

**Region Wide Participant Responses
Citrus Levy Marion Regional Workforce Development Board May, 2010**

	Q-01	Q-02	Q-03	Q-04	Q-05	Q-06	Q-07	Q-08	Q-09	Q-10	Q-11	Q-12	Average
	10	10	10	10	10	10	10	10	10	10	10	Workforce was awesome. Thanks to Workforce, I was able to get a job. They were really helpful with everything.	10
	10	9	10		8	8	10	10	10	8			9.22
	7	6	8	8	6	6	5	8	3	8	5	The first two weeks were great but after that I could not get in touch with anybody. I left tons of messages but they did not follow up with me until I had already found a job on my own and moved across the country. Their sense of urgency was not the same as mine. They did not help me with things I expected them too. They did write me a check for \$300 but I spent \$2000 moving across the	6.36

												country.	
	10	10	10		10		10	10	10	10			10
	10	10	10	10	10	10	10	10	10	10	10		10
	9	8	8	8	10	10	10	10	10	10	10	Bonnie and Lissette was absolutely awesome.	9.36
	10	10	10	10	10	10	10	10	8	10	10		9.82
	10	10	8	8	8	9	8	10	8	10	10		9
	7	7	7	7	7	7	7	7	7	7	7		7
	8	10	8	7	8	7	7	4	10	10	9		8
	9	8	8	9	10	8	10	8	8	9	9		8.73
	8	7	7										7.33
	9	8	8	8	9	9	9	8	9	9	9		8.64
	8	10	7		8	8	8	7	9	10	10		8.5
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10	10	10	10	10	10	10	10	10	They do a good job.	10
	10	8	8	8	9	9	9	9	10	10	10		9.09
	8	9	9	9	9	9	9	9	10	9	9		9
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10	10	10	9	10	10	10	10	10	My case worker Bryan Connord was an excellent help and he really came through for me.	9.91
	9	9	7	10	9	10	10	10	10	10	10		9.45
	10	10	10										10
	10	10	7	10	10	8	8	10	10	10	10		9.36
	10	10	10	10	10	10	10	10	10	10	10		10
Average	9.28	9.16	8.8	9.1	9.17	8.95	9.13	9.13	9.22	9.57	9.43		9.15
Survey Count :25													

**Region Wide Applicant Responses
Citrus Levy Marion Regional Workforce Development Board May, 2010**

	Q-01	Q-02	Q-03	Q-04	Q-05	Q-06	Q-07	Q-08	Q-09	Q-10	Q-11	Q-12	Average
	10	9	9	10	10	10	10	10	10	10	10		9.82
	9	9	9	8	8	9	9	10	9	9	8		8.82
	1	1	1	1	1	1	1	1	4	5	1		1.64
	4	4	4	5		4	3	4	7	9	5	I ended up not using workforce. it seemed as though they just couldn't provide any help. There were no jobs there to begin with	4.9
	5	5	5	5	5	5	5	5					5
	10	10	10	10	10	10	10	10	10	10	10	I think they are doing a very good job. I feel I can call them anytime if I have questions.	10
	7	6	6	7	8	7	8	8	7	7	7		7.09
	10	10	8	10	10	10	10	10	9	10	10	When I notified the Unemployment that I found a job, they should immediately stop sending me a check. They continued to send checks and then they required me to pay the money back. They should stop sending checks when they are notified a person has gotten employment.	9.73
												The people at the front desk	

												<p>should know what going on within the unit.</p> <p>The idea of One Stop is phenomenal. I won't let my bad experience influence the idea. Otherwise the services are wonderful. The morning I went to the Job Fair there was a lot of confusion and</p> <p>misinformation.</p> <p>I was told the Jobs Fair would be on site at the 14th St. Office.</p> <p>When I got there there was a lot of confusion.</p> <p>After a few phone calls, I was sent across town to attend the Job Fair. There was a lot of bad information.</p>	6
	1	1	7	10	10	10	1	7	7	10	2		
	10	10	10	10	10	10	10	10	10	10	9		9.91
	10	5	6	5	5	5	6	1	5	7	6		5.55
	5	6	6	8	5	7	5	5	5	7	5		5.82
	8	8	8	9	10	10	10		8	10	10		9.1
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10										10
												<p>According to the Employ Florida website system, I was asked to click on to jobs that I was interested in and I would be contacted</p>	

	5	5	5	2	5	4	3		1	7	6	within 72 hours. There is no follow-up. I've click on the jobs at least 4 times this week and I have yet to have someone contact me.	4.3
	10	8	8										8.67
	7	8	6	8	9	7	8	8	9	9	8		7.91
	10	10	10	10	10	10	10	7	10	10	10	They are doing a fantastic job.	9.73
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10	10	10	10	10	10	10	10	10		10
	7	8	8	9	9	10	9	10	9	10	9		8.91
	10	10	10										10
	8	8	7	8	9	8	9	9	8	9	10		8.45
	10	10	10	9	10	10	10	2	4	10	5		8.18
	10	8	8	9	10	9	9	9	10	10	9	Gentleman that helped me did a fantastic job, had a great attitude and very informative.	9.18
	7	7	7	7	7	7	7	7	7	7	7		7
	10	10	8	8	10	8	10	10	10	10	10		9.45
	10	10	8	10	10	10	9	10	10	10	10		9.73
	10	10	10	10	10	10	10	10	10	10	10	Laura Hayes, at the agency was an amazing resume builder.	10
	10	10	10										10
	10	10	10	10	10	10	10	10	10	10	10	My caseworker was Margret. She was fantastic. She returned my calls on time. She kept all my appointments. She calls every week and I actually looked forward to her calls. She was	10

												great.	
	10	10	10	8	8	10	10	6	9	10	9	Deliah Santiago and Ernestine Johnson were fantastic and I think they need a raise. I think they should put an office by 224th and 86th.	9.09
	8	7	8										7.67
	8	9	9	9	9	9	9	9	9	10	10	They offered me great services. They are very helpful.	9.09
	7	8	6	7	7	7	8	7	8	9	9	Have more work related classes for individuals to get back into the work force, like skill related classes.	7.55
	10	10	8	10	10	10	10	5	10	10	10		9.36
	10	10	10	10	10	10	10	10	10	10	10	I didn't have a problem with your services. They were great.	10
	5	5	7	7	8	8	6	5	7	7	6	On the website there are specific jobs that are listed that are either delayed or already filled. I don't think they are up-to-date or on time. There is also incorrect information on the site saying that you have to go to Gainesville to receive certain services.	6.45

	9	7	7	7	7	7	7	7	7	9	9		7.55
Average	8.28	8.05	7.97	8.17	8.53	8.34	8.06	7.64	8.21	9.15	8.24		8.23
Survey Count :40													

**Region Wide Applicant Responses (Both Services)
Citrus Levy Marion Regional Workforce Development Board May, 2010**

	Q-01	Q-02	Q-03	Q-04	Q-05	Q-06	Q-07	Q-08	Q-09	Q-10	Q-11	Q-12	Average
	7	6	6	7	8	7	8	8	7	7	7		7.09
	1	1	7	10	10	10	1	7	7	10	2	The people at the front desk should know what going on within the unit. The idea of One Stop is phenomenal. I won't let my bad experience influence the idea. Otherwise the services are wonderful. The morning I went to the Job Fair there was a lot of confusion and misinformation. I was told the Jobs Fair would be on site at the 14th St. Office. When I got there there was a lot of confusion. After a few phone calls, I was sent across town to attend the Job Fair. There was a lot of bad information.	6
	10	10	10	10	10	10	10	10	10	10	10		10
	10	10	10										10
	7	7	7	7	7	7	7	7	7	7	7		7
	8	7	8										7.67
	10	10	10	10	10	10	10	10	10	10	10	I didn't have a problem with your services. They were great.	10

Average	7.57	7.29	8.29	8.8	9	8.8	7.2	8.4	8.2	8.8	7.2		8.1
Survey Count :7													