

# Evaluation of the Career Ladder Identifier and Financial Forecaster (CLIFF) Dashboard

## *Deliverable 6: Final Research Report*

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*Submitted By:*

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## Executive Summary

Florida's Division of Early Learning (DEL) contracted the University of Florida Early Childhood Policy Research Group (ECPRG) at the Anita Zucker Center for Excellence in Early Childhood Studies to conduct an evaluation of the [Career Ladder Identifier and Financial Forecaster \(CLIFF\) Dashboard](#) pilot in Florida. The CLIFF tool was developed by the Federal Reserve Bank of Atlanta to support CareerSource Florida in assisting their clients plan long-term career paths that lead to economic self-sufficiency.

The CLIFF Dashboard pilot was initiated on January 3, 2022 and concluded on April 30, 2022. The evaluation was designed to derive client and staff perspectives on the CLIFF Dashboard user interface and utility. Data regarding CareerSource Florida local workforce development boards' (CareerSource Boards) personnel perspectives were solicited via surveys, completed at the beginning and end of the pilot period, and a personnel focus group conducted at the end of the pilot period. Client perspectives of the tool were solicited through a survey that was administered throughout the duration of the pilot. The survey and focus group data were supplemented with summary-level administrative data, supplied by CareerSource Florida, that were used to describe the number of clients and staff who participated in the pilot.

Throughout the pilot of the CLIFF Dashboard, nine CareerSource Florida local boards served 290 clients, 193 (67%) of which were enrolled in a public assistance program. The pilot began with 75 employees and when it concluded, 60 employees were actively using the tool.

### **Client Perspectives**

Clients reported the CLIFF Dashboard to be useful. Among those who participated in the survey, 75% of clients reported that the Dashboard was helpful, and 79% reported that the tool impacted their career-related decisions. It is important to note however, that even though the clients who responded to the survey viewed the use of the tool favorably, the generalizability of this perspective might be limited since most client respondents were from a single local CareerSource Board.

### **CareerSource Staff Perspectives**

The primary purpose for seeking input from CareerSource staff was to get their feedback on the CLIFF Dashboard's user interface and utility in supporting clients. Staff reported the tool's user interface to be relatively easy-to-use with clients. They found the graphs depicting long-term expenses and earnings projections to be particularly useful. To improve the useability for clients, however, staff recommended three improvements to the user interface: (1) condense/simplify results which may be challenging to interpret for certain clients, (2) include larger household sizes, and (3) translate the Dashboard into Spanish, Portuguese, and Haitian Creole.

Regarding the CLIFF Dashboard's utility in supporting clients, a majority of personnel found it helpful and indicated interest in continuing to use the tool with their clients. During the focus group, 14 of 20 (70%) staff recommended continuing the use of the CLIFF Dashboard either with or without changes. In the second staff survey, 9 of 15 (60%) staff recommended continuing implementation. Staff responses in the first survey were less favorable with only 9 of 20 (45%) staff recommending continued implementation of the tool. Among staff who recommended changes and/or discontinuation, the two most frequently cited challenges were associated with (1) using the tool with clients who were not interested, and (2) having to choose among limited occupation options.

Staff consistently identified clients who derive the most benefit from the CLIFF Dashboard to be those with a minimum of a high school diploma or GED who are interested in career change. However, results showed conflicting opinions among staff regarding which type of public-assistance-client is best served by the tool. For this reason, the type of public assistance program that a client is enrolled in, is not indicative of their career needs and cannot determine a client's potential receptivity to the CLIFF Dashboard.

Additionally, staff found it challenging at times to support their clients' career goals and direct their clients toward locally in-demand careers due to the limited occupation options that are presently available in the tool. For example, of the 7 staff in the second survey who found the Dashboard difficult to use, 5 reported limited occupations as the reason for this response. This was also a major discussion topic during the focus group. Staff requested additional occupations be added to the tool.

### **Key Insights**

The evaluation of the CLIFF Dashboard sought to learn about client and personnel perspectives regarding the functionality and utility of the tool in helping CareerSource clients engage in long-term career planning. The evaluation team has learned that most of the stakeholders support continued use of the tool and have identified some modifications to the design of the tool that will increase the useability, relevance, and resonance of the information shared through the CLIFF Dashboard tool. These modifications include: (1) conducting an assessment of client education and openness to career planning prior to using the CLIFF Dashboard, (2) introducing additional locally relevant career paths, and (3) an interface including language translations and simplified result documents.

## Introduction

Florida's Division of Early Learning (DEL) contracted the University of Florida Early Childhood Policy Research Group (ECPRG) at the Anita Zucker Center for Excellence in Early Childhood Studies to conduct an evaluation of the [Career Ladder Identifier and Financial Forecaster \(CLIFF\) Dashboard](#) pilot in Florida. This tool was developed by The Federal Reserve Bank of Atlanta. The pilot was initiated by CareerSource Florida on January 3, 2022 and concluded on April 30, 2022. Career coaches across Florida used the CLIFF Dashboard to help their clients visualize how various career paths would impact income and eligibility for public assistance benefits. The following evaluation describes implementation and client and staff perspectives on the efficacy of the CLIFF Dashboard. Results will be used by CareerSource staff and The Federal Reserve Bank of Atlanta to improve the CLIFF Dashboard's design and implementation.

## Methodology & Data Collection

### **Methodology**

ECPRG analyzed survey data from clients to identify common themes that characterized their perspectives on the utility of the CLIFF Dashboard. To characterize staff perspectives, ECPRG analyzed data across all data collection efforts to identify overarching themes shared by staff.

### **Administrative Data**

CareerSource Florida collected administrative data on the number of clients participating in the pilot in addition to initial pilot implementation plans at each local CareerSource Board. These data were collected through a Smartsheet housed at CareerSource Florida and the Employ Florida system. Following the conclusion of the pilot, CareerSource Florida provided ECPRG with aggregate data on the number of CLIFF Dashboard users, the local Boards administering the tool, and the type of implementation at each local Board. Data were used to provide context on the implementation of the CLIFF Dashboard.

### **Data on Stakeholder Perspectives**

Data to solicit stakeholder perspectives were collected via survey and focus group. All surveys were distributed by CareerSource through a UF Qualtrics link and/or QR code.

#### *CareerSource Staff Perspectives*

Staff were presented with an opportunity to complete a survey twice during the pilot, with the exception of CareerSource South Florida who joined the pilot late and was presented one survey. After reviewing initial results from the first survey, the research team in collaboration with CareerSource Florida, identified questions that needed to be revised to better capture staff perspectives. The second survey distributed to staff included these revised questions.

In addition to surveys, staff were invited to participate in one focus group following the conclusion of the pilot over the encrypted Zoom platform. The focus group was one hour long and participants were encouraged to use both the chat and video features to share their perspectives. Discussion prompts during the focus group were designed to solicit a deeper description of staff perspectives and build on survey results.

Table 1. Staff Participation

	<b>Date</b>	<b>Number of Staff</b>	<b>Participation Rate</b>
<b>Survey 1*</b>	Feb. 22 – March 7	25	33% (n=75)
<b>Survey 2</b>	May 2 – May 16**	17	28% (n=60)
<b>Focus Group</b>	May 4	32	53%(n=60)

\*South Florida was not participating in the pilot at this time

\*\*South Florida was administered the survey May 9 – May 16

### CareerSource Client Perspectives

CareerSource clients were presented the opportunity to complete a survey at the conclusion of their appointment with a CareerSource employee wherein they used the CLIFF Dashboard. Clients were given a survey QR code and/or survey link and asked to complete the brief survey before leaving the CareerSource center. The CLIFF Dashboard pilot included 290 clients, of which 52 (17.9%) participated in the survey. These clients represented 5 of the 9 local CareerSource Boards.

### Pilot Implementation

There were 9 CareerSource Florida local workforce development boards (CareerSource Boards) who participated in the pilot: Capital Region, Central Florida, Flagler Volusia, North Central Florida, North Florida, Northeast Florida, Research Coast, Suncoast, and South Florida who joined the pilot in mid-March. Each local Board had one pilot coordinator, some of whom worked directly with clients and some of whom did not, and multiple career coaches who all worked directly with clients. The pilot began with 75 CareerSource staff. By the conclusion of the pilot, 19 staff stopped participating and 4 staff were newly onboarded, resulting in 60 participating staff.

Staff were asked to enter clientele with whom they used the CLIFF Dashboard in the statewide Employ Florida data system and/or a Smartsheet tracking form. These systems reported 290 unique clients using the tool throughout the pilot. Client ages ranged between 18-79 years old, and 193 clients (67%) were enrolled in a public assistance program. The administrative data reported no clients served in North Central Florida.

Table 2. Clients Served by Board

<b>Local Board</b>	<b>Total Unique Clients</b>	<b>Clients on Public Assistance</b>
Capital Region	15	10 (67%)
Central Florida	10	9 (90%)
Flagler Volusia	95	40 (42%)
North Central Florida	0	0

North Florida	12	5 (42%)
Northeast Florida	51	51 (100%)
Research Coast	39	28 (72%)
South Florida	53	36 (68%)
Suncoast	15	14 (93%)
Total	290	193 (67%)

Table 3. Top Five Public Assistance Programs Who Served CLIFF Clients

Public Assistance Program	# of Clients (% of Total Clients)
SNAP	161 (56%)
Medicaid for Children / CHIP	61 (21%)
Medicaid for Adults	45 (16%)
TANF	32 (11%)
Child Care Subsidy (CCDF)	14 (5%)

All local Boards identified using the CLIFF Dashboard for (1) career planning, (2) public assistance information, and (3) labor market information. However, there is great variation in composition of local Boards (e.g., clientele served, staff, capacity, culture) that likely created differences in implementation. For example, Northeast Florida reported serving primarily SNAP and TANF clients while Flagler and Volusia served a much larger variety of client-types.

## Client Perspectives

### Participation

On February 23, CareerSource Florida instructed local Boards to encourage all clients who used the CLIFF Dashboard to complete the survey through the end of the pilot (April 30). South Florida began at the end of March when they joined the pilot. The CLIFF Dashboard pilot included 290 clients, of which 52 (17.9%) participated in the survey. These clients represented 5 of the 9 local CareerSource Boards. Some clients did not complete all questions; therefore, the number of respondents varies by question and will be reported throughout this section.

A large majority of clients (71%) who completed the survey were from South Florida. For this reason, it is unclear how generalizable findings are to other local CareerSource Boards given the heterogeneity across local Boards. Additionally, it is important to account for selection bias while interpreting results as those who valued the tool were more likely to complete a survey than those who were less engaged.

### Overall Satisfaction

Clients reported the CLIFF Dashboard to be useful. When asked if they found the tool to be helpful, 38 of 51 (75%) clients indicated the tool to be helpful and 45 of 48 (94%) clients indicated that they would encourage a friend to go to CareerSource and use the tool.

The CLIFF Dashboard appears to be most useful for those who are still exploring different career options. Of the 13 clients who found the tool to be either unhelpful

or responded neutrally, 10 indicated that they had already chosen a new career and/or were attending or planning to attend school.

### CLIFF Dashboard Usability

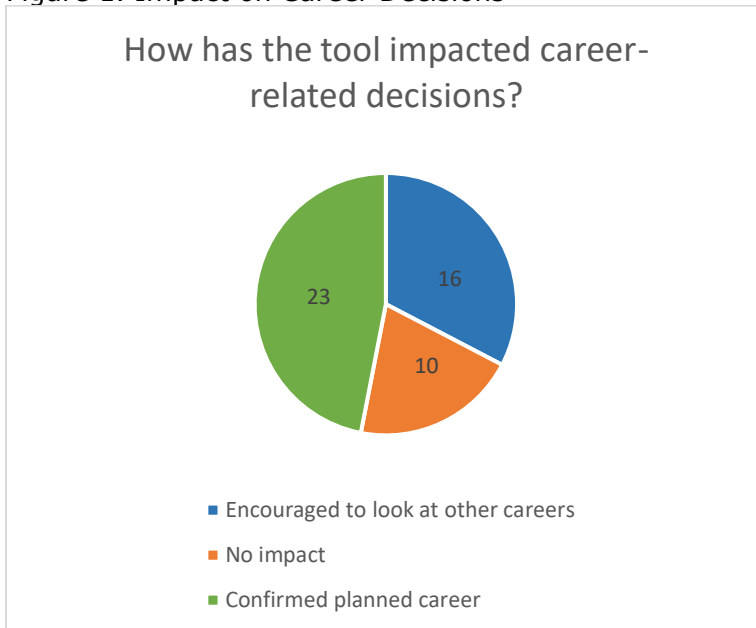
Clients found the CLIFF Dashboard to be easy to use and understand with the support of CareerSource staff as seen in Table 4.

Table 4. Client Utility

Question	Agree	Disagree
With the support of CareerSource staff, I found it easy to input the necessary information to receive results.	47	2 (4.1%)
With the support of CareerSource staff, I found the CLIFF tool results to be easy to understand.	44	5 (10.2%)
Overall, the CLIFF tool succeeded in helping me understand how future income changes may affect my existing benefits.	44	5 (10.2%)
After using the CLIFF tool with CareerSource staff, I now feel confident in using it by myself.	42	7 (14.3%)

While it is clear the vast majority of clients who responded to the survey see value in the tool, it may be too early to tell if the Dashboard has prompted lasting behavioral change. However, the tool does appear to have influenced career-related decisions as reported by clients. Of the 10 clients who reported the tool had no impact on their career-related decisions, 9 indicated they had already chosen a career path prior to using the tool.

Figure 1. Impact on Career Decisions





## Staff Perspectives

The primary purpose for seeking input from personnel was to get their feedback on the CLIFF Dashboard's user interface and utility in supporting clients.

### **Participation**

Staff surveys were administered once between February 22-March 7 and once following the conclusion of the pilot between May 2-16. South Florida received one survey between May 9-16. Staff were also encouraged to participate in a focus group on May 4.

### **Satisfaction with User Interface**

Overall, staff reported the CLIFF Dashboard to be easy to navigate and use with clients. Staff stated that the graphs which depict long-term income projections by career-path to be helpful in discussing career decisions. For example, a staff member responded that "showing the graphs in color and also the time limits on completing school to get a better job" to be particularly useful. This sentiment was confirmed across surveys and the in-depth discussion during the focus group.

### *Suggested improvements*

Multiple staff in both surveys and the focus group reported that the Dashboard results contain information that is potentially overwhelming and/or too complex for clients with lower levels of education. Staff recommended results be condensed and simplified. However, individuals who worked with more educated clients (e.g., Veterans) did not report this challenge.

Additionally, staff reported that limited options in household size hinders the ability to accurately project long-term expenses and, therefore, income needs and eligibility for public assistance programs for their clients.

Finally, some staff indicated that they work with clients whose primary language is not English and the CLIFF Dashboard result documents are currently only printed in English. While CareerSource staff could explain results during the appointment, clients did not have a tangible artifact in their native language to review following the appointment. Staff members recommended the tool and/or results be translated into Spanish, Portuguese, and Haitian Creole.

### **Utility of the CLIFF Dashboard**

The majority of personnel who used the CLIFF Dashboard indicated interest in continuing to use the tool with their clients. During the focus group, 14 of 20 (70%) staff recommended continuing the use of the CLIFF Dashboard either with or without changes. In the second staff survey, 9 of 15 (60%) staff recommended continuing implementation, again, either with or without changes. Staff responses in the first survey were less favorable with only 9 of 20 (45%) staff recommending continued implementation of the tool. However, in this survey staff were only given the option to accept the tool as-is or recommend discontinuation. When asked for

greater specificity on which career-counseling activities the tool was helpful, staff responded more favorably, as seen in Table 5.

Table 5. Staff Who Report CLIFF Dashboard Supports Discussion

<b>The CLIFF Dashboard improved my ability to discuss</b>	<b>Survey 1; Agree</b>	<b>Survey 2; Agree</b>
Loss of public assistance	12 (52%)	11 (73%)
Financial gains of training/education	17 (74%)	12 (80%)
Economic self-sufficiency	17 (74%)	12 (80%)
Short-term career planning	16 (70%)	9 (60%)
Long-term planning	14 (61%)	8 (53%)

Among those who recommended changes and/or discontinuation, the two most frequently cited challenges were associated with (1) using the tool with clients who were not interested, and (2) having to choose among limited occupation options.

### Client Engagement

ECPRG asked staff in the surveys and focus group discussion how easy it was to engage their clients with the CLIFF Dashboard. Staff found that it was difficult to engage clients when the needs of clients were not aligned with the information presented through the tool. Through a thorough review of the data and refined questions in the second survey, ECPRG identified two client characteristics that are salient when determining if the CLIFF Dashboard is likely to be useful.

The CLIFF Dashboard is most useful for clients with high school diplomas or GEDs who are looking for career change. This educational foundation is an important prerequisite for eligibility to enroll in training and/or education programs encouraged by the tool. Additionally, staff consistently reported that the tool best serves clients with an openness to career change and is less useful for clients who have more immediate concerns. For example, one staff member indicated that clients with a sentiment of “let me get a job so I can get off of assistance immediately” are less willing to engage in long-term career planning.

When asking about which type of client would find the most value in the CLIFF Dashboard, client-type was primarily defined by participation in various public assistance programs. This reflects an assumption that clients’ career needs are best represented by their enrollment in different types of public assistance. This assumption was not supported by staff. Results show conflicting opinions among staff regarding which type of public-assistance-client is best served by the tool. For example, Table 6 shows that all clients derive benefit, however, during the focus group discussion and survey open responses, staff did not agree on which client-types are best served by the tool. Therefore, the type of public assistance that a client is receiving should not be used to determine a client’s potential receptivity to the CLIFF Dashboard.

Table 6. Engaging Client Groups

<b>Client Type</b>	<b>Easy to Engage Clients</b>	<b>Helpful for Clients</b>
SNAP	7 of 12	8 of 11
TANF	6 of 8	5 of 7
WIOA Adult	7 of 9	7 of 8
WIOA Dislocated Worker	4 of 6	5 of 6
WIOA Youth	4 of 6	4 of 4
RESEA	6 of 8	5 of 7
SYEP	2 of 4	3 of 4
Career Planning	9 of 13	10 of 13
HS / GED	12 of 13	10 of 12
Veterans	8 of 10	7 of 9

### Occupation Options

Staff consistently reported the need to add more occupation options to the CLIFF Dashboard. For example, of the 7 staff in the second survey who found the Dashboard difficult to use, 5 reported limited occupations as the reason for this response. This was also a major discussion topic during the focus group. When a client’s career of interest was not an available option, staff would select a “similar” career which they did not feel presented accurate results. Additionally, CareerSource staff are trained to direct clients to available jobs and in-demand careers in their locality. Staff found it challenging to accomplish this goal when these careers were not available on the Dashboard.

### Key Insights

The analyses of data derived from the surveys and focus group indicate that both staff and clients feel the CLIFF Dashboard is useful for career planning. To maximize the benefit of the tool for these two groups, ECPRG summarizes suggested changes to the CLIFF Dashboard interface and the manner in which the tool is used.

#### **Assess clients’ receptiveness to career change prior to using the tool.**

Staff consistently indicated that the CLIFF Dashboard is best received by clients looking for career changes and long-term solutions. While certain client groups like WIOA, RESEA, and Veterans are more consistently in this mindset, discerning clients with this predisposition by public assistance program is challenging. Instead, it may be more helpful for CareerSource staff to be trained to quickly assess a clients’ openness to long-term career planning, if they do not do so already, and use the CLIFF Dashboard when appropriate.

#### **Include additional occupations.**

In addition to engaging clients, staff consistently identified the need to add more in-demand occupations to the Dashboard. It is important to include careers that are already prioritized by local Boards based on their local job markets. Staff suggest investigating the feasibility of using ONET (<https://www.onetonline.org>), which is already used by local Boards, or the in-demand occupations list by locality

published by the Florida Department of Economic Opportunity to ensure relevant careers are included in the Dashboard.

**Simplify result descriptions and include additional language translations.**

Multiple staff indicated that results could be overwhelming for clients and suggest making result documents shorter and more condensed. This is particularly important for clients with less education and language barriers. Additionally, staff suggest providing findings in Spanish, Portuguese, and Haitian Creole.

## Appendix A: Data Collection Materials

### Staff Focus Group

#### *Consent Statement:*

*"CareerSource Florida would like your feedback on the CLIFF Dashboard to support future improvements to the tool and its implementation. Participation in this focus group is voluntary. This session is not being recorded, and no personally identifying information will be collected. Participating in this focus group should take no longer than 60 minutes. Your participation and attendance in this session indicates that you consent to the use of your responses in the evaluation of the CLIFF Dashboard. If you do not wish to participate, please log off this Zoom meeting at this time."*

*Evaluation Study Team and UF IRB Contact information [To be shared on the screen at the beginning of the session]*

*Principal Investigator: Herman T. Knopf, PhD*

*Affiliation: Research Scientist for the University of Florida's Anita Zucker Center for Excellence in Early Childhood Studies*

*Contact Information: [hknopf@coe.ufl.edu](mailto:hknopf@coe.ufl.edu); (P) 352-273-4243*

*For questions regarding your rights as a research participant, please contact the IRB-02 office at 352-392-0433.*

1. Welcome
2. Purpose
  - a. Understand your experiences with the CLIFF Dashboard to identify staff and training needs for broader implementation and improve it for future clients
3. Introductions
  - a. First Name
  - b. City
  - c. Favorite part of being a career coach
4. Discussion
  - a. Overall satisfaction with the tool (1-4)
  - b. Easy to use
    - i. Functionality
  - c. Useful information that is easy to understand
    - i. Easy to understand results?
    - ii. Have these results inspired/reinforced new actions in your clients?
  - d. Client engagement
    - i. Which client groups do you believe the tool is most useful for?

ii. What strategies have you found helpful in engaging the right audience?

e. Ideas for improvement

f. Poll: Would you recommend to CareerSource Florida to keep using the tool? (Yes, yes with changes, no). Why?

5. Conclusion / Thank You



## Consent

Principal Investigator: Herman T. Knopf, PhD

Affiliation: Research Scientist for the University of Florida's Anita Zucker Center for Excellence in Early Childhood Studies

Contact Information: hknopf@coe.ufl.edu; (P) 352-273-4243

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CareerSource Florida would like your feedback on the CLIFF Dashboard to support future improvements to the tool. Participation is voluntary and no personally identifying information will be collected. Completion of this survey should take no longer than 10 minutes and indicates that you consent to the use of your responses in the evaluation of the CLIFF Dashboard and its users' experiences.

Now that you've read about the study, if you wish to participate, click the "I agree to participate" button to continue; if you do not consent to participate, click "I do not wish to participate" or just close this window.

- I agree to participate
- I do not wish to participate

## Client Perspectives

Which of the following options below best describes your current employment situation?

- I have more than one job
- I have one part-time job (less than 30 hours/week)
- I have one full-time job
- I don't have a job at the moment
- I work temporary day jobs
- Other

Which public benefits programs do you currently use? **(Select all that apply)**

- Supplemental Nutrition Assistance Program (SNAP)
- Free or Reduced Price School Meals
- Women, Infants and Children Nutrition Program (WIC)
- Head Start / Early Head Start
- State Funded Pre-Kindergarten
- Section 8 Housing Voucher



- Medicaid for Adults
- Medicaid for Children / CHIP
- Health Insurance Marketplace Subsidy
- Earned Income Tax Credit (EITC)
- Child Tax Credit (CTC)
- Child and Dependent Care Tax Credit (CDCTC)
- Not Applicable

Prior to using the CLIFF tool, were any of the following included in your future career goals? **(Select all that apply)**

- I had chosen a new career to pursue
- I was attending or planning to attend school/training for a new career
- I was looking for a new career but had not yet decided which to pursue
- I wanted to stay in my current career
- Other

How helpful did you find the CLIFF tool in supporting your future career planning?

- Very helpful
- Somewhat helpful

- Neither helpful nor unhelpful
- Unhelpful

Please state your level of agreement with the following statements

Strongly agree      Somewhat agree      Somewhat disagree      Strongly disagree

With the support of CareerSource staff, I found it easy to input the necessary information to receive results.

With the support of CareerSource staff, I found the CLIFF tool results to be easy to understand.

Overall, the CLIFF tool succeeded in helping me understand how future income changes may affect my existing benefits.

After using the CLIFF tool with CareerSource staff, I now feel confident in using it by myself.

How has the CLIFF tool impacted your career-related decisions?

- Confirmed a career path or career training I was planning to pursue
- Encouraged me to look into alternative career paths
- The tool did not have an impact on any career-related decisions

Have you taken or plan to take any of the following actions after using the CLIFF tool? **(Select all that apply)**

- I have chosen a new career to pursue
- I am attending or plan to attend school/training for a new career
- I am looking for a new career but have not yet decided which to pursue
- I am staying in my current career
- Other

What do you believe are the strengths of the CLIFF tool?

How can the CLIFF tool be improved to be more helpful and/or easier to use?

I would encourage a friend to go to CareerSource and use the CLIFF tool.

- Yes
- No, because

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## Consent

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- I agree to participate
- I do not wish to participate

## Staff Perspectives

At which CareerSource Center did you implement the CLIFF tool?

- CareerSource Capital Region
- CareerSource North Florida
- CareerSource Northeast Florida
- CareerSource North Central Florida
- CareerSource Flagler Volusia
- CareerSource Central Florida
- CareerSource Suncoast
- CareerSource Research Coast
- CareerSource South Florida

What was your role in the CLIFF pilot?

- Pilot Coordinator
- Career Coach

Approximately how many clients did your Career Coaches use the CLIFF dashboard with across the organization?

Which client populations do you use the CLIFF dashboard with?

**Please select all that apply.**

- SNAP
- TANF
- WIOA Adult
- WIOA Dislocated Worker
- WIOA Youth
- RESEA
- SYEP Parents
- All career planning clients
- Other

For which purposes is the tool being used? **Please select all that apply.**

- Providing basic labor market information
- Career planning in the context of the self-sufficiency target
- Providing information related to public assistance

Other

Approximately how many clients did you, personally, use the CLIFF dashboard with?

Approximately how much time did you spend using the tool with a single client?

- Less than 5 minutes
- 5-10 minutes
- 10-20 minutes
- 20-30 minutes
- More than 30 minutes

Please state your level of agreement with the following statement.

Strongly agree      Somewhat agree      Somewhat disagree      Strongly disagree



I found it easy to get my clients engaged/interested in the CLIFF tool.



Was there a certain type of client for whom you found the tool to be most helpful? Who?

Please rate the usability of the CLIFF tool.

- Very easy to use
- Somewhat easy to use
- Somewhat difficult to use
- Very difficult to use

Did you find the CLIFF tool helpful in supporting your clients in their career decisions?

- Very helpful
- Somewhat helpful
- Neither helpful nor unhelpful
- Unhelpful

Please state your level of agreement with the following statements.

The CLIFF Dashboard has improved my ability to discuss:

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
The loss of public assistance with clients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial gains of training/education with clients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economic self-sufficiency with clients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Short-term (less than 2-years) career planning with clients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Long-term (more than 2-years) career planning with clients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Did you see any of the following outcomes among clients that you used the tool with? **(Select all that apply)**

- Inspired interest in a new career path
- Considered new training/educational program
- Reinforced a career decision they were already considering
- None of the above

Other

Please describe the ways the CLIFF Dashboard was most useful.

Were there specific features you found to be most useful? If so, which ones?

Please describe the ways the CLIFF Dashboard was not useful.

What suggestions do you have that could improve the CLIFF Dashboard tool?

Would you recommend that your organization continue to implement the CLIFF tool?

- Yes
- No

Why?

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## Consent

### Staff Perspectives

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- I agree to participate
- I do not wish to participate

## Staff Perspectives

At which local workforce development board did you implement the CLIFF Dashboard?

- CareerSource Capital Region
- CareerSource North Florida
- CareerSource Northeast Florida
- CareerSource North Central Florida
- CareerSource Flagler Volusia
- CareerSource Central Florida
- CareerSource Suncoast
- CareerSource Research Coast
- CareerSource South Florida

What was your role in the CLIFF pilot?

- Pilot Coordinator
- Career Coach

For which purposes is the tool being used? **Please select all that apply.**

- Providing basic labor market information
- Career planning in the context of the self-sufficiency target
- Providing information related to public assistance
- Other

Which client population(s) do you use the CLIFF dashboard with? **Please select all that apply.**

- SNAP
- TANF
- WIOA Adult
- WIOA Dislocated Worker
- WIOA Youth
- RESEA
- Summer Youth Employment Program (SYEP) Parents
- All career planning clients
- Veterans

Other

*Please state your level of agreement with the following statement for each type of client.*

I found it easy to get this type of client engaged/interested in the tool.

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Did not use the Dashboard with these clients
SNAP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TANF	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WIOA Adult	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WIOA Dislocated Worker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WIOA Youth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RESEA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summer Youth Employment Program (SYEP) Parents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career planning clients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clients with a high school degree/GED or higher	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Veterans

Please rate how helpful you found the CLIFF Dashboard to be for each type of client.

	Very helpful	Somewhat helpful	Unhelpful	Did not use the Dashboard with these clients
SNAP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TANF	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WIOA Adult	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WIOA Dislocated Worker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WIOA Youth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RESEA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summer Youth Employment Program (SYEP) Parents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career planning clients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clients with a high school degree/GED or higher	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veterans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For which group of clients was the tool most useful and why?

Were there certain strategies you found to be most effective in engaging clients?

Approximately how much time did you spend using the tool with your most receptive clients?

- Less than 5 minutes
- 5-10 minutes
- 10-20 minutes
- 20-30 minutes
- More than 30 minutes

Please rate the usability of the CLIFF tool.

- Very easy to use
- Somewhat easy to use
- Somewhat difficult to use (And why?)

- Very difficult to use (And why?)

*Please state your level of agreement with the following statements.*

The CLIFF Dashboard has improved my ability to discuss:

Strongly agree      Somewhat agree      Somewhat disagree      Strongly disagree

The loss of public assistance with clients

Financial gains of training/education with clients

Economic self-sufficiency with clients

Short-term (less than 2-years) career planning with clients

Long-term (more than 2-years) career planning with clients

Please describe the ways the CLIFF Dashboard was most useful.

Please describe the ways the CLIFF Dashboard was not useful.

What suggestions do you have that could improve the CLIFF Dashboard tool?



Would you recommend that your organization continue to implement the CLIFF tool?

- Yes, with changes
- Yes, as is
- No

Why?



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