

Employment Service Updates 2/28/2024

CareerForce Information and Assistance(CIA) Line Update

- The CIA Line will now have options for non-English speakers including Spanish, Hmong and Somali.
- Individuals will be able to connect with team member using the Language Line for interpreting services.

ZoomText Updates to Adaptive Computers

- The current version of ZoomText will be updated on all Career Lab Adaptive Machines within the next two weeks.
- Please make sure all machines are running and operational.
- Details will be emailed out to Job Service Managers with instructions to ensure the update was successful.

All Events on MinnesotaWorks.net are now updated every 15 Minutes

- All events will be removed after 15 minutes of the start time
- Events that are scheduled and activated will be added
- One on One Appointments will not display once the event is full and will be removed every 15 minutes.

CareerForce Information and Assistance Team at 651-259-7500 or careerforce@state.mn.us

Service/Referral Updates

RESEA Referrals since 1/24/2024: **3,324**

Services Entered into MAD

Career Counseling	169
Financial Aid Assistance	2
Good Jobs Now Outreach (Job Service Only)	13
Interviewing Assistance	93
Job Search Assistance	787
Job Seeker Self-Referral (Job Service Only)	19
Referred to Adult Basic Education (ABE)	8
Referred to Adult Career Pathways, Pathways to Prosperity or Other State Training Programs	2
Referred to Dislocated Worker Program	686
Referred to Local Community Program, Services or Resources	135
Referred to Veterans Services (JVSG)	60
Referred to Vocational Rehabilitation Services	43
Referred to WIOA Adult	16
RESEA Meeting - UI Referral (Job Service Only)	1,861
Resume Writing Assistance	513
Skills Assessment	39
SNAP Referral (Job Service Only)	32
UI Assistance	172
Total Duplicated Services Provided	4,650
Total Unduplicated Job Seekers Served	2,521

SNAP Referral Calls

To date, we have made 740 calls to SNAP time limited participants. We are in the second month of this project. We will be meeting with the MAWB Operations committee tomorrow to do a more detailed report out and receive input from partners.