

2015 Workforce Development Survey Summary Results

The Care Service conducts an annual Workforce Development survey to give its clients the opportunity to share their opinions about the program, and to provide the Care Service with information to make improvements in service delivery.

A total of 37 clients were served by the Care Service Workforce Development program in 2015, and 26 of those 37 clients (**68%**) responded to the phone survey. These clients received one-on-one assistance 3-6 months prior to being contacted for the survey.

Those surveyed:

- **69%** were married
- **58%** had school-aged children
- **19%** received unemployment benefits
- **No clients** received Social Security benefits
- **65%** were receiving (or had received) services from the Missouri Career Center
- **15%** had prior convictions, and 8% had a previous felony charge (these results are both lower than 2014)
- **8%** had received services from other employment agencies
- **58%** of the respondents had found employment. Of this percentage, 73% had found full-time employment. Job titles included:
 - Waitress
 - Pool Specialist
 - Machine Operator
 - Behavioral Assistant
 - Office Manager
 - Lead Preschool Teacher
 - Delivery Driver
 - Forklift Operator
 - Private Care Provider
 - Substitute Teacher

Satisfaction:

When asked to compare the Care Service to other employment agencies, **84%** of those who responded to this question (10 of 12 total respondents) stated that the Care Service was better or the best.

A strong **88%** of respondents indicated they would recommend the Care Service, and **92%** would use its employment services again in the future.

92% of respondents stated they would contact the Care Service for other services and assistance (i.e. food pantry, housing assistance, and applications for TANF, etc.).

77% agreed/strongly agreed that provided job leads improved their ability to search for jobs.

77% agreed/strongly agreed that Care Service assistance improved their ability to complete job applications.

88% agreed/strongly agreed that the assistance provided improved their chances of getting a job.

92% of the clients agreed/strongly agreed that they were satisfied with the **quality of service** they received from the Care Service.