

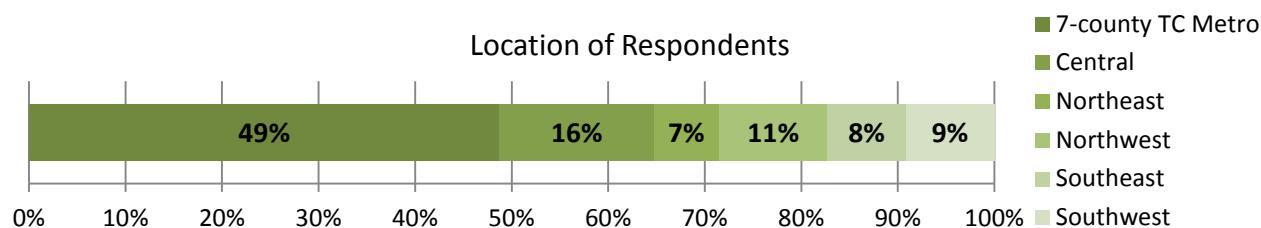
Workforce One Customer Training Needs Survey Results – Summer 2013

In June 2013, 1,549 users¹ of the Workforce One (WF1) data system received a request to complete an on-line survey about the system's communications processes; 766 completed all or most of the survey for a response rate of 49% (see Notes on Methods at end).

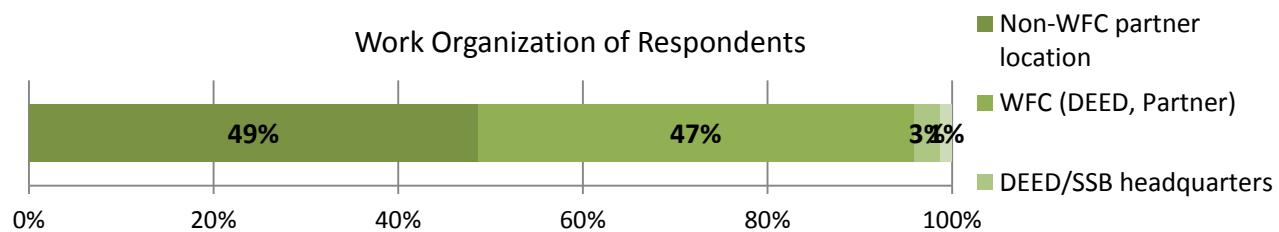
A. RESPONDENTS

Of the 766 individuals who responded to the survey invitation, 729 said they had a WF1 account. The results discussed below are based on these 729 respondents.

Work location: The bulk of the respondents, 49%, work in the Twin Cities metro area.



Most work either at a Non-WFC partner location (49%) or at a WFC location (47%)



Roles: The majority of respondents are Counselors; about 20% of respondents indicated two primary roles in relation to WF1.

| Primary Work Role in Relation to WF1 | Number | % of Total Respondents | # Who Reported Another Role | % Who Reported Another Role | Greatest Overlap with: |
|---|--------|------------------------|-----------------------------|-----------------------------|------------------------|
| Counselor/case manager | 488 | 67% | 79 | 16% | Data entry (46) |
| Data Entry | 130 | 18% | 63 | 48% | Counselor (46) |
| Security administrator or records manager | 47 | 6% | 37 | 79% | Reporting (13) |
| Reporting/data analyst | 50 | 7% | 39 | 78% | Security (13) |

¹ Individuals working for DEED and partner organizations who use WF1 to counsel, track, and report on customers and managers of staff who work with WF1.



MN.IT SERVICES @ DEED

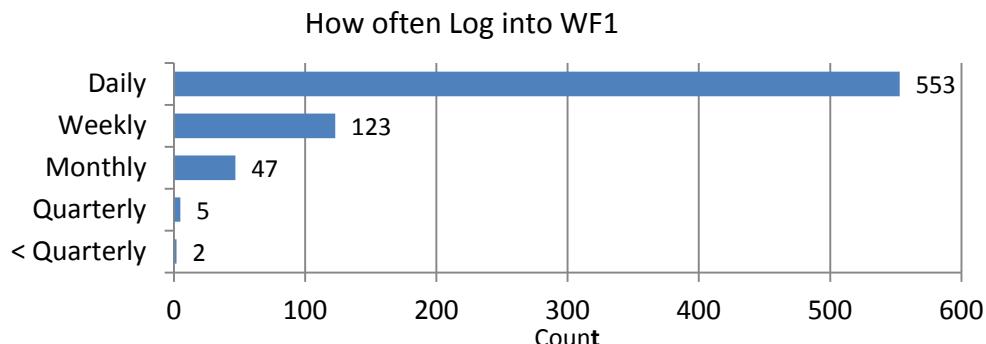
1st National Bank Building, 332 Minnesota Street, Suite E200 St. Paul MN 55101

www.PositivelyMinnesota.com

| | | | | | |
|-------------------------------|-----|-----|----|-----|----------------|
| Program administrator/manager | 97 | 13% | 40 | 41% | Counselor (18) |
| Other* | 58 | 8% | NA | NA | NA |
| Total respondents | 729 | | | | |

*The breakdown of the 'Other' responses to primary work role is contained in Appendix 2.

Frequency of WF1 use: 75% of respondents log into WF1 on a daily basis; another 17% log in weekly.



Counselors and Security administrators are most likely to login daily (87% and 74% respectively) and Reporting/data analysts and Program administrators least likely (56% and 46% respectively). See Appendix 1 for table that breaks out frequency of logging into WF1 by primary work role.

Programs working with: The programs that the highest numbers of respondents work with on a regular basis are MFIP, DWP, Adult and Dislocated Worker. Most respondents work with more than one program; See Appendix 1 for a chart displaying the overlap among programs that respondents work with regularly.

| Program Work with on Regular Basis | Number | As % of Total Respondents |
|------------------------------------|--------|---------------------------|
| MN Family Investment | 445 | 61% |
| Diversionary Work | 226 | 31% |
| Adult | 222 | 30% |
| Dislocated Worker | 213 | 29% |
| Local Programs | 133 | 18% |
| Youth | 131 | 18% |
| FastTRAC | 89 | 12% |
| Trade Adjustment Act | 73 | 10% |

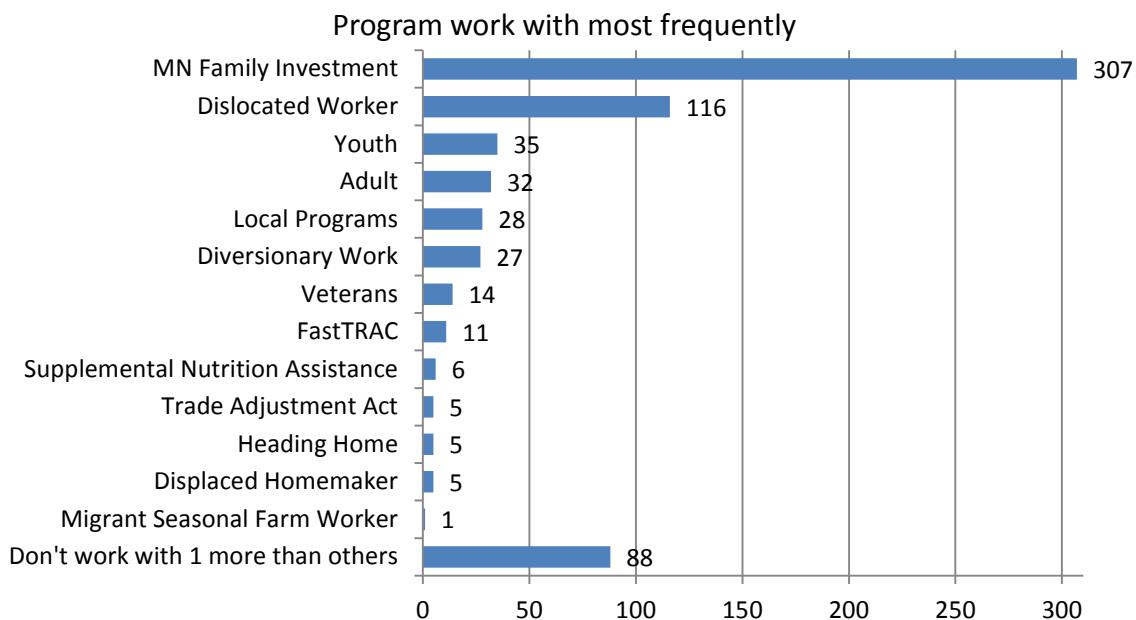


MN.IT SERVICES @ DEED

1st National Bank Building, 332 Minnesota Street, Suite E200 St. Paul MN 55101
www.PositivelyMinnesota.com

| | | |
|-----------------------------------|-----|----|
| Supplemental Nutrition Assistance | 68 | 9% |
| Veterans | 62 | 9% |
| Displaced Homemaker | 28 | 4% |
| Heading Home | 12 | 2% |
| Migrant Seasonal Farm Worker | 6 | 1% |
| TOTAL respondents | 729 | |

When asked which **one** program they worked with more than any other, 45% of respondents said MFIP; next was Dislocated Worker at 13%.



B. PREVIOUS WF1 TRAINING

532 respondents (73%) had previously attended a WF1 training session. More respondents (58%) had attended DHS training than had attended WDD or security administration training, most (68%) had attended their last training more than a year ago, and most (61%) had a DEED WF1 Team member as their trainer.

| WF1 Training Attended | Number | As % of Total Respondents |
|--|--------|---------------------------|
| DHS training (DWP, HH, MFIP, SNAP) | 307 | 58% |
| WDD training (AD, DW, Dis. Homemaker, FT, etc) | 166 | 31% |
| Security administration | 39 | 7% |



MN.IT SERVICES @ DEED

1st National Bank Building, 332 Minnesota Street, Suite E200 St. Paul MN 55101

www PositivelyMinnesota.com

| | | |
|--------------------------------------|----|-----|
| Can't remember name/kind of training | 79 | 15% |
|--------------------------------------|----|-----|

TOTAL respondents 532

| Time since Last WF1 Training Session | Number | As % of Total Respondents |
|--|--------|---------------------------|
| Less than 6 months | 58 | 11% |
| 6 to 12 months | 91 | 17% |
| More than 1 year but less than 3 years | 134 | 25% |
| 3 to 5 years | 110 | 21% |
| More than 5 years | 117 | 22% |
| Can't recall | 22 | 4% |

TOTAL respondents 532

See Appendix 1 for table that breaks out time since last training by primary work role.

| Trainer for Last Training Session | Number | As % of Total Respondents |
|---------------------------------------|--------|---------------------------|
| DEED WF1 Team member (e.g. Geraldine) | 326 | 61% |
| Someone from my agency / region | 101 | 19% |
| Can't recall | 105 | 20% |

TOTAL respondents 532

When the respondents were asked, “what features of your last WF1 training session were most helpful to you in doing your job”, 290 respondents indicated that hands on training (16%), case notes (14%), “how to” (do something) in WF1 (41), advanced search/search/querying (13%), and reports (11%) were the top five theme categories provided by these respondents. A full breakout of the coding is contained in Appendix 2.

When the respondents were asked, “what features of your last WF1 training session were least helpful to you in doing your job”, 172 respondents indicated don’t know/nothing (32%), training was too basic (16%), pace of training (8%), respondent complimented training (7%), and ticklers/reports/staff issues (6%) as the top five theme categories. Again, a full breakout of the coding is contained in Appendix Section 2.

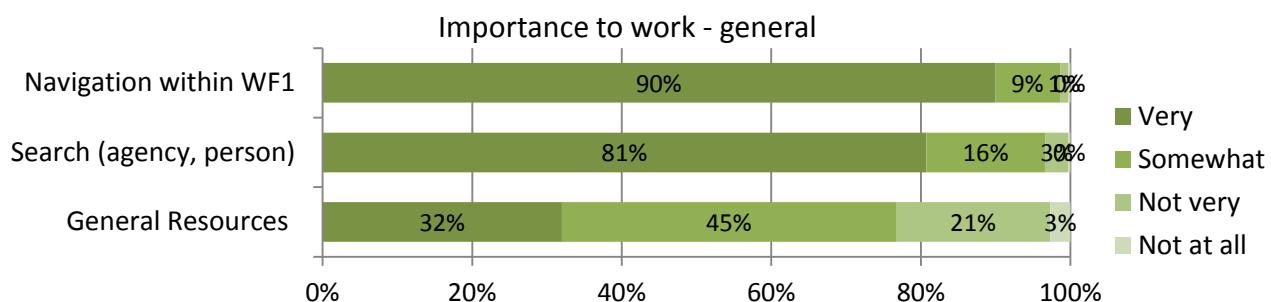


MN.IT SERVICES @ DEED

1st National Bank Building, 332 Minnesota Street, Suite E200 St. Paul MN 55101
www.PositivelyMinnesota.com

C. WF1 FEATURES IMPORTANT TO RESPONDENT'S WORK

Of the three general features respondents were asked to rate, Navigation within WF1 was most often rated as very important (90%).



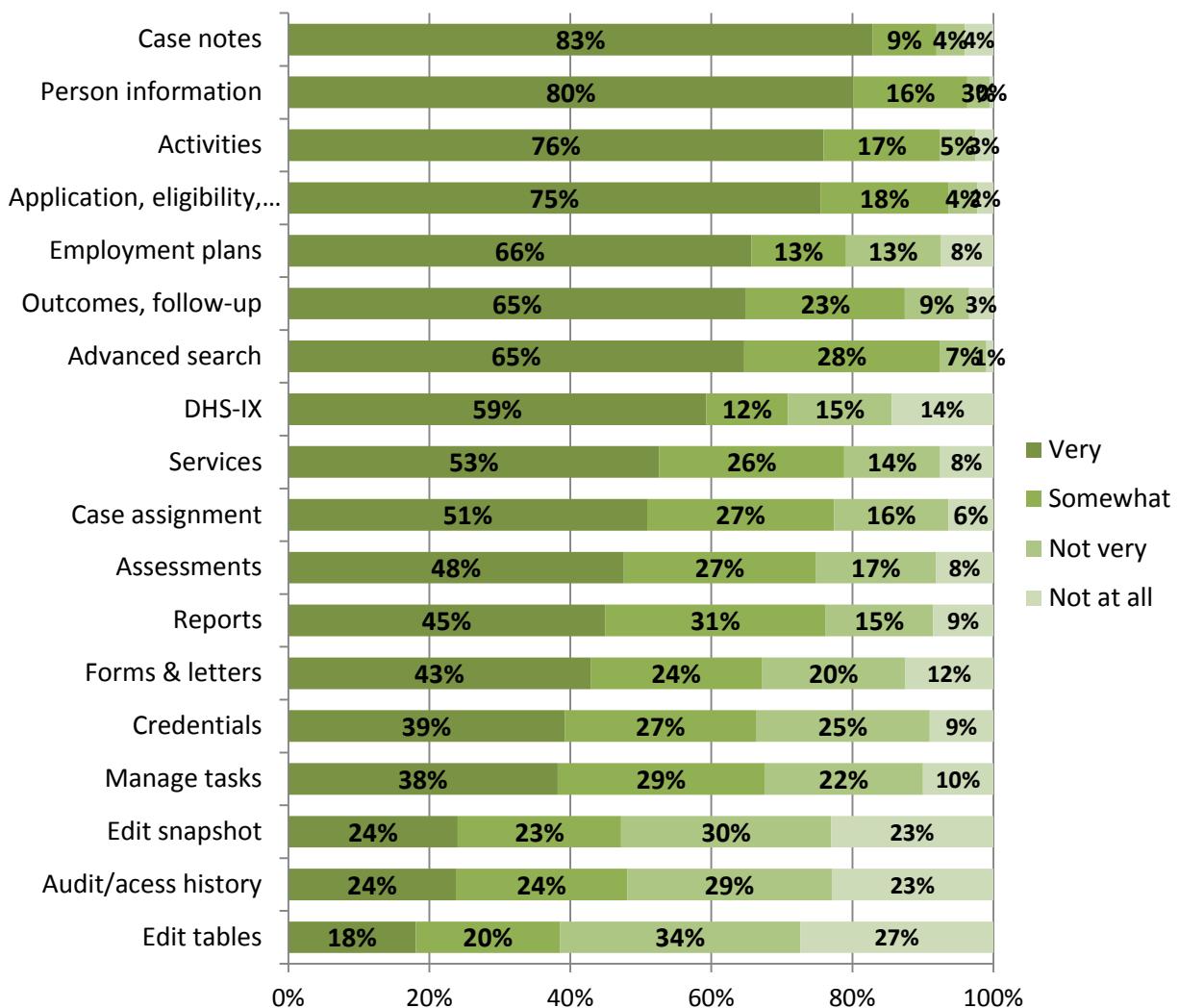
Respondents who manage cases or records, enter data, and/or monitor/evaluate programs: 634 respondents indicated that one or more of these were a significant part of their job. The WF1 features most often rated as very important to them were case notes (83%) and person information (80%).



MN.IT SERVICES @ DEED

1st National Bank Building, 332 Minnesota Street, Suite E200 St. Paul MN 55101
www.PositivelyMinnesota.com

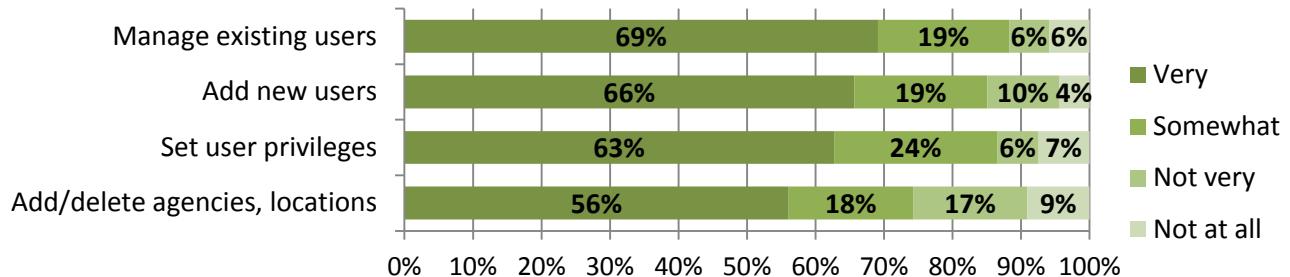
Importance - Manage cases, records, enter data, monitor/evaluate program



Security administrators: 69 respondents said security administration is a significant part of their job.

The WF1 feature most often rated most important to them was manage existing users.

Importance - security administration



MN.IT SERVICES @ DEED

1st National Bank Building, 332 Minnesota Street, Suite E200 St. Paul MN 55101

www PositivelyMinnesota.com

D. TRAINING PREFERENCES

Training setting: Most respondents (60%) prefer to receive training with a live instructor in a classroom setting, realizing they might have to travel to the location.

| Preferred Setting for Training | Number | As % of Total Respondents |
|---|--------|---------------------------|
| Classroom setting (instructor, questions, travel) | 436 | 60% |
| Online meeting (instructor, questions) | 168 | 23% |
| Recorded instruction (no questions, always available) | 92 | 13% |
| Other | 25 | 3% |
| TOTAL respondents | 721 | |

There were 24 'Other' responses, with the majority just repeating a couple of the answer options from above (classroom setting, online instruction/training). However, 6 respondents mentioned having written instructions, guides, or manuals as being preferred, as well as two people mentioned having a dedicated email contact to be able to ask training questions of. See Appendix 2 for full breakout.

Respondent's work location appeared to have little effect on preferred training setting.

| Respondent's Location | Classroom setting | Online meeting | Recorded instruction | Other |
|-----------------------|-------------------|----------------|----------------------|-------|
| TC Metro | 62% | 22% | 11% | 5% |
| Greater MN | 59% | 24% | 15% | 2% |

Of those who prefer a classroom setting, 208 (47%) prefer the trainer be someone from the MN.IT@DEED WF1 Team, 57 (13%) prefer someone from their agency/location, and 171 (39%) said it doesn't matter.

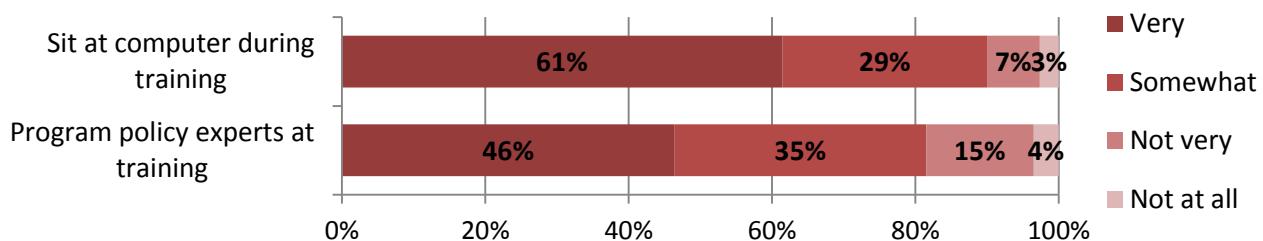
Training features: 439 respondents (61%) think it is very important that they be seated at a computer and follow along on screen during training, and 331 (46%) think it is very important that a program policy expert be present to answer WF1-related questions about policy.



MN.IT SERVICES @ DEED

1st National Bank Building, 332 Minnesota Street, Suite E200 St. Paul MN 55101
www.PositivelyMinnesota.com

Importance of training features



Preferred weekdays: More respondents favored mid-week days for training than favored Monday or Friday.

| Preferred Days of the Week | Number | As % of Total Respondents |
|----------------------------|--------|---------------------------|
| Monday | 161 | 22% |
| Tuesday | 327 | 45% |
| Wednesday | 386 | 53% |
| Thursday | 345 | 47% |
| Friday | 180 | 25% |
| TOTAL respondents | 729 | |

Distance traveled to training: Nearly 50% of respondents are not willing to drive more than 25 miles to attend training.

| Distance Willing to Travel to Training | Number | As % of Total Respondents |
|--|--------|---------------------------|
| 25 miles | 336 | 47% |
| 50 miles | 141 | 20% |
| 75 miles | 73 | 10% |
| 100 miles or more | 60 | 8% |
| Don't know | 108 | 15% |
| TOTAL respondents | 718 | |

Only 22% of Metro Area respondents would be willing to drive 50 to 100 miles or more for training, compared to 63% of Greater MN respondents. See Appendix 1 for a chart that breaks out distances respondents are willing to travel by their location in 6 regions of the state.



MN.IT SERVICES @ DEED

1st National Bank Building, 332 Minnesota Street, Suite E200 St. Paul MN 55101
www.PositivelyMinnesota.com

| Respondent's Location | 25 miles | 50 miles | 75 miles | 100 or more | Don't know |
|-----------------------|----------|----------|----------|-------------|------------|
| TC Metro | 70% | 10% | 1% | 1% | 18% |
| Greater MN | 24% | 29% | 18% | 16% | 13% |

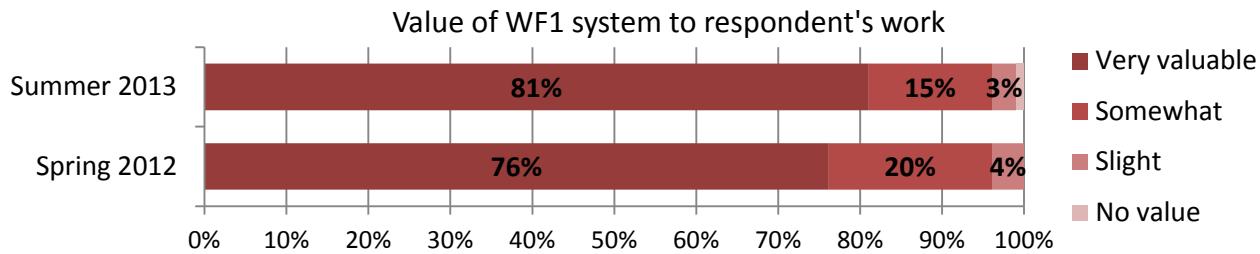
Additional WF1 materials: About half of the respondents (53%) thought that following training they would occasionally use written materials that describe WF1 features; 24% thought they would use such materials frequently.

| How often would use WF1 written materials | Number | As % of Total Respondents |
|---|--------|---------------------------|
| Frequently | 167 | 24% |
| Occasionally | 378 | 53% |
| Rarely | 142 | 20% |
| Not use | 22 | 3% |
| TOTAL respondents | 709 | |

Additional Comments: In response to a question asking for additional comments or suggestions to help plan for WF1 training, 149 respondents provided comments that ranged greatly in their flavor. The top five themes that emerged were; respondent indication of a specific training method (11%), respondent mentioned a need to "add" something in WF1 (11%), respondent would like WF1 training customized to their job/program duties (9%), respondent provided a compliment about WF1 or WF1 staff (8%), and the respondent made a comment that was specific to their interaction with WF1 (8%). See Appendix 2 for full breakout of these responses.

E. VALUE OF WF1 SYSTEM

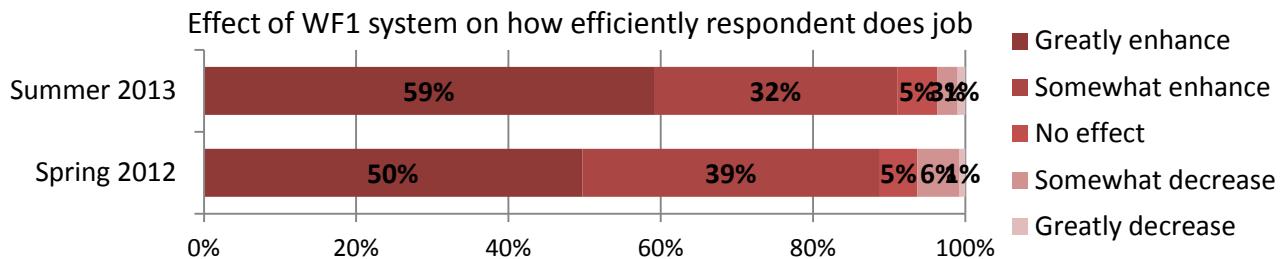
Feelings of summer 2013 survey respondents about the value of WF1 were similar to feelings of respondents in the spring 2012 survey; over 75% of both thought it was very valuable.



MN.IT SERVICES @ DEED

1st National Bank Building, 332 Minnesota Street, Suite E200 St. Paul MN 55101
www.PositivelyMinnesota.com

Somewhat more summer 2013 respondents (59%) than spring 2012 respondents (50%) thought the WF1 system greatly enhanced their ability to do their jobs.



NOTES ON METHODS

On 5/31/2013 an email request to complete the on-line survey was sent to the email addresses of 1,637 potential respondents: individuals working for DEED and partner organizations who use WF1 to counsel, track, and report on customers; managers of staff who work with WF1; and individuals involved in decisions about the WF1 system. Five reminders were sent to individuals who had not completed the questionnaire and the survey was closed on 6/28/2013.

Response Rate. 766 individuals completed all or most of the survey. Emails sent to 254 addresses were returned as undeliverable. In 166 cases the receiving agency's spam filter was rejecting email from the survey software vendor; email requests and reminders with a link to the survey were sent directly to these addresses. The remaining 88 cases were discovered to be duplicates, invalid addresses, or instances where the recipient had left the organization and were removed from the list for an adjusted list size of **1,549** and a response rate of **49.45%**.



MN.IT SERVICES @ DEED

1st National Bank Building, 332 Minnesota Street, Suite E200 St. Paul MN 55101
www.PositivelyMinnesota.com

APPENDIX 1

How often respondent logs into WF1 based on primary work role.

| Primary work role in relation to WF1 | Daily | Weekly | Monthly | Quarterly | < Quarterly | N= |
|---|-------|--------|---------|-----------|-------------|-----|
| Counselor/case manager | 424 | 48 | 14 | 2 | 0 | 488 |
| Data Entry | 88 | 31 | 10 | 0 | 1 | 130 |
| Security administrator or records manager | 35 | 11 | 1 | 0 | 0 | 47 |
| Reporting/data analyst | 28 | 15 | 7 | 0 | 0 | 50 |
| Program administrator/manager | 45 | 35 | 13 | 3 | 1 | 97 |

- Overlap among programs that respondents work with: each box in the table below gives the count of all respondents that said they worked with both programs on a regular basis.

| | Adult | DW | Dis Home | DWP | FT | HH | Local | MSFW | MFIP | SNAP | TAA | Vet | Yth |
|--------------|-------|-----|----------|-----|----|----|-------|------|------|------|-----|-----|-----|
| Adult | 222 | 144 | 15 | 82 | 69 | 2 | 81 | 3 | 96 | 24 | 47 | 35 | 81 |
| Disl. Worker | 144 | 213 | 15 | 64 | 63 | 2 | 62 | 3 | 77 | 22 | 69 | 43 | 75 |
| Disp. Home. | 15 | 15 | 28 | 8 | 7 | 2 | 8 | 1 | 13 | 3 | 7 | 6 | 8 |
| DWP | 82 | 64 | 8 | 226 | 38 | 2 | 42 | 3 | 210 | 52 | 16 | 12 | 54 |
| FastTRAC | 69 | 63 | 7 | 38 | 89 | 2 | 44 | 2 | 41 | 18 | 26 | 27 | 40 |
| HH | 2 | 2 | 2 | 2 | 2 | 12 | 3 | 1 | 3 | 4 | 2 | 2 | 2 |
| LP | 81 | 62 | 8 | 42 | 44 | 3 | 133 | 1 | 61 | 21 | 19 | 25 | 55 |
| MSFW | 3 | 3 | 1 | 3 | 2 | 1 | 1 | 6 | 4 | 2 | 1 | 3 | 1 |
| MFIP | 96 | 77 | 13 | 210 | 41 | 3 | 61 | 4 | 445 | 62 | 18 | 14 | 77 |
| SNAP | 24 | 22 | 3 | 52 | 18 | 4 | 21 | 2 | 62 | 68 | 10 | 8 | 20 |
| TAA | 47 | 69 | 7 | 16 | 26 | 2 | 19 | 1 | 18 | 10 | 73 | 24 | 22 |
| Veterans | 35 | 43 | 6 | 12 | 27 | 2 | 25 | 3 | 14 | 8 | 24 | 62 | 21 |
| Youth | 81 | 75 | 8 | 54 | 40 | 2 | 55 | 1 | 77 | 20 | 22 | 21 | 131 |



MN.IT SERVICES @ DEED

1st National Bank Building, 332 Minnesota Street, Suite E200 St. Paul MN 55101
www.PositivelyMinnesota.com

2. Time since last WF1 training broken out by respondent's primary work role.

| Primary work role in relation to WF1 | < 6 months | 6 to 12 months | > 1 year but < 3 years | 3 to 5 years | > 5 years | can't recall | N= |
|---|------------|----------------|------------------------|--------------|-----------|--------------|-----|
| Counselor/case manager | 38 | 64 | 102 | 72 | 76 | 18 | 370 |
| Data Entry | 9 | 21 | 20 | 15 | 10 | 4 | 79 |
| Security administrator or records manager | 3 | 5 | 9 | 6 | 20 | 2 | 45 |
| Reporting/data analyst | 3 | 6 | 7 | 11 | 14 | 2 | 43 |
| Program administrator/manager | 5 | 11 | 22 | 16 | 23 | 1 | 78 |

3. Distance respondents are willing to drive to WF1 training broken out by their work location.

| Respondent's Location | 25 miles | 50 miles | 75 miles | 100 or more | Don't know | N= |
|-----------------------|----------|----------|----------|-------------|------------|-----|
| Metro | 246 | 35 | 5 | 2 | 62 | 350 |
| Central | 55 | 31 | 17 | 4 | 8 | 115 |
| NE | 8 | 7 | 7 | 15 | 11 | 48 |
| NW | 8 | 18 | 15 | 24 | 16 | 81 |
| SE | 9 | 31 | 11 | 3 | 4 | 58 |
| SW | 10 | 19 | 18 | 12 | 7 | 66 |



MN.IT SERVICES @ DEED

1st National Bank Building, 332 Minnesota Street, Suite E200 St. Paul MN 55101
www.PositivelyMinnesota.com

APPENDIX 2

OTHER RESPONSES: WHICH OF THE FOLLOWING BEST DESCRIBES YOUR PRIMARY WORK ROLE [IN RELATION TO YOUR USE OF WORKFORCE ONE]? (Q2)

Responses to open-ended questions; number of responses in parentheses; some responses contained more than one subject. 55 respondents

- **20% - Role involves looking up info/clients or verifying info (11);** outreach with clients – finding, locating clients; view only, service verification, ESP worker ID, look up case managers for customers
- **11% - Support Staff/Front Desk/Receptionist (6);** receptionist, front desk receptionist, support staff, data entry
- **9% - Case Aide & Case Review (5);** case aide, review pep compliance, case file review, integrated case management
- **9% - Roles related to Employment Services (5);** employment guidance counselor aide, job developer, employment services program assistant, employment services supervisor
- **9% - Program related (5);** program supervisor, program director, grant program staff, program assistant
- **7% - Monitors (4);** program or state monitor
- **5% - Child support (3);** child support officer, child support office, social worker
- **5% - Intake related (3);** intake specialist, intake coordinator
- **5% - Specialized role (3);** senior TAA specialist, TRA, fraud investigator
- **5% - Trainer (3);** trainer, trainer/facilitator
- **4% - Accounting (2)**
- **4% - MFIP related (2);** MFIP overview, DHS Policy staff
- **4% - Manager (2);** project manager, case manager
- **4% - Office Manager (2)**
- **4% - Youth (2);** youth program assistant, assistant to youth program counselor
- **2% - IT Business Analyst (1)**
- **2% - Contracted service partner (1)**
- **2% - Miscellaneous (1);** Reports Admin will be requested again

WHAT FEATURES OF YOUR LAST WF1 TRAINING SESSION WERE MOST HELPFUL TO YOU IN DOING YOUR JOB? (Q10)

Responses to open-ended questions; number of responses in parentheses; some responses contained more than one subject. 290 respondents (percentages reflect # of comments / # of total respondents providing 1 answer)

- **16% - Hands on training (47);** hands on training; experience, work, examples, time, in a computer lab; in person training; hands on use of WF1 in the lab; live trainer/live demos (2); train the trainer (4)
- **14% - Case notes (41);** case noting, easy to add case notes, mass case noting (8); how to do, learning how to, how to create a batch case note
- **14% - "How to" in WF1/Intro/Tips or hints (41);** introduction to WF1 (22); basic intro, general overview, general info; how to do something in WF1 (10); understanding, using, learning,



MN.IT SERVICES @ DEED

1st National Bank Building, 332 Minnesota Street, Suite E200 St. Paul MN 55101
www.PositivelyMinnesota.com

knowing the nuance; tips or hints (9); tips and tricks, learning short cuts, creating quick ways to work in WF1

- **13% - Advanced search, search or querying (37);** advance search/use of/how to (15); search, search and query, person search, performing searches, how to look up, querying, client search options
- **11% - Reports (32);** reports, reporting features, looking at reports, running reports, learning how to pull reports, how to use reports, knowing what reports WF1 could produce
- **10% - Navigation of WF1/System/Site (29);** navigation of screens, through the site, basic navigation, system navigating, learning to navigate, how to navigate WF1, navigating through tabs and links
- **9% - Practice (25);** having a practice site, practice session, dedicated time to learn the new system, being able to have fake cases to go into, having examples/samples/scenarios (6), use of the sandbox (2)
- **9% - Ticklers (25);** system ticklers, using ticklers, learning about the tickler, tickler menu, usefulness of the tickler
- **9% - Features, Tabs, Menu (27);** specific features mentioned – select cases, manage types, client tracking, edit, transfer etc. Use of tabs, learning info on tabs (3), menus (2)
- **7% - Activity status (20);** activity status, how to enter activities correctly, learning how to create/change/track activities
- **7% - Data entry/records management (19);** data entry, entering data, client record data, training on basic WF1 entry, walk through of common data entry issues; record management (6), track records, case management, maintain records
- **7% - Too long ago to remember, don't know (19);** training was too long ago to remember, don't know, can't recall, don't know – training was basic (4)
- **6% - Ability to get questions answered, explanations by trainer (16);** question/answer period, open discussions, getting immediate answers to questions, discuss problem areas, troubleshooting, explanations by trainers of how/why things work, explanation of items used (4); follow-up provided (3)
- **5% - Employment Plans (15);** employment plans, EPs, preparing employment plans, how to develop/complete, plan development
- **5% - Handouts from training/User guides, manuals (14);** handouts were helpful, written information, hard copies of training instructions, handouts showing something; user guides or manuals (6)
- **4% - Enrollment/intake (14);** enrollment, client intake, enrollment criteria, enrollment processes and information, enrolling participants
- **4% - Staff related (12);** staff interactions, who to contact, availability for questions/support, good/competent trainers (); knowledgeable staff/instructors onsite, manager helpful
- **4% - General compliment given (11);** all of it was helpful, everything, all features
- **3% - General mention of good information received (9)**
- **3% - Referrals (9);** agency referrals, referral information, agency referral queue, staff referral
- **3% - NOITS (9);** notice of intent to sanction, understanding options, how to create in WF1, sanctions
- **3% - MFIP/DHS related (8);** learning how to access DHS/MAXIS/MFIP info, learning the whole MFIP program on WF1, DHS pages/assessments
- **3% - Mention of program related/local program info (8);** program specific training, programs, local flags, local program info



MN.IT SERVICES @ DEED

1st National Bank Building, 332 Minnesota Street, Suite E200 St. Paul MN 55101

www PositivelyMinnesota.com

- **3% - Small group training (8);** small class size, small group training, participation in groups, network/ability to meet staff from other areas (3)
- **2% - Specific things mentioned for the respondent (7)**
- **2% - Log-on/-in, access to WF1 (6);** how to get in, access system, login, knowing how to log into WF1
- **2% - Review of what respondent knew (6);** it was review, reminder of what had been learned already
- **2% - Dissatisfaction with training indicated (6)**
- **2% - Employability Measures (5);** employability measure training, EM, needed EM training
- **2% - Ability to have a computer to train on (5);** liked the computer lab set up, computer accessibility, PC's were available in a lab
- **2% - Learning about upcoming changes, updates to WF1 (5)**
- **1% - Interactions (4)**
- **1% - Preference for the location of the training (4);** was located in building, training location near office sites
- **1% - Placement (4);** job placement
- **1% - How to send appointment notices (3)**
- **1% - Expectations, goals, dates provided at training (3);** clear expectations
- **1% - FSS info provided was helpful (3);** the FSS information was provided, FSS webinar, FSS issues
- **1% - Terms and definitions gone over at training (3)**
- **1% - Miscellaneous (3);** past experience, go into detail on more things, change display results print all pages
- **1% - Exits, close outs (2)**
- **1% - How to submit a help desk ticket (2)**
- **1% - Services, support services (2)**
- **1% - Export info from WF1 into a mailing or Word/Excel (2)**
- **<1% - Unrelated comment (1);** WPR

WHAT FEATURES OF YOUR LAST WF1 TRAINING SESSION WERE LEAST HELPFUL TO YOU IN DOING YOUR JOB? (Q11)

Responses to open-ended questions; number of responses in parentheses; some responses contained more than one subject. 172 respondents (percentages reflect # of comments / # of total respondents providing 1 answer)

- **32% - Don't Know / Nothing (55);** unsure, NA, don't remember, uncertain, can't remember, ???; none, nothing (12); training was too long ago (5)
- **16% - Training too basic, broad, general (27);** too basic, a bit basic, spent too much time on simple functions, covered elements I already knew, covered information unrelated to user (8); other program features, information on programs I don't use
- **8% - Pace of training (13);** too fast (4); quick pace of training, went too fast, too long/slow training (9)
- **7% - Respondent provided compliment about training (12);** all features helpful, needed all info provided, good training, most everything was pretty helpful



MN.IT SERVICES @ DEED

1st National Bank Building, 332 Minnesota Street, Suite E200 St. Paul MN 55101
www.PositivelyMinnesota.com

- **6% - Ticklers (11);** using tickler system, user defined ticklers, tickers, learning about setting up ticklers
- **6% - Reports (10);** reports, how to run reports, reports training, didn't learn anything about the reports
- **6% - Staff as an issue (10);** knowledge of staff (6); staff didn't understand my role and how training related, specific questions regarding caseload not answered; disliked management, financial worker team; different trainers, staff talked down to attendees
- **5% - Timing of training (9);** training was delayed (4), after I had been working in WF1 for awhile, would be most beneficial to take training within first couple of weeks; training was too early (5); too new to WF1/job, if I took WF1 training now, I'd get more out of it; too early for such a huge amount of info
- **4% - Specific feature mentioned by respondent (7);** lack of agency ID, managing event types, job placements, difficulty in logging in, agency templates, navigating WF1
- **3% - Location of training (6);** location, travel necessary for training, the distance, travel from my area
- **3% - Specific topic mention by respondent (6);** troubleshooting, training on support services, common language or structure across agency
- **3% - Case notes (6);** how to write case notes, having to do double case noting, case notes
- **3% - Method / environment of training (5);** video presentation, lighting/temp in room, too large of a group, screen shots
- **3% - MFIP/MAXIS, DHS related (5);** whatever has taken place in MAXIS is not updated on WF1 right away, dhs1x, MFIP program
- **3% - Overall dissatisfaction with WF1 training/features noted (5);** confused and complicated, all information, all programs, needs work, it was not helpful to me
- **2% - Respondent felt they didn't need the training (4);** did not feel the training was essential for me to do my job, I am very familiar and work daily in WF1 so training has not been needed
- **2% - Referral process (4);** referral, agency referral, referral process
- **2% - Too much information provided (4);** too in-depth, too much information in one sitting
- **2% - Miscellaneous (4);** ETC, DWP or DSW, hours, differences between systems for coordination with other systems
- **2% - Data entry (3);** data entry, how to enter non-MN data
- **2% - Hand outs (3);** hand outs were random, would have liked to have a manual which was written up later
- **2% - Needed more information (3);** never instructed why I was required to enter information in a specific way
- **2% - Had questions/confusion on policy, data privacy, legality issues (3)**
- **2% - Searches (3);** not able to query data in the database, not able to sort directly from warehouse, TAA person search
- **2% - Mix of users in Training groups (3);** other staff from agencies who do not understand how the date we enter affects WPR and other rates, don't even know what questions to ask, diversity of knowledge in the room, the training was a mix of advanced WF1 users and new users (who had too many questions)
- **2% - Tabs (3);** assessment tab, all of the WF1 tabs, skills/abilities tab
- **1% - Updates (2);** sanction updates
- **1% - Employability Measures (2);** EM's, employability measure training
- **1% - Employment plans (2);** employment plan development
- **1% - Exits (2);** closing clients, terming people



- **1% - Follow-up needed (2);** no follow-up

OTHER RESPONSES: IN WHICH ONE OF THE FOLLOWING MODES WOULD YOU MOST LIKE TO RECEIVE WF1 TRAINING? (Q17)

Responses to open-ended questions; number of responses in parentheses; some responses contained more than one subject. 24 respondents

- **Classroom setting (8);** with live instructor and program staff
- **Having written instructions, guides, manuals (6)**
- **Ability to have online training or instruction (5);** can be recorded (e.g. recorded WebEx)
- **Ability to email someone with questions and get a response back (2)**
- **Miscellaneous (3);** don't know, just check referrals, free parking
- **All (1);** any of the above methods are fine

PLEASE INCLUDE ANY ADDITIONAL COMMENTS OR SUGGESTIONS YOU THINK WOULD HELP US PLAN FOR WF1 TRAINING FOLLOWING THE RE-WRITE. (Q28)

Responses to open-ended questions; number of responses in parentheses; some responses contained more than one subject. 149 respondents

- **11% - Training method preference indicated (17);** prefers to train in-person, online, classroom, webinar, with instructor and staff
- **11% - Specific mention of a change or need in WF1 (16);** respondent wants something added, e.g. a button, a specific feature
- **9% - Respondent would like customized training (14);** e.g. Adult staff want WF1 training specific to their duties as Adult program staff
- **8% - Compliment about WF1 or WF1 staff given (12);** happy to have WF1, Geraldine was great to work with, WF1 makes doing our jobs easier
- **8% - Specific comment about respondent and their interaction with WF1 (12);** neutral statement about how the respondent works with WF1; e.g. I use WF1 for intake/looking up customers etc.
- **7% - Issues with Reports (10);** options for getting reports out easier, reports are important, flexibility with generating reports
- **6% - Location of where the training takes place (9);** need more outstate training locations, locations near by
- **6% - Searches/Advanced Searches (9);** respondent indicates issue with searches or need for WF1 to be able to find what they need
- **5% - Case notes (7);** importance of case notes, ability to mass case note, spell check in case notes, ability to attach documents to case notes
- **5% - Employment plans need adjustments (7);** respondent indicates issues with employment plans that affect ability to perform job duties
- **5% - Nothing, none, don't know (7);** n/a, N/A
- **4% - Maxis / DHS / MFIP (6);** specific issues relating to Maxis, DHS, or MFIP
- **4% - Need for better training manuals, documentation (6);** written documentation, laminated materials
- **3% - WF1 produces a lot of data entry for staff (5)**



MN.IT SERVICES @ DEED

1st National Bank Building, 332 Minnesota Street, Suite E200 St. Paul MN 55101
www.PositivelyMinnesota.com

- **3% - Improve the connection between Maxis system and WF1 (5)**
- **3% - Policy improvements, consistency would help staff better use WF1 (5)**
- **3% - Ticklers (5); importance of use, suggestions for improvement customized to user need**
- **3% - Respondent indicates some sort of training issue (5); timing of trainings, ability to have free time to training, free parking, use of computers**
- **3% - Need for WF1 to have multiple screens open (4)**
- **3% - Miscellaneous comments (4)**
- **3% - Dissatisfaction with WF1 indicated (4)**
- **3% - General mention that trainings needed to be improved (4)**
- **2% - Need ability to edit in WF1 (3)**
- **2% - Notice of intent to sanction / NOITS issues (3)**
- **1% - Need for definitions, glossary of commonly used WF1 terms (2)**
- **1% - Respondent wanted clarification on WF1 values /mandatory fields (2)**
- **1% - Employability measures issues (2)**
- **1% - More practice, use of the sandbox (1)**



MN.IT SERVICES @ DEED

1st National Bank Building, 332 Minnesota Street, Suite E200 St. Paul MN 55101
www.PositivelyMinnesota.com