candidates with employment opportunities instead of "resume writing strategies and other indirect activities unrelated to finding and securing employment. I understand there are lots of job candidates applying for a limited number of openings.... There needs to be a way or website that helps in this regard (for example uploading my/one's resume ONCE) and that's all that is necessary to apply for more than one opportunity available instead of always asking for username and passwords to use job boards on the internet
appropriate resume	help with resume
Great for people needing work.	Guest presenters healthcare nonclinical careers.
Job Training and Placement	Major medical career change
Employment Retraining Advisory	Relocation tips
Back to college courses will expand careers	Need more senior age help.
Job skill training	small business
Ideas for finishing degrees to help attain better jobs.	Immediate financial challenges met while seeking ethical career options
Career training on best practices & tips. Job fair/direct connection with employers.	Being able to contact someone via phone without days of delay.
Professional, advanced level services	needs more options
Professional development for managers	Informative, education, caring, computer
Program for professional transition	Better Time Management
Professional grade services	Great Computer Experience
Transitional gap support services assistance	Help with filing online
Computers services, options.	Get my Bachelors or beyond!
Health-field training	training, job, ideas
More computer classes	Tech Support Classes

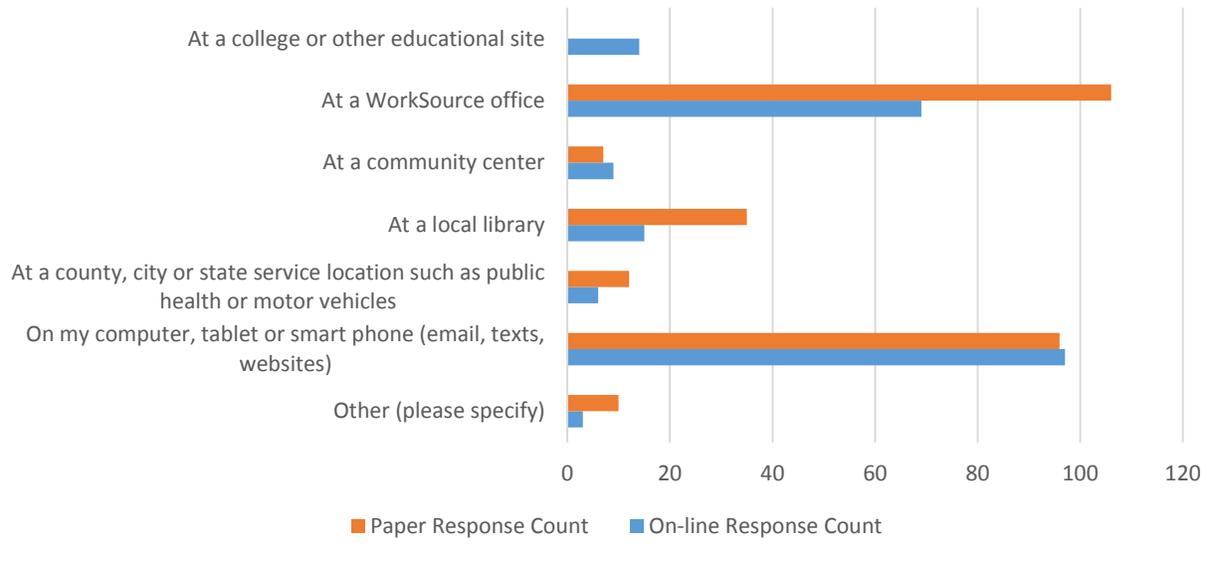
Best job referrals	Computer Training
Just plain help in finding job in my field	helpful useful Veteran oriented Disabled oriented
Job search tools for (illegible) techs	Skilled older employee. Employment Advocacy
I need a class to show how and what SAW and WorkSource can do for me and others.	Internship program as stepping stone into work force.
Effective, thorough, Job Searching on the job training	Career change management
How can we get you a diploma/college	Income security - even if temporary
Geared towards older adults	Older people now looking for work
Disabled Worker retraining	Job search / training
Personal consultation to devise custom plan	Work Placement Assistance Program
WorkSource should be more widely and fully advertised	More information technology training
Standard operating procedure	Help getting in the workforce doing something entirely different because of physical obstacle.
Difficult to navigate. The site needs work.	Continuing adult education
relocation help	Career transaction best practices & tips. Job fair/ direct connection with employers.
Emphasize your workplace skills	A live person, locally, to help me
Other	
This is confusing. What program? What context? If you are asking how we could improve, ask that	A sorry program, if you don't show care for those that are seeking help. Nobody cares what you do!!
Very eye opening	It works if you help them help you
Warehouse jobs	Need High-Skilled Employee, Now!
very helpful for my scenario	It is very helpful in stressful times
It was good	It was very informational for me
The classes are very helpful.	Taught me how to do the paper work.
I need help	?



Analysis: Again, customers rated services very highly, although a little less highly than in previous questions. There were relatively few comments compared to other questions.

	Not at all	Not well	Somewhat	Well	Very well	Rating Average	Response Count
On-line responses	4	11	23	35	42	3.87	115
Paper responses	0	3	6	55	63	4.40	127
Positive comments							
<ul style="list-style-type: none"> Most of the resources I am currently using at my advantage are a result of my experience with Camo2Commerce/Workforce. Before my encounter, I was ignorant of most of these programs and opportunities. 							
<ul style="list-style-type: none"> ██████████ is very nice. He is trying to assist me. 							
<ul style="list-style-type: none"> Staff was flexible to accommodate my special scheduling needs. Thank you! 							
<ul style="list-style-type: none"> I was also working with Lee Hecht Harrison in Bellevue. The staff and services provided at WorkSource Tumwater was far superior to what I was offered by LHH. Thank you for providing outstanding services free of charge to our communities! 							
<ul style="list-style-type: none"> Very Well 							
<ul style="list-style-type: none"> Couldn't ask for better counselors, instructors or classes 							
<ul style="list-style-type: none"> Well 							
<ul style="list-style-type: none"> well to quite well 							
Negative comments							
<ul style="list-style-type: none"> to busy criticizing (offering suggestions- each person you speak with has different opinion) resume- letters. Then tried to force me into their agenda... I explained salary needs--- directed me to hrly. \$12-15 jobs... don't listen well or think I am not intelligent. 							
<ul style="list-style-type: none"> I only say somewhat, because I was not instructed to go to the correct trainings in the proper order, son by the time I was told of the ones I needed, I had already done some of that on my own and was then back tracking. I would really suggest getting people into a counselor first thing, not a month after you are on unemployment. 							
<ul style="list-style-type: none"> I've mentioned my goals and the type of career I want but still only receive information on jobs having nothing to do with the medical field. 							
<ul style="list-style-type: none"> I only met the guy once and never heard from him again. 							
<ul style="list-style-type: none"> WorkSource has some things set in place never enough case workers 							
<ul style="list-style-type: none"> I have higher degrees and the programs are not designed for my level. Being injured and having to look for a new career did not work with the current system. People were very helpful, but were perplexed on what to do for me. 							
<ul style="list-style-type: none"> Not much for non-disabled vets. 							
<ul style="list-style-type: none"> There seems to be a need for more case managers to be able to efficiently take care of the amount of people needing the services. To allow case managers time to know the history of their clients 							
<ul style="list-style-type: none"> Three visits over the course of two months and they were all awful experiences in their own way. 							
<ul style="list-style-type: none"> I will be likely lose the insurance on my vehicles, have no medical insurance, will lose all my belongings in storage, and be evicted from my home, all because I can't get financial help and ESD is unresponsive. The WorkSource program needs to be more concerned with the overall physical, mental, financial well-being of people seeking employment. And have avenues of assistance to direct people towards in their time of need esp. when Unemployment Insurance fails. 							

Q 10. Where do you prefer to access employment services in your community?



Analysis: Job seekers stated that they would like to receive services On-line (193) and at WorkSource (175) as their most frequent answer. Those who answered the question in person were far more likely to identify WorkSource as their preferred place for services. The 3rd most frequently identified location was “At a local library” (50). This is not surprising since survey responses were drawn specifically from those accessing services through WorkSource. No surveys were conducted with the general public to determine their preferred access point.

Answer Options	On-line Response Count	Paper Response Count
At a college or other educational site	14	0
At a WorkSource office	69	106
At a community center	9	7
At a local library	15	35
At a county, city or state service location such as public health or motor vehicles	6	12
On my computer, tablet or smart phone (email, texts, websites)	97	96
Other (please specify)	3	10
<ul style="list-style-type: none"> Anywhere to get face to face discussions going. I think group is good for general information, but one on one is ideal for those like my self that try to stay away from broadcasting circumstances of separation. Although now it doesn't matter, but not all want to explain there business in a group setting. Plus those questions that they think are dumb to ask in a group setting can be asked during that personal face to face meeting. 		
<ul style="list-style-type: none"> I've used the WorkSource center a Piece College and they were friendlier, but not knowledgeable. I'm not a fan of WorkSource employees. It seems like the programs could be awesome, but the employees are just there for a paycheck. 		
<ul style="list-style-type: none"> I have been very satisfied. 		
<ul style="list-style-type: none"> I am profoundly grateful for all the help I am receiving to position me to again be to become self-sufficient, [REDACTED] has been an amazing ally helpful and guiding me through to success. 		
<ul style="list-style-type: none"> Will return! 		
<ul style="list-style-type: none"> Northwest Resources - SOS office. 		
<ul style="list-style-type: none"> Stay more focused than at home 		
<ul style="list-style-type: none"> already working - needed computer help for ongoing classes 		
<ul style="list-style-type: none"> Local paper 		
<ul style="list-style-type: none"> Mail U.S. 		
<ul style="list-style-type: none"> Staff always available to help and computers availability to all 		
<ul style="list-style-type: none"> Face to face leaving Resume 		
<ul style="list-style-type: none"> Thank you for everything you do for us 		