# Customer Tracking Pilot Summary

## Overview

DEED and the Local Workforce Development Areas lack a common way to track services provided to individuals at CareerForce locations and this limits our collective ability to make data informed decisions. In response to a request from the CareerForce Division and the Minnesota Association of Workforce Boards to address this issue, DEED launched a 6-month pilot (from 7/1/24 to 12/31/24) project using a CareerForce Customer Tracking Form. Four providers tracked services and referrals provided to customers using two different versions of the form with each provider utilizing a unique Microsoft Form link. There were two versions of the form because, as part of this pilot, the goal was to determine the feasibility of capturing customer information in a summary (prototype 3) or an individual, detailed fashion (prototype 5), as well better understand how each prototype influenced the reporting that could be done with the data. Note that no data from this pilot was included in official state or federal reporting.

## Current Customer Reporting Challenges

One of the key challenges with CareerForce customer tracking is the lack of a centralized method for recording customer interactions and services provided by staff. Many customers, who access only basic career services or are not yet ready for enrollment in an existing system, **remain untracked**. Without a consistent approach to logging customer data, it is difficult to determine the number of individuals served, the types of assistance they receive, and how CareerForce resources are being used to serve our customers. This gap in tracking results in incomplete data, making it harder to assess service effectiveness and resource allocation.

The inconsistency in tracking across CareerForce locations further complicates efforts to make data-driven decisions. Local Workforce Development Areas (LWDAs) and DEED struggle to maintain a uniform method for measuring customer volume across the state. Some customers are not recorded in existing systems such as MinnesotaWorks.net, CareerForce, Workforce One, Cybrarian, or the Unemployment Insurance system, leading to an incomplete picture of service usage. Additionally, the lack of standardized tracking means that staff time dedicated to these untracked services and referrals cannot be measured, and thus the negotiations for infrastructure agreements (IFAs) are based on incomplete data. Without accurate and consistent tracking, CareerForce faces challenges in justifying funding needs and optimizing service delivery.

## Project Background

The Minnesota Association of Workforce Boards (MAWB) and the CareerForce Division at DEED sought a method to collect information on services and referrals provided to customers who may not end up in DEED data systems (i.e., MinnesotaWorks.net and Workforce One). The CareerForce system currently lacks a standard, centralized method to track this information. The collection of this information varies by Local Workforce Development Area (LWDA), with some LWDAs tracking services and referrals provided to customers, while others track nothing at all. Creating a centralized system for collecting this data would enable DEED and the MAWB to have more accurate and transparent discussions regarding customer and service volume throughout the state.

## Project Governance

The CareerForce Customer Tracking Pilot was a joint effort between DEED and the MAWB. Representing DEED were staff from CareerForce Employment Services, Employment and Training Programs, State Services for the Blind, and Vocational Rehabilitation Services. Representatives from the MAWB included staff from the City of Duluth [LWDA 4], Northeast Minnesota Office of Job Training (JET) [LWDA 3], Rural Minnesota Concentrated Employment Program (Rural MN CEP) [LWDA 2], and Dakota-Scott Workforce Services [LWDA 14]. Starting in January of 2024, these representatives met twice per month to develop and administer the pilot project.

In addition, DEED Performance and Technical Management staff facilitated these bi-monthly meetings and provided technical support and expertise in the development of the CareerForce Customer Tracking prototypes.

## What Was Tracked Using the CareerForce Customer Tracking Form

For the purposes of this pilot, the following criteria were used to determine if an interaction with a customer should have been entered into the CareerForce Customer Tracking form.

1.  Individuals had to be interacting with CareerForce staff, whether they were DEED employees or working for a service provider, in a personal capacity. If they were representing an employer or training provider, they were **NOT** tracked using the form.

2.  Individuals who already had accounts in MinnesotaWorks.net or Workforce One were **NOT** tracked using the form.

To determine if a customer already had an account in MinnesotaWorks.net or Workforce One, CareerForce location staff were encouraged to ask questions like those listed below:

- Do you have an account on MinnesotaWorks.net?

- Have you recently registered to attend any workshops or events offered by CareerForce?

- Had you recently scheduled an appointment to meet with CareerForce staff?

- Are you currently working with a career counselor who helped you find training or employment opportunities?

- Have you recently completed a form to determine if you were eligible for assistance in finding training or employment opportunities?

The purpose of a customer's visit also mattered when determining if the interaction should have been tracked using the form.

1.  Individuals attending a career fair or other large, group event were **NOT** tracked using the form due to the time and security considerations of tracking the information for a group.

2.  Individuals entering a CareerForce location to meet with an already assigned counselor were **NOT** tracked using the form.

3.  Individuals seeking an eligibility assessment were **NOT** tracked using the form.

In-person and virtual services were tracked using the form. Virtual services were defined as synchronous interactions with customers (i.e., telephone or video calls). Services provided to individuals via email were **NOT** tracked using the form.

The location of staff during service delivery sometimes determined whether the interaction was tracked using the form. Each LWDA could choose which locations to include in their use of the CareerForce Customer Tracking form. Staff were advised to check with their LWDA contact if they had questions about entering services provided at locations other than their CareerForce location.

## Customer Tracking Pilot Results

The analysis of customer engagement data collected during the Customer Tracking Pilot Program examines patterns in customer interactions, including visit types, services requested, and referrals provided across multiple locations. It also evaluates the effectiveness of data collection methods, compliance with privacy protocols, and regional variations in engagement. The findings offer insights to inform future service improvements and enhance customer support strategies.

***Note:*** *With Dakota County representing 66% of the responses, there is a natural bias / influence that is occurring within these aggregated results.*

*Table 1 – Count of customer initial engagements by prototype.*

| Prototype | Record Count | Records with Data |
|---|---|---|
| **Prototype 3** | 93% (1342) | 95% (1342) |
| **Prototype 5** | 7% (103) | 5% (75) |
| **Total Analyzed Visits** | 1.445 | 1.417 |

*Table 2 – Percentage and count of customer initial engagements by location.*

| | Dakota County | Duluth | JET | Moorhead/Rural MN CEP |
|---|---|---|---|---|
| **Number of Records** | 66% (950) | 27% (392) | 2% (22) | 6% (81) |

*Table 3 - Careeforcemn.com users to location pages during pilot program period.*

| | Dakota County | Duluth | JET | Moorhead/Rural MN CEP |
|---|---|---|---|---|
| **Careeforcemn.mn.com website users** | 1307 | 1476 | 179 | 545 |

# Case Study: Form Registrants vs. Total Population Served – Duluth CareerForce Center

At the Duluth CareerForce Center, supplemental data provided shows a clear picture of customer engagement. Of the 4,181 total front desk interactions, 392 were new customer form entries, meaning less than 10% of visitors were new to the system.

*Table 4 – Form Registrants vs. Total Population Served at the Duluth CareerForce Center.*

| Month | Front Desk Interactions | Interactions on Cybrarian Computers | Registration Form Submissions |
|-------|------------------------|-------------------------------------|-------------------------------|
| **July 2024** | 732 | 127 (17%) | 105 (14%) |
| **August 2024** | 820 | 136 (17%) | 81 (10%) |
| **September 2024** | 726 | 102 (14%) | 56 (8%) |
| **October 2024** | 685 | 158 (23%) | 51 (7%) |
| **November 2024** | 688 | 140 (20%) | 60 (9%) |
| **December 2024** | 530 | 87 (16%) | 39 (7%) |
| **Total** | 4181 | 750 (18%) | 392 (9%) |

While this data comes from just one CareerForce location and may not fully reflect trends across the entire state, the fact that 10% of interactions were new registrations is still impactful. When considered statewide, this could point to thousands of individuals accessing services who may not be captured in current reporting.

## Visit Type

- Most visits were in-person across the pilot.
- During the data collection period, the type of initial engagement was recorded.
  - Customers who declined the Tennessen warning within Prototype 5 do not have any engagement type information.

*Table 5 – Count of customer initial engagements by type of engagement.*

| Engagement Type | Count | Percentage of total |
|-----------------|-------|---------------------|
| **In-person** | 1,041 | 73% |
| **Virtual** | 376 | 27% |
| **Total Analyzed Engagements** | 1,417 | |

*Table 6 – Percentage and count of customer engagements by type of engagement and location.*

| Engagement Type | Dakota County | Duluth | JET | Moorhead/Rural MN CEP |
|-----------------|---------------|--------|-----|-----------------------|
| **In-Person** | 84% (797) | 44% (179) | 100% (8) | 85% (57) |
| **Virtual** | 16% (153) | 56% (213) | 0 | 15% (10) |
| **Total** | 950 | 392 | 8 | 67 |

# Tennessen Warning

- To collect data within Prototype 5, the customer needed to accept the Tennessen Warning, permitting the staff to collect Personally Identifiable Information (PII) from the customer.
- Across the timeframe, 73% of initial engagements accepted the Tennessen Warning.
- With only 75 records, the number of records is small and thus cannot be reliably used to represent the diversity of the whole state.
- If a person accepted the Tennessen Warning, they were likely to provide the PII information requested.
    - The one exception to this was that the customer email address was only given 63% of the time.
- Two (2) of the customers were under 18 and elected to deny their parents' access. While this is a small amount, in a larger dataset, it could amount to a larger than anticipated percentage of initial customer engagements.

*Table 7 – Count of initial customer engagement responses within Prototype 5 pertaining to Tennessen Warning.*

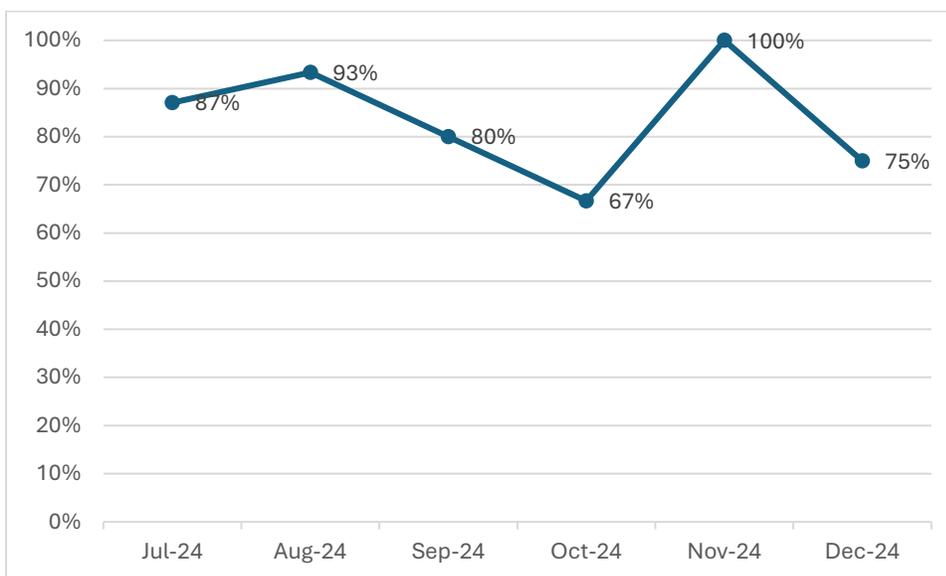| Tennessen Warning | Count | Percentage of total |
|---|---|---|
| Accepted | 75 | 73% |
| Declines | 28 | 27% |
| Total Analyzed Visits | 103 | |



*Figure 1 – Acceptance Rate of Tennessen Warning by month.*

*Table 8 – Count of PII information customers were willing to provide by type of data.*

| PII Information | Moorhead/Rural MN CEP | JET | Total | Percentage Providing Info Type |
|---|---|---|---|---|
| First Name | 67 | 8 | 75 | 100% |
| Last Name | 67 | 8 | 75 | 100% |
| Address | 62 | 6 | 68 | 91% |

| PII Information | Moorhead/Rural MN CEP | JET | Total | Percentage Providing Info Type |
|---|---|---|---|---|
| **City** | 66 | 6 | 72 | 96% |
| **State** | 66 | 6 | 72 | 96% |
| **Zip** | 66 | 6 | 72 | 96% |
| **County** | 66 | 6 | 72 | 96% |
| **Telephone Number** | 64 | 7 | 71 | 95% |
| **E-mail Address** | 41 | 6 | 47 | 63% |

## Services the Customer Requested

- Job search assistance was influenced by the volume collected within Dakota County. 89% (440) of the job search assistance tracking came from Dakota County.
- The "other" category primarily fell into 4 general buckets: Career Assistance, Events / Hiring Fairs, Financial Assistance, Housing Support.
- As part of this analysis, PTM grouped more specific job search topics (resume writing, interviewing help, etc.) into Job Search Assistance. This caused the larger count for the category.
  - If services that are grouped in Job Search Assistance (applying for jobs, interviewing help, etc.) were ungrouped, the count for Job Search Assistance would be comparable to Unemployment Insurance (UI) services and Workforce Programs and Workshops.

*Table 9 – Services requested by customers during initial engagement across both prototypes.*

| Service | Count | Percentage of total |
|---|---|---|
| **Job Search Assistance (includes applying for jobs, interviewing help, resume assistance, etc.)** | 494 | 31% |
| **Unemployment Insurance (UI) Services** | 186 | 11% |
| **Workforce Programs and Workshops** | 164 | 9% |
| **Fax** | 134 | 8% |
| **Assistance with MinnesotaWorks.net or CareerForceMN.com** | 124 | 8% |
| **CareerForce Services Overview** | 91 | 6% |
| **Printing** | 80 | 5% |
| **Phone** | 26 | 2% |
| **Navigating Out-of-State Workforce Services** | 13 | 1% |
| **Computers** | 7 | 0% |
| **Copying** | 6 | 0% |
| **Other** | 217 | 16% |
| **Total Served** | 1,531 | |

*Table 10 – Breakdown of "Other" services.*

| Service Classification | Dakota County | Duluth | JET | Moorhead/Rural MN CEP | Total |
|---|---|---|---|---|---|
| **Career Assistance** | 45 | 41 | 0 | 7 | 93 |

| Service Classification | Dakota County | Duluth | JET | Moorhead/Rural MN CEP | Total |
|---|---|---|---|---|---|
| Events / Hiring Fairs | 15 | 13 | 0 | 0 | 28 |
| Financial Assistance | 33 | 15 | 1 | 2 | 51 |
| Housing Support | 2 | 7 | 0 | 1 | 9 |
| Misc. / Unclassified | 20 | 11 | 0 | 2 | 33 |

## Referrals

- ETP & UI referrals were the most common referrals made across the pilot data.
- Duluth provided 60 of the 61 referrals to the Job Services Team.

*Table 11 – Referrals made by CareerForce staff.*

| Referral | Count | Percentage of Total |
|---|---|---|
| Employment & Training Programs (ETP) | 218 | 27% |
| Unemployment Insurance (UI) | 144 | 18% |
| Job Fair | 98 | 12% |
| Job Services Team | 61 | 8% |
| Referrals to resources beyond workforce or employment-related services | 54 | 7% |
| Vocational Rehabilitation Services (VRS) | 36 | 5% |
| MFIP, DWP, SNAP E&T | 21 | 3% |
| Veterans' services | 17 | 2% |
| State Services for the Blind (SSB) | 2 | 0% |
| Other | 146 | 18% |
| Total Served | 797 | |

*Table 12 – Breakdown of "Other" referrals.*

| Referral Classification | Dakota County | Duluth | JET | Moor-head/Rural MN CEP | Total |
|---|---|---|---|---|---|
| Employment & Job Assistance | 27 | 43 | 0 | 3 | 73 |
| Community Resources | 7 | 18 | 1 | 3 | 29 |
| Housing & Financial Assistance | 11 | 3 | 0 | 3 | 17 |
| Transportation Assistance | 0 | 3 | 0 | 0 | 3 |
| Misc. / Unclassified | 4 | 13 | 3 | 4 | 22 |

## Initial Engagement Customers by Day of the Week

- At all 4 sites which data was collected, Tuesday saw the highest volume of customer initial engagements.
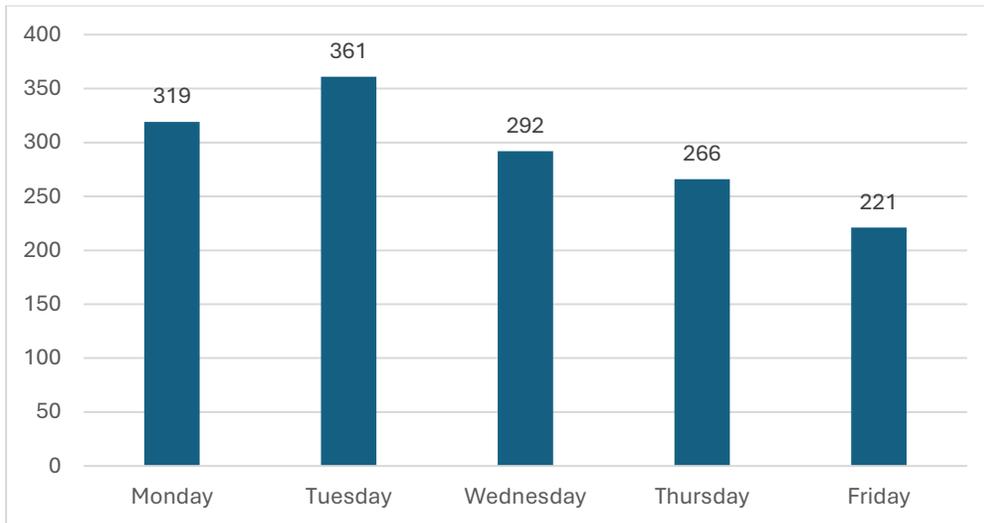
*Figure 2 – Count of customer initial engagements by day of the week.*

## Recommendations

After discussion and review of the findings, the group recommends adopting **Prototype 5** over **Prototype 3**. This recommendation reflects a careful analysis of both prototypes' ability to meet current and future data collection requirements, especially those related to federal compliance and operational consistency across Minnesota's CareerForce system.

Although Prototype 5 resulted in fewer recorded engagements during the pilot period, it offers a structured, standardized framework for capturing essential customer information. This structure is critical not only for internal reporting and program evaluation but also for satisfying the U.S. Department of Labor (USDOL) requirement to identify and report on reportable individuals—those who receive staff-assisted services at CareerForce locations, even if they are not formally enrolled in a WIOA-funded program.

To ensure the collection of federally required identifiers and to enable cross-system tracking, we recommend **incorporating the Social Security Number (SSN) field into Prototype 5**. Including SSNs at the point of intake will allow for robust **identity resolution** across workforce systems and will support more accurate Common Exit reporting, service matching, and outcome measurement. It also reduces the need for repeated data entry and enables DEED to better detect duplicate records and analyze customer journeys across programs and services.

There are multiple options for how customer tracking could be implemented moving forward. During the pilot, CareerForce staff entered customer information using a standardized intake form on behalf of the customer. This model could be replicated within an internal system if staff entry remains the preferred method. Alternatively, if the decision is made to have customers enter their own information, CareerForce.MN.gov could serve as the intake platform given its existing tiered registration functionality. Should this approach be adopted by program stakeholders and the system development team, additional support tools—such as providing a tablet or kiosk at the front desk—may be needed to encourage immediate registration and streamline the intake process. The tracking form will capture:

- Basic demographic and contact information

- Reason for visit and service needs

- Staff-assisted services provided

- SSN (for federal tracking and service coordination)

- Optional consent fields for follow-up or referrals

Implementing a centralized approach to customer registration and tracking could help reduce data silos, promote consistency in business processes across Local Workforce Development Areas (LWDAs), and provide greater insight into the full range of individuals being served—whether through brief interactions or more comprehensive support. Determining the best method for achieving this will require input from both program stakeholders and system developers. In summary, implementing Prototype 5 with SSN collection will:

- Meet federal reporting standards for reportable individuals.

- Support identity resolution and Common Exit compliance.

- Standardize service tracking across the state.

- Improve data quality and service coordination.

- Lay the foundation for better strategic planning and funding alignment.

- Reduce administrative burden on staff and minimize data fragmentation.

This approach positions DEED for long-term success as it transitions toward a more connected, customer-centric, and performance-driven workforce system.

## Next Steps

1. **Share Pilot Results**: Schedule meetings with DEED staff and partners to present the findings from the pilot and share our recommendations.

2. **Confirm Direction with Leadership**: Ask DEED leadership whether they support moving forward with our proposed approach, or if they prefer an alternative path.

3. **Plan for Implementation**: If approved, collaborate with the system team to add the tracking work to the development backlog.

4. **Engage Stakeholders**: Involve key stakeholders in the process to gather feedback and invite them to participate in testing.

5. **Support Adoption**: Provide training and guidance on any new functionality to ensure smooth implementation and user readiness.

Copy of the customer tracking form of each pilot location

# CareerForce Customer Tracking

## Customer Location

☐ In-person

☐ Virtual

## Services

Choose all that apply.

☐ Applying for jobs

☐ Assistance with MinnesotaWorks.net or CareerForceMN.com

☐ Computers

    *Do not track customers using state-owned computers who are logging in with a MinnesotaWorks.net account.

☐ Copying

☐ Fax

☐ Navigating out-of-state workforce services

☐ Phone

☐ Printing

☐ Resume assistance

☐ Unemployment Insurance (UI) services

☐ Workforce programs and workshops

☐ Other _____

## Referrals

Choose all that apply.

☐ Employment and Training Programs (ETP)
Example: Dislocated Worker (DW), Youth, Adult Career Pathways (ACP), etc.

☐ MFIP (Minnesota Family Investment Program), DWP (Diversionary Work Program),

SNAP E&T (Supplemental Nutrition Assistance Program and Employment and

Training)

☐ Referrals to resource beyond workforce or employment-related services

☐ State Services for the Blind (SSB)

☐ Unemployment Insurance (UI)

☐ Veteran's services

☐ Vocational Rehabilitation Services (VRS)

☐ Other

## Staff Person

☐ Amber Higgins                    ☐ Stacy Dahlin
☐ Barb Napier                      ☐ Thomas Schneider
☐ Other

## Location of Staff While Delivering Services/Referrals

(Note: Ideally, this list will only include the locations where the staff person works.)

☐ *Staff working remotely

☐ CareerForce West St. Paul

☐ Dakota County Library Locations

☐ Community and Religious Organizations (Open Door Pantry, Fare-for-All, etc.)

☐ Dakota County Jail/Judicial Center

☐ Dakota County School Districtsv

☐ Offsite Community Events (resource fairs, job fairs, expos, etc.)

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Staff must destroy any paper forms as soon as the data are entered into the online CareerForce Customer Tracking Form. Check with your LWDA contact listed above to identify secure destruction options at your location.

# CareerForce Customer Tracking

**Customer Location**

☐ In-person

☐ Virtual

**Services**

Choose all that apply.

☐ Applying for jobs

☐ Assistance with MinnesotaWorks.net or CareerForceMN.com

☐ Computers

*Do not track customers using state-owned computers who are logging in with a MinnesotaWorks.net account.

☐ Copying

☐ Fax

☐ Navigating out-of-state workforce services

☐ Phone

☐ Printing

☐ Resume assistance

☐ Unemployment Insurance (UI) services

☐ Workforce programs and workshops

☐ Other [                                                                    ]

## Referrals

Choose all that apply.

☐ Employment and Training Programs (ETP)
   Example: Dislocated Worker (DW), Youth, Adult Career Pathways (ACP), etc.

☐ MFIP (Minnesota Family Investment Program), DWP (Diversionary Work Program),
   SNAP E&T (Supplemental Nutrition Assistance Program and Employment and
   Training)

☐ Referrals to resource beyond workforce or employment-related services

☐ State Services for the Blind (SSB)

☐ Unemployment Insurance (UI)

☐ Veteran's services

☐ Vocational Rehabilitation Services (VRS)

☐ Other

## Staff Person

| | | |
|---|---|---|
| ☐ Alex Arend Rhicard | ☐ Holly Lisson | ☐ Nelle |
| ☐ Ali Haworth Hawkins | ☐ Jamie Sands | ☐ Pam |
| ☐ Betsy Hill Godden | ☐ Janessa Lott | ☐ Penny |
| ☐ Britteny Gustafson | ☐ Jennifer Oakes | ☐ Randy Back |
| ☐ Carol Turner Rutford | ☐ Jerry Taylor | ☐ Rhonda |
| ☐ Cary Plocher Manley | ☐ Josie LaPorte | ☐ Sandy |
| ☐ Cole Maki Randby | ☐ June Carter | ☐ Stephanie |
| ☐ Dave Cook | ☐ Karissa Kucera | ☐ Teri Dudley |
| ☐ Deb Knoll | ☐ Leslie Perrett | |
| ☐ Elena Foshay | ☐ Lisa Lundborg | |
| ☐ Glory Mitchell | ☐ Mallory Dalquist | |
| ☐ Hannah Grunzke | ☐ Michelle Gunnerson | |

☐ Other [                                                                    ]

## Location of Staff While Delivering Services/Referrals

*(Note: Ideally, this list will only include the locations where the staff person works.)*

☐ *Staff working remotely

☐ Duluth CareerForce

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# CareerForce Customer Tracking

**Tennessen Warning**

**Read the following information to the customer prior to collecting their personal information. If the customer declines to accept the Tennessen Warning, you may not collect or enter their personal information.**

*Privacy Notice: The data that we are requesting will be used to refer you to services. Additionally, the data collected will be used in a pilot study to estimate how many customers are seeking CareerForce services and to track which services CareerForce customers receive. You are not legally required to provide this information about yourself. However, if you do not supply sufficient information about yourself, it may limit CareerForce's ability to refer you to services.

This data is classified pursuant to the Minnesota Government Data Practices Act and will only be shared with the Minnesota Association of Workforce Boards and other government entities or individuals who have a legal right to this data.

If you are a minor, you have a right to request parental access to your private data be denied.

☐ Customer Accepted Tennessen Warning

☐ Customer Declined Tennessen Warning

If customer is under 18 years old, does the customer want to deny their parents access to the information in this form?

☐ Yes

☐ No

☐ Not Applicable

## Customer's First Name

<br>

## Customer's Last Name

<br>

## Customer's Phone Number

Enter the phone number including the area code.
The phone number should be composed of ten numbers without any space or dash in between.
(Example: A phone number of 651-442-4444 should be entered as 6514424444)

<br>

## Customer's E-Mail Address

<br>

## Customer's Street Address

Enter street number, street name, and apartment number if relevant. Ex. 123 Main St. Apt #1

<br>

## City

Enter the city the customer currently lives in.

<br>

## State

Select the state the customer currently lives in. Example: Enter MN for Minnesota

<br>

## Zip Code

Enter the customer 5 digit zip code (Example: 55001)

## County

Select the county in which the customer currently lives in.

☐ Out of State

<div style="border:1px solid #000; height:60px;"></div>

## Race

Choose all that apply.

☐ American Indian or Alaska Native

☐ Asian

☐ Black/African American

☐ Hawaiian Native/Pacific Islander

☐ White

☐ Did Not Self-Identify

## Ethnicity - Hispanic Or Latino

☐ Person is Hispanic or Latino

☐ Person is Not Hispanic or Latino

☐ Did Not Self-Identify

## US Military Veteran Status

☐ Not a Veteran

☐ Active Service Ill or Wounded

☐ Spouse or Family Caregiver of Veteran

☐ Transitioning Service Member

☐ Veteran

☐ Veteran, < 180 Days of Active Service

☐ Did Not Self-Identify

## Customer Location

☐ In-person

☐ Virtual

## Services

Choose all that apply.

☐ Applying for jobs

☐ Assistance with MinnesotaWorks.net or CareerForceMN.com

☐ Computers
 *Do not track customers using state-owned computers who are logging in with a MinnesotaWorks.net account.

☐ Copying

☐ Fax

☐ Navigating out-of-state workforce services

☐ Phone

☐ Printing

☐ Resume assistance

☐ Unemployment Insurance (UI) services

☐ Workforce programs and workshops

☐ Other

## Referrals

Choose all that apply.

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 Example: Dislocated Worker (DW), Youth, Adult Career Pathways (ACP), etc.

☐ MFIP (Minnesota Family Investment Program), DWP (Diversionary Work Program), SNAP E&T (Supplemental Nutrition Assistance Program and Employment and Training)

☐ Referrals to resource beyond workforce or employment-related services

☐ State Services for the Blind (SSB)

☐ Unemployment Insurance (UI)

☐ Veteran's services

☐ Vocational Rehabilitation Services (VRS)

☐ Other [                                                        ]

## Staff Person

| | | |
|---|---|---|
| ☐ Azad Berwari | ☐ Dustin Doyle | ☐ Samantha Ramirez |
| ☐ Barbara Hanson | ☐ Faith Dominick | |
| ☐ Bill Brunside | ☐ Hashim Goran | |
| ☐ Brenda Anderson | ☐ Kay Reynolds | |
| ☐ Chip Ammerman | ☐ Nathaniel Knopik | |
| ☐ Daniel Morelli | ☐ Ruth Smith | |

☐ Other [                                                        ]

## Location of Staff While Delivering Services/Referrals

*(Note: Ideally, this list will only include the locations where the staff person works.)*

☐ *Staff working remotely

☐ Moorhead, MN Rural MN CEP

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If you are a minor, you have a right to request parental access to your private data be denied.

☐ Customer Accepted Tennessen Warning

☐ Customer Declined Tennessen Warning

If customer is under 18 years old, does the customer want to deny their parents access to the information in this form?

☐ Yes

☐ No

☐ Not Applicable

**Customer's First Name**

[                                                  ]

**Customer's Last Name**

[                                                  ]

**Customer's Phone Number**

Enter the phone number including the area code. The phone number should be composed of ten numbers, without any space or dash in between.
(Example: A phone number of 651-442-4444 should be entered as 6514424444)

[                                                  ]

**Customer's E-Mail Address**

[                                                  ]

**Customer's Street Address**

Enter street number, street name, and apartment number if relevant. Ex. 123 Main St. Apt #1

[                                                  ]

**City**

Enter the city the customer currently lives in.

[                                                  ]

**State**

Select the state the customer currently lives in. Example: Enter MN for Minnesota

[                         St                         ]

**Zip Code**

Enter the customer 5 digit zip code (Example: 55001)

[                                                  ]

## County
Select the county in which the customer currently lives in.

[ ]

## Race
Choose all that apply.
- ☐ American Indian or Alaska Native
- ☐ Asian
- ☐ Black/African American
- ☐ Hawaiian Native/Pacific Islander
- ☐ White
- ☐ Did Not Self-Identify

## Ethnicity - Hispanic Or Latino
- ☐ Person is Hispanic or Latino
- ☐ Person is Not Hispanic or Latino
- ☐ Did Not Self-Identify

## US Military Veteran Status
- ☐ Not a Veteran
- ☐ Active Service Ill or Wounded
- ☐ Spouse or Family Caregiver of Veteran
- ☐ Transitioning Service Member
- ☐ Veteran
- ☐ Veteran, < 180 Days of Active Service
- ☐ Did Not Self-Identify

## Customer Location
- ☐ In-person
- ☐ Virtual

## Services

Choose all that apply.

☐ Applying for jobs

☐ Assistance with MinnesotaWorks.net or CareerForceMN.com

☐ Computers
*Do not track customers using state-owned computers who are logging in with a MinnesotaWorks.net account.

☐ Copying

☐ Fax

☐ Navigating out-of-state workforce services

☐ Phone

☐ Printing

☐ Resume assistance

☐ Unemployment Insurance (UI) services

☐ Workforce programs and workshops

☐ Other

## Referrals

Choose all that apply.

☐ Employment and Training Programs (ETP)
Example: Dislocated Worker (DW), Youth, Adult Career Pathways (ACP), etc.

☐ MFIP (Minnesota Family Investment Program), DWP (Diversionary Work Program),

SNAP E&T (Supplemental Nutrition Assistance Program and Employment and

Training)

☐ Referrals to resource beyond workforce or employment-related services

☐ State Services for the Blind (SSB)

☐ Unemployment Insurance (UI)

☐ Veteran's services

☐ Vocational Rehabilitation Services (VRS)

☐ Other [                                                                                    ]

## Staff Person

☐ Ashley Dietz　　　　　　☐ Randy Back

☐ Erica Nelson　　　　　　☐ Teelyn Minkel

☐ Marie Domiano　　　　　☐ Wendy Rue

☐ Other [                                                                              ]

## Location of Staff While Delivering Services/Referrals

*(Note: Ideally, this list will only include the locations where the staff person works.)*

☐ *Staff working remotely

☐ Hibbing

Staff must store completed paper forms in a secure location until the data can be entered into the online CareerForce Customer Tracking Form. Check with your LWDA contact listed above to identify a secure storage location. Data not entered in the online CareerForce Customer Tracking Form will not be part of the results of the pilot project.

Staff must destroy any paper forms as soon as the data are entered into the online CareerForce Customer Tracking Form. Check with your LWDA contact listed above to identify secure destruction options at your location.