

CAREER SOLUTIONS WORKFORCE DEVELOPMENT BOARD PROGRAM COMMITTEE MEETING AGENDA

Monday, August 10, 2020 at 3:30pm

Career Solutions-Guest WiFi: Welcome2CareerSolutions!

Physical Location: CareerForce St. Cloud
1542 Northway Drive, St. Cloud, MN 56303 – Door #2
No parking permit required for this event. Please park in Lot B.

Virtual Meeting: Via Zoom during a State of Emergency with the Coronavirus (COVID-19):
Zoom details are listed within your calendar invite or contact Kari Court (320) 308-5749

1. **Call the Meeting to Order/Introductions** J. Magelssen
2. **Approve Agenda** ACTION: J. Magelssen
3. **Consent Agenda** ACTION: J. Magelssen
 - A. Minutes from 03/09/2020 (Attachment 3.A.)
 - B. Minutes from 05/11/2020 (Attachment 3.B.)
 - C. Renewal of the Electrolux Subcontract with Central Minnesota Jobs & Training Services (CMJTS) (Attachment 3.C.)
4. **CDL Project** – Phil Schroeder, PschroederLLC P. Schroeder
5. **Committee Work** T. Biery
 - A. St. Cloud Technical & Community College Receives Grant to Support Advanced Manufacturing (Attachment 5.A.)
 - B. CareerForce Career Seeker Service Satisfaction Survey
 - i. Statewide (Attachment 5.B.1.)
 - ii. Stearns & Benton Counties (Attachment 5.B.2.)
 - C. Pathways to Prosperity (P2P) End Date
6. **Other** J. Magelssen
 - A. From the Floor/Announcements
 - B. Next Meeting: September 14, 2020 at 3:30pm
7. **Adjourn**

REASONABLE ACCOMMODATIONS: ALL CAREER SOLUTIONS WORKFORCE DEVELOPMENT BOARD PROGRAM COMMITTEE MEETINGS ARE ACCESSIBLE TO THE HANDICAPPED. ATTEMPTS WILL BE MADE TO ACCOMMODATE ANY OTHER INDIVIDUAL NEED FOR SPECIAL SERVICES. PLEASE CONTACT ADA/AA COORDINATOR TAMMY BIERY AT (320)308-5702 AS EARLY AS POSSIBLE SO NECESSARY ARRANGEMENTS CAN BE MADE. INDIVIDUALS WITH HEARING OR SPEECH DISABILITIES MAY CONTACT US VIA THEIR PREFERRED TELECOMMUNICATIONS RELAY SERVICE.

CAREERFORCE DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, CREED, RELIGION, NATIONAL ORIGIN, GENDER, MARITAL STATUS, STATUS WITH REGARD TO PUBLIC ASSISTANCE, SEXUAL ORIENTATION, DISABILITY, OR AGE.

Note: If you are unable to attend this meeting, please contact Kari at 320.308.5749 or email at Kari.Court@CSJobs.org.
Upon request, this material can be made available in alternate formats.

CAREER SOLUTIONS LOCAL WORKFORCE DEVELOPMENT BOARD PROGRAM COMMITTEE MEETING MINUTES

Location: CareerForce St. Cloud
1542 Northway Drive, St. Cloud, MN 56303 – Door #2
Date: March 9, 2020
Attendance: Jill Magelssen, Tonya Adair, Brent Bultema, Jennifer Erickson, Ken Huling,
Kathy Kirchner, Sarah Lampert, & Brandon Schauer.
Career Solutions Staff: Tammy Biery, Ileana Merten & Kari Court.
Absent: Teresa Bohnen, Janelle Heesch, Ann Kennedy, & Karen Pundsack.
Guest: Ben Kyker

Call the Meeting to Order:

- J. Magelssen called the Program Committee Meeting to order at 3:30pm when quorum was met.
- Introductions made.

Approval of the Agenda:

Motion: B. Schauer made a motion to approve the agenda. Seconded by: K. Huling. Motion carried.

Consent Agenda:

- SCTCC Accelerated Welding Cohort Contract

Motion: K. Huling made a motion to approve the consent agenda. Seconded by: B. Bultema. Motion carried.

Central MN Council on Aging (CMCOA) Presentation – Ben Byker, Community Development from CMCOA

- Ben Byker introduced himself and provided a flyer on Central MN Council on Aging (CMCOA). CMCOA serves 14 counties/155 cities and CMCOA performed a survey about a year ago to all of the city administrators to see if they have heard of CMCOA and/or the Senior Linkage Line. The results shown that about ¾ of the city administrators knew about CMCOA and about ½ new about the Senior Linkage Line. Ben wants to share these valuable resources CMCOA can offer to the community.
- CMCOA is one of seven organizations for aging and a branch on the MN Council on Aging Board and a nonprofit organization. They advocate and provide services to older adults. Their best known service is the Senior Linkage Line which is a statewide resource line for all things aging. They can assist with questions on transportation, home healthcare, nursing home related questions, Medicare/insurance questions, etc. CMCOA fielded about 58,000 call last year in 2019.

- They try to answer as many questions as they can on the phone but there are some circumstances that may be too complicated to discuss via phone so an advocate can come onsite to assist.
- Another function offered is Pre-Admission Screening. If you are an individual planning to go into a nursing home, you needed to be pre-screened by the county. This was to make sure that you as an individual and your family were well informed of the options. Now those pre-screenings are performed by CMCOA and they performed about 7,500 screenings last year from hospital referrals, counselors, etc. CMCOA helped around 400 individuals move back into their home again versus staying in the nursing or assisted living facilities.
- Ben's role is part of the Community Development Team which tries to advance services for older adults in areas such as mental health, transportation, housing, etc.
- The last function they administer is grant administration. There is a couple of grants CMCOA is involved with that they offer to smaller nonprofit organizations and some of the services these nonprofits provide are volunteer programs to help with transportation, meals on wheels, etc. for low income adults. Ben gave some statistics of the elderly population and then opened it up for questions.
- T. Biery asked how many caregivers versus seniors use the Senior Linkage Line. They tend to see a spike in calls after the holidays when kids have visited their parents during the holiday season and notice some concerns their parent(s).
- J. Erickson stated that SCTCC is always looking for instructors with experience and maybe CMCOA could refer individuals who are looking for flexible employment to refer them to SCTCC. Ben also suggested reaching out to the Whitney Center and CMCOA funds a program called Foley Care. Foley Care enlists a large number of volunteers in Foley to provide rides, homemaking, etc. The person who recruits these volunteers actually goes to businesses located in Foley and as people retire from those businesses, they provide this program for retirees to see if they are interested in volunteering. Maybe make some of those connections.

Committee Work

- Updates on Dislocated Worker Projects:
 - Electrolux – T. Biery showed a PowerPoint presentation of Electrolux demographics.
 - X-Cel Optical – Staff still do not know their layoff date at X-Cel Optical. Initially it was at the end of June but now it might be later. Career Solutions is offering computer classes and Career Trek training programs.
- CareerONE 2020 Update – Career Solutions added a third track to the CareerONE Program called business tech track. We are still offering healthcare and construction. Each track will have 20 youth so a total of 60 youth in the specialty programs and an additional 80 in the regular track. The St. Cloud camp is a 5 week program with 4 days per week. Youth can earn up to a \$1,020 stipend. Recruiting has started and Career Solutions is interviewing Team Leaders.

- Pathways to Prosperity (P2P) – P2P is a grant Career Solutions received almost two years ago. This grant helps individuals obtain stackable credentials such as becoming a certified welder and/or obtain their GED. We received the grant and then DEED added a new rule that states these individuals need to be at or below 200% of the poverty level which has made this grant very challenging.
- Central Region Rural Career Counseling Coordinator (RC3) Report – The RC3 grant is a co-shared grant with CMJTS and Career Solutions. T. Biery showed the annual report where it talks about the work they done with EPIC, the Untapped Workforce Series, created several infographics and more.
- Regional Workforce Solutions Summit 2020 – Is scheduled June 9, 2020 and it will be located at the SCTCC campus. The St. Cloud Chamber of Commerce is provided registration and there will be a number of breakout sessions. We are finalizing a keynote speaker and working on the agenda.
- Local & Regional Plans – It is time to rewrite the Local and Regional Plans. DEED revamped the whole template so we will be starting majority of the plans from scratch. We are working with CMJTS on the Regional Plan and will provide a 30 day comment period.
- EPIC 2020 Recap – T. Biery showed pictures and a video recapping EPIC.
- Donations from Pilgrim's Pride – Pilgrim's Pride closed their office location in Waite Park so they donated furniture to Career Solutions. Pictures were shown and thanked Pilgrim's Pride.

From the Floor/Announcements – N/A.

Next meeting is scheduled for April 13, 2020 at 3:30pm

J. Magelssen adjourned the Program Committee meeting at 4:22pm.

CAREER SOLUTIONS LOCAL WORKFORCE DEVELOPMENT BOARD PROGRAM COMMITTEE MEETING MINUTES

Location: CareerForce St. Cloud
1542 Northway Drive, St. Cloud, MN 56303 – Door #2
Date: May 11, 2020
Attendance: Jill Magelssen, Teresa Bohnen, Tanya Adair, Jennifer Erickson, Ken Huling,
Karen Pundsack, & Brandon Schauer.
Career Solutions Staff: Tammy Biery & Kari Court.
Absent: Brent Bultema, Janelle Heesch, Ann Kennedy, Kathy Kirchner, & Sarah
Lampert.

Please note: this meeting was held virtually (via Zoom) as Minnesota is under a State of Emergency with the Coronavirus (COVID-19). Career Solutions followed the Open Meeting Law requirements during a State of Emergency:

- 1. All participating members can hear one another;*
- 2. Members of the public at the physical meeting location can hear all discussion "unless attendance at the regular meeting location is not feasible due to the health pandemic";*
- 3. At least one member of the public body is present at the meeting location, "unless unfeasible due to the health pandemic"; and*
- 4. All votes are taken by roll call.*

Call the Meeting to Order:

- J. Magelssen called the Program Committee Meeting to order at 3:30pm when quorum was met.
- Introductions made.

Approval of the Modified Agenda:

- Removal of ~~4.C. Renew the Electrolux Subcontract with Central Minnesota Jobs & Training Services, Inc. (CMJTS) (Handout) — ACTION~~

Program Committee Motion:

Results: Approved the modified agenda
Mover: T. Bohnen
Second: K. Pundsack
Ayes: J. Magelssen, T. Adair, J. Erickson, K. Huling & B. Schauer
Nays: NA

Consent Agenda:

- Minutes from 02/10/2020

Program Committee Motion:

Results: Approved the consent agenda
Mover: T. Bohnen
Second: B. Schauer
Ayes: J. Magelssen, T. Adair, J. Erickson, K. Huling & K. Pundsack
Nays: NA

Committee Work

- **Coronavirus (COVID-19) Impact** – T. Biery stated
 - **Federal Funding** – T. Biery stated there is a proposed federal funding legislation to fund workforce during this pandemic called Relaunching America's Workforce Act (RAWA) and attached you will find the funding breakdown.
 - **Reopening CareerForce** – Attached your packet you found a letter from DEED regarding reopening the CareerForce locations. Because of the large volume of individuals collecting Unemployment Insurance, they have stopped Reemployment Assistance sessions which was our normal referral program. Angie is communicating to the public about our services and the legislature wants to know the funding needed. We are estimating that we will serve about 10% of people who are claiming Unemployment Insurance but that could vary greatly. The caseloads of our Career Planners will increase and we may need to hire an additional three Career Planners to ramp up for an additional 1,500 clients. If so, our staff may have to desk share which could pose an additional challenge. The additional challenge is that many of the people on Unemployment Insurance (UI) are making more money on UI then working so many of them don't want to return to work.
 - J. Magelssen is seeking some of this with her clientele and many of them are asking for a higher wage even though they have not increased their skill set.
- **Monitoring Report & Checklist** – T. Biery stated the Monitoring Reports and Checklist were included in your agenda packet for your review.
- ~~**Renew the Electrolux Subcontract with Central Minnesota Jobs & Training Services, Inc. (CMJTS)**~~ – *Removed item from the agenda.*
- **Update on Local & Regional Plans** – DEED has given the local areas extensions deadlines on the Local & Regional Plans. The Regional Plan is almost completed with CMJTS but T. Biery will use this extension deadline on the local plan as her time is primarily focused on the pandemic and the reopening plan.
- **CareerONE Update** – T. Biery stated CareerONE will look different this year with the pandemic. Since the 140 youth cannot be onsite at SCTCC, majority of the program will be held virtually to follow the social distancing guidelines set forth by the CDC. We have written many grants to support the CareerONE Program but many of the funders have shifted their funding to focus on COVID-19 relief. As a result, we will be cutting the Sauk Centre and Paynesville 2 week camps but St. Cloud will still continue. We originally planned on serving 140 youth but in order to follow the social distancing guidelines, we

plan to serve 126 youth in 14 groups. That means 9 youth per team with one instructor to make it a group of 10.

- Career Solutions is asking businesses if they have any work sites that these youth could work on such as United Way has some weeding and cleaning up their parking lots. If you know of any other projects, please forward them to T. Biery.
- Career Solutions is also partnering with the YES Network for food sites to serve youth food during the CareerONE Program. We plan on keeping the healthcare and construction tracks and will be adding a business tech track. In addition, we plan on incorporating youth originally enrolled in the YouthBuild program to also enroll in the construction track since the school district couldn't find an instructor to teach YouthBuild.
- Career Solutions also received four different grant extensions to finish out different grants.
- J. Magelssen said nice job on making CareerONE still happen.

Other/From the Floor:

- T. Bohnen said CentraCare is hosting a webinar this week about COVID-19 myth busting and living with the virus potentially for the next 18 months.
- T. Biery said Dr. Holman and David Larson from CentraCare will be joining T. Biery on the Rotary call to discuss our CareerONE partnership.
- K. Pundsack said the library is closed to the public but offering curbside during normal business hours. There are open book drops and system set-up varies per location. The library is trying to encourage kids to read over the summer. All of their events are listed on their website so you can see what is upcoming. Washington and Scott County maybe opening an appointment for internet connection options soon.
- T. Bohnen said the St. Cloud Chamber of Commerce is strong but other Chambers across the state may look very different in the upcoming year(s).
- K. Pundsack said there is a lot of new opportunities that we may have not thought of prior to this pandemic. There may also be opportunities to partner with other organizations, offer curbside pickup, etc. and this may become our new normal.
- J. Magelssen said businesses are coming out with different service and product models. Some need to become more innovative and make adjustments moving forward in order to succeed.

Next meeting is scheduled for June 8, 2020 at 3:30pm

J. Magelssen adjourned the Program Committee meeting at 4:09pm.

**STEARNS-BENTON EMPLOYMENT & TRAINING COUNCIL –
DBA CAREER SOLUTIONS
CONTRACT FOR SERVICES WITH
CENTRAL MINNESOTA JOBS & TRAINING SERVICES, INC.
July 1, 2020 – June 30, 2021**

THIS AGREEMENT, made and effective on July 1, 2020, by and Stearns-Benton Employment & Training Council DBA Career Solutions, 1542 Northway Drive, St. Cloud, MN 56303, hereinafter referred to as “the Agency,” and the Central Minnesota Jobs & Training Services, Inc., 406 East 7th Street, P.O. Box 720, Monticello, MN 55362, hereinafter referred to as “the provider.”

WITNESSETH:

WHEREAS, the Career Solutions has entered into an Agreement with Central Minnesota Jobs & Training Services, Inc. to provide intake, case management, and placement services for workers displaced from Electrolux in St. Cloud, MN.

WHEREAS, Career Solutions and Joint Powers Board for Service Delivery Area #5 are desirous of providing job training and employment opportunities which will lead to re-entry into the workforce, maximum employment opportunities and enhance self-sufficiency; AND

WHEREAS, Career Solutions desires to engage the Provider to serve Career Solutions as a subcontractor by carrying out the below described activity relating to training and employment programs within the structure of the Dislocated Worker Program.

NOW THEREFORE, the Agency and the Provider, in consideration of the mutual promises contained herein, agree as follows:

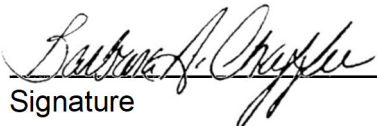
1. That the Provider will provide professional services as set forth in Attachment “A” to this Agreement, which is attached hereto and made a part hereof and which may be amended from time to time by the parties.
2. That the Agency will compensate the Provider for services rendered for which compensation is claimed, up to but not to exceed \$120,000.00.
3. That in accordance with Minnesota Statutes Sec. 16C.05, subd. 5, the Provider agrees that its books, records, documents, and accounting procedures and practices relevant to this Agreement, will be subject to examination by the Agency and the State Auditor of the State of Minnesota.

4. That the provider, in the discharge of services rendered, will be accountable to the Agency and/or such person as the Agency may designate. The Provider will control the manner of performance of the work and the details of the services it provides, in accordance with generally accepted standards and practices and in conformance with the terms of this Agreement including, but not limited to, Attachment "A."
5. That the Agency and the Provider understand and intend that the relationship of the Provider to the Agency is that of an independent contractor.
6. That the duration of this Agreement will be from July 1, 2020 – June 30, 2021, inclusive.
7. That, to the extent they are applicable, the Provider agrees to be bound by the provisions set forth in the General Assurances, Conditions, and Additional Financial Assurances in Attachments "B," "C," and "D," which is attached hereto and expressly incorporated herein.
8. That this Agreement may be terminated by either party upon written notice to the other given at least thirty (30) days prior to the date of such termination.
9. "Each party shall be liable for its own acts to the extent provided by law and hereby agrees to indemnify, hold harmless and defend the other, its officers and employees against any and all liability, loss, costs, damages, expenses, claims or actions, including attorney's fees which the other, its officers and employees may hereafter sustain, incur or be required to pay, arising out of or by reason of any act or omission of the party, its agents, servants, or employees, in the execution or performance or failure to adequately perform its obligations pursuant to this Agreement. It is understood and agreed that the County's liability shall be limited by the provisions of Minn.Stat.Chap.466 and/or other applicable law."
10. The Provider understands and agrees that it will be bound by the Minnesota Government Data Practices Act (M.S. Sections 12.01-13.90), with respect to "data on individuals" as defined by M.S. 13.01, subd. 5, which it collects, receives, stores, uses, creates, or disseminates pursuant to this Agreement.
11. All payments for services rendered under this Agreement will be paid to the Provider within 30 days following receipt of invoices.
12. Providers will comply with provisions of the Plain Language Law (M.S. Section 268.0124) requiring written material intended to be read by participants and program applicants to be written in a form which is easily understood and not higher than a seventh-grade reading level.
13. Providers will provide nonpartisan voter registration services and assistance to employees of the Provider, program participants and the public as required by M.S. Section 201.162.

In accordance with M.S. 270.66, the Provider provides the following Minnesota Tax Identification Number issued by the Minnesota Department of Revenue: 207331. The Federal Identification Number is: 41-1484048.

IN WITNESS WHEREOF, the parties have signed this Agreement on the date first above written.

CENTRAL MN JOBS & TRAINING SERVICES, INC.

By:  June 3, 2020
Signature Date

Title: Chief Executive Officer

STEARNS-BENTON EMPLOYMENT & TRAINING COUNCIL DBA CAREER SOLUTIONS

By: _____
Signature Date

Title: _____

ATTACHMENT A

Intake services are defined as the collection and verification of necessary data to ensure eligibility for dislocated worker services. This information is collected and verified as meeting the eligibility criteria definition of “dislocated worker” in WIOA Statute which reads,

The term-dislocated worker means an individual whom –

(A)(i) has been terminated or laid off, or who has received a notice or termination or layoff, from employment;

(ii) (I) is eligible for or has exhausted entitlement to unemployment compensation; or (II) has been employed for a duration sufficient to demonstrate, to the appropriate entity at a one-stop center referred to in section 121(e) attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earning or having performed services for an employer that were not covered under a state unemployment compensation law; and

(iii) is unlikely to return to a previous industry or occupation;

(B)(i) has been terminated or laid off, or has received a notice or termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise;

(ii) is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or

(iii) for purpose of eligibility to receive services other than training services described in section 134(c)(3)(2)(A)(xii), or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close;

Case management activities include assessment, training and job placement for dislocated workers affected by the Electrolux layoff in St. Cloud, MN. Retraining of dislocated workers will have available justification for training services. Support services will be documented in individual case files of participants, including justification for services.

The provider will enroll and provide services to participants; compensation will be based on expenses incurred while providing services to the dislocated workers from Electrolux.

ATTACHMENT B:
GENERAL ASSURANCES

1. The Provider assures that it will fully comply with the requirements of the State Dislocated Worker Program and all state and federal regulations issued pursuant to the Program.
2. The Provider agrees to comply with the Civil Rights Act of 1964, (Public Law 88-354) and to comply with Title VI and VII of said Act which provides that no person in the U.S. will, on the grounds of race, color, sex or nation origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the applicant received Federal financial assistance.
3. The Provider further agrees to comply with Title VI of the Civil Rights Act of 1964, which prohibits employment discrimination where: (1) the primary purpose of a grant is to provide employment, or (2) discriminatory employment practices will result in unequal treatment of persons who are, or should be, benefitting from the grant-aided activity.
4. The Provider agrees to comply with Section 504 of the Rehabilitation Act of 1973 and the regulations promulgated there under concerning nondiscrimination with respect to disabled persons in any program or activity receiving Federal financial assistance.
5. If applicable, the Provider certifies that it has received or applied for a certificate of compliance from the Commissioner of Human Rights pursuant to Minnesota Statutes Section 363A.36.
6. In accordance with the provisions of Minnesota Statutes, Section 176.182, the Provider affirms that it has provided acceptable evidence of compliance with the Worker's Compensation Insurance coverage requirement of Minnesota Statutes Section 176.181, sub. 2.
7. The Provider agrees to comply with the requirements of the Uniform Relocation Assistance and Real Property Acquisition Act of 1970 (Public Law 91-646) which provides for fair and equitable treatment of persons displaced as a result of Federal or Federally assisted programs.
8. The Provider further understands and agrees that it will be bound by the Minnesota Government Data Practices Act, (Minnesota Statutes Section 13.01 – 13.90), with respect to "data on individuals," (as defined in Section 13.02, subd. 5 of that statute), which collects, receives, stores, uses, creates, or disseminates pursuant to this Agreement.

9. The Provider agrees to comply with Minnesota Statutes Chapter 268 (Department of Economic Security) and the rules adopted thereunder to the extent such statutes and rules apply to the provision of services under this Agreement.
10. The Provider agrees to comply with the provisions of Minnesota Statutes Sec. 182.65 et A seq. (Employee Right to Know Act) and all other laws and rules with respect to employee/participant occupational health and safety.
11. The Provider agrees to comply with all provisions of the Americans with Disabilities Act of 1990 (ADA) and all other laws and rules with respect to employee/participant accessibility issues.

ATTACHMENT C:
CONDITIONS

1. All services provided by the Provider pursuant to this Agreement will be performed in accord with all applicable Federal, State, and local laws, ordinances, rules, and regulations. Any or all costs incurred by the Provider may be disallowed if reasonably determined by the Agency that such costs are unauthorized and not in compliance with applicable statutes, regulations, and this Agreement.
2. No funds granted by the Act may be expended by the Provider except in accordance with the local Dislocated Worker plan. This plan allows for no more than 10% of funds to be used for administrative purposes and will match the other cost category percentages outlined in the project grant with DEED. Any proposed modifications will be subject to review and adoption in accordance with the Dislocated Worker Program statute and policies.
3. The effective date of this Agreement will be the beginning date identified on page 2 of the contract, item 6 and will remain in effect until the funding period end date specified in the same or funds allocated for these programs have been expended or accrued.
4. If, at any time, federal or state funds in support of this Agreement become unavailable, this Agreement will be terminated immediately upon written notice of such fact by the Agency to the Provider. In the event of such termination, the Provider will be entitled to payment, determined on a pro rata basis, for services satisfactorily performed until the date of termination.
5. The Provider will neither assign nor transfer any rights or obligations under this agreement without the prior written consent of the Agency.
6. The Agency reserves the right to offset any overpayment or disallowance by requiring adjustment to future invoices. This clause will not be constructed to bar any other legal remedies the Agency may have to recover funds expended by the Provider for disallowed costs.
7. The Provider will submit such reports as are required by the Agency and will maintain records and provide access to them as necessary for the Agency's review to assure that funds are being expended in accordance with the purposes and provisions of the Act. The Agency will also make such reports available to the Governor, the Secretary of Labor, and the Comptroller General of the United States as any of them may require.
8. Performance as set forth in the Dislocated Worker Program is essential to the continuance of the Agreement. The Provider agrees to permit monitoring by the Agency to determine grant performance and compliance. The Provider further agrees to cooperate with the

Agency in performing and completing such monitoring activities, and the Provider agrees to implement and comply with such remedial action as is reasonably proposed by the Agency.

9. The Provider agrees to use such fiscal, audit, and accounting procedures as may be necessary to assure proper accounting for payments received by it and proper disbursement of such payments. The Secretary of Labor, and Comptroller General of the United States, and the Agency, or a designated representative, will have access to and the right to examine for audit purposes or otherwise, any books, documents, papers or records of the Provider. The books, records, documents, and accounting procedures and practices of the Provider relevant to the Agreement are also subject to examination by the Agency or its designee and the State Auditor of the State of Minnesota. The Provider agrees to fully cooperate in any such examination and/or audit.
10. All records pertaining to this Agreement will be retained by the Provider for a period of at least three (3) years after the expiration of this Agreement. However, if any audit, claim, litigation, negotiation or other action involving this contract has been started before the expiration of the three (3) year period, the records shall be retained until completion of the action and resolution of all issues that arise from it, or until the end of the regular three (3) year period, whichever is later.
11. The Provider agrees to comply with OMB Circular Numbers A-87, A-110, A-122 and OASC-10 as those circulars relate to utilization of funds, the operation of programs, and the maintenance of records, books, accounts, and other documents under the Act, as amended.
12. The Agency and the Provider mutually agree that they will cooperate in an orderly transition in the event of a phase-out of the program or the contractual relationship so as to maximize program effectiveness and participant benefits.
13. No funds granted under this Agreement will be expended to provide financial assistance for any program which involves political activities, nor will participants be employed on the construction, operation, or maintenance of any facility used on or to be used for sectarian instruction or as place for religious worship.
14. The Provider will provide assurances that no funds received from or through the agency will be used to assist, promote, or encourage union organizing.
15. If the Provider is subject to the Single Audit Act of 1984, the Provider will be responsible for the conduct of an audit of the program funded by this Agreement in accordance with and as a part of their annual Single Audit. A copy of the Audit will be provided the Agency upon its completion, but in no event later than 12 months after the end of the Provider's fiscal year.

16. If the Provider is a nonprofit organization, Provider agrees to have an audit performed of the program funded by this Agreement in accordance with OMB Circular A-128. Such audits will be performed within 120 days of the close of Provider's fiscal year and a copy of it will be submitted to the Agency.
17. If the Provider is not subject to the Single Audit Act of 1984 or to OMB 110, Provider will permit the Agency to have an audit conducted of the program operated by the Provider.

ATTACHMENT D:
ADDITIONAL ASSURANCES

1. Direct costs will be charged in accordance with 41 CFR 29-70.102 [20 CFR 629.37 (b)].
2. Indirect costs will be charged in accordance with 41 CFR 29-70.102 [20 CFR 629.37 (b)]. Rates charged will be consistent with rates charged to other federal programs.
3. Facilities/services available in the area duplicated only if the plan has established that alternative services or facilities would be more effective or more likely to achieve performance goals.
4. No program will impair existing contracts for services or collective bargaining agreements and no program under this Act will be inconsistent with the terms of a collective bargaining agreement nor will be undertaken without the written concurrence of the labor organization and employer concerned.
5. Funds will be used only for activities which are in addition to those which would otherwise be available in the area in the absence of such funds.
6. Procurement will be accordance with applicable state or local law, rules, and regulations as determined by the Governor. (20 CFR 629.34).
7. Conflict of interest: The Provider agrees that it will neither contract for nor accept employment for the performance of any work or services with any individual, business, partnership, corporation government, governmental unit, or any other organization that would create a conflict in interest in the performance of its obligations under this contract.
8. Code of Conduct: The Provider understands and will comply with WIOA Dislocated Worker program requirements as they pertain to criminal provisions and sanctions against theft or embezzlement of employment and training funds, improper inducement, and obstruction of investigation.
9. Debt Repayment: The Agency reserves the right to offset any overpayment or disallowance by requiring adjustments to future invoices. This clause will not be construed to bar any other legal remedies the Agency may have to recover funds expended by the Provider for disallowed costs.
10. Anti-Lobbying: Providers will comply with Interim Final Rule, New Restrictions on Lobbying, found in Federal Register Volume 55, Number 38, February 26, 1990, and any permanent Rules that are adopted in place in the Interim Rule. The interim rule requires the Grantee to certify as to its lobbying activity. The interim rule implements Section 319 of Public Law 101-

121. Section 319 generally prohibits recipients of Federal contracts, grants and loans from using appropriated funds for lobbying the Executive or Legislative Branches of the Federal Government in connection with a specific contract, grant or loan.

11. Program Income: Providers agree to comply with program requirements for tracking, reporting, and use of program income. Reimbursement in excess of the actual cost of performing the service is considered to be program income. Income generated under any program will be used to further the program objectives of the funding source the income was generated from or returned to the Agency at the end of the contract period. Program income is subject to cost category limitations when expended.



A member of Minnesota State

FOR IMMEDIATE RELEASE

May X, 2020

St. Cloud Technical & Community College Receives \$2.5 Million Federal Grant to Support Advanced Manufacturing *College will provide \$2 million in local matching funds*

St. Cloud, MN – This week, the St. Cloud Technical & Community College (SCTCC) was awarded a \$2.5 million grant from the U.S. Department of Commerce’s Economic Development Administration (EDA) to create an *Advanced Manufacturing Training Lab* on the SCTCC campus. The College is also committing an additional \$2 million to this project, for a total of \$4.5 million in available funds. The project is expected to be completed by early 2023.

“This is one of the largest grants ever received by the College and this critical funding will help us meet an important student and community need,” said Dr. Annesa Cheek, SCTCC’s president. “The College is excited by the level of community support and encouragement we received in securing these federal funds to help advance a critical economic sector of our region.”

Through the Advanced Manufacturing Training Lab, SCTCC will expand and renovate current lab space, install state-of-the art equipment, and enhance program quality by creating a learning environment for students that more closely mirrors the real world of work. Programs in this project will include: CNC and Advanced Machining; Computer-Aided Design Manufacturing; Computer-Aided Mechanical Design; Energy & Electronics; and Welding/Fabrication.

The new lab will also expand training opportunities for those currently in the workforce and support the creation and retention of high-quality jobs, particularly for the unemployed and underemployed, throughout the greater St. Cloud region. The SCTCC Training Lab and the accompanying program enhancements will leverage regional assets and support the implementation of regional economic development strategies designed to create jobs, leverage private capital, encourage economic development, and strengthen the region’s ability to compete in the global marketplace.

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CareerForce Career Seeker Services Satisfaction Survey – 2020

Statewide – Summary Demographic Characteristics

I. 25% Response Rate

Valid Email Address Count ¹	Confirmed Valid Email Address Count ²	Completed Interviews	Partial Responses	Base Response Rate ³	Adjusted Response Rate ⁴
5,348	1,561	1,201	114	25%	84%

II. Demographic mix of customers eligible for inclusion in this survey

Race / Ethnicity	% eligible statewide	% of completed interviews for statewide
American Indian / Alaskan Native	1%	1%
Asian	3%	2%
Black or African American	9%	5%
Native Hawaiian / Other Pacific Islander	<1%	<1%
Two or more races	2%	1%
White, non-Hispanic	77%	84%
Hispanic	1%	1%

III. Demographic mix of customers eligible for inclusion in this survey and of the survey respondents

Program influenced customers	% eligible statewide	% of completed interviews for statewide
REA customers	85%	89%
Co-enrollment in DEED programs	14%	16%
Veteran status	8%	8%

User Activity Profile	% eligible statewide	% of completed interviews for statewide
Seminar attendees	71%	78%
Individual Assistance attendees	29%	22%
High intensity of services used ⁵	4%	6%
Medium intensity of services used ⁵	33%	41%
Low intensity of services used ⁵	63%	53%

¹ Valid count is the number of number of valid email addresses, minus the invalid email addresses determined by email bounces, customer intervention, or other information.

² Confirmed valid email count are those in the valid email count who showed an action in Survey Gizmo (a click on the survey link, an unsubscribe action, a partial survey response, or a completed interview).

³ Base response rate is calculated by taking the number of completed interviews + partial responses divided by the valid count of email addresses.

⁴ Adjusted response rate is calculated by taking the number of completed interviews + partial responses divided by the confirmed valid email count.

⁵ High intensity of services used refers to 5 or more usages of WFC activities within the survey activity window (July 11, 2016 – August 12, 2016), medium intensity is between 2 and 4 usages, and low intensity represents 1 usage.

Please choose the activities that you participated in at CareerForce <location inserted> during you most recent visit:

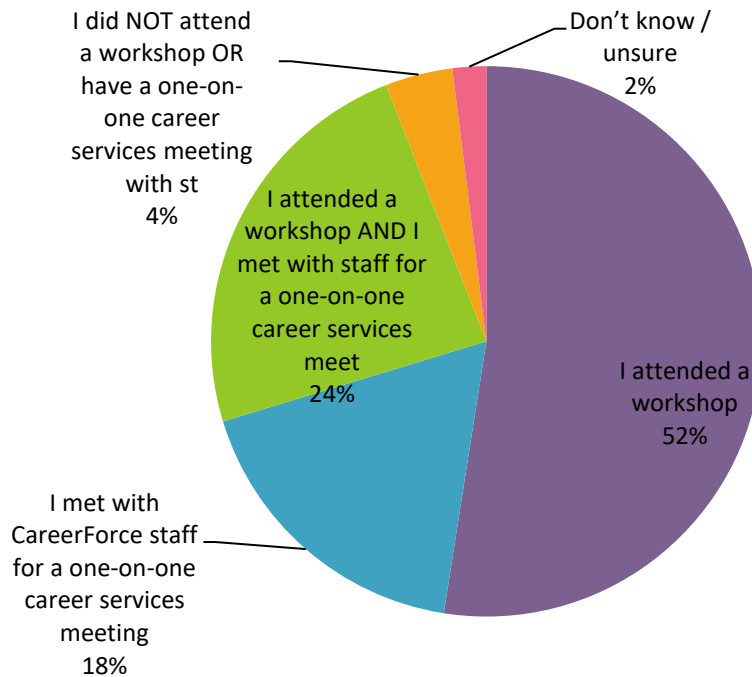


Figure 1 – Activities participated at CareerForce location

Table 1

Value	Percent	Count
I attended a workshop	53%	695
I met with CareerForce staff for a one-on-one career services meeting	18%	234
I attended a workshop AND I met with staff for a one-on-one career services meeting	24%	312
I did NOT attend a workshop OR have a one-on-one career services meeting with staff	4%	47
Don't know / unsure	2%	27
Totals		1,315

Please select the topics that you might have discussed with CareerForce location staff in your one-on-one career services meeting. Check all that apply

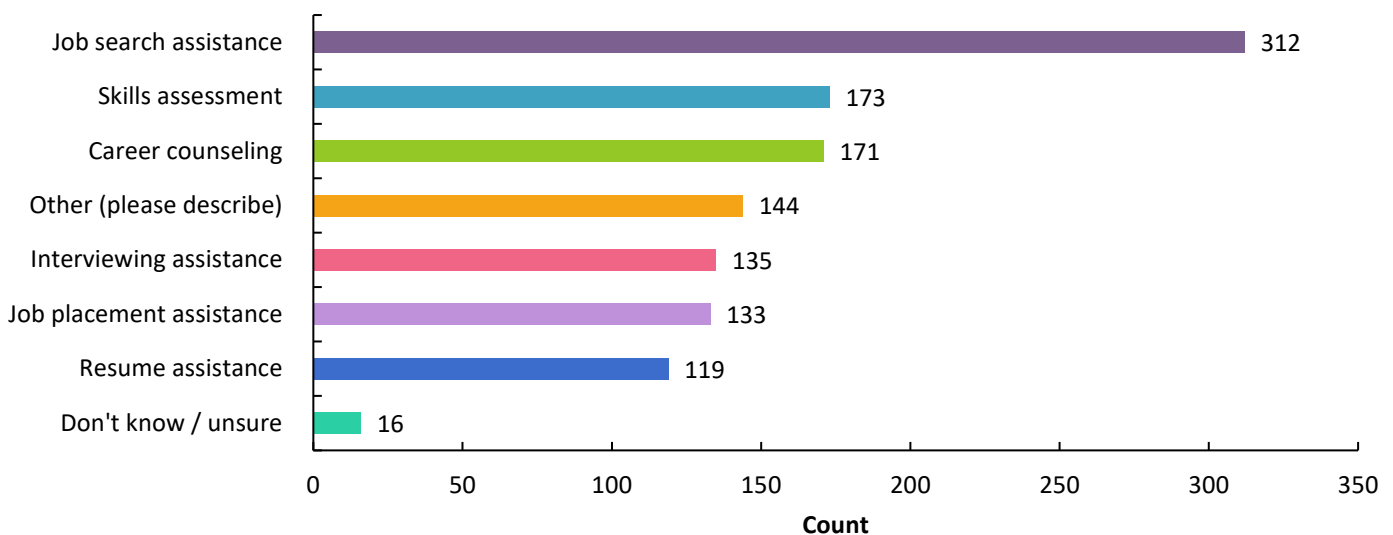


Figure 2 – Topics discussed during one-on-one meeting

Table 2

Value	Count
Job search assistance	312
Skills assessment	173
Career counseling	171
Other (please describe)	144
Interviewing assistance	135
Job placement assistance	133
Resume assistance	119
Don't know / unsure	16

Comment Themes for Open-ended Responses (OTHER responses)

Please select the topics that you might have discussed with CareerForce location staff in your one-on-one career services meeting. Check all that apply

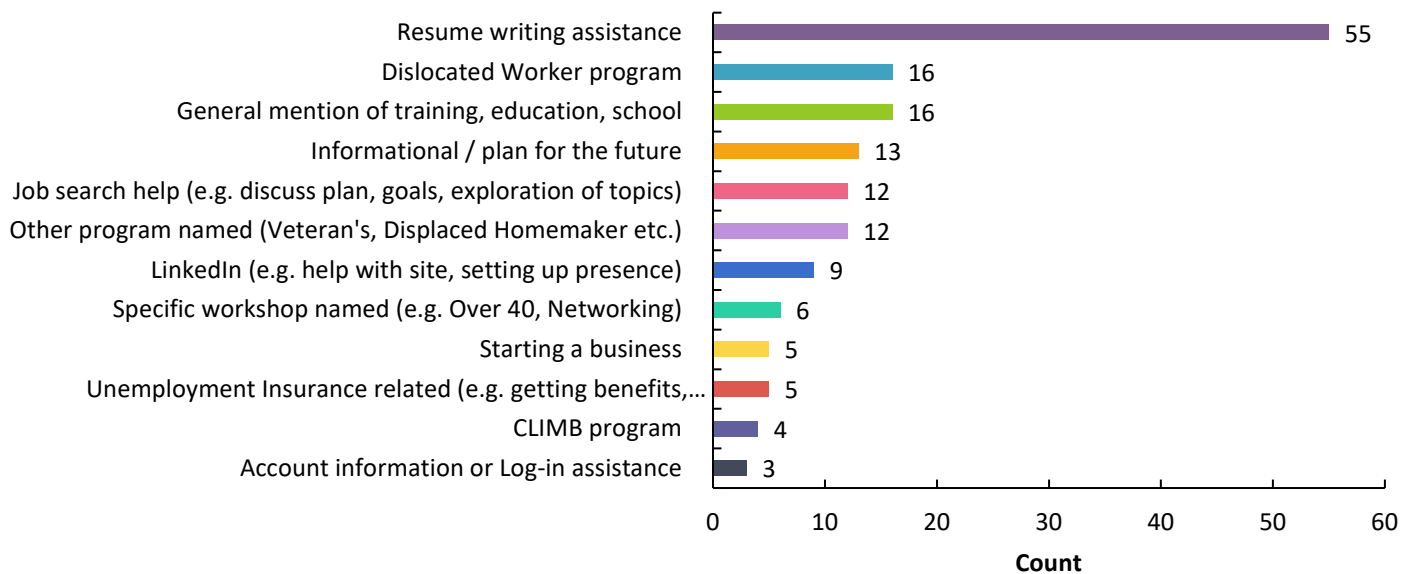


Figure 3 – Other topics: comment groupings

Table 3

Value	Count
Resume writing assistance	55
Dislocated Worker program	16
General mention of training, education, school	16
Informational / plan for the future	13
Job search help (e.g. discuss plan, goals, exploration of topics)	12
Other program named (Veteran's, Displaced Homemaker etc.)	12
LinkedIn (e.g. help with site, setting up presence)	9
Specific workshop named (e.g. Over 40, Networking)	6
Starting a business	5
Unemployment Insurance related (e.g. getting benefits, mandatory, UI help)	5
CLIMB program	4

Value	Count
Account information or Log-in assistance	3

During your one-on-one career services meeting, did the CareerForce location staff suggest a specific career search activity for you to work on?

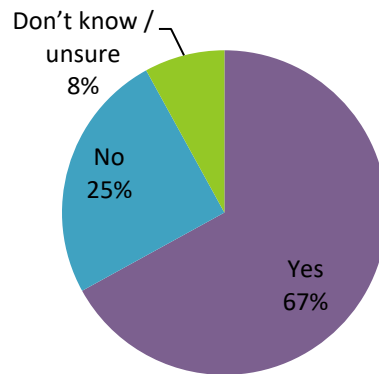


Figure 4 – CareerForce staff suggest a specific career search activity?

Table 4

Value	Percent	Count
Yes	67%	364
No	25%	135
Don't know / unsure	8%	42
Totals		541

How satisfied are you with specific career search activity (or activities) that the CareerForce location staff recommended for you?

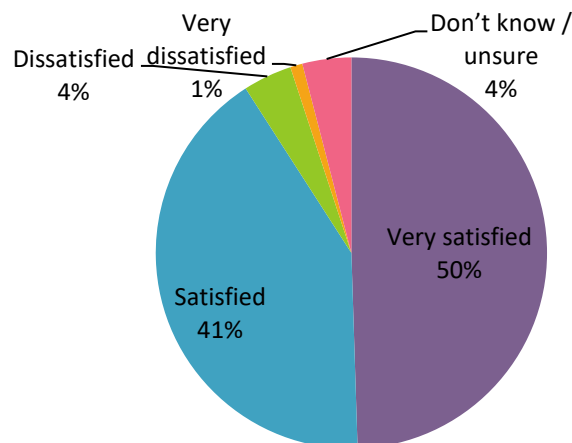


Figure 5 – Satisfied with specific career search activity recommended?

Table 5

Value	Percent	Count
Very satisfied	49%	265
Satisfied	41%	225

Value	Percent	Count
Dissatisfied	4%	24
Very dissatisfied	1%	7
Don't know / unsure	4%	22
	Totals	543

Overall, how satisfied are you with the help you received from CareerForce location staff in your one-on-one career services meeting?

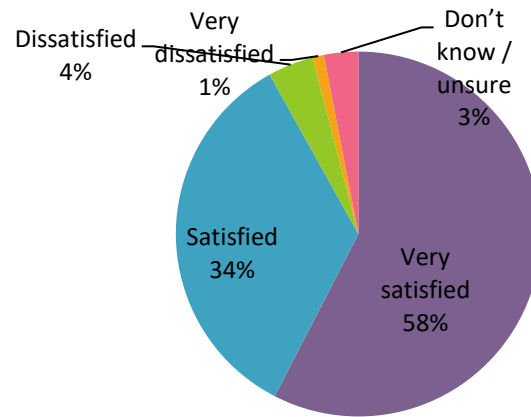


Figure 6 – Satisfied with the help received in one-on-one meeting from CareerForce staff?

Table 6

Value	Percent	Count
Very satisfied	57%	309
Satisfied	34%	186
Dissatisfied	4%	23
Very dissatisfied	1%	7
Don't know / unsure	3%	17
	Totals	542

Comment Themes for Open-ended Responses

What services provided at CareerForce were the MOST help to you?

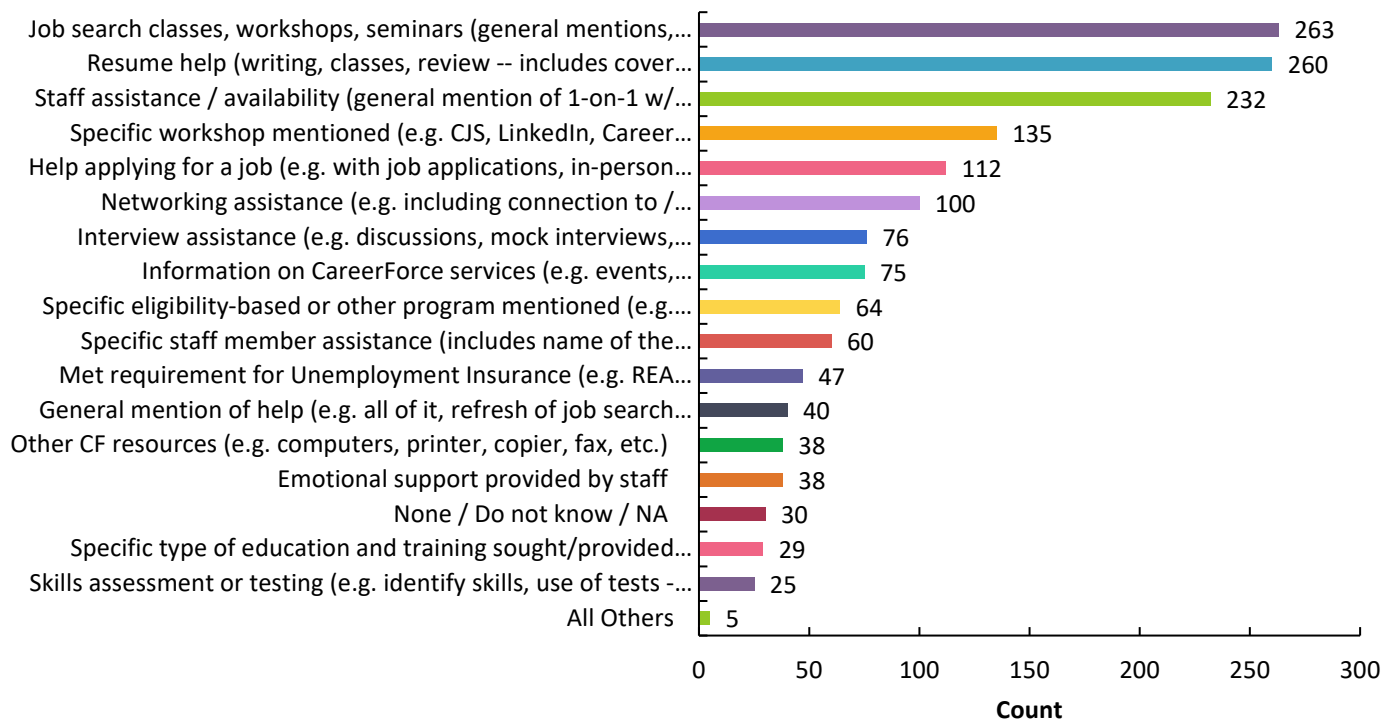


Figure 7 – Comment groupings: what CareerForce services helped MOST?

Table 7

Value	Count
Job search classes, workshops, seminars (general mentions, including computer classes)	263
Resume help (writing, classes, review -- includes cover letter help)	260
Staff assistance / availability (general mention of 1-on-1 w/ staff - helpful, friendly, supportive etc.)	232
Specific workshop mentioned (e.g. CJS, LinkedIn, Career Exploration, Over 40 search etc.)	135
Help applying for a job (e.g. with job applications, in-person / online, job leads or sites provided)	112
Networking assistance (e.g. including connection to / targeting employers, job fairs, as well as other career seekers)	100
Interview assistance (e.g. discussions, mock interviews, going over employer questions, classes)	76
Information on CareerForce services (e.g. events, schedules, online platform info, hard copy pamphlets etc.)	75
Specific eligibility-based or other program mentioned (e.g. DW, TAA, MFIP, VRS, Vets, et al)	64
Specific staff member assistance (includes name of the staff that helped)	60
Met requirement for Unemployment Insurance (e.g. REA sessions, information or sought help with UI)	47
General mention of help (e.g. all of it, refresh of job search skills)	40
Other CF resources (e.g. computers, printer, copier, fax, etc.)	38
Emotional support provided by staff	38
None / Do not know / NA	30
Specific type of education and training sought/provided (e.g. college, vocational training etc.)	29
Skills assessment or testing (e.g. identify skills, use of tests - Strengthsfinder, proficiency based, and/or typing)	25
Other comments	16
Financial help given / set up (e.g. gas vouchers, connection to program funds)	15
No service was helpful (dissatisfaction indicated)	11

What services provided at CareerForce were NOT helpful to you?

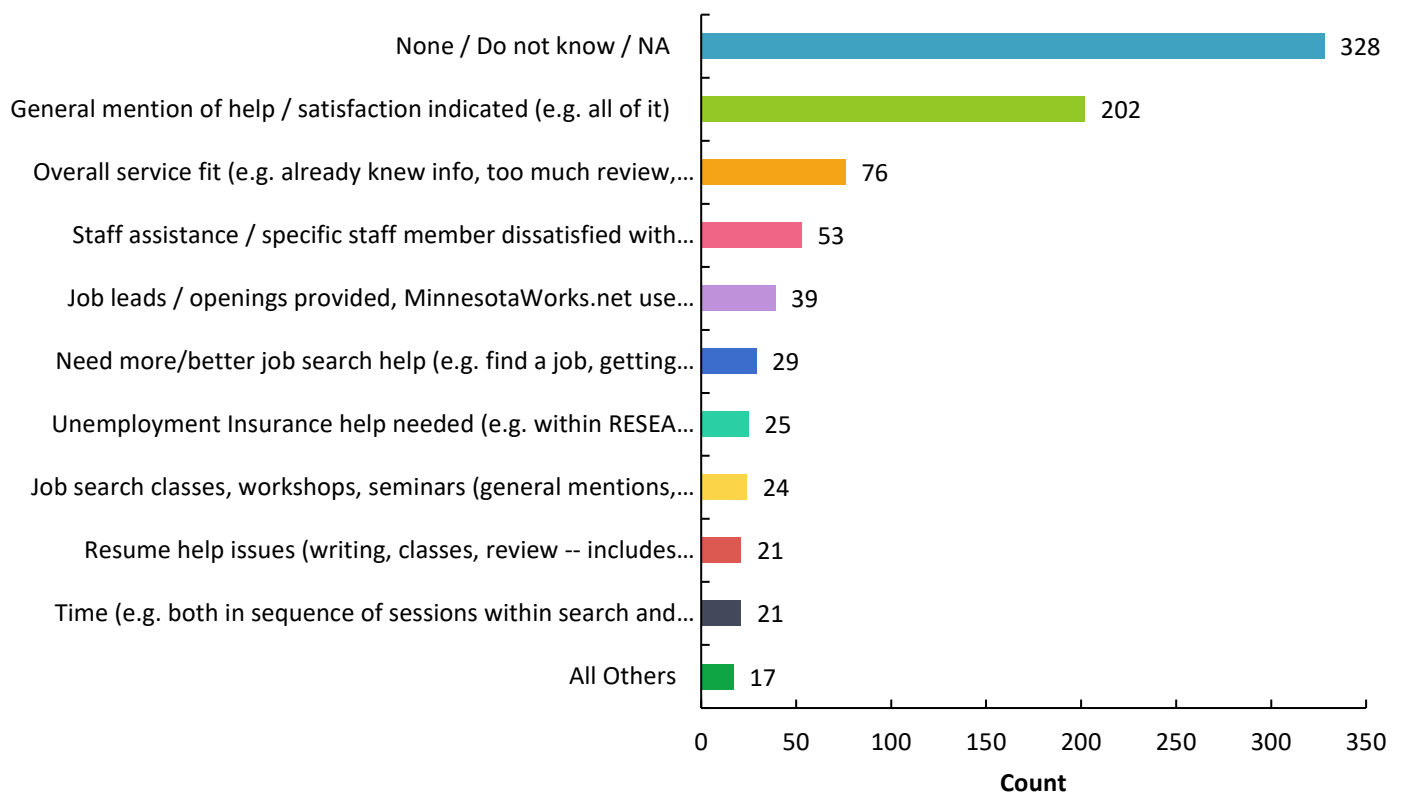


Figure 8 – Comment groupings: CareerForce services that were NOT helpful?

Table 8

Value	Count
None / Do not know / NA	328
General mention of help / satisfaction indicated (e.g. all of it)	202
Overall service fit (e.g. already knew info, too much review, services didn't match to seeker situation etc.)	76
Staff assistance / specific staff member dissatisfied with (e.g. staff improvements noted)	53
Job leads / openings provided, MinnesotaWorks.net use (varieties - Job Fairs, daily emails, billboard postings etc.)	39
Need more/better job search help (e.g. find a job, getting starting, guidance, info)	29
Unemployment Insurance help needed (e.g. within RESEA sessions, or need information; session was required)	25
Job search classes, workshops, seminars (general mentions, including with computer classes)	24
Resume help issues (writing, classes, review -- includes cover letter help)	21
Time (e.g. both in sequence of sessions within search and lack of time to get thru material)	21
Networking assistance (e.g. including better connection to / targeting employers)	17
No service was helpful (dissatisfaction indicated)	17
Other comments	16
Specific eligibility-based program mentioned (e.g. DW, TAA, MFIP, VRS, Vets, et al)	14
CareerForce location issue specific (e.g. unclear meeting location, too far to get to a CF etc.)	14
Specific class or training needing improvement noted, CF or education related (e.g. CJS, LinkedIn, etc.)	11
Interview assistance improvements (e.g. discussions, mock interviews, going over employer questions, classes)	10
Need better help in applying for a job (e.g. job applications, in-person / online)	7
Other CF resources (e.g. videos shown, issues with printer, copier, fax, etc.)	7
Poor internet / lack of computer access (e.g. computer lab / room)	6

Value	Count
More financial help given / set up (e.g. gas vouchers, connection to program funds)	5
Issues with other seekers disrupting sessions (e.g. imbalance within sessions, noisy, rude, too many questions)	5
Testing/assessment improvements (e.g. taking tests, proficiency based, typing)	2

How satisfied are you that the CareerForce location staff understood your needs?

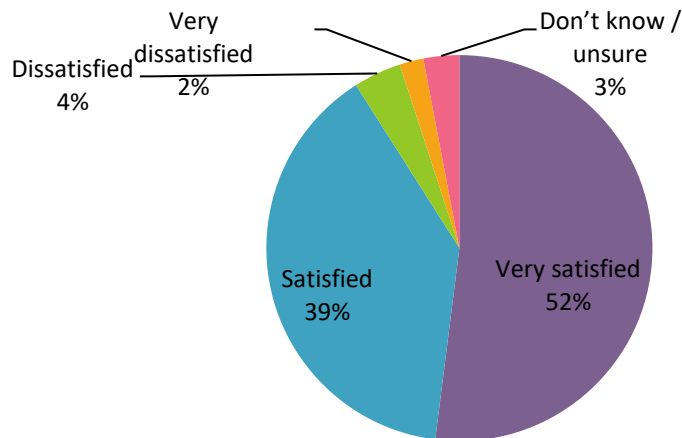


Figure 9 – Satisfied CareerForce staff understood needs?

Table 9

Value	Percent	Count
Very satisfied	52%	587
Satisfied	39%	444
Dissatisfied	4%	45
Very dissatisfied	2%	19
Don't know / unsure	3%	33
Totals		1,128

How satisfied are you that the CareerForce location staff were able to answer your questions?

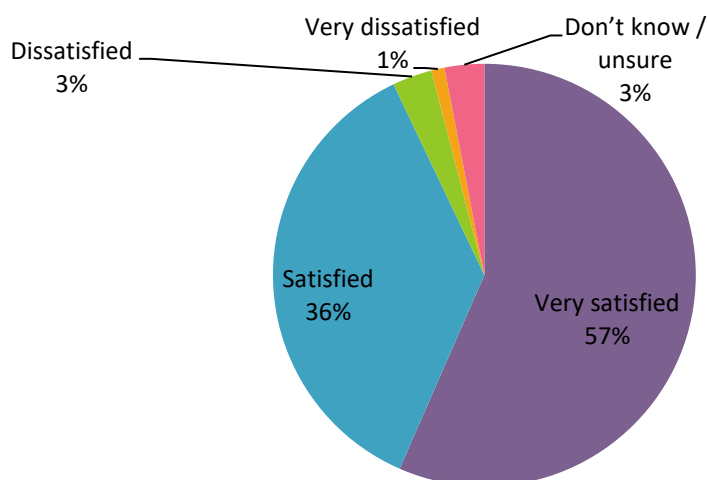


Figure 10 – Satisfied that CareerForce staff were able to answer questions?

Table 10

Value	Percent	Count
Very satisfied	56%	637
Satisfied	36%	410
Dissatisfied	3%	34
Very dissatisfied	1%	16
Don't know / unsure	3%	33
	Totals	1,130

Net Promoter Score (NPS)

Statewide Overall NPS = 46

How likely would you be to recommend CareerForce services to a friend or colleague that is job searching?

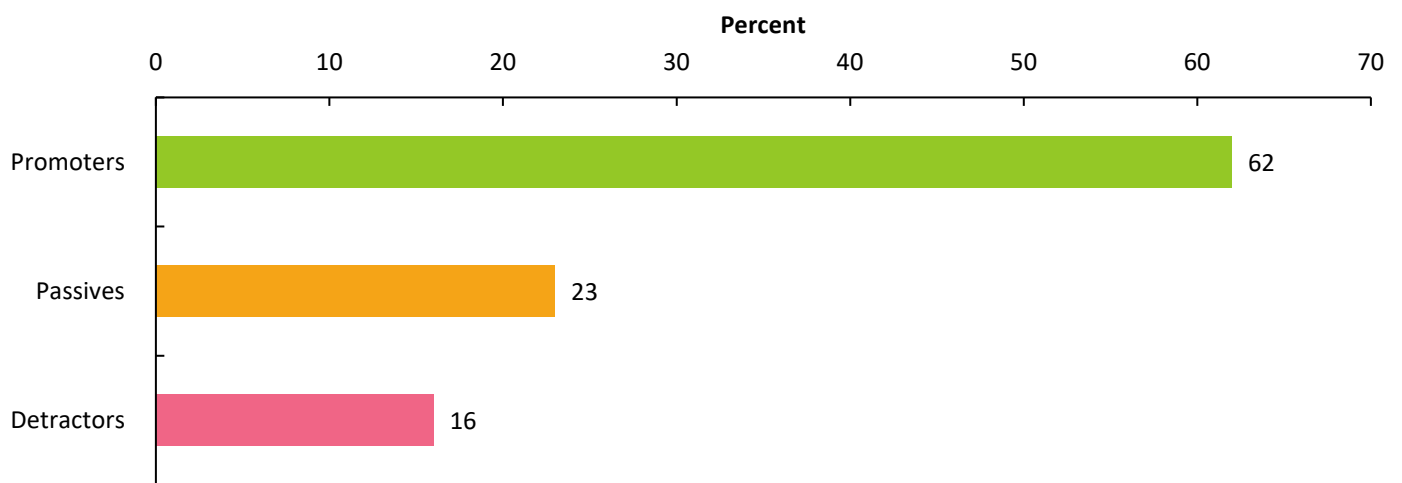


Figure 11 – Net Promoter Score (NPS)

Table 11

Value	Percent	Count
Detractors	16%	177
Passives	23%	257
Promoters	62%	699
	Totals	1,133

Which of the following, if any, are things you experience that make your job search more difficult? Check all that apply

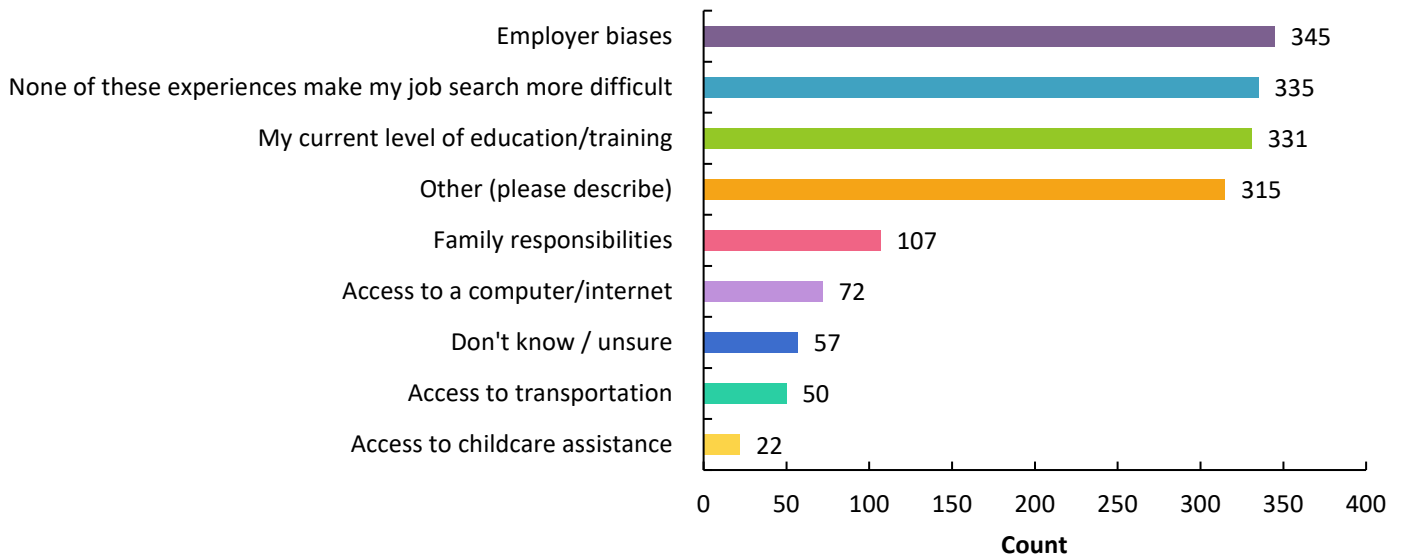


Figure 12 – Experiences that make job search more difficult?

Table 12

Value	Count
Employer biases	345
None of these experiences make my job search more difficult	335
My current level of education/training	331
Other (please describe)	315
Family responsibilities	107
Access to a computer/internet	72
Don't know / unsure	57
Access to transportation	50
Access to childcare assistance	22

Comment Themes for Open-ended Responses (OTHER)

Which of the following, if any, are things you experience that make your job search more difficult? Check all that apply

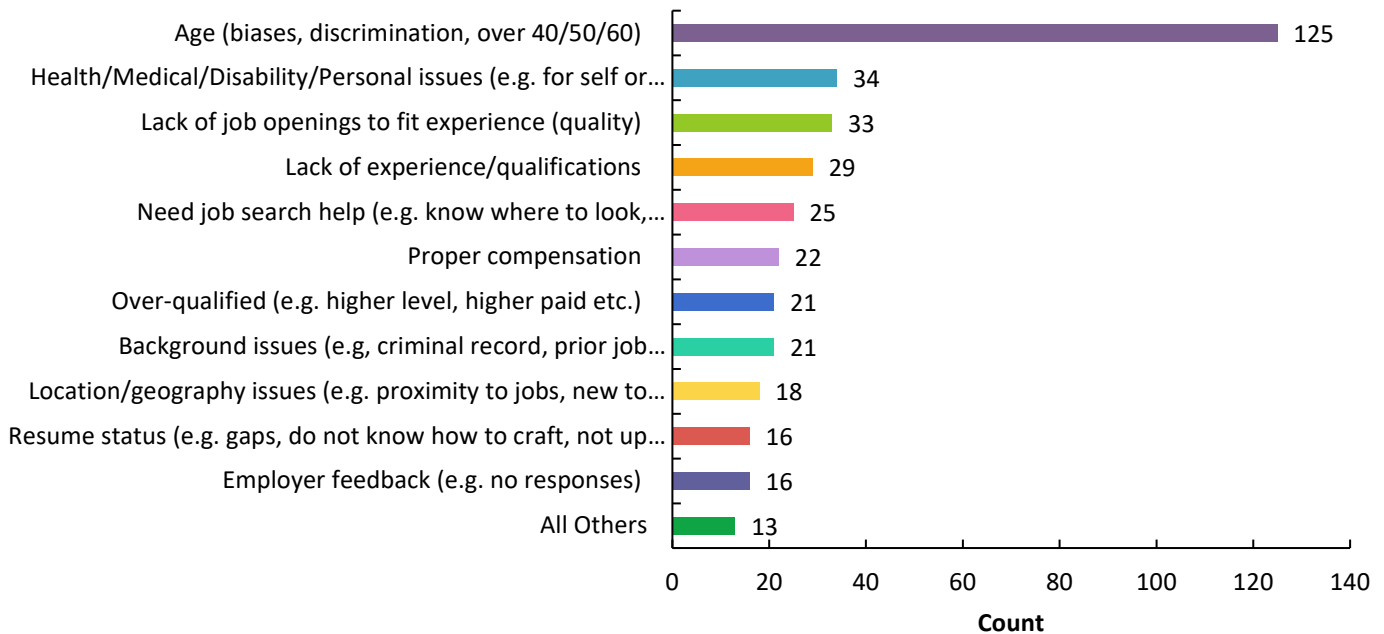


Figure 13 – Other comments groupings: things that make job search more difficult?

Table 13

Value	Count
Age (biases, discrimination, over 40/50/60)	125
Health/Medical/Disability/Personal issues (e.g. for self or family)	34
Lack of job openings to fit experience (quality)	33
Lack of experience/qualifications	29
Need job search help (e.g. know where to look, interviewing etc.)	25
Proper compensation	22
Over-qualified (e.g. higher level, higher paid etc.)	21
Background issues (e.g., criminal record, prior job separation issue, residency status)	21
Location/geography issues (e.g. proximity to jobs, new to town, unable to move)	18
Resume status (e.g. gaps, do not know how to craft, not up to date)	16
Employer feedback (e.g. no responses)	16
Lack of confidence/low self-esteem	13
Financial stresses	6
Economy/economic conditions	5
Other	4
Do not have a computer/printer, lack of internet access (lack of search resources)	3
Time for job searching (due to having a job already or benefits clock)	3
Transportation issue (e.g. car/gas expenses)	2
Racial/cultural biases	2
Housing issues (or homelessness)	1
Have a job/small business/am not job searching	1

How confident are you that the services you received at any CareerForce location will help you connect with employers who are hiring? (This may have included help using MinnesotaWorks.net, applying for jobs, visiting with businesses brought into the CareerForce location, or receiving information on careers/job leads)

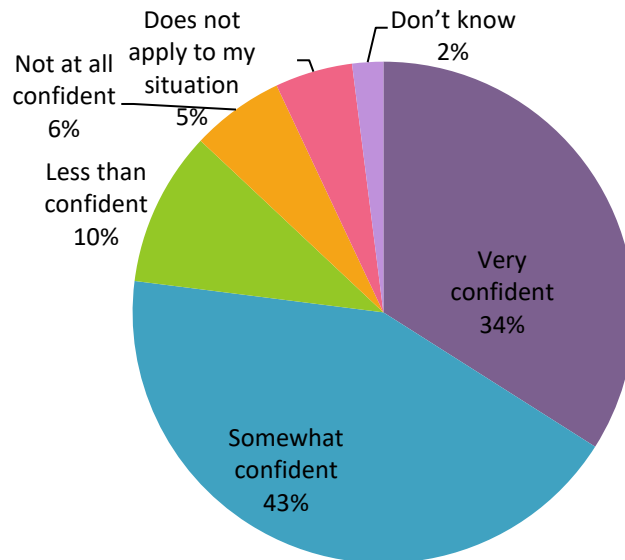


Figure 14 – Confidence that services will help connect with employers who are hiring?

Table 14

Value	Percent	Count
Very confident	34%	389
Somewhat confident	43%	488
Less than confident	10%	115
Not at all confident	6%	65
Does not apply to my situation	5%	61
Don't know	2%	27
	Totals	1,145

How confident are you that the services you received at any CareerForce location will help you find a job? (This may have included attending workshops, getting staff assistance, using computers and resources at CareerForce locations)

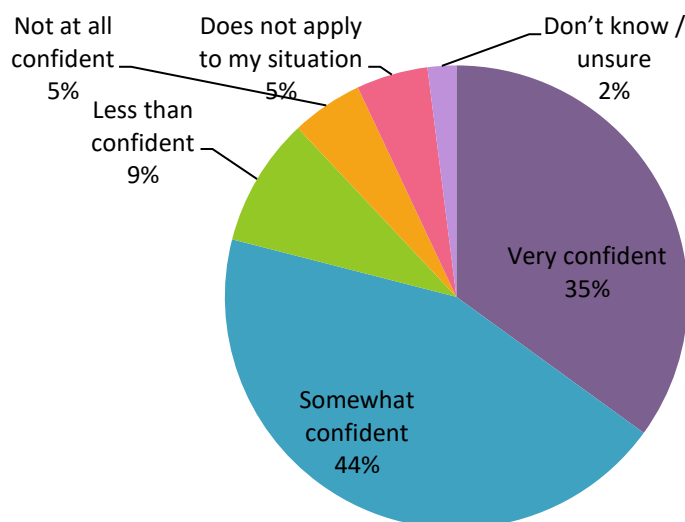


Figure 15 – Confident services will help find a job?

Table 15

Value	Percent	Count
Very confident	35%	399
Somewhat confident	44%	503
Less than confident	9%	98
Not at all confident	5%	58
Does not apply to my situation	5%	53
Don't know / unsure	2%	22
	Totals	1,133

ALL Responses to Open-ended questions & 'Other' verbatim comments

Please select the topics that you might have discussed with CareerForce location staff in your one-on-one career services meeting. Check all that apply

'OTHER' topics – 144 responses

- Resume review
- resume review
- Resume
- Resume
- Resume help
- Resume assistance
- resume
- Dislocated worker program
- Displaced worker
- Resume Review
- Resume advice
- Resume feedback
- updating resume
- dislocated worker program
- Applying for unemployment
- Bettering my use of LinkedIn
- Business Development, Resume, Job Hunting over 40, LinkedIn
- CLIMB Program for business startup/no unemployment left/no assistance available to help pay heating or utilities as I work on business as funds used up for Support Services I was told.
- CLIMB program
- CLIMB program assistance
- CDL A training
- Continuing Education goals/ resume review
- Discussed Univ. of St. Thomas Executive Education courses I took- very helpful in my search!
- Dislocated Worker project
- Dislocated Worker, Over 50.
- Dislocated Workers Program
- Dislocated Workers Program and Veterans assistance.
- Dislocated worker and Climb Program enrolled
- Dislocated worker program courses to take
- Dislocated worker tuition assistance
- Dislocated workers program
- Dislocated workers program
- Displaced Worker Program
- Displaced worker program
- Eligibility for displaced worker program
- Funding to go back to school part-time.
- Help with resume
- How age affect being hired
- I am planning take some network classes.
- I needed help filling out paperwork

- I worked with Susan Dahl several times. She really helped me come to grips with being unemployed. She went very much above and beyond her job requirements.
- Information about offered services
- It was about my continue participation in the workshop program. I was not able to continue, because I must wait until July 2020 to continue.
- Job Search over Age 40
- Job searches in digital age
- Just discussed my situation
- Just talked about my unemployment situation.
- Linked in training
- Linked-in
- LinkedIn
- LinkedIn presence
- LinkedIn
- Look at resume
- Look up information on my Acct
- MOS Program
- Medical updates and disability updates
- Networking, resume writing
- On the Job Training, vouchers and checking in with the career counseling services
- Personal Branding and LinkedIn Classes
- Preparing for training/TAA Application
- Problems receiving unemployment
- Recording my presentation and assessing it and providing an advice.
- Reemployment Plan
- Reemployment Services and Eligibility Assessment (RESEA) workshop
- Resume Assistance and help structuring my job search
- Resume Writing Assistance
- Resume assistant
- Resume polishing
- Resume refresh
- Resume review
- Resume suggestions
- Resumes and thank you emails
- School
- Starting a business
- Starting a business.
- TAA Assistance
- Talked about my plan for my future.
- Training
- Training opportunities.
- Training, resume review
- Update LinkedIn, resume
- Update resume
- Upgrading skills
- Veterans job placement
- Voc Rehab
- WIOA grant consultation

- We spoke about my work search checklist and she input some target completion dates.
- We talked about them all!!
- A general "pep talk". It was refreshing and needed.
- approve my plan for job searching
- building a skills resume
- careertrec class
- computer skills updates
- continued learning
- coursework for additional marketing skills
- dislocated worker info session
- dislocated worker program
- dislocated workers program
- displaced worker support
- drafting cover letters
- having trouble with computer problems
- I already found a job a day before.
- log in help
- my list of activities for unemployment purposes
- overview of unemployment services
- resume help
- resume writing
- school/training
- startup of my own business
- starting a business
- unemployment insurance signup
- working on getting back on nursing asset registry
- writing targeted resume

What services provided at CareerForce <location inserted> were the MOST help to you? (999 responses)

- Short one on one about LinkedIn and the group sharing best practices.
- Courses to take to brush up on skills
- Interview one on one.
- They found computer classes I could take to better my skills
- I took the Resume Writing Advanced course, and the Job Search over 40 course at the Minneapolis South location. Also, I found paperwork for applying to the JATC Electrician Training program which I found very helpful.
- The emotional support that a person goes through when they lose their job
- The skills assessment class was very helpful.
- Advanced interviewing, meeting 1:1 with counselors and 1:1 phone conversations, online resources
- I had to attend in order to get unemployment
- Wrote my resume
- Advanced interviewing skills
- Computer classes
- Deb is great. She has been helping me with the CLIMB program
- It met the requirements to keep getting unemployment insurance.
- Workshops!

- Strengthfinders
- Job Search with resume
- 1on1 meeting with a CareerForce person.
- They offered to help with my resume
- Creative Job Search course, meeting with Veteran's Rep and the Veteran's Networking Group
- All the different resources for work opportunities!
- Resume writing, job sites to search
- Networking and help understanding unemployment
- Computer information shown on CareerForce Site
- the on line job search information
- Resources for places to look for jobs
- The specialized workshops. The online job search engines.
- Learning how to search for jobs.
- advice on interviewing skills
- Linked in class
- I only attended the class.
- Job Club is a positive experience when you need some encouragement to keep going. It's a little depressing in that it is mostly older workers like myself and I find that most employers are really not interested in hiring us. Paul does a great job and I find a lot of the information he presents helpful.
- I want to be clear that my one on one counselor was very good at his job. Overall, I don't think CareerForce has a great understanding of what help is need for employees in the professional creative field.
- Resume help
- Attended creative job search workshop and attended a 2nd REA session. The creative job search guidebook is a valuable tool and have used it. The workshop, itself, was helpful as well.
- Ideas for working on resume. What career force has to offer?
- Tips on how to make an impression on your interview.
- All of them
- I don't know at this moment, I will find out after I took the classes.
- Overall info on what was available for ongoing support was good.
- The reemployment sessions, workshops, and dislocated worker program
- I like the workshops, as they are very helpful and informative.
- Job searching
- I attended networking meeting
- Just went there for the reemployment session. Didn't utilize other options.
- Learning the unemployment website and all the functions within it. Leaning the MN job site search functions...very helpful
- I think the career force networking and panel is the most helpful. Most of the people that attend their skill set doesn't match up with the employers that are there. There are a ton of health care employers if you just google the area you live in. Each time a company comes to the networking event there could be a list of questions they could answer. Stuff about do you have an ats, cover letters, or other helpful questions that people might not think to ask. It might helpfully for creating a new class at workforce in the future. I would say finding marketing/communications roles are tough in healthcare and they have usually contracted roles vs full-time roles. Maybe create a resource list for marketing, IT, etc., with more specialize info on how to find your next role in health care.
- Resume help to fine tune my current resume
- The workshop. It really gave me tools to boost my confidence to go into an interview and sell myself. Hadn't thought of job seeking that way!
- Got me signed up for heavy metal Trucking school

- One on one meeting, resume writing and creative job searching.
- Friendliness of the staff.
- One on council.
- Starting Your Own Business Class and list of resources available. Helping me get logged in again, because it had been 7 years since I was last here. Pro tips on Linked In from Gina while she was watching the front desk. Everyone is so engaging and caring. It's a wonderful environment.
- Understanding how to create a resume and getting LinkedIn set up and functioning well.
- Contacting employers and providing a proper resume
- nothing
- The workshops were informative
- The initial meeting was good. The follow-up reemployment meeting was better; smaller group and we talked about specific strategies with others in our group
- Networking with others
- Given materials to use to write a resume and learning what tools to use for my job search.
- The hand outs in questions that might be asked.
- I attended a CareerForce workshop. It had 4 presenters and it reviewed websites resources, resume building, and other things
- Resume review and builder, characteristic builder to identify the next step for job searching and possible career change.
- Resume writing
- Learning how to look and interview when you are over the age of 40. Handouts
- all the presentations
- RMCEP program is a blessing in itself. After losing my previous job, being trained for a new career and being assisted by them is a wonderful gift. My counselor Bonnie is an amazing lady! Thank you from the bottom of my heart. I still look forward to being a good example for them!
- The job seeking and networking information.
- Making me think about my job search in a new way and discussing the metrics to be successful when looking for work.
- My participation ended that day.
- I don't see that much help around that, even I was registered for no cost class , that's computer class, after I provide all documents no one call me back and tell me what's going on. After all just about talk not to work. Thanks
- Dislocated worker program
- Having the businesses at your location to visit with.
- Aided me in preparing a skills resume and the job club and Miss Gina!!
- Resume and counseling
- Informational, resources and educational services
- Original sessions required by unemployment
- Classes and materials
- Networking
- The re-employment meeting and the one on one meeting
- Continuing education information.
- Discussion about resume writing.
- Good information given and very good demo of job searches
- Navigating the websites and networking
- Workshops
- Resume writing and interviewing skills. The one on one time with a career coach
- Availability of computers Knowledgeable staff Quality of workshops

- Hands-on skills workshops 2. Staff in service center to answer questions about how to access resources or manage online tasks/use of computers when mine was on the fritz. The staff members are smart, kind, funny, and are eager to help job seekers like me. I appreciated that VERY much. 3. Opportunity to network with other recently unemployed professionals for insight and support
- Career planning process, life values, skills etc.
- Strengths Finders Seminar
- Your introductory meeting explaining how things work and the second meeting reviewing my application and correcting areas I missed.
- Help to check in register at Minnesota works.net the staff was very helpful. and help me with my resume
- How to navigate how and where to search for jobs
- Filling out forms for unemployment benefits
- How to find the on line versions of "want ads", and how to contact the individual employers. Also how to best avoid scams that prey on those seeking to work.
- Creative Job search
- The first meeting was very informative that helped us understand how CareerForce can help. The Job Interview workshop was excellent to assist with expectations and how the interview process may have changed over the years. The presenter was very informative and made the class exciting.
- Networking
- I attended the initial workshop as well as the one about one month later. Pam and Trish were super helpful and supportive. They provided us with great tools to assist us as well as keep us encouraged. While the job market may be great for front line staff, it's extremely difficult to find a position in middle management. With UHG and Optum laying off a numerous amount of people, we are all looking and applying for the same positions. Their best advice is NETWORK, NETWORK, and NETWORK. I also met briefly with Trish one on one and both she and Pam are excellent at what they do. My resume was already up to date and they had only one suggestion for me.
- Getting a job over 40. Interviewing skills.
- Workshop
- Job search checklist, website references
- none
- Resume structure and brushing up with Excel skills
- editing my "re-do" resume
- finance budget while job searching workshop
- Creative job search: Keywords/ resume headlines/ resume posting, what to say in an interview if you were fired from previous job, one-on-one resume help
- Dislocated Worker funds to help me go back to school for some certifications to strengthen my resume.
- Internet access; job club is fantastic! Resume writing; positive outlook
- the overall meeting, and all the information available to research
- The workshop that is done at the beginning.
- Job Search
- Meeting people in the class
- I attended a Reemployment Services and Eligibility Assessment (RESEA) workshop. This was helpful as I learned necessary steps in order to obtain unemployment pay, of job sites I wasn't aware and the CLIMB program, of which I also wasn't aware and am now enrolled in.
- What to say when you're talking to a new employer about what your skills are.
- information given to find jobs in my area for job searching
- The careertrec class was very helpful. My career planer was also very helpful, she helped me get into a school that will help me to get a job. She was also very helpful with filling out paper work that needed to be filled out. She was very helpful with everything, I was very pleased with everything she did for me.

- Emails for job leads
- So far the advice with interviewing and job search have been helpful.
- Good services
- I really enjoyed the 2 day Workshop I attended in Shakopee about the Creative Job Search! There was a lot of information given and it helped me to understand how to improve my chances in finding a new job and some great ideas in how to achieve that in today's Job Market. The Facilitator was very knowledgeable and made the Workshop interesting for all participants.
- Computer, phone and fax access.
- Walk-in resume reviews and career counseling services. Staff is always helpful and available.
- Classes, although it would be great to have a class on second act job search--I am 61. Job search after 40 seems marginalizing.
- Navigation of career page
- the advice for posting my resume
- Dislocated Worker assistance
- The resume class! < 3
- I am afraid these are not useful for someone like me. It seems they are more geared towards tradesmen and not professionals.
- MS Excel chart data.
- The staff
- Don't remember the lady's name she was good
- Computers, the one on one staffing help Very nice and knowledgeable staff Resume, creativity writing Getting you ready for a job interview How to interview with a company How to Negotiate with company on how to get the best package for yourself
- The one on one with the staff, you feel kind of down and there reassurance is needed
- Resume writing Job search portals
- Computer skills training and resumes. The workforce lab center, I don't have internet and I'm afraid of a lot of things from the internet, viruses etc. The staff will sit down and walk me through things. They are Exceptional!
- There are many class topics that are helpful like resume writing, interviewing, salary negotiation, etc. It's always helpful to have access to resources. Talking to CareerForce employees about my specific needs and talking to other job searchers too about their experiences is helpful. Everyone has a different experience and needs differ, it's great to have options.
- Marketing one's self.
- One-on-one work with Tatum Heller as part of the dislocated worker program and retraining program.
- Unemployment
- All presenters did a great job.... I actually contacted one for help with the sell and purchase of our home.
- The Workshops and the speakers
- Getting connected to the various Veterans Services.
- None. I've been in a career for over 30 years. The services you offer are not for experienced people like myself. Everything seems geared to younger, far less experienced people suitable for entry level work. Based on my experience with your office, you have nothing to offer a displaced worker such as myself. It's insulting and extremely frustrating. I have tons of experience and was hoping someone there could look at my skills and experience and help me determine a different career path. Instead, you want to keep me pigeonholed in a traditional office administrator position that won't even cover my mortgage. Clearly, experience and skills mean nothing. CareerForce is set up to only help diversified candidates get into entry level jobs.
- Gel with resume writing. Pat buxengard took time and patients while working with me
- Career Exploration
- Classes
- Job search information.

- Pamphlets about other organizations that help me network or find work in specific industries
- assistance on computer
- For me the notion of being in a group that are in the same with makes so much sense. I did that and had some leads. Also, asking people you know to meet with coffee. They may able to help you and fight know people that could help you.
- Resume help from Irene Connors, along with her resume class. Gina Meixner had a good class on Creative Job Search. I attend the Job Club offered by Paul Sears at the South Minneapolis office.
- New Leaf. Displace worker. Creative jobs search.
- None
- The job fair, the LinkedIn sessions with Anne Pryor and the resume review
- Career counseling, networking, additional courses at center and through dislocated workers program.
- Website information about options to put my resume out there and how to keep my resume near the top of the list for employers.
- The assessments were very helpful but I also think the one on one helps decide which careers to Perdue.
- Resume review
- Knowing with confidence that I had completed all of the necessary steps required to receive unemployment benefits.
- All (MOS) Microsoft Office Specialist workshops have been helpful with understanding with the knowledge that will better my training for academic learning.
- The unemployment benefits on how to use the website and how to use the MN works website and how to efile resumes to potential employers
- Resume content, review, interviewing skills, and Advanced LinkedIn.
- Job search training - resume and cover letter strategies.
- Individual assistance
- Access to computer, fax machine and a caring and helpful staff
- Simply participating in the workshop environment, helped me understand the unemployment process, and how my future plans could be organized to fit.
- Explanation of AI used by HR departments. Link to site to test your resume against a job description. Skills assessment.
- Strengths finder was useful and the group discussions were insightful
- Meeting face-to-face with employers and getting their tips for effective resumes, interviews, and LinkedIn profiles.
- I have attended several workshops....Resume Writing and Beginner LinkedIn. Both were informative and helpful for me as I started my job search.
- What steps I could take to further find career opportunities.
- I attended a LinkedIn seminar. It was a very useful seminar for many other fields of work except for the line of work that I am hoping to find a job in.
- Resume review and various seminars.
- The overall suggestions, advice and help I have received have been great.
- Unfortunately the companies/opportunity Were for entry level/ mid pay scale.
- The musty/mold in the training room affected my allergies to the point it interfered with considering what was helpful. That created a fairly negative experience for me. I also went to a re-employment seminar in the past and have a graduate degree, so I know how to learn and retain information. I recalled most of the information from my last re-employment seminar. The trainer did emphasize we could print our resumes at CareerForce so the fact I did not need to purchase resume paper is helpful.
- Workshop on job search. Links and documentation for resources.
- Resume writing and skill assessments

- The carefully staged speakers scheduled to address my search and my anxieties during the search. Tom Reese and Gina Meixner stand out readily. Both have used their particular skills to help me and both of them lessen my apprehensions by using their knowledge in the present job market. Everyone at Bloomington was/is very helpful and approachable and I am grateful for that.
- information regarding resources available to job seekers
- Resume Writing
- It was a great presentation and I networked with the person next to me
- The counselors
- Resume class and personal assistance from staff while searching in office.
- Assistance in paying for tools needed for my career
- Computer Room Vocational Rehabilitation Service Case Manager
- Seminars on Networking, The Gig Economy, LinkedIn, Resumes & Winning the Interview along with one-on-ones with the CareerForce Counselors .
- Introductory presentation after applying for unemployment
- A second look at resumes and responses to applications.
- over 50 job seekers
- Use of computers/internet and free printing. The workshop on career exploration was eye opening. Very well done!
- resume review and suggestions
- Creative job Search and Resume review
- Computers
- Online job search
- Referral to the personal branding and LinkedIn classes which were both terrific.
- Training
- Overview of unemployment
- I really think the computer classes are a helpful refresher. Just having the center there for computer access to print things off and do the tests employers have in the application process is so awesome. You can't do a lot of those tests on a phone. And the staff at West St Paul are always pleasant and happy to help.
- The advice from the career counselors has been very helpful.
- The class was helpful and was set up for to look up jobs.
- one on one meetings
- The classes and job club
- Took a word class - it was way too basic for me.
- How to use the MNWorks website
- Lots of great information that has helped me and the one on one talked helped me talk about my termination and how to handle that at interviews.
- All of the seminars have been excellent. They demonstrate the work required to look for a job. Customizing resumes takes a lot of time as does maximizing LinkedIn. Career Fairs helpful.
- The "search over 40" presentation was the most useful. The others provided 1-2 items that were also useful but they were more generic (which I understand) but overall seemed to be more 'robotic' in presentation. Overall, I was pleased with the services provided.
- The resume and dislocated worker services.
- The Unemployment Meetings and One on One
- Staff lady sat by me at computer & helped me
- advice for writing cover letters and resumes
- Resume looked at by Adam
- The classes. Loved the instructors.
- Help with resume writing

- Information about having key words listed on resume
- Creative Job Search Resume Writing Interview Skills
- being able to air my thoughts and employment goals to another person
- All of them. The class was easy to follow along and taught in a manner that was helpful and beneficial in the learning process.
- The interviewing class and 1:1 resume review.
- Tips and advice for job seekers over 40
- Help with my resume.
- A large class and not enough time to meet one-on-one and get a good plan together.
- Learning about the Dislocated Workers Program.
- I participated in several computer software classes
- Work shops
- Identification as qualified for the displaced worker program
- Meeting with Staci from the dislocated workers program, meeting others in the same boat and the use of the computers and the copier and fax.
- I did not need services but your team has a vast amount of options for job seekers and to gain additional experience.
- The Creative Job search was great. Mark was awesome and we had a great group The Microsoft classes lead by Susan were also awesome. She is great instructor the networking class with Lisa was great. She has an abundance of knowledge of companies to search
- Getting a daily list emailed to me of new job listings.
- Resume writing and the interview class. All of the Career Force staff are very helpful.
- Everybody that works there has helped me out on my computer applications and they're always so friendly help me print up real resumes
- None. I only attended 1 workshop. I attended an Advanced LinkedIn workshop and was very disappointed with the content but mainly with the instructor. Very insensitive to his audience who are in job transition while he boasted about not needing anymore jobs because he already had a full time and part time job. He also advised that by process of elimination (he was the only one in the office that has the most technology knowledge and so that was how he ended up teaching the class.
- They helped me get some insight on how to make the best of the situation and what steps to take in order to find work.
- other than the workshop, which was required by Unemployment, I have not taken advantage of any other services since then I was laid off in March of 2011 and over the next 2 years pretty much took every class offered by Deed in Dakota and Ramsey County.
- The Creative Job Search was excellent! Because I have not had to look for employment in quite some time, it provided me with a lot of current information on searching for a job and thinking outside the box!
- Dislocated Worker Program, financial assistance to attend college for a certificate or degree.
- Learning how to search in my area. Helped with a resume'. Helped me apply for unemployment, lots of encouragement and very helpful.
- I went for a speaker I had heard for another topic before and really enjoyed. The presentation was great for any person even if they are employed.
- Networking practice
- Meeting with job club and the 1 on 1 mtg I had with Christine Schaerf.
- Creative career search.
- The Excel training was very helpful.
- The presentation as a whole was enlightening.
- The services that were the most helpful was educating me about the information and services available to me that will help me become re-employed. I have worked with a counselor for interview help. I have shown my

resume to one employee and have gotten a lot more hits on my resume. The presenter was very concise, clear and loud enough. She has done a fine job presenting at both seminars I have attended.

- Friendly positive support
- Microsoft office classes
- Job Club and classes
- The programs that explained a lot of different things on how to use the internet.
- Workshops: Networking, Resume Writing, Creative Job Search, Start a Small, Business, Reemployment Assistance (2 sessions)
- The videos on how the Career Force can help you and navigate through all the online sites
- After being employed for the past 40 years, ever thing that I learned at the workshop was useful and interesting.
- I appreciated the focus on women in professional roles. My goal was to connect with professionals and determine if there were opportunities to build my career goals based on what I learned. I felt that having the opportunity to connect was the most important aspect to attending this session.
- The latest trends on LinkedIn, but was not too detailed enough. I felt like we had to rush through the class since old people we had to go step by step.
- Job websites
- Having a computer lab would be helpful. And maybe an extra person. Want to facilitate and the other to guide, support, and help.
- Job search
- none
- Interviewing skills
- Job career services
- Creative Job Search. Kelly Gerads was awesome. Please extend my best wishes.
- Creative job search, looking outside comfort zone
- Walking through the online process to ensure comprehension. Having Teri show the navigation of the website.
- Job search class
- Providing new options and resources that I didn't know about previously
- Microsoft training
- Showing the websites available.
- The Advanced LinkedIn Strategies session was great - very good facilitator.
- Resume Review
- Career training courses that were available to me. Resume writing
- Resume writing suggestions and cover letter suggestions.
- LinkedIn workshop Online resume review
- Resume writing
- Updating my resume not to show my age
- I found all the classes (resume, career search) to be beneficial as I have not had to do a job search in a long time and technology had changed considerably since then.
- All of the resources that were available and provided to look for job employment
- LinkedIn - Advanced Strategies workshop
- One on One help with LinkedIn
- Resume writing Interview skills Job seeking networking
- Resume writing
- Resume review and suggested changes
- I attended the Creative Job Search workshop and found it to be very helpful!
- The presenter was very knowledgeable about his subject and did a great job presenting.
- The very first seminar I attended after losing employment.

- The instructor is wonderful!
- Web sites to help in your job search. How to look for contacts, information, salary, etc. Job Events information held at CareerForce centers. Resume help. Dislocated Worker information and over age 50. Preparing for your interview. Introduction template.
- Willingness to review my resume and make suggested changes to it.
- Resume Writing Career Exploration Seminar Career Exploration Websites
- I was just through it a few years ago so nothing has changed but the view.
- Intro session was just OK - did not feel instructor was up-to-date on latest job search processes (suggested looking in newspaper for jobs).
- Resume writing
- Actually nothing helped me, I am already doing many things, I explained that I am an architectural designer, and not one of the people there had a clue how to help me. All the companies I have ever worked for a project driven, because this is the case, I can find work I just can't keep them because the companies themselves run out of projects to keep me busy. So the only way that you could help is to help those companies not run out of projects...ya right.
- Talking through other careers that I could investigate to match my current age (60) to my retirement date (open).
- The workshops were great! They were all helpful in different ways.
- The on line excel class I can take and career assessment test suggested by staff there. The use of computers!
- Lana Hogan very professional and cheerful! She reviewed and helped me with my resume.
- Resume assistant, Job search seminar
- Websites and training options
- Education on the available resources
- Re-employment sessions had good "survival" information. Workshop had good information well-presented. One-on-one reassured me that I'm on the right path for my best interest.
- Resources related to resume optimization and interviewing.
- The weekly job-club, when I am able to attend.
- None.
- Guide in writing resume
- They gave me useful advice on how to carry out interviews
- The presentation about MinnesotaWorks.net
- Interview Resume writing
- General staff support was great.
- Help with Resume gearing toward helping people start businesses.
- Career clarifications and options.
- Resume review
- How to write a resume correctly
- This was my second time through the CareerForce but in a different location. I had been on unemployment a little over a year ago, so it was all pretty much the same.
- I found the staff to be sincere and doing a good job presenting what they had to offer.
- Information about how to apply for assistance. How to network and word of mouth importance. What next steps to take.
- Getting out of the house a meeting with people again to talk about work issues. Hearing about difficulties other people are having with age etc.
- How to Start a Business Class
- Networking with other people.
- Nothing

- The advanced interviewing class was great. Breaking up the class and going around the room to answer random questions was very helpful and a great way to practice. The career exploration 2-day class was also excellent. Ann is my favorite instructor, knowledgeable and make you comfortable in her classroom.
- Resume help
- Skills improvement and knowledge advancement Interviewing Strategies Resumes Writing Creative Networking
- updating resume career counseling
- Training on creating my resume. Training on where to search for jobs.
- Networking Groups and Individual help without my resume Career Exploration classes were also helpful.
- Counseling and resume set up.
- Information on Networking, and job boards.
- Getting information to further my education.
- Encouragement to reach out to friends, family and others for nursing positions they were aware of.
- Willingness of staff to work one-on-one with me on my job search and resume. Also, the support I received by staff to encourage me as I was looking for work.
- Creative Job Search Sessions I have attend at Burnsville Location have been very great. The informal atmosphere of the sessions really encourages everyone's participation. The brain storming conversations on many job hunting styles, techniques and advice with encouragement has been so helpful to me.
- NA
- In depth Job Data
- Resume adjustments
- overview of the topic - LinkedIn, and specific help with settings
- The classes provided for one note and Microsoft classes, excel and power point. I also thoroughly attending the speaker who spoke about job search over 40. That was very helpful.
- I took a couple of Excel classes and a PowerPoint class which were extremely helpful and informative. A while back I attended a Veterans group meeting which was very helpful also.
- Clearly showing on video screen, how to use the system and navigate. Also, the staff was helpful in answering any questions and concerns.
- Internet Computer And some of the classes
- The most basic computer literacy classes and courses. Microsoft Word especially, I didn't know what it was even though I had heard about it since the mid-90s. Also, free and easy access to computers and printers.
- All the different meetings
- LinkedIn page detailing
- The resume class
- -Resume feedback -Workshop -Encouragement
- Lisa Odland is a very good instructor, communicates well and gives plenty of time to practice skills.
- One on one counseling regarding resume and cover letter improvements
- Networking club, networking advice
- Direction on what positions I should apply for and to schedule a networking meeting in pursue of a position.
- All workshops I attended, gave valuable information I needed for the next steps with current and future career, life plans.
- Understanding how to better use all the tools of LinkedIn to get my information in front of prospective employers. It worked!
- I have used a lot of seminars and have gotten a lot of services from a variety of different departments which I appreciate
- The one-on-one services were most helpful for me.
- This sit down one on one, they provide me with a direction and appropriate classes to attend.
- There guidance and knowledgeable advice. The Microsoft word class study class
- None, looking at cities.

- The training.
- Training and help with my resume
- Giga Economy class.
- Veteran services
- Job carrier exploration was interesting workshop.it was interested because my desired job was matched for suit job for me.
- Learning about the deed program
- Writing/changing resume, job search workshop, interviewing workshop
- My resume was reviewed and gave feedback on the effectiveness of my resume.
- The positive attitude that all the employees have and the willingness to help! The workshops that Ester holds are always AMAZING!!! Enjoy the Job Club as it gives you a change for networking and getting ideas for others.
- helped me fill out my resume
- The good explanation of the vast number of Minnesota resources for understanding skills and finding jobs.
- Knowing more about our rights.
- navigating the different web sites for assistance
- Complete a Creative Job Search (CJS) workshop
- None really
- Checking different work force centers in the state for different programs.
- Unsure
- The resources that are available to the unemployed
- Making and printing my resume
- Overall process required.
- Just the practical review/highlights of the creative job search workshop. I also appreciated what other job seekers shared regarding their experiences during the Q & A.
- Offering workshops specifically for older job seekers. (IE: over 40)
- Information on dislocated workers assistance with funding for training seminars and resume review.
- Just the kindness and help I received.
- A different view on getting a job after 40
- Information about networking and job groups in the Twin Cities Information about Unemployment Insurance, and what was needed to qualify.
- How to cope with job loss, Veteran assistance. Very helpful.
- The resume workshop was helpful
- At the risk of sounding corny, the general positive/supportive tone of everyone at the service center is what impresses me. I don't feel like a 'number'...but a human being. For that I am thankful. (The range of available resources/topics for job seekers is quite impressive.) Thank you for being there.
- The initial meeting going over all of the resources and what was available.
- Career assessment and some of the job seeking tools.
- Job services. Taking classes Thursday Morning Job Club. Email updates of class materials.
- Job search
- Suggestions on how to explain my job loss.
- Speaking to Susan about resume and the ladies at front desk explaining how to get logged in and how to do things. also told me about state job
- Resume writing & The Dislocated Workers Program.
- Job searching on computers and the uimn session
- How to use all the services
- They taught me how to use word.
- The whole class was good and a lot of interesting information to help with job see search.
- One on one training

- Skill assessment
- Seeing the website in its entirety with all the options it had.
- Very odd that you are asking questions about a workshop that I attended 3 months ago. As I recall, the workshop provided valuable information.
- Computer and printer access as well as staff available to assist
- Specific job opportunity searches in the IT Arena
- The small business class
- Working on the computer updating my resume and job searching
- Job seeking
- Having a profile so companies could see my resume
- Learning about the various websites that offer job search assistance.
- How to make changes to the format of my resume.
- One on one
- Strength Finders - Career coaching Creative Job Search MOS Word class MOS Power Point class MOS Excel class MOS Program Casa test
- The workshops I took (Resume writing, LinkedIn (beginner and intermediate) Excel (beginner and intermediate) & Word (intermediate). I also attended the networking meetings
- Career counseling/assistance and dislocated worker program.
- Literature on furthering education.
- I went to a job seeker club meeting
- Workshops and the ease of having computers to look up jobs and info.
- Computer access and career counseling
- CareerForce provided a lot of valuable information. I also appreciate moral encouragement.
- The story of help from the dislocated workers program for a person. The women took a certificate class at St Thomas on Project Management. I didn't know we could get resources to accomplish things like that.
- the staff was very knowable with helping me navigating the different web sites
- They gave me good ideas how to find a job
- one-on-one's
- Creative job search workshop
- Job leads
- I really liked the classes. I have had the same job for 19 years and needed to learn how to apply and get my resume ready for external interviewing. CareerForce was very helpful to me in understanding what has changed in 19 years.
- All the knowledge they told me about displaced workers
- I attended the mandatory workshop when on unemployment. The most helpful aspect of this meeting was how to connect with a Dislocated Worker counselor. Unfortunately, most of what was covered on the workshop I already knew or had in practice for years (informational interviews, how to network, etc.). And much of the meeting covered how to log into the unemployment site and request benefits - but by the time I'd received the request to attend this meeting, I'd already been utilizing the site for several weeks - so I had no need for this information. Overall this training is very good for most people. It would just be more helpful if it was earlier in the process.
- None
- None yet
- The workshop was very interesting and helpful, everyone is so helpful and informative.
- Interviewing and LinkedIn workshops
- Applying for jobs and resume help
- still waiting to hear from dislocated worker program
- Updating resume

- Getting Certifications
- The job fair was somewhat helpful but several of the employers scheduled did not show up
- The group exercise and lecture about the benefit payments on the unemployment website. That was the most crucial to know.
- Someone offering to take a look at my resume and give me feedback.
- The ability to talk with staff, no one service. The staff is always very helpful, from assisting with the computers or signing up for the different websites to recommendations on how to setup resumes and cover letters. I really enjoy the perspective they bring from their years of helping others with searching for a new career.
- Workforce job board, resume writing, interview types I may see.
- Resume writing classes and working one-on-one with Amber Kropp.
- Knowledge and understanding of the dislocated workers program and the assistance available for training and certifications. Also company I worked for paid for a firm to assist with career transitioning and seems that the two programs provide the same level of service so not sure why they paid the additional expense other than trying to feel like they are helping those who they laid off. If layoffs are truly part of a cost cutting exercise not sure what they would not leverage the service that is available and not pay LHH.
- All of the classes were helpful - I took many many classes. It was nice to get out of the house during job search as well as meet other people. It was a nice outlet -
- It was helpful to learn about the websites and what the CareerForce has to offer.
- The networking and 'Gig' economy ones
- I like hearing from experts about the job search and meeting others who are going through the same thing. Provides a place to share and learn.
- Didn't really need. I was already networked and interviewing for 2 opportunities.
- resume workshop
- Excel and PowerPoint classes
- State jobs what was wanted on resume and cover letter
- Career search
- Review of resources and examples of resumes
- They help give you the tools you need to find a job and the knowledge to look and be successful
- Resume writing skills and job search skills
- Dislocated Workers Application Job Search Workshop 1-1 Assistance from Counselor - Bonnie
- The different classes: LinkedIn, Creative Job Search, Job Search over 40
- All the services I used so far were most helpful
- The creative job search workshop was very informative. It was very helpful to be able to take the packet of info home.
- The CareerForce is a motivator to create a greater impact for someone to search for work, however, the results of the employers are limited with their job positions available. Combined with the many health issues of Minnesotans I think the center does a good job. I'm discourage with a career change and haven't found an employment opportunity with a significant college implementation.
- One on one interview practice.
- Food bank info
- Workshops Paul Job club Paul Vocational rehab Paul
- The Career Search Workshop and the handout provided, the class for older workers and the financial speakers.
- Get better working with computer
- info about web site, resumes and interviews
- Resume review assistance. It was great to be able to send my resume to someone via email and have them reply back with suggestions for revisions. Excel and other computer skills courses offered which provided a refresher or a way to update my current skills.
- Computer program/Microsoft classes

- Resume review
- Getting information and how to use the website.
- Google Apps workshop. Google docs was very helpful.
- Sue Swanson has been a great support. She has endless patience and continually cheers on my efforts. She provides wise counsel as I navigate the employment opportunities. Displaced worker program is helping me get bills paid as I incur expenses looking for jobs OJT program may help me transition to a full time position. Resume and Cover letter review and access to printer and paper. Hosting the MN Unemployment Reemployment class - everything was helpful. Also learned much from Sam's 3 minute Resume on MN Works
- Your location is not too far away, so that helps.
- Assistance
- Different websites for job search
- How to answer some questions at an interview.
- Career counseling
- One on one representative for reviewing my resume.
- Resume review and LinkedIn help
- Job searches
- Networking tips and resume streamlining.
- Classes and direct connection with employers
- Access to the computers I guess.
- Explanation of addition services available online for assistance and skills improvement
- Resume writing
- I have attended numerous workshops. I found something useful in each of them
- I was allowed to take some independent courses in order to freshen up some of my computer, power point and spreadsheet skills
- job hunting resources
- The class had a substitute teacher. She handed out a bunch of information to all in class. I received more information from those in the class with several collaborations and experiences from others in their interview examples and experiences.
- Resume and connections
- Career counseling
- Learning about the available services both online and at the location
- He showed me what was most important in my resume, what to leave in and what to take out. He told me what employers most are looking for.
- Trying to get to the hiring manager.
- The resume review was very helpful and the person had a lot of good advice.
- I think that it is very important for people to know that they are not alone when they are facing unfortunate events in their life. I have found the staff to be able to provide empathy and motivation to get back on their path at the same time. I have been working for 40 years and can always use a refresher on the basic technology skills. It is good that CareerForce provides this FREE to those reentering the workforce.
- Options for part time work opportunities and brochures available beyond websites provided at the meeting.
- Places to find job opportunities
- Being able to go in and talk one on one to get the ball rolling on what to do next.
- Workshop - how to start a business Location
- The one on one counseling and the classes.
- Resume review
- One on one assistance.
- I did not attend the South site, the staff person who usually works at the South site held a networking event at the North site where I attended

- The information about what employers are looking for.
- I gave my resume a facelift.
- Information for persons 50 websites.
- Veterans help. Resume building.
- An overview of the services and associated processes.
- I attended a Linked In workshop. The speaker was very good.
- One on one meetings with Lynn Rollins Workshops Resume Review DW program resources Strengthfinders
- Creative job search workshop
- Resume class, One Drive classes, Job Club, Special speakers, Career Exploration class, Search over 40 assistance to mention a few.
- Discussion of projects
- 1:1 assistance
- Job search.
- They help me plan a career that works for me. If I need any training or classes.
- suggestions for online searches
- Veterans Networking Workshop
- The biggest help was helping me with the interviews
- na
- The workshops
- I liked the general presentation at the reemployment session as it gave me an overview of the resources available.
- I met with a career counselor with Hired as a part of the Dislocated Worker program. I feel like the resources seem to be a start is assisting me to find my next job.
- Resume update.
- The resume writing was an interesting service. The various tips into what goes on a resume and what should be avoided where helpful. I always thought you had to fill a resume with every accomplishment but it can work against you.
- The workshop with meeting people looking for work also. Networking
- Networking groups
- LinkedIn recommendations and pointing my towards PowerPoint classes in West St. Paul which I have attended and were great!
- Understanding the resources and classes available.
- Resume writing Job searching
- Computers Dislocated Worker Program
- Everyone's willingness to help, and all of the useful tools at my disposal.
- At this time I wasn't given any opportunities to seek work outside my field because that's what I needed.
- I cannot remember the name of the class, but I think the instructor's name was mike (semi-retired?) and the class was for help in finding and understanding your personal job skills and traits. Also taught us the latest job search tools and techniques. For Electrolux employees it was 3 - two and a half hour classes. Very helpful and great instructor.
- Job fairs, seasoned workers round table sessions were excellent.
- creative workshop
- Pep talk
- Course was good
- all resume workshop
- Creative job search workshop
- Interviewing skills
- Resume critique Healthcare networking

- The use of the web based tools
- Different sites to look for jobs Reimbursement for travel (gas) for interviews out of town
- Resume review
- extra benefits from the unemployment login site
- The personal talk with the Presenter
- The information on where to find specific help topics
- The classes are a great help. I was looking for a career change and they help me with some online website that could help. I find talking to people and how they're experience was with career change. There is a lot of info on the internet.
- The services that the CareerForce provided that was most helpful was the WIOA grant. My Counselor was Zachary Lee and he did an outstanding job explaining and helping with the process. He made me feel like I was able to accomplish my goals and was a great mentor. Zachary responded to my emails on time and would check on my progress. He also forwarded me jobs that he wanted me to apply. I really appreciate his efforts and going above and beyond to make sure that I get a job. Zachary Lee has an amazing personality, and he wanted to make sure that I feel supported in this difficult time.
- the different training offered such as the linked in and job search tools
- Creating a resume
- Resume' writing, One on One counseling... printed resources
- Since 2011, I have been unemployed several times and have attended many workshops over the year's i.e. creative resume writing, Job search over 40, many Microsoft classes, etc.
- I went to the Linked in workshop to learn how to utilize Linked in. The workshop was extensive as our class was an entire overview of the software. I learned a lot. I know of Linked in from years of use, yet know the site now with more familiarity. The emphasis on the course was about navigation, and I took a lot of notes which I should have with me because the software rewards those who really use the technology. How to develop networking relationships, and cultivating relationships was less of a focus, yet this was the intent of the course. Yet relationships are the key to being effective on Linked In. ALSO, the course was 1 of 2 course I took which were 2 days in length. Each were the best courses I've taken as I felt the subjects require a deeper investigation The other 2 day course was on MBTI, HOLLAND, and Life Purpose, Values, Bolles inventories, and use of Onet for searching opportunities. The assessments will have the most impact on me both personally and professionally of any course I've completed thru Career Force.
- helpful with regards to updating some computer and resume writing skills
- n/a
- Friendly service, informational speaker/teacher.
- Yes
- It was the information that was provided, I learned a lot of useful information on getting what is needed for Resume review and websites to use.
- Resume review, interview skills seminar, dislocated worker program
- My second reemployment session was most helpful with the feedback we received from the instructor regarding what roadblocks or problems we were having.
- All of the options and resources presented to help me.
- getting job search advise
- I love Ann! She is so helpful! I have gotten great advice from the Veterans Representative and from Christopher!
- On-site hiring event and the availability of printing services.
- Career Trek. I loved the assessments to better understand my skills and strengths.
- Resume help
- LinkedIn profile
- Having computer/printers/copy machines, etc. available.

- Continual support of upcoming job fairs
- Mostly information on 1x1 meeting(s) and also links to go home and look at
- If there is a workshop that I think would be helpful to me personally then I sign up for it.
- Job club discussions were valuable and informative
- Career exploration workshop gave me the confidence I needed to find/look for work that was different from what my experiences within the work force were.
- Meeting with a counselor to discuss search techniques, resume review and networking strategies.
- resume writing
- The information in general was helpful. It also a great way to do not feel alone during that process.
- Instructor was awesome! Concise in delivery. Deep in knowledge. Just right in speed. Always available for further attention and care when not teaching after class or break.
- Explaining the process
- Kelly Gerads was awesome! To took the time to sit with me and really go through my resume and give me many helpful suggestions. Her seminar job search over 50 was also very helpful.
- Cindy is most professional! Class flows quickly print materials are helpful!
- The entire workshop was helpful.
- None.
- The multiple ways that I'm able to make a resume.
- Meeting with many Associates
- Learning how to present yourself in an interview, and answering all the questions the right way.
- All
- The testing we did was helpful in considering what type of job choice I would find the most satisfaction in. In addition her resources for education were great.
- Not much. Was through it a year and a half earlier? CF is not set up to handle re-employment activities of professional engineers / managers.
- Encouragement that my skills and expertise were relevant to the job market. Lots of cheer leading by Esther Hollander-Felsen.
- The ladies at the desk. I have been looking and still have not found a job. They offered me help with education but even though I requested and showed interest no one ever followed up.
- I have worked for the last 30 years, after losing my job and going CareerForce in Blaine I was exposed to the changing job market and how digital searches have changed how one finds a job.
- Creative job search workshop was very informative. I felt that the small group discussions were helpful. I felt that Mark was a very sincere and genuinely he was concerned for each individual at the workshop. I think CareerForce North St Paul have an excellent and genuine staff.
- staff help me put my resume on line
- Computer skills
- Help with my resume
- I have taken 2 Microsoft Excel classes so far. The instructor, Lisa Odland was very helpful & informative.
- Went to 2 meetings talked getting 10 years' worth of w2s and talked with judia care. I just got all w2s mailed to MN nursing assistant registry , so I can work in hospitals, , people staff were very helpful when I didn't understand very helpful they took time help me set up my account with career force . Not finding job with pay I need.
- Career Trek was the most informative.
- The guidance I received toward the dislocated worker program and the CLIMB program. I've received what I consider excellent guidance and input on a number of services from offices in your system.
- Initial meeting was very helpful in making me feel that I was not alone. Calendar of events.
- Getting everyone together in a room. It was helpful to see that layoff happen to other people too.
- Career counseling

- The resume class
- I would say the handouts that were reviewed during the session. It really allowed me to revisit what items that I needed to consider when trying to promote my work history background to a potential employer.
- Training opportunities
- Career search ideas
- I enjoyed the advanced interviewing class which was the only service I used at CareerForce Blaine.
- That I have the opportunity to go back to school if I decide too
- Sample Resumes and an offer for networking
- Showing me the online resources.
- All the different programs and ways to help. Staff was friendly and very willing to help out
- Creative Job search class
- Resume review
- When the previous workshop canceled I was able to work with someone for about 15 min or so and she was very helpful. They canceled because there wasn't enough people attending so it worked perfect for me.
- Computer problems with my website the staff got me through them.
- Tips on improving my resumes
- job searches
- the interview workshop
- Classes
- Networking and finding on-line job placements.
- None
- one on one help
- None
- Career exploration class.
- Well, I forgot my PW and User ID, they helped me get on board with the Online Career Seeking site. The workshop encouraged me and although looking for another job can be a bit intimidating, the spokesperson didn't talk down to us. But rather, encouraged each of us to keep looking with additional skills sets. Ever
- Showing how to use the website and were to look for jobs and was wondering if I can get help with college for welding I'm on unemployment
- Informational mtg. about places to search i.e. Internet, community resources
- Job searching from various sites available.
- Planning out my next steps in job searching
- The resume tools resources given to me we're really helpful.
- the offered source of information advance job search curriculum building additional classes
- verified I am on the right path
- Speaking with Mark Zappa and Zachary Lee was most helpful. I think for me, it was just nice to learn that I wasn't alone and that others in high profile careers had also reached out for assistance and some direction to move forward in an ever changing business world. Mark was very encouraging and, even though I knew I had a plethora of skills, he reaffirmed it and provided some good resources. Mr. Lee has been most helpful as well. Through sharing stories of others who have been in the same positions has been helpful. All of the staff, Kathy Kinneberg and the front office staff, everyone I've had the pleasure to meet have been exceptional. I certainly wasn't expecting such a great group of caring people. It's very refreshing to see a true dedication to helping others and enjoying what they do.
- The help that I received with updating my resume.
- All of the free computer classes and marketable skills classes
- *** Resume writing assistance ***Changing careers materials ***Internet reminders
- Resume review and suggestions
- Help me find a classes, with my questions, my Resume

- Resume workshop and job search information.
- Didn't sugar coat it for me? The acknowledgement that my salary and experience will most likely be through networking and relationships!
- log in the access the website
- Resume Networking
- Workshops and employee guidance
- Improving my computer skills
- My first experience was good, everyone was very helpful. Computer lab, as I don't have one at home is a great resource. My first reemployment class was very informative.
- Knowledge of the person I talked with, he gave me other ideas of places to look for jobs. Also answered numerous questions regarding unemployment as this is my first time on unemployment.
- Job Club -- which I don't really consider a "workshop". If you're interested in my praise of it, contact Paul Sears, who's been running it for about 30 years, because I just emailed him and Ilyas yesterday (2/26) at the CFC in St. Paul with my praise of it.
- Talking to the HR recruiter from Home Instead without being in an interview. Felt more relaxed.
- Information from trainers
- The creative job search workshop
- Networking
- Help me my resume
- Pamphlets and discussions
- Use of computer. Resume help. Dislocated worker's program.
- Ideas for job search. Resources for support
- The Online services were nice. Very good jobs offered and a lot of activity. Everyone I worked with was very supportive and helpful.
- Suggestions about programs that I am eligible for
- Sam does a great job at helping with Resume writing and Cover Letter. He has been very helpful and is one of the few who has really helped me in my job search.
- I attended the health care group. Helpful was the introductions from all attendees when you could learn who was in similar interest areas (providers, med device, lab techs, etc.) and also helpful was the speakers from employers like Allina.
- Instruction on how to use the various online applications.
- The workshop covered what I already knew about WORD, but I could not attend the EXCEL workshop which I really needed.
- Interview tips and skills
- Resume help
- Workshops
- The unemployment class had a lot more info than I thought it would, like resources I didn't know about
- Workshops
- School options
- Resume help
- Reassurance of all the sources for help available
- Information on services very good
- The initial orientation program was very helpful to inform me of other programs available and Contacts if I needed help or questions. It also help me to understand resources locally available to work on resumes and print documents.
- Discussion on networking
- The classes were interesting and informative but they didn't help me find employment
- I have found all of the services at the center helpful.

- I need to reach out more for help. I have had health issues come up which have hindered my search.
- Unemployment
- All of the groups I attended were very informative.
- A few directions to go with employment that I did not know about
- The overall presentation. Then the 1:1 was the highlight.
- Mary Jo at the Shakopee location was incredibly helpful!! Very nice, thoughtful, and extremely knowledgeable! She connected me with resources including online training on Microsoft Office Suite tools & help with LinkedIn, and helped sign me up for TWO Executive Education classes at the University of St. Thomas, and helped to get them paid for with tuition assistance funds that were available. The courses: Strategies for Effective Negotiation and Delivering Powerful Presentations both were crucial to me in my networking & job search, and are important in my new role in Business Development (outside sales) at US Bank.
- 1-on-1 Resume assistance was excellent. The employee (I think his name is Adam?) was professional and knowledgeable so I was confident in using his suggestions and making some changes that he suggested. I have had some interviews since I made changes. Events and services provided on many helpful topics
- So far the linked in workshop
- CareerTrek class, Creative Job Search workshop, Displaced Worker Program
- Resume writing.
- All training refreshed my skills I was able to pass an employment test. Do to training.
- Hiring events where we can network with employers
- "Resume Writing" - class was informative and probably most helpful due to the fact that resumes have drastically changed since I last had to use one. The hand out materials were useful as well as it is a lot of information to take it. "How to Start Your Own Business" was extremely interesting and fun to attend? Bob Voss was a great speaker for the class, very intelligent and knowledgeable about everything regarding new businesses.
- It was good to get some ideas about interviewing skills, such as what things you should do and not to do during an interview. The instructor used to be in a position to hire people and it was interesting to hear true stories about how some of candidates did things really well, and not so well.
- Job search Interviewing skills Resume update
- The option to have a resume review and the advice to use MNWorks as another job board.
- She helped me with my resume and when I changed it to her recommendations, I got my job within 1 week of putting it out there.
- Resume update
- Resume
- The seminar about setting up a consultancy was really helpful.
- The career staff member I worked with went above and beyond and challenged me to reevaluate my resume, assisted in revamping it, through suggestions and role-played interview questions in ways no one had helped me before. He truly went above and beyond my expectations. I was offered to director of nursing positions a short time later
- Encouragement, Networking reminders, knowing you are not alone
- Help in updating my resume.
- Advice on my Resume.
- Help with my resume.
- The one on one help was great, the leaders in the groups were great too.
- Resume assistance
- I honestly have never felt like CareerForce Blaine has ever helped me in a job search. I feel like the mandatory sessions are a huge waste of time and taxpayer dollars. It seems like these programs are designed for "blue collar" or general labor positions. They do not benefit those with degrees and professional careers.

- One on one resume reviews the guest interview seminar group classes helped me understand that I was not alone in this process, there were a lot of smart people looking for work actually, really appreciated the financial piece where the investment guy came in and spoke about opportunities for investment that could actually be an advantage.
- The discussion on new job search techniques and proper interviewing.
- computer training
- The initial guidance after being laid-off as to what was available to me and next steps.
- The interview strategy workshop I attended was very interesting and gave me a lot of information.
- The services that helped me most was, first, building my resume and my cover letter. The people there are really good at what they do.
- Just being reached out to and talking with the advisor been helpful to tell me there are services out there for different things.
- Resumes service
- Helping me with my resume.
- Creative Job Search workshop
- I had already found a job by the time my session was held at the career force. I do like their outreach and services provided
- Free classes to enhance my skills, knowledge, and marketability.
- Nothing
- Classes were helpful in general but was not in-depth enough with context for seasoned professionals that had not been through a job transition in over 10 years and everything has changed. It takes time just to get educated and up to speed to even begin being prepared for the job search and the amount of time expended for all the activities and required classes. Also starting in the Dislocated Worker program sooner. I need more current training as my employer has not kept up with newer technologies that is in use. I didn't get severance from my small employer, so time is of the essence with UI.
- Microsoft Word
- The general information I received at the deployment session
- Continuing education and gas cards to defray travel and parking.
- Understanding the way employers look at applicant's experience and work history. How to write resumes to match their requirements.
- Workshops
- Talking one on one
- Veteran Monday meeting. Robert was the right hire. He has taken the program to the next level and made it relevant and a valuable 2 hours. His presence on social media and outreach to those companies interested in hiring Veterans has been outstanding. Robert is a great collaborator. He is involved in after hour programs that just reinforce his passion. He seems to always have a Smile on his face. If you add in Steve and Tom's support to the process you have a very strong team. Thank you to all 3 of you for what you do with Veterans.
- Financial assistances for ongoing education. Assistance in looking for jobs as well.
- Job search help.
- Reemployment session
- The staff was very willing to help everyone. I have found not all career forces are as helpful. Classes are very good at West St. Paul.
- Information about networking and the use of LinkedIn
- Interviewing skills
- Classes offered to brush up or work on skills lacking in some areas (Microsoft classes). I also appreciated the resume writing classes, since times have changed since I learned how to write a resume. The new resume style is different and this assistance was very useful.
- Fix my resume

- All were great
- The workshop, all of the information about updating my resume and what employers are looking for. Also finding out about the other job websites.
- Being flexible and really listening to my situation before suggesting my next steps. They also explained things in a way I can understand them in regards to the dislocated worker program.
- The one-on-one support and skills assessments.
- All of them
- Guest speakers at job club, career exploration and creative job search.
- The online services that are available for us. The one on one meeting with a CareerForce counselor.
- Talking to the staff at 1:1 and in classes.
- Job search handouts
- One on one resume review, Funding for continuous learning and certification coursework to better improve my marketability, Advising on techniques to identify and target potential employers.
- The LinkedIn workshop, Resume Writing and the one on one services.
- The information I received
- I just needed help with paperwork
- Really None
- Looking over my resume and pointing out a few changes.
- Career counseling. Helping me find the classes that will help me in my next passion.
- Hello everybody sorry so late in responding back! I came to the center between Augusts and continued through Jan 2020. I took at least 4 of the major classes along with some computer Courses and I can't tell you how much it helped me on the decision making process in deciding what steps I needed to take. Working with Mark and the whole staff was extremely helpful and fun I think everybody should use the career force centers when seeking help with employment whether they are laid off or looking for a career change, or just improving on some skills.
- Free water
- Resume work and computer availability
- After the classes they were people around to help you. Talk about what step you need to do next one on one.
- Workshops
- Job search and interviewing skills.
- Information given to me
- Describing all the various services available
- They gave me a great outlook on finding a temporary job till I go back to my seasonal one. Very positive reinforcements.
- I think they were all helpful so it is hard for me to say which was more beneficial.
- I attended a workshop on Microsoft Word Intermediate. The instructor was very nice and seemed very knowledgeable; however, the two hour class ended forty minutes early--even after a 15 minute break. Thus, especially after a long drive to attend, the value was not up to par.
- Resume
- Just information on all the services that are offered.
- Knowing all of the job search resources available to me, and assistance reviewing my LinkedIn profile. Knowing I was not alone by having other unemployed individuals in the workshops was a comfort too.
- Dislocated workers counseling
- the how to navigate the site and where to find information
- Solid advice about how to land a WIOA grant.
- Resume writing
- Interviewing session Knowledge of online tools
- We watched a video about how use different websites to job hunt.

- Overview of all the options to consider for search and help.
- Classes and training to improve future growth and success. My Career Force Worker is always available for questions, guidance and she is very supportive. Many available educational materials
- The workshop on using LinkedIn was most helpful.
- All of them. Staff is well knowledgeable.
- Resume, and job search
- Information about supplemental benefits and On The Job Training program
- One on one staff member
- All services have been very helpful, I think the workshops are very informative and the trainers are excellent!
- Understanding the resources available for people who are unemployed.
- Help with my resume
- Access for resume help, interview skills etc. was very beneficial
- The workshop and the one on one resume review.
- Understanding the options and techniques available for reentry into the workforce.
- Just the workshops and friendly people to help. They made you feel that you're not alone and all will be well.
- It was a very informative workshop.
- Every aspect of the course was helpful.
- Guidance in what to do next and understanding.
- The Veteran assistance with Tim LaBeau
- Being able to have staff that is hands on and having staff that listens is very helpful. It's refreshing to have people that care. I love the Job networking piece and CRU, it was fun learning your strengths too and the class room setting are comfortable...
- Many it was a good session. Mainly the refresher on job search sites and methods. Also knowing what services we can utilize at CareerForce to assist us in our search.
- The classes were most helpful. They were relevant and inspiring. The instructors were great!
- It was nice to know there is a Displaced Worker program in place.
- I found the interviewing skills workshop particularly helpful. There was quite a bit of subtlety in the things to focus on that I hadn't been aware of.
- 1 on 1 ability to ask questions
- Resume review.
- job club is very helpful
- Getting started with the unemployment process & providing assistance that I wasn't aware was available.
- The teacher was very helpful to find some resources to start my own business.
- The help that they give u. They take the time to answer any questions that u have. And also they help u on the computer.
- Creative Job Search workshop
- The advice on how to structure my resume and applications answers as I am at an advanced age.
- Completing the Interest Profiler. work with a counselor is most helpful because they have perspective from working with many people
- Dislocated Workers Program
- Understanding the resources available and ways to find jobs and apply for jobs
- The seminar was informative 2. The job hunt activities worksheet, with one-on-one review
- Tips on resume information (not writing a resume, but what is important or not important to state. Navigation of the website.
- Attending a networking meeting and getting ideas from organizations on how to get connected with someone when applying to get past HR and in front of the hiring manager.
- Being able to sign up for educational assistance

- The staff at CareerForce were very helpful with understanding the unemployment process and how to move forward from day 1
- I had a one on one with Patricia McNeese she helped me understand a resume and how to make one. We looked for a job I was interested in while I was there and we created a resume and send it to that company. Before I had left her office I already had a reply from that company saying they got my resume which completely surprised me I was so happy. And yesterday they called me I had a 15 minute phone interview with them. The lady I talked to was going to forward my resume over to the company themselves so the hiring manager could look at that and she said they will give me a call within a week or two. She also gave me her email so I can contact her in case they don't call me. She was out of Wisconsin and the job I applied for is in Minnesota.
- The creative job search class was great. I just wish you guys would have had me attend orientation sooner. By time I was scheduled to attend an orientation and educated on what resources were available, I only had one week left of unemployment. Now I'm living off my savings while still looking for a job. It's a bit nerve-wracking cuz the savings is not going to last.
- Workshop and one on one meeting
- Microsoft classes
- Resume writing, and interviewing.
- They showed how to go about getting a job a networking
- I think job interview practice and feedback are very helpful.
- The workshop I attended was job over 40. All the information given, I have found to be very accurate and was given information on how to network and reach out using Linked in and other means.
- Making sure I continued to receive my UE benefits.
- Unfortunately not much! It is targeted toward none IT jobseekers.
- Talked about doing census work and applied; still haven't heard hoping to still hear.
- Helping with the unemployment questions
- Weekly job sheets, use of computers and printer.
- Excel computer class
- Interview workshop, 1 on 1 Q&A with CareerForce staff.
- Both meeting with career force professional and the opportunity to go to workshop were great.
- Workshops by Diane D
- Computer class
- Getting places to look for jobs.
- Interview training
- Resume Writing, Creative Job Search, The interview Skills Workshop, The computer Skills Classes, and the Career Exploration Workshops were awesome,
- Glad I learned about the CLIMB program from Gina Meixner. She was very helpful.
- The staff were more than happy to answer any questions or help with any job search/interview/resume related questions that anyone had.
- I was glad to learn about the Dislocated Worker program (although I really wish I'd learned about it right after I was laid off, rather than six months later). I also like the list of events available on the website and plan to attend more events in the future. I did attend a job-seeker-over-40 event. That workshop was helpful in some ways, but it only discussed how to handle age-related topics during an interview. It didn't address how to get the interview in the first place (i.e., when your resume's job history/experience conveys that you're older, even if you don't use dates).
- Help in developing my resume
- Computer assistance
- Having someone in the media room to help when needed
- the resume writing
- Seminar was great!

- The job searching tips
- Telling me about all my options available.
- Dislocated workers program
- Connection with an opportunity to take online classes. Help with resume and cover letter. Great counselors and advisors in company. Super friendly and helpful.
- Had a one on one with Lori. She is very knowledgeable and worked there a long time. I know this and when I needed help I emailed Bloomington career force and told them I needed help. They helped me.
- The workshops the staff provides are informative and helpful. The staff who helps critique your resume and good programs designed for all areas needed to pursue opportunities.
- I received a pat on the back for networking and looking into jobs. I was told to keep up the good work.
- Roxanne is awesome. So are the staff. The class I was instructed to go to for Unemployment benefits was really helpful! I also attended an interviewing skills class at the Lake Street office which was EXTREMELY helpful.
- Resources that the team provided was most helpful
- Resume & Advanced Resume class
- Confirming eligibility for help, even when the answer was no
- I don't remember exactly what we covered other than a few job seekers websites and to send my resume to Mark Zappa. Which I did.
- Navigation to networking opportunities
- The general overview session was very informative and gave good info on where to begin searching. The workers were very compassionate and genuinely seemed to care about us. They gave info and descriptions on seminars for us. I attended a Career Exploration workshop that helped us think outside the box regarding new career paths that may mesh with current experience.
- The 1 on 1 work displaced worker/continuing education work.
- One gentlemen was very helpful with showing me a couple of websites that I was not aware of (in addition to the ones I was) and a few tricks to help with identifying resume key words to model the resume to the job. In addition, he had a pleasant manner and had good people skills! Also, your service helps identify and communicate ALL available services to the job searcher along with helping you walk through the minefield of processes/bureaucracy which is a great value! Thank you
- Resume, interview, workshops, moral support
- The help that I received for interview skills and writing a good resume. Also, the referral to the Dislocated Worker program was very helpful.
- I was concerned about my current employment. I wanted advice about possible layoff. I wanted to know my rights for unemployment benefits.
- On Thurs, Dec 5 I attended Job Club facilitated by Paul Sears. I found this workshop very helpful because I feel supported in my job search and career development. Paul is always both very nice and professional. I enjoy the variety of topics on the different Thursdays, guest experts, books available to check out, conversation with others about topics related to career development, and the openness to questions and discussion. There are certain things about how others view the world of work that I wasn't taught in school ... and I appreciate these perspectives. I want to be successful with my career and also my wider life- and how my career fits in my life. Most importantly, I feel like people are rooting for me to be successful. When I feel disheartened, I remind myself of these resources ... and also sign up for a workshop. I've also taken other workshops- I found Career Exploration and Interview Practice very helpful. I've attended Career Fairs. And I've also been working with a Dislocated Worker Counselor.
- I have appreciated the resume review, the list of potential employer interview questions and help with potential interview situations. I absolutely LOVE Catherine Byers Breet and the ARBEZ seminars! I am grateful for her years of interviewing experience and how she takes away the unknown for interviewing. (As I have not interviewed for a long time). Her great personality and passion is exceeded by none! And, she allows time for questions, as well as exercises to practice with other attendees. She always has a great handout with thought provoking questions. It truly helps with better preparation to communicate concisely. She also reminds us that

there are other opportunities to communicate your gifts and talents, so do not be afraid to speak up (when it's appropriate).

- There were job listings
- One on one consultation
- Understanding the unemployment process.
- Resumes
- Hands on learning of how to use PowerPoint software.
- resume writing
- Interview tips
- Resume class
- Learning about the affordable grocery options, and networking.
- Every module was helpful
- None
- Not sure,
- The workshop "How to Start Your Own Business" was insightful and very helpful in determining how to start a business in Minnesota.
- Retraining. Changing career.
- Workshops
- Reviewing where to look for positions
- the workshops
- I had a gentlemen that helped me a lot with making a resume and was huge help and I was very satisfied and appreciated it very much. I was very unhappy and dissatisfied with a girl that works there named Emily. Very cold and standoffish and acted like I was bothering her. Didn't offer much help at all!! Rest of the staff was amazing every time. Understanding how job applications might be read by computers first and ways to have your applications do well in the screenings - Places to search for jobs online (more than I realized initially) - Interviewing advice and one-on-one practice interviews were very helpful
- They answered any questions I had and were very helpful.
- Resume assistance.
- Tips how to search for new opportunities, how to prepare resume and prepare for interviews etc.
- All of it!
- Interview role playing scenarios
- US census opportunities
- Job search
- CLIMB program, Amber was exceptional start to finish with everything. Thank again Amber!
- Career resources advice and networking resources
- RSEA Workshop
- Discussion on how companies use internet based screening tools to review candidates.
- Consultation Services
- Initial training Job Club Interview Practice
- Help with websites to find jobs and help with my resume.
- Servicio al cliente
- Susan helped with my resumes and taught me a lot about resumes And Corey with DWP Program
- how to search for a new job, how to be prepared
- The breakdown on how to find a job. And what jobs are looking for?
- Yes, I wish that everyone would take the class.
- all of it

- Microsoft Office classes grant opportunities for training as a CNA (total career shift!) grant opportunities for senior internship income assistance Betsy Hill has been an excellent guide through the process of changing careers and access to assistance.
- Discussions about professional networking groups across the Minneapolis metro.
- The classes and the one on one they are very helpful and caring
- Classes
- Resume writing suggestion
- Instruction on job search websites
- Resume building, access to Minnesota Works website
- Yes I attended meeting to explore the options
- Resume redesign
- I appreciated the help navigating some of that work indeed job search related sites. I feel much more proficient after receiving the help.
- Resume writing help
- Resume help
- Veteran services counseling and training assistance sources.
- Personal attention, and group feedback session the most helpful. Reviewing assessments together with an explanation of concepts and terminology helpful. Networking during the workshop wonderful - we had a small class size so could get to know everyone in the class. It was nice to be entreated to coffee/snacks. Loved that we got to keep a book copy - incredible. Invaluable service in the realm of career coaching. Life changing; opens the mind to new possibilities and creative approaches to the job search and career development. Understanding blind spots with regards to assessed strengths helpful. Also understanding working with others in regards to identify strengths they may have helpful. I have recommended this workshop to others - Strengthsfinder.
- Linked In training and help with resume
- Helping with the paperwork and processing, going from disabled and not working to helping to get Ticket to Work allowing me to develop a plan for Rehabilitation and returning back to self-supporting lifestyle. Also obtaining Grant's allowing me to return to College at Fon Du Lac Community College for 2year program to be Peer Support Recovery Specialist/Alcohol and Drug counselor. THANK YOU!!!
- They all was helpful
- The workshops that I attended. The Instructors were very informative and answered questions as needed
- There was one class where there was only a few people, I found that to be the most helpful because we all had opportunities to talk. In the larger class, most of the discussion was dominated by one or two people.
- Job search class
- The workshop
- links to job websites opportunities
- The workshops and especially talking with Angele one on one. She listened to my specific situation and made suggestions as to how to proceed which in my case is pursuing vocational-rehabilitation. I am currently working with them. Things have been at a standstill as they have been waiting for my health records. There was a mix-up as to which release to sign. I signed 2 at the CareerForce Center and a third one by going directly to the hospital and signing one. Everyone has been very friendly and helpful.
- All sessions have been extremely helpful. The speakers are well informed and communicate well.
- The computer, scanner, n printer
- Job search Dislocated worker tuition assistance Job leads
- networking
- The free MS Office classes are helpful. The introduction to the Dislocated Worker Program was also very helpful.
- The content of the workshop I was attending.

- I have never lost my job and I went into the CareerForce and when I went in they were very helpful. They came in and gave me options and let me know that I was not alone in this. They gave me options and explained things I didn't know about.
- I thought the information was good
- Networking
- The people there were great and helped me a lot on the computer. Kevin had 2 courses with him was great. One thing I remember he told me was never to go back more than 10 yrs. on a resume. Also use bullet points don't go deep let them ask the questions. Look to find out who and what this company wants before you go for an interview. Show interest in what they are doing as a business. He was really great and helpful. He also said people you know is a great way to network for a job. I have a part time job at a grocery store so I try to network with the people that come to the store.
- The presentation and discussion for the workshop.
- Learning about all the services available
- Computer refresher/specific application training. ALSO LinkedIn training
- Required employment sessions. Great info. (Even though I did not want to go!)
- Resume review
- Networking and other places to look for jobs
- One on one
- What avenues to use in looking for employment and advice on how to create an effective resume.
- Access to job search websites
- The job search and resume workshops helped me the most.
- Resume assistance
- Creating an online resume.
- How to interview or sell yourself. what to put on resume
- Direction of websites for job search
- My worker went above and beyond. I was going through a lot at the time. She took the time to talk to me get to know what was going on then helped me. She did follow-up call and email. She stayed in contact supporting me along the way. She deserves a reward and a raise. If more people did their job the way she did things would be much better.
- Discussing what I want to do and what type of work I enjoy. I have never done a resume so that was helpful too.
- They showed me different websites I can visit to take skills assessments.
- Workshops
- Guidance, encouragement resume help and job resources.
- The LinkedIn class was informative. I appreciated being to work during the session to make updates.
- Classes
- MOS certifications
- Workshops on job search and interviewing skills. The job there at that they held was very good along with the preparation they provided. I was very impressed with the help that I received as a job seeker. Was not expecting the quality of service that I received. Thank you!
- Where to look for a new career
- It was helpful to have the opportunity for someone to help craft a job search plan with me. The resume class was very helpful. The instructor explained the material in a way that made something that has historically been very difficult for me, easy to complete. I loved the creative job search class. Robin was very helpful and knowledgeable about how to attack the problem.
- It was the fact that they covered ALL areas with us. They told up about ALL options available.
- help with resume

- Well just having the Network meeting to go to is helpful for me. But Ann R makes sure that we are active in communication and providing us with what workshops are available and the career fair information for that week. I have found this my go to place when I have found myself out of a job. And this time it was my choice and this network gets me out of my house and gives me motivation.
- Resume Workshop
- Gina helped me with some resume tips and some LinkedIn tips.
- UIM website resources and guidance of where to go and how to use the site
- Directing me to job search website
- That there were so many options available. And how willing the staff was to help individually.
- Resume review.
- The one to one and the website information
- I took a class on job search. It was very helpful in helping me to get my resume updated and consistent with those others would be submitting. The materials and resources provided were also very useful. I have received positive comments on my resume.
- Ideas for Resume creation. A couple of conversations with the staff that were very encouraging.
- Dislocated worker program
- Speaking with staff one on one
- Asking questions with someone that was able to answer them
- Resume review, workshops and Career Trek
- Cynthia Wilson
- computer assistance
- I learned about several things. He gave us advice on how to write a resume when you are over 40. How to interview for a position. How to emphasize your experience to land a position. To be open to a possible pay cut to get into the role. I was in fear of not finding a job and he provided me with information that put me more at ease.
- The initial meeting and the workshop were very informative and helpful. I learned of many different ways to locate job openings that I was not aware of and great tips on completing a better resume. Also the staff is always very friendly and helpful.
- None
- Being connected to the Dislocated Worker's program in North St Paul
- I attended a LinkedIn Class. It was very informative.
- The class I went to was all very interesting and I'm glad I went to it.
- Resume writing
- I thought everything they touched Base on was helpful in some way... I like that they post the different job fairs
- Re-doing resume
- Job search.
- Information about the dislocated worker program and educational/training opportunities was the most useful.
- Na
- General info website links
- All locations online where you can search for jobs.
- Information on where and how to begin the process. Sharing info on resources and courses available to expand learning for free.
- Career counseling and guidance regarding training opportunities.
- career and job counseling services
- All of the recourse information that's online available to us
- Workshop, resume writing assistance
- One on one meetings and networking event
- Introduction to online and computer search devices was new to me, looking to find out more....

- Interviewing suggestions.....Preparing a 2 minute synopsis of yourself and career to quickly introduce yourself to the interviewer.
- Workshops
- One on one options
- Writing a Resume Interviewing
- Veteran hiring events and workshops. It was helpful to speak with company recruiters about what they look for on resumes and during interviews.
- Having someone review my resume and provide feedback and suggestions.
- Guided small group activities, where we could share experiences and help each other apply what we had just learned.
- The resume workshop is great especially if it has been awhile updating your resume. The LinkedIn workshop is great too because it gives you more ways to get connected remotely and build your list of contacts.

What are the services provided at CareerForce <location inserted> that were NOT helpful to you? (808 responses)

- I took away something very useful at every session.
- N/A
- It was difficult getting into the bathroom, but I understand the need for bathroom locks in that location.
- Nothing!! It's all been helpful so far!!
- #1. When trying to download my resume to the Minnesota Work website, the site kept losing connection. Very frustrating. #2. One of the classes the teacher just kept telling us our jobs were or are going to be obsolete. In some of the cases I can see this being true. But in the case of a surgical nurse, he argued with, I don't think he knows what he is talking about. Yousef went on to explain that he calls up his Dr in another state by Skype and performs the physical exam for the physician, who then send him scripts through local pharmacies to treat the patient.
- ???
- Not sure
- Said they would email job openings each week. Maybe got 2 since then, have to pick them up at the office.
- None
- N/A
- All have been helpful
- I'm sure all of it would have been fine, but I already had landed a job by the time I attended. It just hadn't started yet due to the Holidays.
- I have only attended workshops hosted in Woodbury
- N/A
- N/A
- In-house career fairs or whatever you call them. They do not have a good variety of employers or they are more manual positions and don't fit my resume.
- Required meeting to attend, the content did not pertain to my situation
- The job fairs have been just so for me. Up to this point, the companies involved, haven't been seeking the type of positions that I'm looking for. That said, a couple of the representatives of these companies offered me some helpful tips.
- Unemployment info
- Did not qualify for any training because I have "marketable skills".
- None
- All were helpful
- nothing it was all helpful
- Being newly unemployed, I found them all helpful to some extent.

- N/A
- none
- I only attended the class
- #1 the first day I checked in at the front desk and told the person I had lost my job as a baker because of a work place injury, they glibly told me to start selling bakery items out of my house! Uh, any business class/advisors REMIND YOU CONSTANTLY that you need to plan to start a business, you need extensive financing, you should not expect to make any money for 2 years, and etc., etc., so I didn't really think this was helpful. #2 after setting up my account, no one has ever contacted me for one on one counseling. I have very basic questions that I would have liked to bring my laptop in for assistance on sending resume files THAT I WOULD BE USING IN THE FUTURE, simple navigation of specific employer websites, and learning how to use LinkedIn. #3 The third person I talked to at the front desk was shouting at me that no one uses the services at the South Location so that your location does not have any funds to turn on the row of computers against the wall facing Lake Street, that there are no useful classes because you don't have enough clients, that no one comes to the job fairs..... I have no idea why this person was so angry with me when I asked about my account, or how I had any control over these organizational problems. After these negative experiences, I am reluctant to use the organization.
- The first two meetings were over an hour long with someone reading, line for line, from a packet. That could easily have been accomplished online. One suggestion was to attend a church where people would pray for me to find work. I am an atheist.
- It all was helpful
- The second REA session was unnecessary. Did not learn anything new and felt it was a waste of time. One REA session is enough.
- Guidance and answers to help with resume
- Some of the common sense of what to wear or not wear in the interview. Things such as preparations to the interview. I would think one would know already.
- None of them
- Don't know yet
- All were helpful
- Not applicable.
- The whole concept of the unemployment and how to do certain things. Didn't give any rules about how many jobs minimally that you have to apply for
- None
- N/A
- The woman that worker there were not friendly at all ...very snotty and rude. They didn't their job but were always blunt and snotty Rude
- I have attended multiple classes over the last 10 years at the career force center. I wonder how much the information has changed since the last class I attended. I recently went to a resume class and thought the information given was very outdated. Update the content of these classes every few years. It would be nice to see a network panel for retail employers, like best buy, target or other top industries in the cities.
- NA
- Didn't get to meet one on one with the dislocated employee team prior to having to accept a part time job, so a little quicker response from them would have been nice.
- None
- None
- None.
- They were all beneficial.
- None
- Na
- no bad experiences

- The get to know each other in the beginning.
- non
- Na
- Everything's been helpful
- none
- None.
- The video was the same one we watched a month ago so no new information there.
- Watching the video for using a website.
- I did not receive any further services, because I must wait until July 2020. Because, I was once unemployed and did participate in the Workers Dislocation Program.
- One to one and other services
- none
- Repetitive classes
- None. All were helpful
- None
- The staff assigned to me for dislocated worker program and as not helpful
- I think they were all good to help me to start to understand the process of looking for a job and to start to make the right steps.
- There was nothing I was dissatisfied with CF services.
- N/A
- None
- Not sure
- Unclear meeting room
- Can't think of anything
- There isn't anything that I would consider unhelpful
- Most of the job fairs appeared to be seeking individuals for entry-level positions and my category was "experienced professional." But maybe job fairs aren't created with my type of need in mind—maybe my expectation was unrealistic.
- Services we're fine
- Everything is good
- . none
- I thought they all were
- Can't think of any
- Some of the suggestions which focused on past employment.
- The LinkedIn, it's a good class but the instructor went to fast and a lot of the class was behind. I will need to attend again to update my LinkedIn.
- I cannot think of any at this time. There are so many resources, and I did not need to access all the services, but I might have if my time away from work extended longer.
- N/A
- I don't think there was anything that I could pinpoint that was NOT helpful. I think it's great that CareerForce has so many tools to assist us. I will say that I think the search function in MinnesotaWorks isn't the best or could be improved. I search with my resume and also search with key words such as Manager, Call Center and it brings up tons of nursing positions. It takes so much more time looking through the list then it should.
- Not sure
- Skills and training
- none
- Everything and everyone helped. Even just giving you the confidence to keep trying!
- n/a

- some of the items presented I had prior knowledge of
- There needs to be more employment resources for adults with Asperger's/ "high functioning" autism. A lot of the advice given was stuff I already knew, and then there was the overall theme of "networking is crucial," and networking is very hard for me. Maybe I should have taken a networking class (if available). I was also advised to seek help at outside resources, but they seemed to only address remedial computer skills or other skills I already have. Maybe there needs to be someone on your staff who understands autism better. Maybe there needs to be a class that covers: "this is the type of person employers want. We will break it down and sugarcoat nothing. Here's how to pretend to be that person so that you can earn a living and not get fired. You can worry about finding your passion later. This is the mask to wear if you want to not be homeless. Not trying to judge anyone, most work environments are just awful that way and here's what you need to do to survive." That's the kind of help I needed, and the other organizations I visited specializing in autism recommend vocational rehab (and then I found out CareerForce is my local voc rehab. Oh). I'm probably better off just using the internet for everything, though I did learn a few things. For people without my issues, I'm sure CareerForce is great.
- Better coffee
- The Veteran's rep was rude and very condescending.
- The content of the interview workshop was not really helpful to me. It was very basic and I was hoping to take a deeper dive and maybe even do some interview practice/role playing.
- none at this time
- I didn't need help finding a job
- CareerForceMN.com Tutorials not available to access in my area.
- Nothing, everything was very helpful.
- Not knowing what all is available
- Have not used a service that has not been of some help. I do however need to connect for the dislocated worker piece though.
- Good services
- None
- Nothing, everything provided.
- website
- n/a
- none
- N A
- I personally think it was all helpful. I was lost and they provided more resources then I could imagine.
- Unfortunately, all of it.
- Computer technology
- None
- Not enough computers for everyone to use
- They were all helpful
- Resume writing
- Nothing was NOT helpful to me They were very helpful to me
- You have workshops/classes that I wish were available evenings and on weekends. Also we need the labs available through evening hours. What CareerForce Centers provide is something that employed people Need access to. The IT training and access to internet. Employed people need! It would help stop those becoming unemployed.
- This did not occur on this particular visit, however, I have attended workshops that were sponsored by Thrivent Financial Services. Those sponsored events basically felt like roping in a captive audience to gain potential customers by persuading those unemployed souls to rollover former employer retirement funds to Thrivent while cashing out some funds to help with their unfortunate economic situation. It's almost a predatory

situation. I was not the only attendee to walk out. I would have no problem with them telling people attending at the onset that they would be available for anyone that wants to speak after the presentation because it may be an option some folks aren't aware of. However, I think including it as part of a presentation is deplorable as well as insulting to the intelligence of those attending. Like people going through job loss isn't hard enough.

- All were helpful
- Finding information about a jobs that are available
- N/A- I chose to participate in the activities that were going to be most beneficial to me during my job search
- None
- All of them. Including your website that doesn't work properly on Mac products or mobile devices.
- None
- None
- Resume review, how to use UIMN website
- a job
- The UI session referral to HIRED did not go well. HIRED never contacted me. Tom Reece, along with Laurie, helped get that straightened out.
- Not applicable
- Lots
- Cannot think of any
- All the services that I have been provided have been helpful.
- None
- All the services are helpful in job seeking.
- The meeting was longer than expected.
- All areas for academic learning opportunities have been vital during my unemployment period. Brushing up on my skill set, along with understanding or being shown easier methods and continued skill-building tasks for future independent study that an end goal will produce certificates in the (MOS) program.
- N/A
- Hummmm... I god value from everything.
- Peer group interaction was easily sidetracked during practice sessions.
- All were helpful
- Can't think of any
- They were all helpful in their respective focus topics.
- Day one of Creative job search held on 1/6. Presenter was not engaging, but as she indicated it was her last day I did not give this feedback. Day two was very interesting.
- none
- None.
- I am not aware of any CareerForce service that are not helpful to me or others.
- None.
- Dislocated workers program.
- At the first reemployment session it was suggested to the group to log in to LinkedIn and that is not necessarily where I need to put my focus.
- No enough companies represented
- The Woodbury training room must/mold problem. At a minimum, purchasing a dehumidifier would be helpful. I am now driving farther to other locations when Woodbury is 5 minutes from my home.
- NA
- n/a
- The first gal that spoke about the system did not want to answer any questions.
- no response
- None

- NA
- Nothing I can think of
- Not applicable. I have not used many of Offered services yet.
- Veteran Services since have not served my Country.
- So far, the only service I used was the unemployment introductory presentation.
- how to tweak my resume and my approach to an interview
- The job website. It's clunky an old fashioned. I had much better luck on Indeed.
- all had their merits
- Videos
- Nothing
- None
- I have not found anything not helpful.
- The coffee was not helpful as I'm not a coffee drinker! :)
- No it all good.
- none thing yet
- N/A
- Word class was way too basic - Not worth my time.
- Can't think of any.
- Nothing. Everything and everyone very helpful.
- Reminders that since I was making a lot of money, employers will be reluctant to consider me for entry level positions.
- nothing noted
- N/A
- N/A
- None
- job searching
- So far all has been good. Nothing that hasn't been helpful.
- All were helpful
- N/A
- I didn't encounter any that weren't helpful.
- None. I got something valuable from every class I took.
- Kind of a one-size fits all approach and for first timers a lot to absorb. Should focus on what's mandatory and what's optional. Would also like to get a track that offered for professionals vs. others.
- None
- All is good
- Can't think of any. I've been very satisfied with the help at the career force centers.
- NA
- None
- I was aware of the majority of the info provided. Didn't get much from workshop. Disappointing.
- All the courses, classes, job fairs are great
- I can't really think of any
- See my previous answer.
- N/A
- It was all helpful, can't think of anything that wasn't helpful!
- The room was in another building that we had to be escorted to and then went through metal detectors.
- Filling out a work plan
- Computer access is totally a waste-inadequate time to do something productive when applying for actual jobs is what we need to be able to do. You need sufficient time on a functioning computer and access to the

Internet. I think that having speakers from actual jobs where they provide us with tips on how to apply in a way that with works for those particular jobs is incredibly valuable.

- Sometimes it feels like I am being talked down to. I know how to use the internet and conduct myself professionally.
- N/A.
- None
- I didn't use any other than one workshop so don't have enough experience to pool provide feedback
- None that I am aware of
- Dislocated worker counselor
- I think they were all helpful
- Everything was of use.
- I felt that this program gears well to individuals looking to re-enter the workforce and receive a polished experience before their interviews and professional interactions. I did not feel this was an area of need for me so I was less interested in having assistance with reviewing my resume or "dressing the role" for my work environment. I would love to see opportunities for networking and not just re-entry into the workforce as the model for jobs vary from full-time office work to freelance remote.
- Slow pace but not in detail at this. Then we had to rush due to running out of time.
- NA
- There was a gentleman from Bloomington that has been leading several workshops... He was expressive and charismatic. I did attend a few of his workshops, the messages and stories shared during the variety of topics he lead, repeated quite a bit. There was more casual sharing of his personal stories over and over again, then taking home tools to take into.
- Zero
- all
- Resume writing
- I wanted to talk to someone about my SSDI and what programs I could get into. Bloomington only put my name down and didn't tell me anything about what they can help me with.
- N/A. Great cafeteria though.
- None
- All information was useful.
- N/A
- Some outdated job hunting advice
- None
- All good
- All were valuable
- I was unhappy that because I was trying to start a business that I was put into the CLIMB program which stated that if I get a job then that counts against unemployment. I was steered towards getting my business going. The problem was that there was no real direction for finding the funding once my unemployment ran out. I was left in November in a hardship because I have lots of inventory and no loan to get building. The Dislocated worker program did pay 1 time for fuel oil to heat the home. Then whenever I turned in electric or fuel bills going forward, they were staffed and not paid. The reason given because of lack of funds. I have now re-licensed as a Substitute Teacher waiting to be called in and the Census Bureau has hired me back for Enumerator, these are only temporary positions and now I am going to apply to the City Clerk position just opened up. I was also forced to now apply for Social Security for earlier than I anticipated. I am 62.
- None
- None
- I have yet to discover any that are not helpful.
- Navigating the uimn.org website

- The LinkedIn classes need more focus. The Basic class went down a rabbit hole where we spent valuable time looking at permission. My expectations were not met. For a Basic Class I expected to see example of how to improve my "about" page and other key features. Being shown the LinkedIn profile of the founder of LinkedIn is not useful to me as an example of a great LinkedIn profile.
- N/A
- job website direction, networking
- NA
- All were helpful
- NA
- I did not use any other services.
- N/A
- All information was helpful. Though what I am finding in submitting applications; when asked by recruiters, companies, or just those I want to submit for; many do not allow, accept, a cover letter.
- The beginning of the session was review if information that I had already reviewed prior to the session.
- None. All that I have attended or received have been helpful.
- The services you provide seem to be directed toward the laborer type positions. i.e.: Retail, Restaurant, Delivery, etc. Not much on the professional career side of things.
- Required to attend info session on Dislocated Worker Program and all we did was complete some paperwork that could have been done online. I was told that session we would meet with our counselors and begin paperwork to get tuition support - we did not. This meeting can be eliminated and have forms filled out online.
- None
- This question is not applicable to me, see my answer above. Unless CareerForce can help find projects for the companies I work for it is unlikely that you can help me keep my job in any way. This places me in a unique difficulty by which you cannot help. The only other thing I can think of is if you were able to hire me directly to do design work for you, but I foresee that as being pretty unlikely. Please offer these surveys, unless you can get me networking with design companies.
- None
- I can't think of anything right now.
- I did not know how to get into something on the computer and the desk person was no help at all... she said she wasn't able too/ didn't have any knowledge in order to help. Very frustrating to hear that when I was struggling already.
- I did not have that experience.
- No such a service
- They were all helpful
- None
- The reading/writing exam was extremely difficult and as I understand it even someone who did the graphing sort of work for a living struggled with it. But I also heard it was going to be changing soon. Feel like it was a waste of time.
- None
- When I was told about the dislocated worker program at Minneapolis North they never said it was JUST to fill out paperwork. I could have filled that out online and submitted it. Numerous people had the same complaint. It sounded as if we'd get our counseling THEN and we were NEVER told it could be weeks or months before there might be funding for any programs. Thus, people in the room had enrolled in things that would be starting in a few weeks or month, etc., only to find out that there'd likely be no chance it would happen that fast. Not to MENTION, there are literally barely ANY options for someone that doesn't want to be a welder or do a random certificate. I spent WEEKS working with my counselor and navigating the VERY DIFFICULT website trying to find ANYTHING I could use and wanted to get funding to start my masters (not the whole thing obviously - the same \$ amount someone would get for a quick certificate) and searched for hours and weeks only to be told I was misinformed.

- none
- The first half of the season I already knew about it
- Watching the videos that are available online. Have job seekers watch these videos beforehand and spend the in-person time on more valuable tasks.
- I think all services are helpful. It depends on what we currently are in need.
- The speaker for the interviewing workshop was very accomplished but she approached the whole process like she was interviewing with a job. I felt the audience was a little put-off.
- NO RESULTS - So may be going down the wrong Road
- N/A
- All were helpful
- Would be good if all calendared workshops were offered equally across CareerForce centers. I don't drive and can't spend the day on buses going to St. Paul or Brooklyn Park.
- None.
- As always happens, some people in the class want to control all the conversations. Sometimes difficult to get your point across or to get a word in.
- N/A
- Everything. I asked for help and they offered it 3 months too late.
- On-Site hiring events
- I have found some benefit in all of the service's that I have used.
- Nothing
- N/A - all services provided were helpful.
- None.
- Some of the more general job placement work was not useful because I already had a sector identified and knew the skills necessary for that sector.
- Honestly, cannot think of any services you provide as not being helpful. I'm very pleased!
- Going through the booklet word for word was not helpful. Most, if not all, of it was review for me or stuff I was already doing. If not, I could have read the booklet myself and made better use of the time.
- Threats
- None
- I have found West St Paul to be extremely helpful
- N/A, I can't think have any that I didn't think were helpful. They kind of all were helpful.
- Actually none of them
- I can't think of any provided service that was not helpful. However, I was an Electrolux displaced worker and maybe? Believe we had a bit of extra help. If so I am thankful for all of it.
- Can't think of any
- N/A
- Everything has been a help to me. A couple topics during my first workshop were a little faster paced than I needed but overall very helpful
- None
- Not applicable.
- Group seminars, I don't do well in those
- Resume writing advice, since everyone has a different opinion as to how it should be done. One person suggests it done one way, then I show that one to another person, and they tell me to do it a complete opposite way. Which way is right?
- Every service was helpful.
- N/A
- I have gotten value from all the services I have used.
- All the services were helpful to me!

- They all were very helpful to me.
- None
- Mostly just jobs, not career.
- Everything there has been helpful
- n/a
- None
- Nothing
- All services I used were helpful
- none
- Everything the Center offers is helpful!
- Everything was helpful
- resume review
- nothing
- Resume builder. my resume was great and did not need editing
- Unsure
- The class felt very rushed. I know it's impossible to have 1:1 with everyone to give the information & resources that are available. I felt like I couldn't ask questions because I didn't want to inconvenience any others that wanted to just get in and out. The information was overwhelming and just thrown at us quickly. I would've liked 1:1 time with the gentlemen that spoke briefly. He was very knowledgeable and much more patient than the woman that ran the class. I could've sat with him all day and learned so much.
- No discussion about business next steps or resources
- The content was okay... some duplication since I had already taken the creative job search class.
- MS Office training only because I am experienced in it. I just did not sign up for this training.
- All were good!!
- none
- Some of the job site information - most job opportunities have come through LinkedIn and Indeed.
- None really. Very helpful shop.
- None I know of at this time
- N/A
- I was a little disappointed that the Creative Career search was just normal common sense things to do. I was hoping for new ideas. It did seem to fit most people's needs in the class but not mine as I am already familiar with the basics of a job search.
- Overall I found most helpful but did not appreciate the unforgiving short notice scheduling of the meetings as I'm personal Ling job seeking all over the country
- I haven't found anything that I haven't disagreed with. I would like more email conversions and Email updates from the class talks.
- None
- Ns
- I didn't experience any non-useful Workshops or Redeployment Session.
- N/A
- The website with jobs. I don't think employers are looking at that site at all.
- I found it all helpful
- Yes
- They showed how to get a weekly unemployment check on the website and in my case (unsure about the rest of the group) Already had used the site for weeks. Just felt like a waste of time.
- Not applicable
- NA
- They were all helpful.

- Jos search direction or advice
- N/a
- All of it was help fall
- Not sure think all was helpful
- None.
- N/A
- I think it's all helpful.
- All the services provided were and are excellent.
- The job fairs while well put together & staffed, were really designed for beginners to the workforce - or more geared toward the non-professional.
- N/A
- I was not told about a reimbursement proposal until after my meeting.
- I've only been to one event there. Normally I'm assigned to the Bloomington location. I have heard good things about the counselors at North
- Nothing
- Multiple DW workshops
- NA
- Kind of a repeat of the original meeting I attended - quite a bit of redundancy,
- lab
- NA
- The PowerPoint certificate. That was just talked through and then a test. I did not really learn anything.
- Everything was helpful I am new to this
- I mentioned them in my last response. The timing of this meeting and much of what it covered, would've been more helpful 4 weeks earlier from where I was in the process.
- I need more help
- Networking - It seemed to be geared towards workers in hospitality or hourly jobs, and I'm a career business professional at the VP level and did not find value for my job search. I think for you to provide value, you may need different tracks.
- None as of yet.
- So far they have all been helpful
- No all were of help
- still waiting
- I think all the services were helpful to a certain extent
- I went there looking for specific things and received the help I was looking for
- In general the staff is not very friendly. Somewhat condescending
- There was a lot of discussion and one on one talking happening at the same time at the end and created an atmosphere of confusion and unnecessary noise and interruptions.
- I don't recall.
- None that I have found yet.
- Not real sure, I just used the ones that I felt I needed the most help with.
- N/A
- Cannot think of any that stand out to me currently.
- None
- Everything was helpful.
- How to write resumes, how to use the internet
- I was fortunate enough to also have outplacement services paid for with my position eliminated. I got more direction for my resume with that service than I did with career force. I realize it is an individual thing and the

CareerForce folks deal with many different skill sets. Not one size fits all. I did value the input I did get, but contradicted other recommendations. I ended up with one that works for me.

- The time would have been better spent preparing for my next round of interviews. They were doing their job. I've recommended CareerForce to some friends who are looking for employment who aren't as well networked.
- none
- n/a
- N/A
- It is hard to say. When you are teaching a room full of various skills it's hard to know what to fast track thru. I think the review of the unemployment site was not needed
- Mmm honestly it was all very helpful
- Everything that I experienced there was helpful
- One of the career counselors seems younger and her speaking skills are ok but she comes across like a liar.
- Everything was helpful.
- N/A
- All have been helpful.
- No
- it was all helpful
- The job search class required by the Unemployment office would have been more helpful early in my unemployment journey. I was laid off in August and the class was not scheduled until November. So this was redundant and repeated many steps that I had been previously working on for 3 months. The Interviewing course was also very basic and covered many of the logical steps someone who is unemployed would undertake. This class is advertised as a 1:1 review making it appear that the person looking for work will complete a mock interview but that was not the case.
- None
- None. Everything was helpful.
- Services were satisfactory
- Everything has been helpful. I have recommended the CareerForce center to many people.
- Your survey request was regarding 12/4 and on that day the mtg was broken into two parts. The first part was too long, the speaker could have cut it down a bit. The last part was where two of the staff were to work with each of us one-on-one by each table. There wasn't any order. People just went up as they wanted and like I said, there wasn't any order so it took longer to finish. I did not think that standing with one of the staff at the wall discussing my job search for a couple minutes was very helpful.
- None
- Unemployment website tutorial
- Resume writing was an issue. At first I was recommended to keep my resume at one page. I didn't get any interviews for 3 months. At the workshop I was told to rewrite in a different way. It was more for professional higher educated jobs which did not fit my qualifications. I redid my resume my way and got two interviews and another contact. I got a job with one of the interviews.
- Not applicable
- They are all helpful.
- Everything was helpful
- Local food bank and discount buying options.
- not many negatives for a free service
- I don't know. This time I only attended two workshops as refreshers.
- Rehashing the application process for unemployment
- Networking

- So far, I haven't come across any service that has not been helpful to me. There were some workshops I didn't sign up, because they didn't apply - such as some of the "Basic" classes.
- resume
- None
- none
- None
- I personally didn't need help with mnworks.com and I really didn't like giving my ssn to a job search site
- All were good insight into the hiring process.
- So far everyone has been very helpful and supportive.
- N/A
- I wish the one on one had been more private, it felt uncomfortable and imposing to be seated 2 feet away from all who attended the meeting listening in. A half wall would have provided some privacy and feeling of being able to spend more time with the staff counselor.
- None
- I am sure they are all helpful just not always used.
- It was all helpful in some way.
- None.
- None.
- The meetings I went to were basic things I was already doing. I could see the benefit to younger people, but I was already doing all the things in the presentation.
- None.
- N/A
- The people that work there-I asked for help 1 time, I was told I would need to make an appointment. The worker was just sitting at a desk.
- NA
- The things I did were all helpful.
- One on one was not helpful as I would have liked. Too many different opinions given and not a consensus among those with advise, more questions than answers. LinkedIn was good but not as in depth as I would have liked.
- Na
- Skill sets
- Didn't do much else. Wanted to attend starting a small business, but the first was overbooked and the second attempt got cancelled.
- No other services at CareerForce Bloomington
- I don't know I didn't find a problem with any of them
- na
- All the services were helpful
- NA
- I feel like the career assistance resources (questions and surveys) do not seem to be helpful for me as an engineer. I was not able to find job descriptions that are in line with my past experience.
- N/A
- I have not had any issues with CareerForce Rochester.
- Resume building
- Career plan
- I wish there were more resources for Enterprise Sales reps for software.
- Dislocated worker program and WIOA
- None
- N/A

- I was contacted after my unemployment ran out. Could have used information prior to this.
- Having worked in I.T. for 30 years, most of the I.T. courses were N/A for me.
- n/a
- NA
- none
- none
- Everything was helpful
- Healthcare networking
- Job search plans
- Unsure
- The PowerPoint was ok, but I had that info from a previous session.
- They were all informative. It's just people need different help. They aren't always in need of the same help areas
- N/A
- none
- None
- I have not exhausted my use of the services you provide... I hope to use more of them... even after acquiring suitable employment. There are many.
- None
- n/a
- n/a
- N/A
- N/A
- I didn't find anything really that was NOT helpful, everything I found to be useful to some degree.
- Career fair because most of the companies were looking for mechanical or manual labor, which is not what I do.
- The interview skills session was sort of taken over by some of the attendees who decided they wanted to give advice. We even went over time because of it.
- The step by step instructions on how to apply for unemployment. I had already done this and understand that Unemployment Benefits are separate from what the CareerForce Centers offer.
- n/a
- Little support and assistance for well-educated individuals negotiating a career change.
- Well I still ain't working so...
- Breaking out into small discussion groups is helpful for the majority of people but is decidedly unhelpful to those of us with hearing losses.
- N/a
- n/a
- I did not use the career service. I used my existing resume, my 1st interview I got a job.
- NA
- None I can think of.
- N/A
- N/A
- Everything.
- Everything was helpful.
- All were helpful
- I can't think of any.
- Most of them.

- While not a reflection on any staff members, there "career fair" events only offered positions for job seekers having less education and specialization. On the other hand, the workshops' attendees generally had university degrees and multiple years of specialized experience behind them.
- The offer but not follow through
- None
- No opinion
- I have not thing wrong to say about the staff. they very much want you to find a job
- N/a
- There really wasn't anything that wasn't helpful. Except parking
- N/A
- Lawyer asset .they at judia care don't handle my kind issues I need to wait aberration to contact me. I was told
- none
- N/a
- The website walkthrough wasn't very informative.
- Everyone there was very helpful I was happy with your staff
- not for sure there way anything that was not beneficial
- Career Fairs don't have companies with higher salary professional employers.
- n/a
- They all were good
- Access to resume writing.
- For me everything that was told was beneficial.
- NA
- none
- I only attended the workshop because it was at a good day and time usually I would go to the Forest Lake location. The internet is the best help if mine is out though.
- The services offered were not terribly helpful to me as I am experienced and proficient with job search strategies and components there in. My challenge has been an over saturation of professionals seeking employment in my field due to major changes in Medicare and subsequent layoffs in healthcare. For that reason I have been working with a counselor with the Displaced Worker program via GWES for assistance with the costs of additional training to diversify my skills and job opportunities.
- none
- the networking meeting didn't feel very helpful
- Didn't participate in other services yet.
- None
- Making me attend a workshop. I am a contractor and knew it be a short period until I started a new contract. all helpful
- Workshop
- Everything the staff did was very helpful and encouraging.
- Everything was helpful
- Prescheduled reemployment session; prefer to pick a time
- N/A
- General information about job searching and career changes. This information is not specific to my situation and too broad. It is more helpful for me to have targeted information about my resume and job needs.
- Everything was helpful.
- the ~monthly follow up meeting
- My specific career focus is limited, therefore new approaches were not discussed
- Nothing so far
- NA

- ***Interviewing skills
- n/a
- Everything help me
- It was all valuable on some level.
- N/A
- Career fairs at CareerForce
- Don't think there are any
- I asked for someone to call me to schedule a time to have additional help and no one did, lovely people perhaps lost in the shuffle. I also know I too can call to arrange a meeting, equal responsibility.
- Everything was helpful!
- I really don't avail myself of much besides the wonderful Job Club.
- Not sure.
- N/A
- The two workshops I went to on how to find a job. The initial workshops I went to
- I thought all of it was helpful
- All were helpful
- Veterans Group
- Job search over 40 workshop.
- Startup businesses. I was working toward the CLIMB PROGRAM so the workshop didn't support me in that
- There is not one. You never know when an opportunity will arise. Even just networking at events was helpful.
- Last year, I was told they would reimburse me for my test to get my CDM License-\$400.00, but I was never reimbursed. I don't have much faith in CareerForce anymore because they don't keep their word. This shows a lack of integrity and honesty on their part. This is the second time I have seen this happen. I am going to report this to State of MN. Because no one should get credit for me being in this program- Displaced Homemaker- because I never received any real help. Actually, I did it all on my own.
- none
- None
- I needed transportation to attend the workshop and other activities.
- Resume writing felt like it had to be the CareerForce templates or nothing. Not that they were bad templates but the rep really didn't give mine much of a look over.
- None
- none to note
- None
- Some classes went too fast
- None
- Online review, I was already very comfortable with that
- No
- NA
- All of their services really are of no benefit in actually finding work.
- I learned something from all of the courses and counseling sessions. It has been very informative.
- The day I had the workshop, my 1-1 time was very rushed. I had hoped for better time here.
- NA
- I found the information between workshops to be highly redundant.
- None
- Some of the mandatory seminars were a bit too basic for me (i.e. interview prep, "show up on time, dress appropriately, shave, and be prepared). They are meant for a first time job seeker, not for a white collar professional with an MBA and 30 years of business experience.
- None

- None
- Follow up letter help.
- NA
- Workshops are overwhelming and I feel like they lead me all over the place. They are meant for ideal world but how does one navigate in the current reality of the job market/application process.
- "How to Start Your Own Business" - didn't seem to care much for the Thrivent speaker that attended half way through seminar? It did not add any value to the class and just seemed awkward. "Creative Job Search" - class was a little bit redundant from resume writing for a portion of it, the amount of information was a bit overwhelming for the few hours provided. Definitely something that could be broken up in separate classes over several days rather than trying to cram everything in one class.
- I was hoping to be able to have some mock interviewing during the work shop, however, I understand that would be hard to do 1 on 1 attention with a large group of people so it may not be entirely feasible.
- NA
- How to log into and set up account to request a benefit payment. I had already been doing that for weeks.
- none
- None
- I didn't use any services that weren't helpful.
- It was all helpful. It is odd to be receiving a questionnaire about details for months later. Normally I would not recall events or have much appreciation for a stranger I had for months ago, but the particular person I worked with was very intuitive insightful and provided answers to unique questions
- none that I can think of
- N/a
- Too much information to fast.
- Assistant with using computers at center
- None of the services offered at CareerForce Blaine have been beneficial to me. The interview and resume strategies are antiquated. The instructors seemed out of touch with the current market. The lessons do not seem to apply to today's job search.
- I found the career finder website where you post your resume to be a bit of a waste of time. I think it maybe provides value for positions that are more entry level but, in my case looking for UX Design work there was not very helpful. I possible better solution would be to offer mentoring or directions on how to network. Really deep dive into what to do, who to contact, past relationships, what to say. I think that most people including myself are finding work through contacts and networking, which can be intimidating and challenging for people since you feel like you are overstepping.
- Setting up a plan. Wasn't helpful to me.
- none
- NA
- None
- I can't think of anything.
- Na
- Not applicable
- Job events are not targeted to professionals.
- Everything
- LinkedIn class did not meet my needs for more in-depth usage for search filters and functionality. I learned more for other resources I had to find on my own, along with profile development.
- I didn't really have time to utilize any of the other things they offer
- Contact for Medical Assistance for my children never answers her phone and has poor follow up.
- Everything I participated in was very helpful.
- Classes that I've already taken for previous episodes of unemployment

- My focus has been with the Veteran programs. They are very helpful.
- N/A
- None
- N/A
- N/A - I think they all have value depending on the needs of the person.
- They all were helpful
- I learned something at each course I attended, so I cannot say any service was not helpful. I am 50 years old, and I know I do not know it all.
- I am 65 years old hard to fit in new job search
- Nine
- I found everything that has been provided to be extremely helpful.
- I found everything adequate and helpful. If anything- maybe the drive to the location- but that has nothing to do with the actual office.
- Nothing
- Resume Writing, Job search over 40.
- I did not see any services that would not be helpful.
- N/a
- None
- None, I think it is an effective offering for a wide array of folks in need.
- I believe all the services have pros.
- Everything was helpful and so was the staff
- There is no human that can help you. You have to use the computer
- I'm sure there good but my age is the disadvantage here
- None
- Everything I have done has been helpful.
- None
- Basic training. I think the current system makes sense, I just didn't need it all.
- For being in healthcare for private families it's harder to find a job that you're used to versus them just sending you to an agency
- None
- N/A
- None
- No gaps--they were very good
- Everyone there and everything they do is helpful.
- none
- Nothing
- None even stuff I sort of knew about was useful
- While there are a lot of resources I do not need, I do not think any of them would be considered not helpful.
- Job listings
- None
- Direction to visit employers. Was always directed to go on line by employers
- N/A
- Calling on the phone is difficult to get answers to basic questions
- NA
- No
- None.
- I was fine with my help
- None

- The LinkedIn class was least helpful, but I have on LinkedIn since 2009. Additionally, I have an IT background, along with being very familiar with social media sites. I just needed to know how to post my profile being in-between jobs; that was why I attended the workshop.
- NA - everything that she said was helpful
- NA
- It was helpful
- None that I encountered
- N/A
- None
- Job search mandatory trainings when already enrolling in training
- I cannot say that I have a least helpful comment. Everyone has been great
- I haven't experienced any services that did not help me.
- I only participated in the main session/group session therefore cannot assess all services.
- It's hard getting into the program that will help me most, however, everyone was extremely nice.
- Although I found the career exploration workshop interesting and it was a positive exercise in understanding my strengths, being a more mature job seeker with a higher than entry-level salary requirement, the opportunity to start a new career is limited.
- Not associated with actual UI office
- Nothing. Everything was great!
- non
- None
- Na
- None
- The original re-employment meeting that is required was very redundant to what I had already read on the website, etc. Maybe it would be possible to have two separate types of required meetings, one for people who have not read the info on your website and one for people who have thoroughly read the information. After people have read the info on the website they could fill out a question to confirm that they read the info so you can keep track of it? Just an idea. The meeting had some helpful info but was kind of long if you had already informed yourself on the website.
- Career changing directions. I am 65 years old and have 45 years in the insurance business.
- I thought the presentation was concise and very well focused, so it was all helpful.
- Resume help and job search guidance through job boards isn't that helpful because it seems that the most effective way to transition is through networking
- Being taught how to login to Minnesota Unemployment Benefit website.
- Basic computer training.
- Due to my work history and experience the resume writing and one-on-one is not helpful. However, for most it certainly would be.
- None
- I can't think of any
- They've all been very helpful I haven't gone and looked for a job on my own for 15 years. Everything has changed I've never applied online or over a computer I've only filled out paper applications so there is a lot for me to learn I'm very glad they were there to help me.
- It all is helpful.
- None
- I thought all the information that they provided was really helpful
- Anything is helpful, even just to be there to talk to someone, especially, when job replacement not successful.
- The group meetings. I signed up for an advanced Excel workshop thinking I would learn new things. I didn't. I was shocked, I don't know the program all that well.

- Nothing was helpful to me. I am a 30 years experienced IT professional.
- Required to go to a workshop when none really made sense for me.
- Nothing
- Can't think of any
- N/a
- n/a
- All the services I have used have been useful.
- I can't think of any services that were not helpful.
- The general orientation workshop was long and not very helpful for me. When applying for unemployment, I already viewed all the videos that they showed during the orientation and there wasn't much that I learned from the in person session that I didn't learn already from the videos.
- The services would have been more helpful if I'd known about them right after my layoff. Neither the HR department at my former job nor MN Unemployment mentioned CareerForce. I only found out about your programs by researching on my own (I'd heard from a friend that there were "workshops" but had no idea how/when/where). I signed up for the Dislocated Worker meeting (had to wait a month for an opening), and at the second session, I learned what the program involved (couldn't find details online previously). Since I'd already started setting up my own freelance business by that point, I chose to not participate. I wish I'd known about the Dislocated Worker program six months earlier!!
- I found positive information in all of the services offered
- N/a
- N?A
- None
- N/a
- Reemployment workshop
- Not a lot a person has to pick and choose...personal preferences and use time wisely to get the classes you want.
- The MN works.net have been on the site for over a year. No employer has viewed my resume. I have asked staff several times to take a look with me to make sure that my resume is viewable and everything looks good confirmed by staff it was viewable. I have applied from the web site still nothing.
- Meeting dates and times that I am unable to attend and then told that my family was not a good reason to miss the meeting. Maybe look at offering several meetings and the poor unemployed must make one of the offered instead of dictating the date and times.
- NA
- N/A
- Job search advice was dated and not very helpful for my field
- Classroom overview of UI website
- All were very good, so N/A
- Everything I experienced was positive.
- One lady used her power to be rude, belittling and controlling, making sure we jumped through her hoops, talking down to me, and misusing her power. The opposite of the gentleman who was of great assistance.
- I'm pleased with services I used & other services available
- The job fair events did not include the type of jobs that I was looking for. However, I understand that my job search was probably not the type that is done through a job fair.
- NA
- There were a few times that I felt a staff person was behaving with condescension or extra criticism. I do want feedback. However, I'm simply trying to figure out how best to make the next career steps. Condescension or belittlement doesn't help. Being heard and understood is helpful. Advice with judgement is great. (This was not Paul, Abdirashid, or Darlene.) Most staff have been great. I wanted to mention the behavior.

- Getting started on the computer at the WorkForce Center, could use better instructions. Especially when the computer does not do what is usually expected. Maybe written out instructions, instead of verbal instructions, would be more helpful.
- There are not many jobs in my field
- Honestly, I feel that you can takeaway something from all of the workshops.
- n/a
- None
- the class was way too long
- They were ALL helpful
- They were all helpful
- It was a good program. I think it was geared towards people who have difficulty finding work or don't have interview skills. It didn't feel like it totally matched up with the current needs of the job market.
- None
- Nine
- Na
- None so far.
- All were helpful
- No response
- the counselor that I had
- Just help with computers and applying when Emily was working. Other visits I was helped completely.
- I wanted to see more professional assistance--for example, assistance for mid-level career professionals who were laid off and now feel like they fall between entry level and senior professionals and aren't quite sure what to do about it.
- Overall it was good workshop.
- Don't now didn't use a lot of them
- Computer lab (I use my own phone and laptop)
- Not sure, didn't participate in any other services
- Job search planning
- They all have been helpful.
- No lo se
- It was all helpful.
- Job site or job fair.
- they were all helpful
- Everyone has been helpful so there is nothing that I need to express here.
- We spent too much time networking with each other in the class. I didn't feel that many attendees were in my field and didn't benefit from those conversations. I had some takeaway ideas from those conversations but wasn't directly impacted by them.
- None
- Resume review with Christopher.
- N/A
- Training and classes, too many hoops to get meaningful certification or classes
- Yes
- They are most helpful.
- I have found all of the services to be wonderful for the average person searching for employment
- N/A
- There were services like computer lab and resume activities which were not a need for me, but are definitely of use for other folks.
- Can't think of any at the moment.

- All were helpful!
- Everything, I received all the help I could ask for.
- No
- They all have been helpful.
- They were all helpful.
- Job search class
- Most positions are not in my field
- all were helpful
- They apparently did not have the correct release of information forms for Essentia Health, see above.
- All have been helpful.
- They all good in their own way
- n/a
- No idea.
- All of the services have been helpful to me.
- The networking was too broad for careers
- Everything was helpful. I am 63.5 years old and have 4and 5th vertebra problems in my lower back. These 2 make it hard to find a job. Monty CareerForce was great!
- None
- n/a
- Not that it wasn't helpful but when it comes to writing a LinkedIn profile and fleshing out references, etc. I could have used an ongoing "class"~ like 3-4 weeks, 1 day/time per week with homework and discussion/sharing/analysis. Otherwise I get discouraged and quit my update before it's complete. I know what to do, I just need accountability and support--and think others may also; especially if they are older and trying to reinvent themselves. What do you write? How does it sound to others? What if you had a bad work experience or have negative (or dead!) professional references? Working with a small group would help stimulate someone like me sufficiently to complete the task. IMHO Losing a job, especially if you have lost a few, even if through no fault of your own, often creates a mindset tantamount to PTSD. Some of the same fears, behaviors, and emotions come into play. In many ways what I'm suggesting sounds sort of like a group counseling session but within a career development/job search context. BUT aren't such skills taught during the GCDF training? If so, then perhaps the CareerForce Center GCDFs might consider offering more than just "how to" classes and instead offer a few more trainings designed to be hands on, supportive process assistance. Tremendous improvement since the Great Recession. Be proud of your accomplishments!
- None
- None
- None
- Search engines
- The job interview was the least helpful if I had to rank them but it was still a great workshop to attend.
- everything was helpful
- I felt that if you read the letters and material you were already sent than the class was unnecessary, however I understand you have a broad demographic to serve and that is not the case for all.
- I don't know what they offered that wasn't helpful.
- NA
- I only participated in two workshops/seminars at this location. I didn't seek any additional services at this location
- I felt the resume class was really rushed and very basic.
- I only attended classes there
- None
- Job postings seem to be repetitive and same employers

- The structure of the unemployment sessions made it difficult to get the most out of the class. The first session was alright because there was so much information that I hadn't had access to prior to the course. The second session didn't flow well. People left before completing all the tasks because the "check out" process was taking place before all the learning parts were completed. It would have been better if the goal section with Pam was taught prior to the check out so that we had something to work on while waiting for our turn. Many attendees left prior to Pam's portion of the training.
- Not sure.
- For me I have a computer at home so I don't need myself that service. I have been to most of the workshops prior to my prev job position. There is one I want to take which will just open up that area that will help me get my resume out on more boards and maybe some more contacts. Missed the March one. I have prev checked the job board but not sure if I ever even applied for a job off that board.
- Nothing was unhelpful
- Every service can be helpful.
- None. All were helpful.
- Classes are offered but not often enough at the main St. Paul location
- Location was slightly difficult to find and restrooms were a long way away but otherwise it was great.
- N/A
- None
- Going through the website only because I have figured it out already and pretty good on the internet. But it has to done for a good purpose
- I am unclear on just what exactly my career counselor is going to work with me on. We met twice and the impression I've been left with is, "call me if you want to meet," with little direction on how I can increase my chances of finding something.
- None, all were beneficial
- Resume' did not work for job searching.
- I can't think of anything not helpful. The staff was very nice and helpful. The only thing I would recommend is for them to offer additional workshops weekly. I enjoyed going to this location as the CareerForce near me in Maple Grove were always crowded and often the questions I had others had as well but there was little time to get answers. Monticello was very different the class sizes were smaller probably due to the location. I did have the opportunity to ask questions and get some one on one help. It was great!
- I am almost at retirement age and worked at the same job for almost 40 years and have never filed for unemployment so was completely clueless on all and still no job opportunities for my age and wage and desired hours. I really feel I am too old to start over
- Pretty much anything else.
- None
- NA
- They were all helpful
- Assistance from employees. I did not understand the process of an employer denying unemployment and when weekly forms stated that I had been discharged from my job, I asked an employee if I had been "fired" from my job, showing what the form on the computer was showing on the screen. She said yes and assured me that I would qualify for unemployment and that I would be viewed as a seasonal worker. I ended up appealing and lost. At this point, I am still unemployed after numerous interviews and filling out applications. Now we are in the midst of Covid-19, and I am still unemployed. CareerForce has not been helpful for me at all.
- Skills tests
- The workforce job website is subpar. needs either a complete re-build or just provide training on indeed/LinkedIn/zip recruiter
- Na
- None

- The fact that the closest location is in New Ulm. Also I was given a business card for the dislocated worker program and the card was for the wrong county.
- NA
- The onsite job fairs; no really any work offered in my field.
- none
- Nothing
- n/a
- Resume help everyone had a different ideal
- Na
- 2 day Creative Job Search Would recommend as one day
- Networking groups.
- Nothing specific
- The workshops that I've attended have been helpful-so far, there is not a workshop that wasn't helpful. Perhaps provide more times/days for the money class is very beneficial for anyone who reports a job lost. Also, provide a workshop in talking through the loss of a job with others, but that may turn into a support group, or a whole array of high emotions from many people.

Which of the following, if any, are things you experience that make your job search more difficult? Check all that apply

OTHER – 315 responses

- Age
- age
- My age
- my age
- Age discrimination
- Disability
- Health issues
- My age.
- 1) Paying a non-living wage from the start. 2) Preferring young people over older ones. 3) Wanting one person to do the job amounts of three people.
- No networking opportunities in Cambridge. 2. Location. There are few opportunities. 3. There are even fewer at the pay rate I am accustomed to.
- A place to live
- AGEISM: I have gray hair. AND bad luck has caused "Unemployment PTSD" as I call it, resulting in depression and NON-motivation...
- ATS and there is no one stop place that sync my resume and profile with the clients own applications process
- Age -- Will be retiring this year
- Age and appearing overqualified
- Age and experience not matching education
- Age and health
- Age and probably my level of education
- Age and salary
- Age barrier
- Age discrimination
- Age discrimination and health discrimination (I walk with a slight limp)
- Age discrimination, coupled with an over-emphasis on diversity resulting in bias against white males.

- Age related issues
- Age, depth of experience, high education level, white, male
- Age, wages are very low, hard to make a living
- Age. Talk to right hiring manager.
- Age? Also, a very specific field/expertise.
- Ageism
- Am I age is just hard in general to find a job
- Asperger's, ADD
- Available open positions in line with my past work experience.
- Back can't stand for long periods of time or lift a lot. 63 .5 they know I won't be long term
- Background
- Being able to find employment which matches previous salary.
- Being in the re-training process make it more of a challenge to find what will be there.
- Being let go from a Govt job after 19 years is different than normal terminations. Employers see a red flag right away even when there is not a red flag.
- Career age
- Career transitioning/finding references when I've had stretches of being unemployed.
- CareerForce is not visited by hiring companies like Monster, indeed,
- Creating a Resume and trying to determine what career path to take
- Criminal background
- Criminal background is Restricting me to finding a job
- Criminal record. Unable to expunge. People do background checks without informing or asking consent and I will get dismissed before I interview or before a position is offered. It's been that way for years. My "one on one" with one of your staff was in a room of 12 people and my criminal record was mentioned at full talking volume in front of everyone. I was incredibly angry but I was forced to be there by unemployment so I just sat there humiliated waiting to be let out.
- Current age.
- Depression. I don't have health insurance & I'm unable to afford therapy.
- Didn't meet qualification s
- Difficult to find an employer willing to hire someone over 55 in my field.
- Disabilities that I have
- Disability
- Effective Time Management for job searching when I work as temp
- Employers looking for candidates with experience in a specific industry
- Employers not responding if they received your resume and/or application. Also employers that don't call or email you, explaining why they did consider you for an interview, despite meeting the qualifications on their job notices
- Employers tend to preselected candidates and only post as a formality
- Excessive movement on my resume
- Experience (over qualified); salary requirements;
- Explaining why I have changed jobs every couple of years and why I was terminated
- Exposure to people in jobs that might be a good fit and help in understanding how we could get well there and add value.
- Fair pay
- Farm worker really tough to get a job in wintertime.
- Felon
- Felony - criminal history
- Financial needs stress

- Fuel/transportation expense
- Have been out of direct care for so long that those skills are no longer viable without more training. Age factor.
- Having a criminal background
- Having a seasonal job makes it difficult for people to commit to train me for a short period of time only for me to go back to my full-time seasonal job
- Having faith and confidence that I can accomplish any goal I set my mind to.
- Health
- Higher paying jobs and too many years of experience can be challenging with so many companies hiring fresh out of college.
- I am 54 years old. Finding work was easy when I was younger. I cannot be certain the difficulties this time are age-related, but friends in my age range believe it to be true.
- I am 57 year old white male coming from a white collar job.... significant age bias in job market
- I am 63 years old and seem to have a difficult time landing positions I should be qualified for
- I am 65 yrs. old and believed that age held some employer off
- I am a felon
- I am handicap
- I am older worker
- I am really struggling to find something. Wondering if I am getting discriminated with because of age.
- I am still trying to figure out what I want to do next.
- I believe my recent career was a hindrance. Truck driver wanting to change careers.
- I believe that age is a factor making it difficult for me to get a good job.
- I cannot always say it is employer bias, it does appear to be once a face to face interview is acquired. Phone interviews seem to go well.
- I don't like to drive in bad weather and my location means I have to drive.
- I don't have a good job history or references.
- I feel my age has been difficult with the level of position I desire.
- I find that employers don't like that I am currently unemployed. Might have questions why I was only at my last job for one year.
- I have a non-compete, so switching into a new field is difficult.
- I have a very defined job role and limited to the few companies in this market
- I have great experience, but do not have a college degree to match. In addition, I have narcolepsy and need to take three naps each day. I have been working with my sleep doctor and we are trying different things to determine if we can find a solution to make me more alert and stay focused.
- I have not had to job search in many years. Seems like it's a whole new ball game - I feel lost
- I need help and practice interviewing and making sure my answers are concise and that I get to the next interviewing step. I need to role play and practice answering questions and giving an overview of my background and creating some sort of "elevator speech" about myself and my skills
- I think my age is a factor and the type of IT work I was engaged in.
- I think there are age discrimination at some of the positions I apply for.
- I use the internet at the library. My age might play a part
- I'm over 40
- I've been unable to find a job using my specific IT skill.
- Ideally I want to do something I feel is positive in the world: I want a paycheck and also fulfilling, useful work- this can be a difficult combination to find.
- Internal candidates being considered for management positions and difficulty of being an outsider
- Ironically, I'm too experienced and too knowledgeable. They are only looking for someone with 2-5 years' experience. The few who call ask me why I'm interested in such a low-level job. The answer that worked 5 years ago is no longer working.

- It feels like I get "judged" due to my age and not my experience
- It seems most of the programs are focused on skilled labor I am a professional
- Job Market for my skill set and level of experience
- Knowing salary requirements
- Lack of Avail worm
- Lack of follow-up by poster and posters leaving stale or old job listings you find no longer accepting applicants.
- Lack of positions in the nonprofit government relations field.
- Lack of response from company when I apply.
- Layoff from high paying job at age 62
- Length of previous job experiences don't meet the minimum requirements
- Limited job openings in rural Minnesota
- Limited number of job openings
- Living in a small town I don't have many options and my lack of experience hurts me
- Local job openings in my field have been minimal
- Location-As I was looking for work outside MN.
- Location.
- Long interview cycles and lots of competition better qualified
- Looking for a senior level position, many are not posted online.
- Loss of past job
- Low pay
- Maybe age
- Medical conditions
- Minimal Job requirements "certificate required" or college degree be present. Also physical restrictions demand disqualifies the individual (VERY FRUSTRATING). Being a Disabled Veteran from a (TBI) injury brings difficulties with testing out for certificates needed to obtain employment.
- More target strategic classes, perhaps.
- Much more emphasis on networking and "how to" development, sample scripts.
- My Age
- My Professional experience is vast, but even with several years of college I feel not having a degree has be a hindrance to some. Per the question down below, I do believe the networking has been the biggest catalyst, which I had been doing, but went full throttle after meeting with staff
- My U-4 is a mess.
- My advanced age, which kind of touches on the first thing I checked at the top.
- My age
- My age (76) and wanting part time work, not full time
- My age (almost 63), my sex (male), and being Caucasian.
- My age and I'm told I am over qualified
- My age and market in this area
- My age could be a factor
- My age is the biggest hindrance.
- My age seemed to be an issue. This was also discussed in the workshop with all of us by the instructor.
- My age seems to be a contributing factor at this time
- My age, Years of experience
- My age, need to use a cane, employers don't not believe that I want to work hard in a role that is less demanding than my career was.
- My age.
- My age. I'm 64.
- My age...57

- My degree is so specific that the jobs that have been available are not in my area or have been very slim. Over 20 plus applicants for the jobs I've interviewed with.
- My experience in the workforce
- My location
- My location and unwillingness to do a long commute. I realize that I am imposing this restriction upon myself.
- My previous work experiences are getting in the way of transitioning career fields.
- My profession is specific to one industry. Thank makes the hiring process very slow.
- My years not working a regular job in the field I am seeking is my barrier
- Navigating the ATS properly and affectively
- Navigating the online ATS systems when submitting resumes. Actually finding a way through to a human.
- Need help developing my resume
- Networking isn't turning up any job opportunities. Searching and applying online via Indeed or LinkedIn most often just get a rejection email with no opportunity to even speak to someone.
- Networking. Why? The HR Systems used today by many companies. Getting the generic line that fill out the online application and someone will follow up with you.
- No college degree
- Not following thru on promises made for help with CDM License
- Not having enough experience as other candidates
- Not having enough money to pay bills while I worked on the Climb Program-forced to find temporary work and now SS -have not gotten yet.
- Not having proper paperwork or identification
- Not knowing what I want to do.
- Not knowing which direction I want to go in
- Not many jobs at my skill level in Brainerd.
- Old age. Most employers want agile mentally and physically younger people.
- Only having 1 year before full retirement and no jobs in my career field in the area and not willing to relocate again.
- Over 50 years old
- Over 50.
- Over qualified for jobs available
- Part-time positions, a low amount of full-time positions available in my field unless I want to work nights and weekends in a retail store.
- Part-time work, the many activities of job search and the time to do them, changing careers
- Past injuries from previous job... A loss of hearing.
- Perceived Overqualified
- Perhaps my age. I am 55, and I think it had something to do with my last job ending. They promoted a young lady with one year of experience over my 32 years of experience.
- Possibly Age
- Post lay-off trauma, staying positive
- Potential age
- Previous experience
- Previous felony conviction seems to be a hurdle I can't escape.
- Probably my current age. 57 years old
- Provide more ways for people to network face to face at the CareerForce?
- Rampant age discrimination in hiring (vs firing), and the absence of a mechanism whereby this can be circumstantially identified.
- Record, reason for leaving previous job
- Salary

- Salary requirements.
- Self-confidence, positive outlook
- Some job postings are dead
- Specific job skills that are no longer in this geographic area. Not willing to relocate.
- Staff not as knowledgeable or have contacts as expected. Need an out of the box type job and seems like staff want to take the "easy" route instead of most helpful.
- Stress from job lost and other obligations, bills, and family
- Surgery that won
- TAA recipient currently in school
- Teacher hiring season
- Technology changes. Companies no longer looking for my skillset. My age is also a factor.
- The actual interviews with more complex questions
- The extreme length of time employers are taking to make decisions and their poor follow through with perspective employees. For example I have had multiple employers say I've made it to the next round of interviews, then they don't have any further contact with me: not even after I send an email to follow up regarding the not hearing back from the next interviewer to schedule my next interview.
- The fact that I'm 7months pregnant
- The independent nature of the real estate/appraisal field.
- The lack of finding BEGINNER computer skills.
- The large applicant pool. Would like some companies to only allow people without jobs to apply first and if they don't find a candidate, then open to all. Not possible, I know. However, there are so many talented people looking for jobs who aren't given a chance because of the screening process.
- The location where I live is the biggest problem. Any decent paying job I have to travel more than 45 miles away
- The online process, employers should be receptive to meeting in person even 3 mins to introduce yourself along with online resume/application
- The pay offered for some positions considering the qualifications they are looking for is not realistic. Or, I qualify for say 5 requirements of the job, but then there is an IT application that I have no experience with.
- The position that I was in was a leadership position in a professional environment that is difficult to find in SW Minnesota, not the fault of the career force, of course.
- The wages for jobs at my level are very low.
- Time management, especially given how busy I often am.
- Transportation
- Trying to switch careers or take a lesser sales position, but I am over qualified and employers will not take me because they think I will not stay with them.
- Understanding the resources available to the job searcher ASAP. There should be initial training available immediately when the job searcher starts job searching, not 5-6 weeks into the process which was my experience
- Varied qualifications in many areas. Difficult to narrow down to one area of expertise without sacrificing my abilities elsewhere.
- Virus
- Vocational Rehabilitation Services
- Wage amounts.
- Wondering about age discrimination...
- Working in an industry where online applications go into a black hole and networking is critical to getting in the door.
- access to jobs close to me
- access to office equipment like fax machines and copiers

- age - 66
- age and only looking for part-time employment
- age and wage
- Age bias. I am 62 with excellent experience but being that age is a problem in the job search. Unless you want to find something that is hourly and where they are desperate for workers
- age discrimination
- age discrimination
- Age discrimination. It's out there.
- age, I'm a senior
- Age, I am 61 and trying to find a fulltime position that pays a living wage.
- age, income
- ageism
- ageism; salary requirements/experience
- all problems are financial
- application of my experience and education for a career direction
- being "over-qualified"
- being in the same academic job for 22 years
- changing career
- changing industries
- criminal record
- Computer help and my know how?
- disability
- explaining why I was only at a previous job 5 months
- finding a good fit for my skills and interests suitable to my age group
- finding a job that matches my experience and target pay rate
- finding a job that uses my experience and is within reasonable driving distance
- had to contact IRS get some old w2s for me show proof I've been in heal care
- have found a jobnow employed
- health concerns
- health reasons
- hearing loss that is significant in certain environments, lack of vocational rehabilitation services to address "invisible" disabilities
- lack of confidence in myself
- lack of internet speed where I live impedes my ability to apply for jobs that require high speed internet
- lack of veteran preference for veterans who served in the national guard
- looking at changing careers-unsure what that looks like , am not eligible for Displaced Workers as I was not working full time; I have significant hearing issues as well as chronic fatigue which narrows my job search dramatically
- maybe some age discrimination if not able to meet in person
- medication issues, fluctuating severity of medical conditions
- mental health
- my disability makes it difficult to interact with people thus difficult to interview
- my non-compete and the personal touch removed from online submissions
- my wage from prior position
- need Knee Joint Replacement Surgery
- None of these things make it difficult, I have access to all of these.
- not wanting to hire an over qualified or advanced age worker
- over qualified

- Over-qualified but need updating in one or two specific areas...like Data Analysis. Don't need a certificate, need discussion and some hands on to understand newly in use concepts.
- pay
- personal challenges
- physical demands I can't meet
- position level is advanced and rarer
- record
- relevant job openings
- resume scanners
- some typing and computer skills still need work and I will continue to work on it
- the salary needed to cover living expenses
- unique job experience and age
- unsure why I am turned down because no one offered feedback
- work gap, career transition

CareerForce Career Seeker Services Satisfaction Survey – 2020

Stearns/Benton CareerForce location (St Cloud) – Summary Report

I. 20% Response Rate

Valid Email Address Count ¹	Confirmed Valid Email Address Count ²	Completed Interviews	Partial Responses	Base Response Rate ³	Adjusted Response Rate ⁴
274	68	48	6	20%	79%

II. Demographic mix of customers eligible for inclusion in this survey (for these CareerForce locations/AREA)

% of overall statewide total from this AREA	% of overall statewide completed interviews from this AREA
5%	4%

Race / Ethnicity	% eligible in this AREA	% in overall statewide total
Communities of color	19%	17%
White, non-Hispanic	75%	77%

III. Demographic mix of customers eligible for inclusion in this survey and of the survey respondents (for these CareerForce locations/AREA)

Program influenced customers	% eligible for this AREA	% of completed interviews for this AREA
REA customers	83%	87%
Co-enrollment in DEED programs	24%	41%
Veteran status	13%	8%

User Activity Profile	% eligible for this AREA	% of completed interviews for this AREA
Seminar attendees	71%	80%
Individual Assistance attendees	29%	20%
High intensity of services used ⁵	2%	0%
Medium intensity of services used ⁵	26%	41%
Low intensity of services used ⁵	71%	59%

¹ Valid count is the number of number of valid email addresses, minus the invalid email addresses determined by email bounces, customer intervention, or other information.

² Confirmed valid email count are those in the valid email count who showed an action in Survey Gizmo (a click on the survey link, an unsubscribe action, a partial survey response, or a completed interview).

³ Base response rate is calculated by taking the number of completed interviews + partial responses divided by the valid count of email addresses.

⁴ Adjusted response rate is calculated by taking the number of completed interviews + partial responses divided by the confirmed valid email count.

⁵ High intensity of services used refers to 5 or more usages of WFC activities within the survey activity window (November 1, 2019 – January 12, 2020), medium intensity is between 2 and 4 usages, and low intensity represents 1 usage.

Please choose the activities that you participated in at CareerForce (location inserted) during your most recent visit:

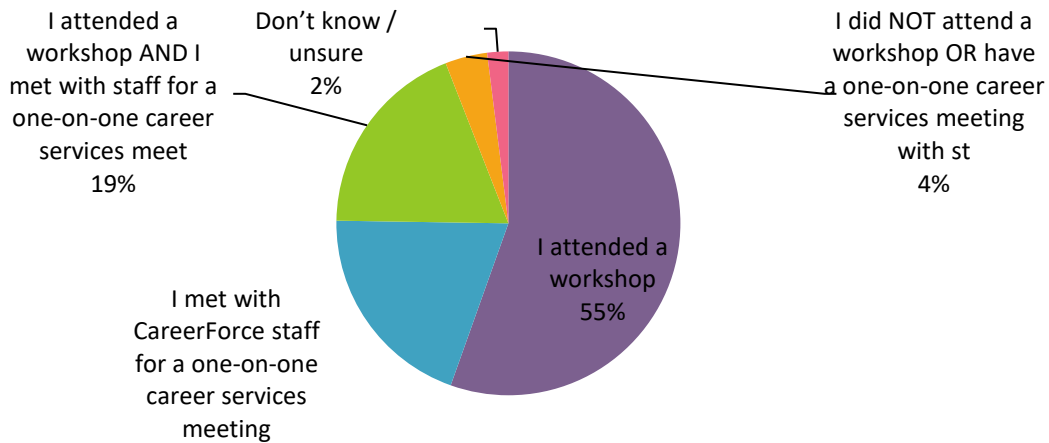


Figure 1 – Activities participated at CareerForce location

Table 1

Value	Percent	Count
I attended a workshop	56%	30
I met with CareerForce staff for a one-on-one career services meeting	20%	11
I attended a workshop AND I met with staff for a one-on-one career services meeting	19%	10
I did NOT attend a workshop OR have a one-on-one career services meeting with staff	4%	2
Don't know / unsure	2%	1
	Totals	54

Please select the topics that you might have discussed with CareerForce location staff in your one-on-one career services meeting. Check all that apply

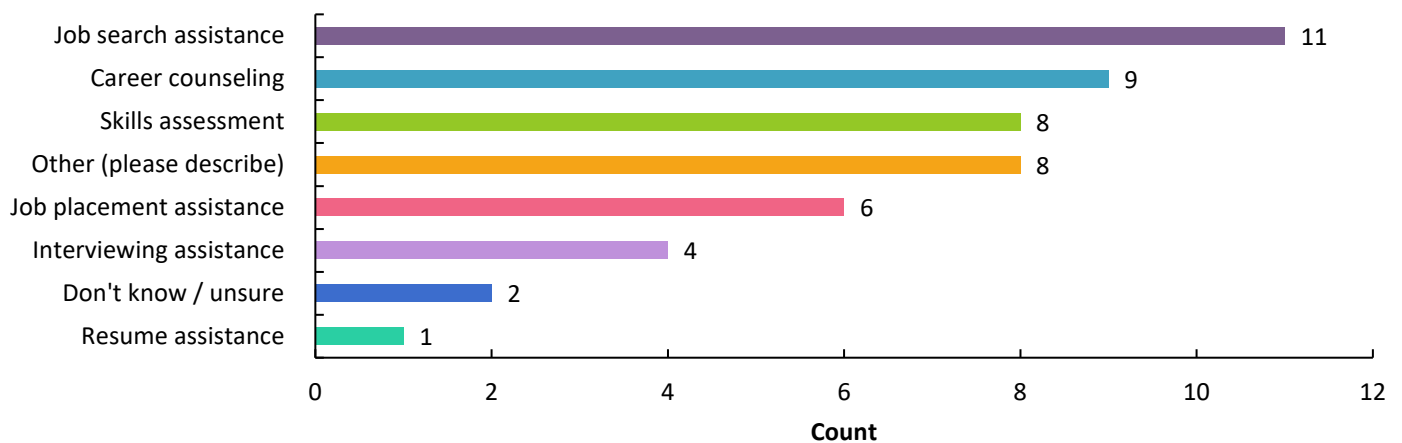


Figure 2 – Topics discussed during one-on-one meeting

Table 2

Value	Count
Job search assistance	11
Career counseling	9
Skills assessment	8
Other (please describe)	8
Job placement assistance	6

Value	Count
Interviewing assistance	4
Don't know / unsure	2
Resume assistance	1

Comment Themes for Open-ended Responses (OTHER responses)

Please select the topics that you might have discussed with CareerForce location staff in your one-on-one career services meeting. Check all that apply

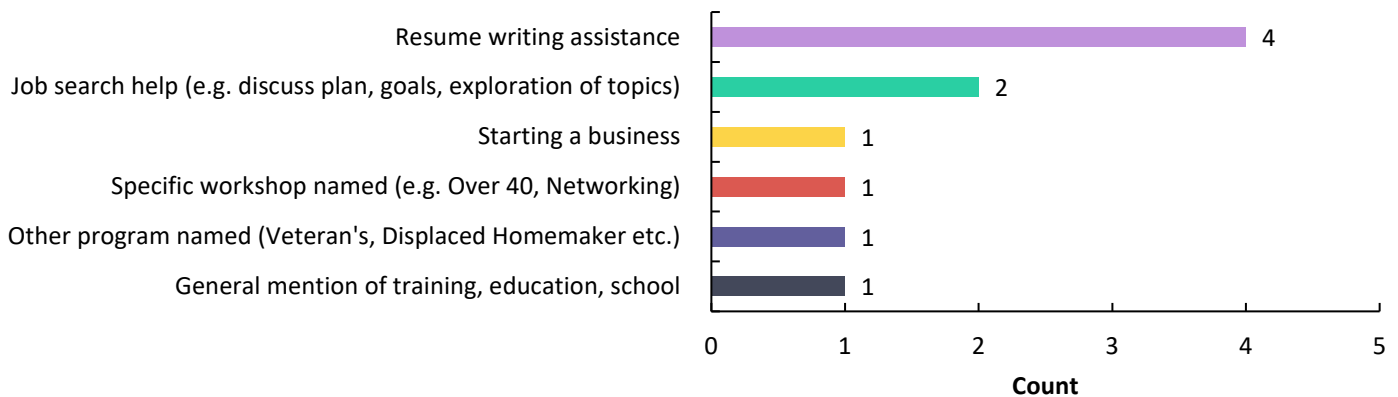


Figure 3 – Other topics: comment groupings

Table 3

Value	Count
Resume writing assistance	4
Job search help (e.g. discuss plan, goals, exploration of topics)	2
Starting a business	1
Specific workshop named (e.g. Over 40, Networking)	1
Other program named (Veteran's, Displaced Homemaker etc.)	1
General mention of training, education, school	1

During your one-on-one career services meeting, did the CareerForce location staff suggest a specific career search activity for you to work on?

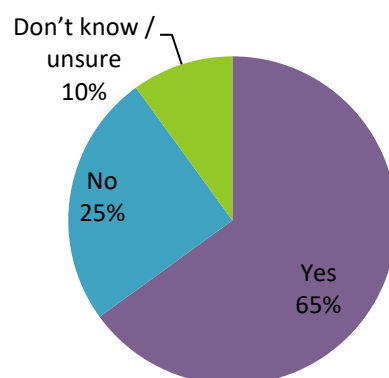


Figure 4 – CareerForce staff suggest a specific career search activity?

Table 4

Value	Percent	Count
Yes	65%	13
No	25%	5
Don't know / unsure	10%	2
	Totals	20

How satisfied are you with specific career search activity (or activities) that the CareerForce location staff recommended for you?

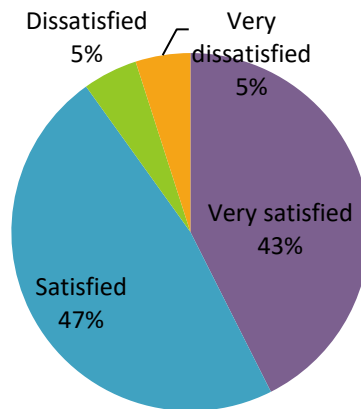


Figure 5 – Satisfied with specific career search activity recommended?

Table 5

Value	Percent	Count
Very satisfied	43%	9
Satisfied	48%	10
Dissatisfied	5%	1
Very dissatisfied	5%	1
Totals		21

Overall, how satisfied are you with the help you received from CareerForce location staff in your one-on-one career services meeting?

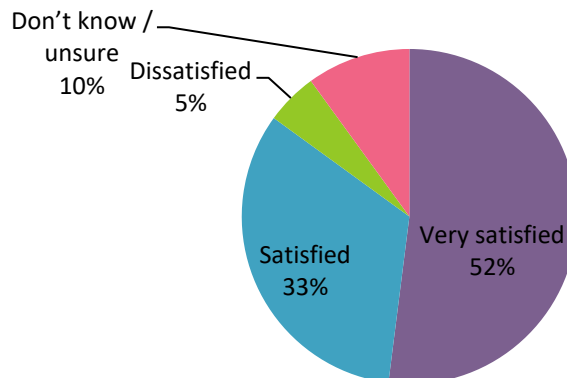


Figure 6 – Satisfied with the help received in one-on-one meeting from CareerForce staff?

Table 6

Value	Percent	Count
Very satisfied	52%	11
Satisfied	33%	7
Dissatisfied	5%	1
Don't know / unsure	10%	2
Totals		21

Comment Themes for Open-ended Responses

What services provided at CareerForce were the MOST help to you?

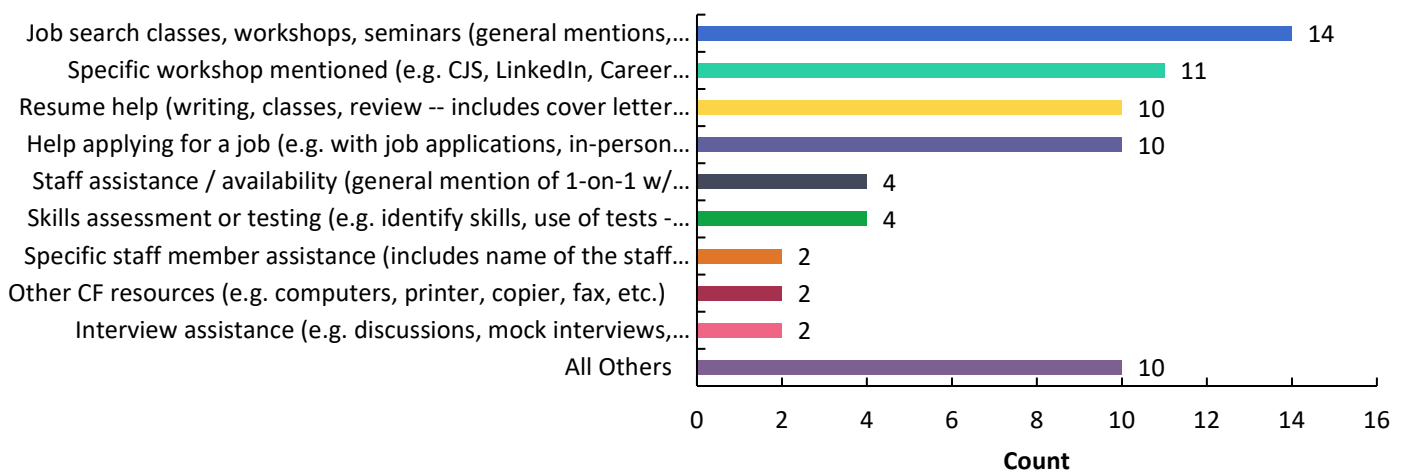


Figure 7 – Comment groupings: what CareerForce services helped MOST?

Table 7

Value	Count
Job search classes, workshops, seminars (general mentions, including computer classes)	14
Specific workshop mentioned (e.g. CJS, LinkedIn, Career Exploration, Over 40 search etc.)	11
Resume help (writing, classes, review -- includes cover letter help)	10
Help applying for a job (e.g. with job applications, in-person / online, job leads or sites provided)	10
Staff assistance / availability (general mention of 1-on-1 w/ staff - helpful, friendly, supportive etc.)	4
Skills assessment or testing (e.g. identify skills, use of tests - Strengthsfinder, proficiency based, and/or typing)	4
Specific staff member assistance (includes name of the staff that helped)	2
Other CF resources (e.g. computers, printer, copier, fax, etc.)	2
Interview assistance (e.g. discussions, mock interviews, going over employer questions, classes)	2
None / Do not know / NA	2
Specific eligibility-based or other program mentioned (e.g. DW, TAA, MFIP, VRS, Vets, et al)	2
Other comments	2
Networking assistance (e.g. including connection to / targeting employers, job fairs, as well as other career seekers)	2
Specific type of education and training sought/provided (e.g. college, vocational training etc.)	2

What services provided at CareerForce were NOT helpful to you?

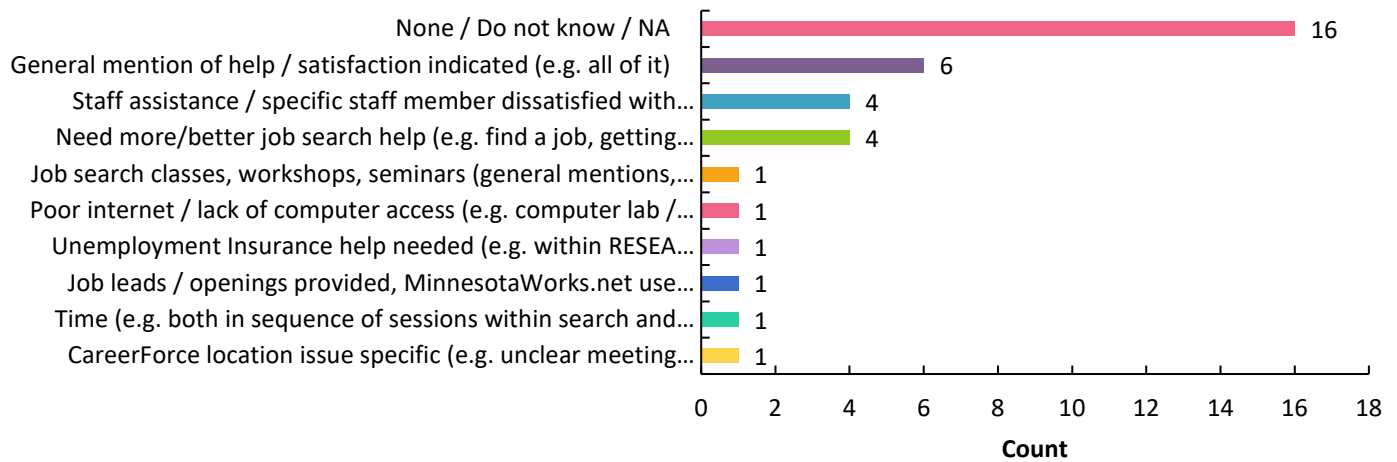


Figure 8 – Comment groupings: CareerForce services that were NOT helpful?

Table 8

Value	Count
None / Do not know / NA	16
General mention of help / satisfaction indicated (e.g. all of it)	6
Staff assistance / specific staff member dissatisfied with (e.g. staff improvements noted)	4
Need more/better job search help (e.g. find a job, getting starting, guidance, info)	4
Job search classes, workshops, seminars (general mentions, including with computer classes)	1
Poor internet / lack of computer access (e.g. computer lab / room)	1
Unemployment Insurance help needed (e.g. within RESEA sessions, or need information; session was required)	1
Job leads / openings provided, MinnesotaWorks.net use (varieties - Job Fairs, daily emails, billboard postings etc.)	1
Time (e.g. both in sequence of sessions within search and lack of time to get thru material)	1
CareerForce location issue specific (e.g. unclear meeting location, too far to get to a CF etc.)	1

How satisfied are you that the CareerForce location staff understood your needs?

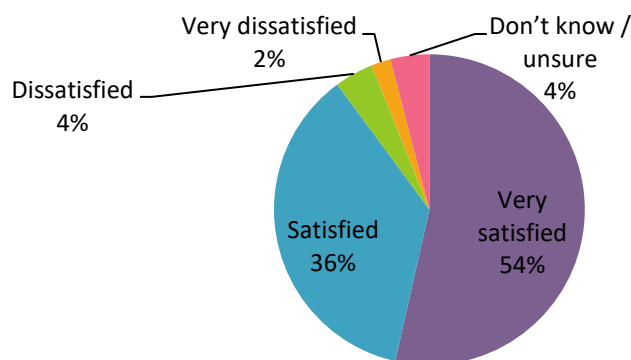


Figure 9 – Satisfied CareerForce staff understood needs?

Table 9

Value	Percent	Count
Very satisfied	53%	24
Satisfied	36%	16

Value	Percent	Count
Dissatisfied	4%	2
Very dissatisfied	2%	1
Don't know / unsure	4%	2
	Totals	45

How satisfied are you that the CareerForce location staff were able to answer your questions?

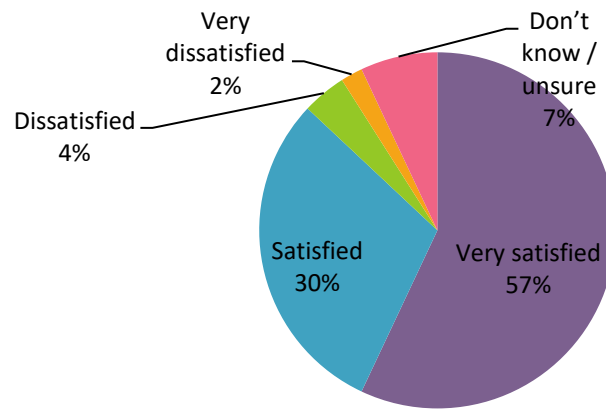


Figure 10 – Satisfied that CareerForce staff were able to answer questions?

Table 10

Value	Percent	Count
Very satisfied	57%	26
Satisfied	30%	14
Dissatisfied	4%	2
Very dissatisfied	2%	1
Don't know / unsure	7%	3
	Totals	46

Net Promoter Score (NPS)

Stearns/Benton CareerForce location NPS = 46

How likely would you be to recommend CareerForce services to a friend or colleague that is job searching?

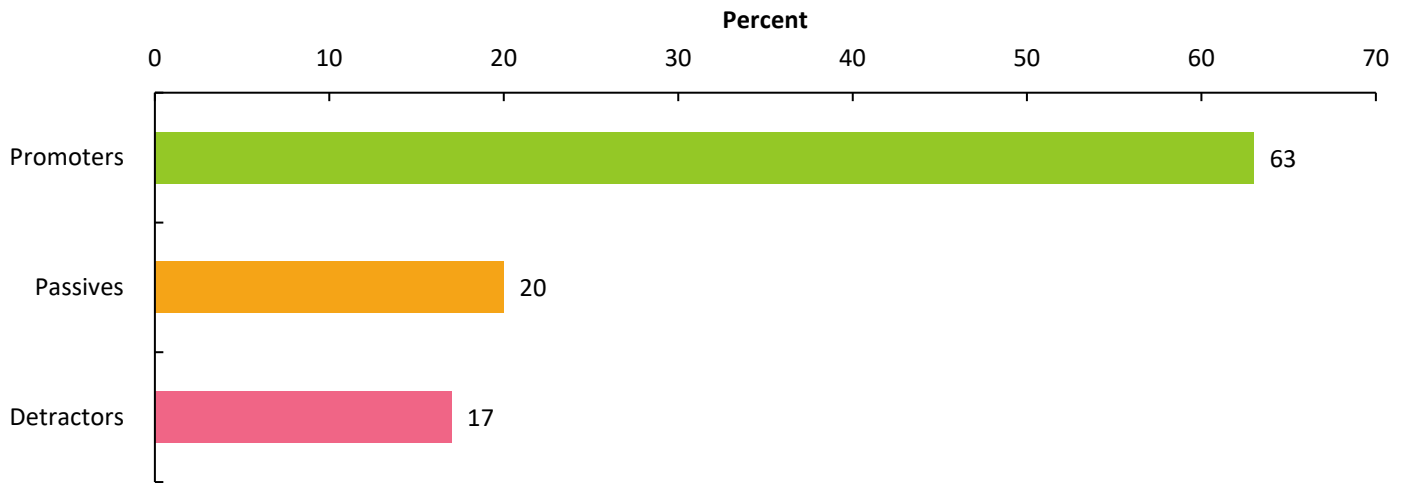


Figure 11 – Net Promoter Score (NPS)

Table 11

Value	Percent	Count
Detractors	17%	8
Passives	20%	9
Promoters	63%	29
	Totals	46

Which of the following, if any, are things you experience that make your job search more difficult? Check all that apply

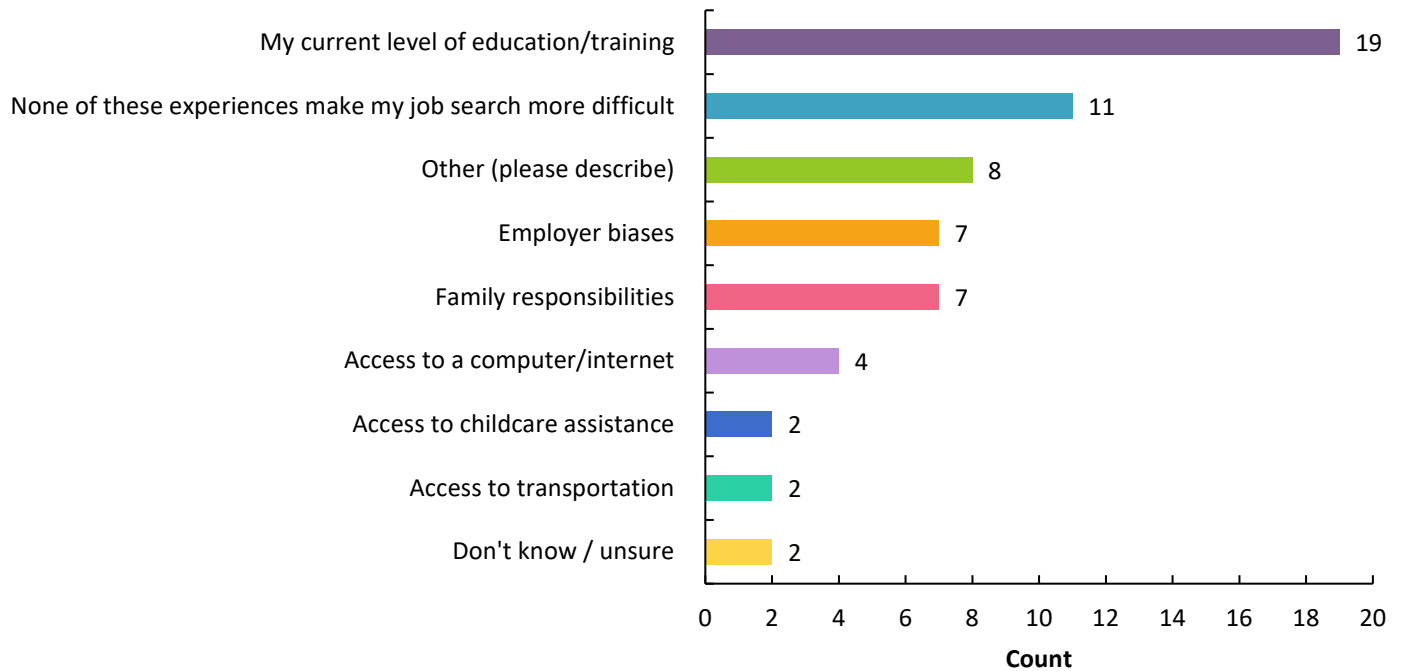


Figure 12 – Experiences that make job search more difficult?

Table 12

Value	Count
My current level of education/training	19
None of these experiences make my job search more difficult	11
Other (please describe)	8
Employer biases	7
Family responsibilities	7
Access to a computer/internet	4
Access to childcare assistance	2
Access to transportation	2
Don't know / unsure	2

Comment Themes for Open-ended Responses (OTHER)

Which of the following, if any, are things you experience that make your job search more difficult? Check all that apply

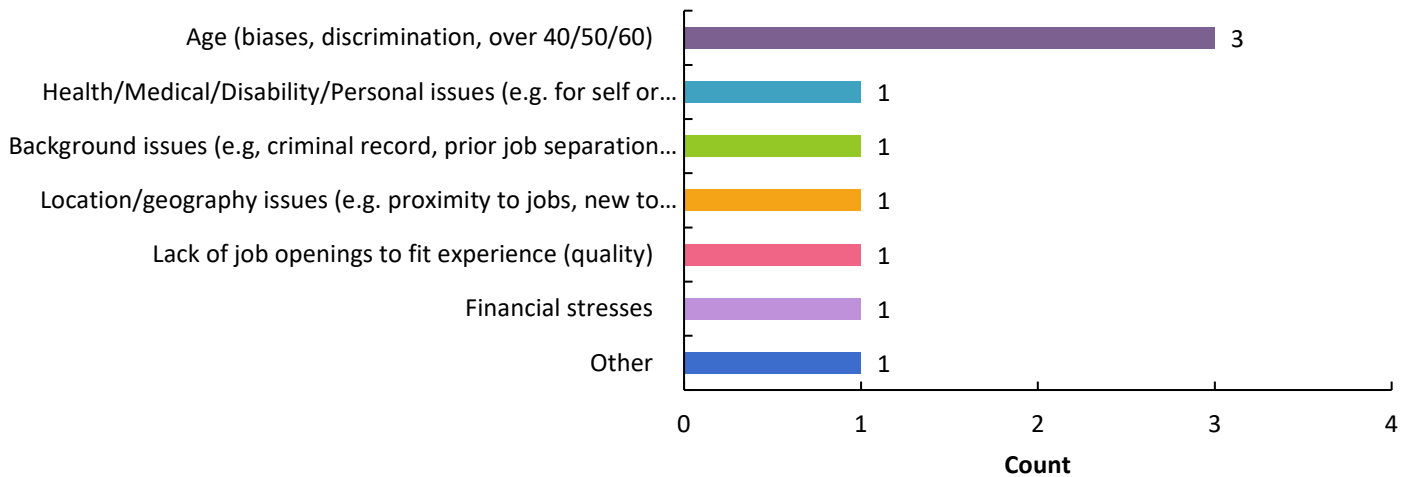


Figure 13 – Other comments groupings: things that make job search more difficult?

Table 13

Value	Count
Age (biases, discrimination, over 40/50/60)	3
Health/Medical/Disability/Personal issues (e.g. for self or family)	1
Background issues (e.g., criminal record, prior job separation issue, residency status)	1
Location/geography issues (e.g. proximity to jobs, new to town, unable to move)	1
Lack of job openings to fit experience (quality)	1
Financial stresses	1
Other	1

How confident are you that the services you received at any CareerForce location will help you connect with employers who are hiring? (This may have included help using MinnesotaWorks.net, applying for jobs, visiting with businesses brought into the CareerForce location, or receiving information on careers/job leads)

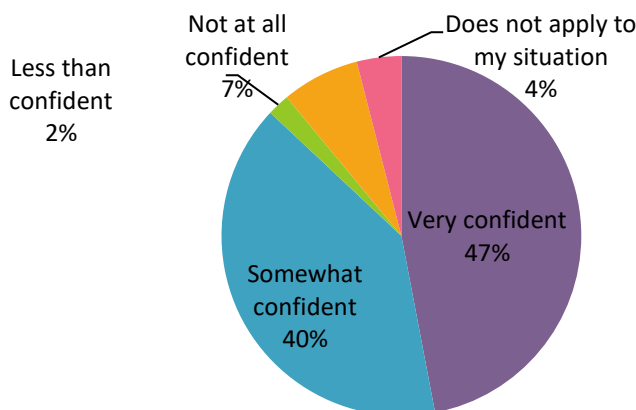


Figure 14 – Confidence that services will help connect with employers who are hiring?

Table 14

Value	Percent	Count
Very confident	47%	21
Somewhat confident	40%	18
Less than confident	2%	1

Value	Percent	Count
Not at all confident	7%	3
Does not apply to my situation	4%	2
	Totals	45

How confident are you that the services you received at any CareerForce location will help you find a job? (This may have included attending workshops, getting staff assistance, using computers and resources at CareerForce locations)

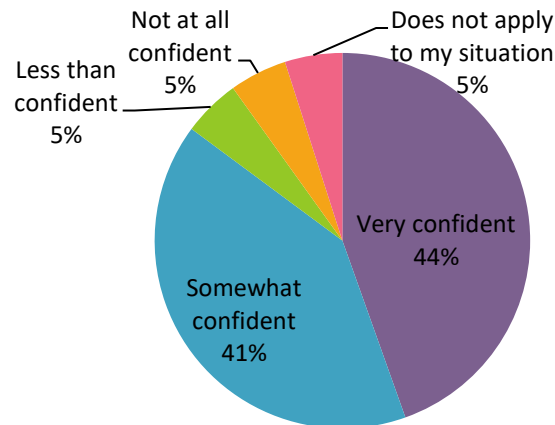


Figure 15 – Confident services will help find a job?

Table 15

Value	Percent	Count
Very confident	45%	20
Somewhat confident	41%	18
Less than confident	5%	2
Not at all confident	5%	2
Does not apply to my situation	5%	2
	Totals	44

ALL Responses to Open-ended questions & 'Other' verbatim comments

Please select the topics that you might have discussed with CareerForce location staff in your one-on-one career services meeting. Check all that apply

OTHER – 8 responses

- Help with resume
- Look at resume
- On the Job Training, vouchers and checking in with the career counseling services
- Resume assistant
- Resume review
- TAA Assistance
- careertrec class
- starting a business

What services provided at CareerForce (location inserted) were the MOST help to you? (44 responses)

- The skills assessment class was very helpful.
- Got me signed up for heavy metal Trucking school
- nothing
- How to find the on line versions of "want ads", and how to contact the individual employers. Also how to best avoid scams that prey on those seeking to work.
- The careertrec class was very helpful. My career planer was also very helpful, she helped me get into a school that will help me to get a job. She was also very helpful with filling out paper work that needed to be filled out. She was very helpful with everything, I was very pleased with everything she did for me.
- Emails for job leads
- Job search information.
- The assessments were very helpful but I also think the one on one helps decide which careers to Perdue.
- Computers
- Creative Job Search Resume Writing Interview Skills
- Creative Job Search. Kelly Gerads was awesome. Please extend my best wishes.
- LinkedIn workshop Online resume review
- I attended the Creative Job Search workshop and found it to be very helpful!
- Resume assistant, Job search seminar
- The most basic computer literacy classes and courses. Microsoft Word especially, I didn't know what it was even though I had heard about it since the mid-90s. Also, free and easy access to computers and printers.
- I have used a lot of seminars and have gotten a lot of services from a variety of different departments which I appreciate
- They taught me how to use word.
- the staff was very knowable with helping me navigating the different web sites
- They gave me good ideas how to find a job
- Job leads
- The different classes: LinkedIn, Creative Job Search, Job Search over 40
- info about web site, resumes and interviews
- Different websites for job search

- The biggest help was helping me with the interviews
- I cannot remember the name of the class, but I think the instructor's name was mike (semi-retired?) and the class was for help in finding and understanding your personal job skills and traits. Also taught us the latest job search tools and techniques. For elecrolux employees it was 3 - two and a half hour classes. Very helpful and great instructor.
- Resume review
- the different training offered such as the linked in and job search tools
- Career Trek. I loved the assessments to better understand my skills and strengths.
- resume writing
- Help with my resume
- Career Trek was the most informative.
- job searches
- Networking and finding on-line job placements.
- Job searching from various sites available.
- Improving my computer skills
- Instruction on how to use the various online applications.
- Workshops
- CareerTrek class, Creative Job Search workshop, Displaced Worker Program
- computer training
- Microsoft Word
- Resume
- We watched a video about how use different websites to job hunt.
- the resume writing
- Resume review, workshops and Career Trek

What are the services provided at CareerForce (location inserted) that were NOT helpful to you? (30 responses)

- #1. When trying to download my resume to the Minnesota Work website, the site kept loosing connection. Very frustrating. #2. One of the classes the teacher just kept telling us our jobs were or are going to be obsolete. In some of the cases I can see this being true. But in the case of a surgical nurse, he argued with, I don't think he knows what he is talking about. Yousef went on to explain that he calls up his Dr in another state by Skype and performs the physical exam for the physician, who then send him scripts through local pharmacies to treat the patient.
- None
- Some of the suggestions which focused on past employment.
- Nothing, everything was very helpful.
- Not knowing what all is available
- All the services are helpful in job seeking.
- N/A. Great cafeteria though.
- None
- NA
- No such a service
- I can't think of any provided service that was not helpful. However, I was an electrolux displaced worker and maybe? Believe we had a bit of extra help. If so I am thankful for all of it.
- I have gotten value from all the services I have used.
- it was all helpful

- Unemployment website tutorial
- I don't know I didn't find a problem with any of them
- Unsure
- none
- I did not use the career service. I used my existing resume, my 1st interview I got a job.
- There really wasn't anything that wasn't helpful. Except parking
- none
- None
- N/A
- Don't think there are any
- None
- Some classes went too fast
- None
- none
- Nothing
- Calling on the phone is difficult to get answers to basic questions
- I am unclear on just what exactly my career counselor is going to work with me on. We met twice and the impression I've been left with is, "call me if you want to meet," with little direction on how I can increase my chances of finding something.

Which of the following, if any, are things you experience that make your job search more difficult? Check all that apply

OTHER – 8 responses

- Age
- Felony - criminal history
- Limited number of job openings
- My age and market in this area
- Old age. Most employers want agile mentally and physically younger people.
- Past injuries from previous job... A loss of hearing.
- TAA recipient currently in school
- all problems are financial