

1997

# Employment and Training Needs of Central City Milwaukee Workers, a survey of 518 innercity Milwaukee households in December 1996

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## EMPLOYMENT AND TRAINING NEEDS OF CENTRAL CITY MILWAUKEE WORKERS

TRAINING WANTED	
18-year-old general laborer, interested in attending training program after 6 p.m. or Saturdays/Sundays to qualify for better job.	30-year-old man, has worked in telemarketing, is interested in computer training afternoons.
38-year-old unemployed woman, last worked as food server in a nursing home, wants weekend training for nursing assistant or day care work.	28-year-old male, has worked for temp agencies, would like training handling machinery, could attend mornings.
21-year-old women, fluent in English and Spanish, wants a.m. training in computers and software.	29-year-old dietary aide, would attend computer and typing classes evenings and weekends to get better job.
24-year-old unemployed man, has done welding and restaurant work, interested in welding or tool shop training on weekends.	30-year-old female assembly worker, interested in further training on weekends for full-time job in assembly or electronics.
30-year-old vehicle washer/fueler, wants training to upgrade her technical and computer skills, would prefer training weekdays after 4 p.m.	28-year-old telemarketer, has experience working on cars, would like to take auto mechanics training early mornings or evenings.
21-year-old male wants housecleaning training to qualify for full-time work, has worked as dishwasher and housecleaner.	24-year-old unemployed woman, interested in a.m. clerical training, has done assembly and packing work.



# **EMPLOYMENT AND TRAINING NEEDS OF CENTRAL CITY MILWAUKEE WORKERS**

Survey conducted by

Employment and Training Institute and  
Social Science Research Facility  
University of Wisconsin-Milwaukee

Analysis by

Lois M. Quinn

February 1997

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*This survey and the Survey of Job Openings in the Milwaukee Metropolitan Area: Week of October 21, 1996 are supported by the U.S. Department of Housing and Urban Development to assist community organizations and residents of Milwaukee's Enterprise Community as they seek to increase employment and economic development in the central city. These reports also assist the Labor Market Project supported by the City of Milwaukee, Milwaukee Area Technical College, Milwaukee Public Schools, Private Industry Council of Milwaukee County, University of Wisconsin-Milwaukee and Helen Bader Foundation to expand employment opportunities for Milwaukee area residents and to improve education and training programs for workers. For further information, contact the Employment and Training Institute, University of Wisconsin-Milwaukee, 161 W. Wisconsin Avenue, Suite 6000, Milwaukee, WI 53203. Phone (414) 227-3388.*

## Executive Summary

To obtain data on the training and employment needs of central city Milwaukee residents, a random sample of 518 households with working age adults was interviewed for nine zipcode areas in the Community Development Block Grant/Enterprise Community neighborhoods. The survey was designed by the University of Wisconsin-Milwaukee Employment and Training Institute in consultation with the Private Industry Council of Milwaukee County, Milwaukee Area Technical College and community-based organizations. Phone interviews were conducted by the University of Wisconsin-Milwaukee Social Science Research Facility in December 1996.

■ Nearly half (48 percent) of all working age central city households had someone who was interested in job training to upgrade skills or to prepare for a new job. The most frequently requested training was in computer skills, listed by about a fourth of persons indicating an interest in upgrading their skills.

### Top Areas of Interest for Training

1. computer skills
2. medical and health care
3. industrial skills, machine tool, CNC
4. clerical and office skills
5. business and management
6. computer repair
7. data processing
8. truck driving
9. auto mechanics

■ A high proportion of workers expressed interest in evening or weekend training, with 41 percent of women and 30 percent of men available evenings (sometimes after first shift, often after 5:30 p.m.). About 20 percent of respondents showed interest in weekend training.

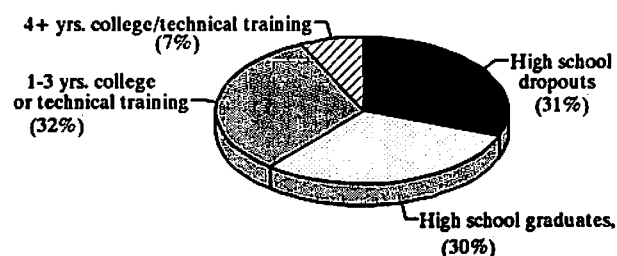
### Times Preferred for Training

	<u>Men</u>	<u>Women</u>
Anytime	13%	22%
Weekends	18	21
Weekdays	16	9
Weekday afternoons	8	4
Weekday mornings	13	4
1st shift	2	4
Specific days of week	2	2
(Sub-Total)	(41)	(23)
Weekday evenings	22	32
2nd shift	8	9
(Sub-Total)	(30)	(41)

\*%s exceed 100 due to several times indicated.

■ Residents interested in further training included high school non-completers, high school graduates, and persons with some college and technical training.

### Educational Background of Residents Over Age 18 Wanting Job Training



■ Even though the survey was conducted in December when the official unemployment rate was at its lowest for the year (4.1 percent for the City of Milwaukee), over half (54 percent) of central city working age households reported at least one person who was interested in finding employment or looking for a different job.

### Profile of Central City Job Seekers

- 44% - unemployed high school dropouts or high school graduates with no postsecondary training
- 15% - unemployed high school graduates with some postsecondary training
- 19% - employed with current employer for less than a year
- 7% - employed for at least a year, no postsecondary training
- 14% - employed for at least a year, some postsecondary training

■ Most (86 percent) job seekers expressed an interest in receiving assistance in finding employment.

#### Assistance Requested by Job Seekers

1. job listings, identify existing openings
2. direct placement services or access to job recruiter
3. training to qualify for other jobs
4. finding transportation to jobs, list of jobs on bus routes
5. preparing resumes
6. developing job search skills
7. arranging job interviews, preparing for interviews
8. English instruction, help translating

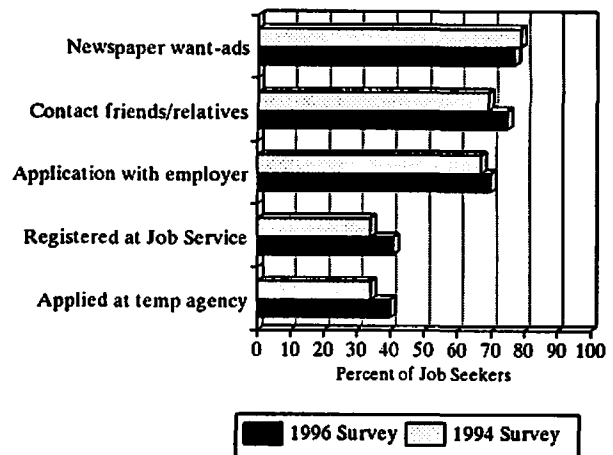
■ Ninety-five percent of unemployed job seekers had actively sought employment during the last four weeks and nearly three-fourths (73 percent) had placed one or more applications directly with an employer. Almost two-thirds (64 percent) of employed workers looking for different jobs had completed job applications for one or more employers during the four week period. Most so-called "discouraged workers" who were interested in employment but not engaged in active job search were over thirty-five years of age and evenly split between men and women.

■ Job seekers who were high school dropouts or high school graduates without postsecondary education showed the highest rates of unemployment or short-term employment.

■ The most common methods job seekers used were initiated on their own -- using the want-ads, contacting other workers about possible openings, and placing applications directly with employers. Almost half of the job seekers used all three of these methods.

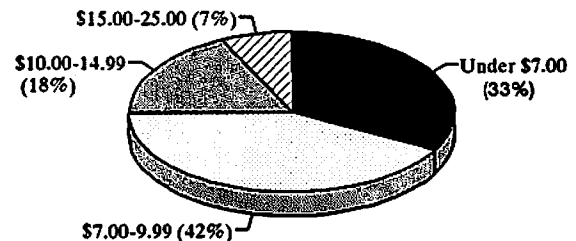
■ Use of Job Service has increased since the Job Centers were established in Milwaukee, according to a comparison of survey responses in 1994 and 1996. Use of temporary employment agencies by central city job seekers has also increased. About a third of persons registering at Job Service also applied at a temp agency during the month.

#### Methods Used to Look for Employment Central City Job Seekers: 1994, 1996



■ The median wage sought by central city workers was \$8.25 for employed job seekers and \$7.00 for persons without current employment. A third (33 percent) of all job seekers would accept less than \$7.00 an hour, 42 percent needed \$7.00 - 9.99, and 25 percent needed \$10.00 or more an hour.

#### Pay Needed by Central City Job Seekers



■ Central city workers were asked which community agencies or centers they had used in the past for help in finding jobs. The most frequently mentioned sources of employment assistance were temporary employment agencies. Nearly a third (31 percent) of residents seeking help identified temp agencies as the source of their help, compared to 23 percent identifying Job Service or a Job Center, and 19 percent naming a community-based organization or non-profit agency. Approval ratings were at the same level (59 percent favorable) for temp agencies, Job Service and the CBO's.

- Temp agencies received generally favorable reviews by central city households, with many residents praising their job placement activities but criticizing the temporary nature of the employment. Eighteen different temp agencies had been used by survey respondents.

- Residents identified finding a job, access to job listings, and counseling as benefits received from Job Centers and Job Service offices.

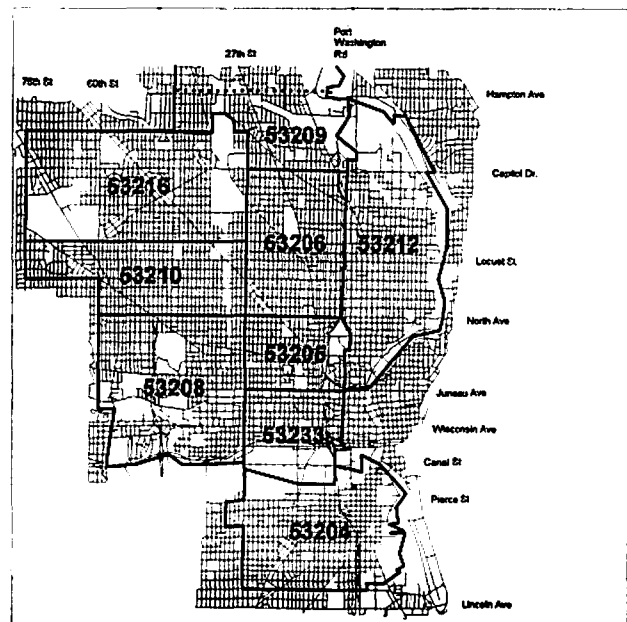
- About one out of five residents seeking assistance turned to a community-based organization or non-profit agency. A total of 22 different organizations were identified as sources of help. Again, the experience with these agencies was generally positive -- with 59 percent of respondents indicating that they found the CBO's and non-profit agencies helpful.

- A number of families indicated that youth under age eighteen were looking for employment. The average pay sought by teens under age eighteen was \$5.25 an hour. Most of these teens also expressed an interest in taking a job training program either after school or on weekends.

- Interest in taking the bus to work was high. Nearly all job seekers (96 percent) without a car were willing to bus to work, and 69 percent of job seekers with a car were willing to bus to their job. When asked what transportation workers would prefer to use if they found a job outside Milwaukee County, most workers with cars preferred to drive or car pool with other drivers. Workers without cars were open to using the bus (39 percent), van pools (25 percent) or car pools (20 percent).

## Survey Methodology

Interviews were conducted in nine zipcode areas of central city Milwaukee: 53204, 53205, 53206, 53208, the southernmost part of 53209, 53210, 53212, most of 53216, and 53233. Only households with an adult under age sixty were interviewed. The margin of error for a sample of this size is plus or minus 4.5 percent, at a 95 percent confidence level. Interviews were conducted in English and Spanish on weekdays from 4 p.m. to 9 p.m., on Saturdays from 10 a.m. to 5 p.m., and on Sundays from noon to 5 p.m. (No interviews were conducted during Packer games.) Analysis of the 1990 U.S. Census data for the Milwaukee inner city public use microdata sample (PUMS) area suggests that a household phone survey will capture relatively more employed and full-time workers and fewer unemployed and part-time workers.



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## *Introduction*

This report summarizes findings from telephone interviews conducted of a random sample of 518 central city Milwaukee households in December 1996 soliciting information on kinds of training and assistance which residents believe would be valuable and to provide information on the usefulness of job search assistance currently available to central city residents. The survey was designed by the Employment and Training Institute, in consultation with the Private Industry Council of Milwaukee County, Milwaukee Area Technical College and community-based organizations. Interviews were conducted by the University of Wisconsin-Milwaukee Social Science Research Facility.

The survey focused on households in nine zipcode areas targeted by the City of Milwaukee Community Development Block Grant and Enterprise Community programs. Only households with working age adults, that is, persons under age sixty, were interviewed. Information was collected on whether any household members were interested in job training, currently looking for a new or different job, or interested in working. Respondents were asked to profile an individual in the household interested in training or in finding employment.

### *Profile of Central City Job Seekers*

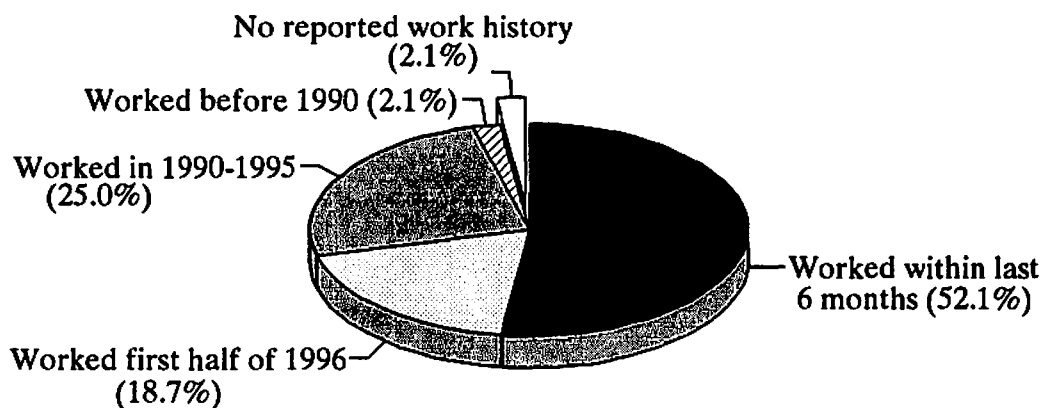
Even though the survey was conducted in December when the official unemployment rate was at its lowest for the year (4.1 percent for the City of Milwaukee and 2.7 percent for the Milwaukee metropolitan area), over half (54 percent) of all central city working age households reported at least one person who was interested in finding employment or looking for a different job. The survey found many difficult-to-place job seekers. Almost sixty percent of job seekers were currently unemployed and 19 percent had been at their present job for less than a year. Forty-two percent of job seekers profiled were men and 58 percent were women.

Jobs held previously by unemployed workers included: machinery/factory work, shipping, packing and other warehouse work, food service, nursing home and nurses aides, office work, housekeeping, cleaning, cashiers, waitresses and waiters, sales and telemarketing, meat packing and food production, and day care. Almost half of unemployed men and most unemployed women had been out of the labor force for six months or more. Some adults reported an interest in working even though they had not been employed in the last six years.

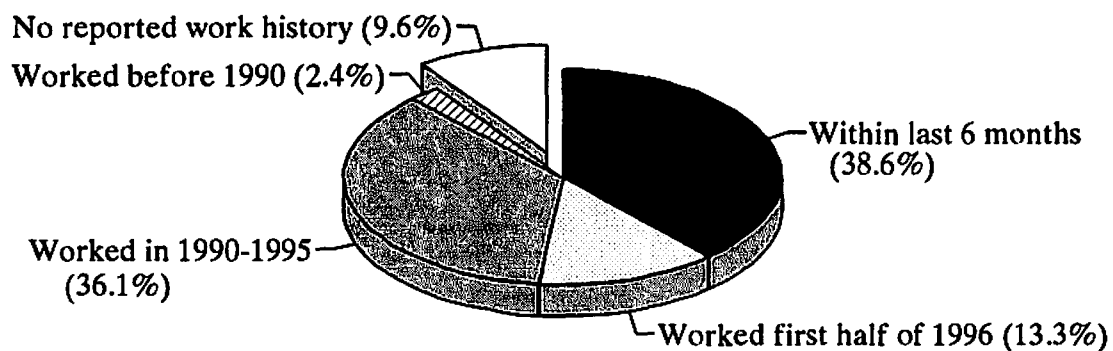
#### **Profile of Central City Job Seekers**

- 44% - unemployed high school dropouts or high school graduates with no postsecondary training
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**When Unemployed Job Seekers Last Worked**  
**Men Ages 18-59 (as of December 1996)**



**When Unemployed Job Seekers Last Worked**  
**Women Ages 18-59 (as of December 1996)**



EXAMPLES OF CENTRAL CITY JOB SEEKERS	
18-year-old woman wants full-time cleaning work for \$5.50 an hour; last worked in warehouse; no car.	35-year-old women wants full-time dietary work in hospital, paying at least \$7.00 an hour; has car.
18-year-old man interested in part-time job as forklift driver earning at least \$8.00 an hour; currently has temp job, has car.	42-year-old cashier wants full-time work doing data entry for at least \$7.00 an hour; interested in upgrading her skills; has car.
26-year-old man would take anything available, needs full-time job paying at least \$8.00 an hour; last worked as delivery truck driver.	23-year-old cutter wants full-time welding work paying at least \$9.00 an hour; she would take training afternoons or weekends.
29-year-old production worker wants full-time job in carpentry or construction earning at least \$10.00 an hour; she has car.	35-year-old man interested in full-time warehouse work paying at least \$7.00 an hour; has done lifting and printing work; has car.
33-year-old female willing to work part-time in fast food job for \$6.00 an hour; very good cook; interested in further training.	28-year-old assembly line worker interested in anything full-time paying at least \$6.00 an hour.
44-year-old unemployed woman with car interested in full-time job as seamstress in factory; needs at least \$7.00 an hour.	41-year-old telemarketer interested in full-time computer work paying \$10.00 an hour; he would attend computer classes after 7 p.m.
57-year-old nursing assistant wants full-time CNC job; needs at least \$8.00 an hour; she has car.	48-year-old unemployed man wants full-time job in auto mechanics and electronics for \$12.00 an hour; last worked as drop forge worker; would like more training.
49-year-old self-employed man wants sales work paying at least \$15.00 an hour.	46-year-old unemployed woman wants part-time job in cleaning for \$4.75 an hour; would like training in English if after 4 p.m.

Job seekers who were high school dropouts or high school graduates without postsecondary education showed the highest rates of unemployment or short-term employment. The majority of job seekers who had been employed for a year or more already had some college or technical training.

**Employment Status of Job Seekers (Aged 18 and Above) by Level of Education**

Length of Employment	High school dropout	High school graduate	1-3 yr. college or tech. training	4-11 yr. college or tech. training
Not employed	76.4%	60.3%	38.7%	35.0%
Employed less than 6 months	9.7	15.1	16.0	10.0
Employed 6-11 months	5.6	5.4	5.3	10.0
Employed 1 year or more	<u>8.3</u>	<u>19.2</u>	<u>40.0</u>	<u>45.0</u>
TOTAL	100.0%	100.0%	100.0%	100.0%

## Job Search Methods Used by Workers Seeking Employment

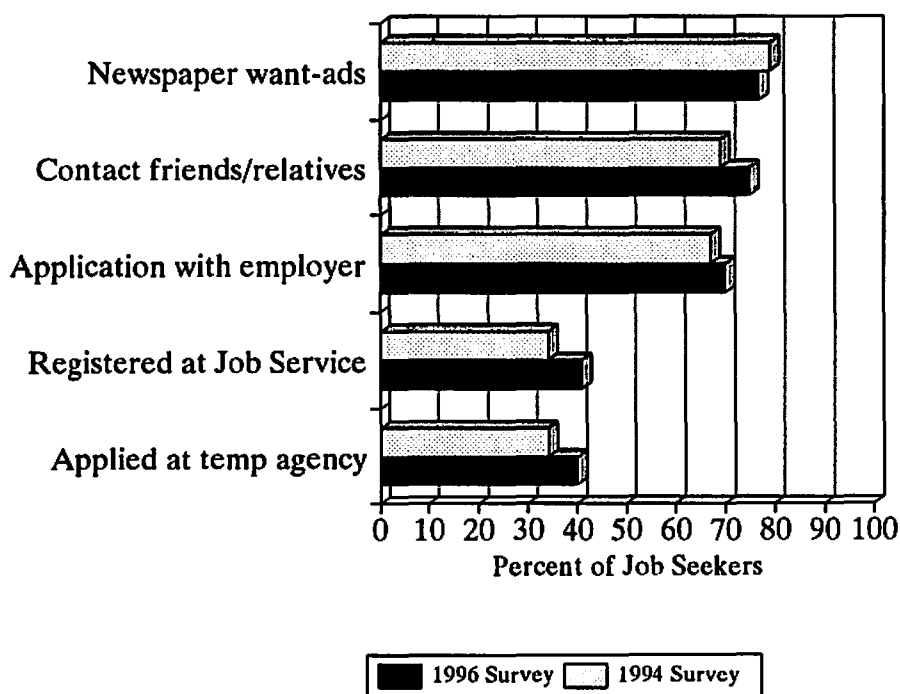
Persons who reported that they were currently looking for employment or interested in working were asked whether they had initiated specific job search activities within the last four weeks.

21. I'm going to read a list of things people sometimes do to help them find a job. For each activity, please tell me "yes" if he/she has done this within the last four weeks or "no" if he/she has not done this in the last four weeks.

- |  |                              |                             |                                   |
|--|------------------------------|-----------------------------|-----------------------------------|
| a. read newspaper want-ads?                    | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Not sure |
| b. contacted friends and relatives about jobs? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Not sure |
| c. registered at a Job Center or Job Service?  | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Not sure |
| d. placed an application with an employer?     | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Not sure |
| e. applied at a temporary employment agency?   | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Not sure |

The most common methods job seekers used were initiated on their own -- using the want-ads, contacting other workers about possible openings, and placing applications directly with employers. Almost half of the job seekers used all three of these methods. Use of Job Service has increased since the Job Centers were established in Milwaukee, according to a comparison of survey responses in 1994 and 1996, and use of temporary employment agencies by central city job seekers has also increased. About a third of persons registering at Job Service also applied at a temp agency during the month. Persons in their twenties showed heaviest use of Job Service and temp agencies.

**Methods Used to Look for Employment**  
Central City Job Seekers: 1994, 1996



The seriousness of central city job search activities can be seen in the percentages of unemployed workers who applied for jobs in December. Nearly three-fourths (73 percent) of unemployed job seekers had placed one or more applications directly with an employer during the last four weeks. Most so-called "discouraged workers" who were interested in employment but not engaged in active job search were over thirty-five years of age and evenly split between men and women.

#### Job Search Methods Used by Unemployed Central City Workers

<u>Job Search Method</u>	<b>Percent Using Method by Age:</b>					<u>All Job Seekers</u>
	<u>14-17</u>	<u>18-19</u>	<u>20-29</u>	<u>30-39</u>	<u>40-59</u>	
Read newspaper want ads	64%	86%	84%	81%	69%	78%
Contacted friends and relatives about jobs	92	81	79	73	73	78
Placed application with an employer	68	81	84	62	69	73
Registered at Job Service	20	33	61	35	62	45
Applied at a temporary employment agency	8	43	61	49	31	43
Did none of the above	0	5	0	14	8	5

Almost two-thirds (64 percent) of employed workers looking for different jobs had completed job applications for one or more employers during the four week period.

#### Job Search Methods Used by Employed Central City Workers Looking for Different Jobs

<u>Job Search Method</u>	<b>Percent Using Method by Age:</b>				<u>All Job Seekers</u>
	<u>18-19</u>	<u>20-29</u>	<u>30-39</u>	<u>40-59</u>	
Read newspaper want ads	57%	70%	89%	72%	75%
Contacted friends and relatives about jobs	71	72	68	72	70
Placed application with an employer	86	68	61	56	64
Registered at Job Service	29	42	25	32	34
Applied at a temporary employment agency	29	44	25	28	36
Did none of the above	0	4	7	12	6

## High Interest in Job Search Assistance

Persons who reported that they were looking for work or interested in employment were asked whether they wanted assistance in finding a job.

16. Does he/she want assistance in finding a job?  
\_\_\_ Yes \_\_\_ No [SKIP TO Q.18] \_\_\_ Not sure [SKIP TO Q.18]

17. What kind of assistance would be helpful?

[open-ended responses]

Interest in job search assistance was very high among men (87 percent) as well as women (89 percent). Most asked for help identifying job openings or assistance matching their skills to available jobs. Many workers expressed a need for direct placement services or access to a job recruiter who would help them locate jobs for which they qualified. Even residents who had sought out employment assistance in the past and not found it helpful remained interested in obtaining assistance in finding employment.

The top needs identified by both employed and unemployed job seekers were information on jobs available, access to direct placement services, and training. Employed job seekers were more likely to request access to a job recruiter and help with interviewing skills while unemployed job seekers more frequently identified the need for help with transportation to jobs and help preparing resumes.

### **Kinds of Assistance Requested by Job Seekers**

1. job listings, identify existing job openings
2. direct placement services or access to job recruiter
3. training to qualify for other jobs
4. finding transportation to jobs, list of jobs on bus routes
5. preparing resumes
6. developing job search skills
7. arranging job interviews, preparing for interviews
8. English instruction, help translating

The proportion of workers difficult to place in employment offer special challenges for agencies. Observations of job seekers included the following:

- Needs to find employer who is hiring someone with no skills.
- Wants to find an employer willing to hire younger people.
- Wants sure leads, not goose chases.
- Needs detailed employer listings and their track records involving minorities.
- Needs help finding non-advertised jobs.
- Needs transportation to work since she is disabled.
- Needs job placement services due to her older age.

### Temp Agencies Receive Generally Favorable Reviews ▼

Job seekers were asked if they had used community agencies or centers in the past for help in finding employment and whether these agencies had been helpful.

18. Has this person gone to any community agencies or centers for help in finding a job?  
\_\_\_ Yes \_\_\_ No [SKIP TO Q.21] \_\_\_ Not sure [SKIP TO Q.21]

19. What agencies did he/she use?  
[open-ended responses]

20. Were these agencies helpful? \_\_\_ Yes \_\_\_ No \_\_\_ Not sure

Please explain.  
[open-ended responses]

The most frequently mentioned sources of employment assistance among central city residents were temporary employment agencies. Nearly a third (31 percent) of residents seeking help identified temp agencies as the source of their help, compared to 23 percent identifying Job Service or a Job Center and 19 percent identifying a community-based organization or non-profit agency. Approval ratings were at the same level for temp agencies, Job Service and the CBO's.

The temp agencies received generally favorable reviews by central city households, with many residents praising their job placement activities but criticizing the temporary nature of the employment. Residents identified a total of 18 different temp agencies which they had visited. Of workers using temp agencies, 59 percent reported that they were helpful, 35 percent reported that they were not helpful, and 6 percent were not sure. Those persons pleased with services received often noted that the temp agency had found them jobs. Typical comments included:

- *Got her the job she's had for two years*
- *Found him his current job*
- *Nice, gave good pay, found job*
- *Got job the next day*
- *Did an assignment that lasted over a year*
- *They found him a needed summer job.*

Other respondents complained that the temp agencies did not call them back or only provided short-term assignments. Negative comments about temp agencies included:

- *Could not find one place and they stopped calling*
- *The pay was very low and the job was far away*
- *They got him some jobs but the jobs didn't last long*
- *They found jobs that had no permanence*
- *They never called me back*
- *Found work with them but it wasn't steady*
- *They offer work but don't pay transportation costs.*

### **Job Service Second Most Cited Community Agencies for Job Search Assistance** ▼ -

After temp agencies, Job Service and the Job Centers were most frequently named as sources of help provided to Milwaukee residents, with 23 percent of persons seeking help using these sites. Fifty-nine percent of users found these agencies helpful, 37 percent did not find them helpful, and 4 percent were not sure.

Respondents identified finding a job as the main service provided, and also access to job listings and counseling. Comments included:

- *Gave him a good number of personalized leads*
- *Took him out on-site to work*
- *They put some time into helping him*
- *The discovery program helped*
- *Used computer to look for job.*

The most common complaint by residents was not finding a job or not finding a job which met their qualifications. Responses included:

- *Assistance was geared to AFDC participants not employment opportunities*
- *Nothing has come of this*
- *No one called her back for jobs.*



### *Helpful Assistance Provided by Community-Based Organizations* ▼

About one out of five residents (19 percent) seeking assistance in finding a job turned to a community-based organization or non-profit agency. A total of 22 different organizations were identified as sources of help. Again, the experience with these agencies was generally positive - with 59 percent of respondents using an agency indicating that they found the CBO's and non-profit agencies helpful, and 41 percent saying they were not helpful.

Many residents praised the helpfulness of agencies spending time identifying jobs which suited the person or helping with transportation plans for the job or job interview. Typical comments included:

- *Found a job, helped prepare for the job, follow-up after you got job*
- *Got her a lead which netted her a job*
- *Took the time to find jobs related to your experience*
- *Got him a job for awhile*
- *Helped her learn to work with children*
- *Gave locations and job hiring information*
- *Helped find a job fast*
- *Got a job for about a year.*

Often, residents' dissatisfaction with the assistance provided from CBO's was based on not finding a job or not finding jobs for which the resident was qualified. Others did not feel they received the level of attention that they needed.

- *Didn't get a job*
- *They didn't really help much*
- *Found a job, but not enough pay*
- *Could not find type of job she wanted*
- *Have jobs to see about but they need more training*
- *They cut you off if you couldn't find a job, but did give you bus passes*
- *A lot of times he was sent away.*

### Interest in Job Training to Develop or Upgrade Skills

Almost half (48 percent) of all working age central city households had someone who was interested in job training to upgrade skills or to prepare for a new job. The following questions were asked about the kind of training desired.

- |    |  |
|----|--|
| 5. | What kind of training would the person find helpful?<br>[open-ended responses]   |
| 6. | What time of the day, evening or week-end would be most convenient for training?<br>[open-ended responses]   |
| 7. | Would he/she be interested in attending a training program at the Milwaukee Area Technical College? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not sure |

The most frequently listed was computer training, identified by about a fourth of persons indicating an interest in training to upgrade their skills. High interest was also indicated for medical and health care (including nurses assistant, nurses aide, medical assistant), industrial and manufacturing skills, and clerical and office skills. About a fifth of respondents did not know what kind of training they wanted or said that they would be interested in any training available.

#### Top Areas of Interest for Training

1. computer training
2. medical and health care
3. industrial skills, machine tool, CNC
4. clerical and office skills
5. business and management
6. computer repair
7. data processing
8. truck driving
9. auto mechanics
10. college

Most central city residents expressed interest in further training at Milwaukee Area Technical College. Eighty-nine percent of persons wanting training were interested in attending MATC training. Interest in MATC training was very high for all age groups, including teens.

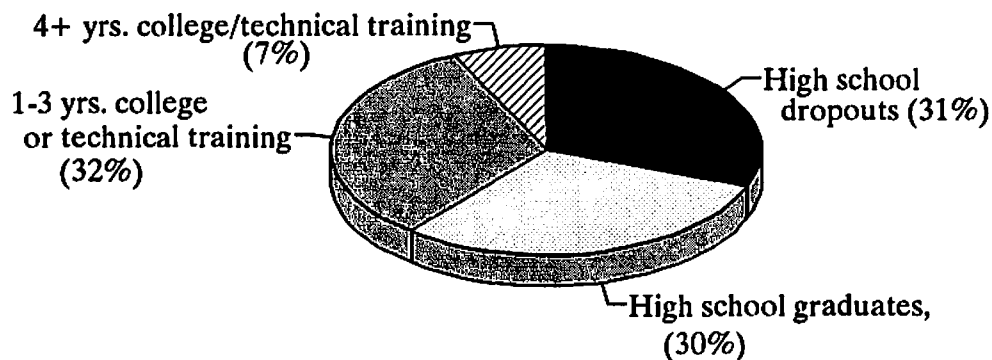
Forty-one percent of men and 23 percent of women interested in training identified weekdays as convenient times although schedules differed as to whether they were available mornings, afternoons, first shift only, or specific days of the week. Many women expressed interest in evening or weekend training, with 41 percent available evenings (sometimes after first shift, often after 5:30 p.m.) and 21 percent expressing an interest in attending weekend training.

<b>Times Preferred for Training by Percent of Respondents*</b>		
	<u>Men</u>	<u>Women</u>
<b>Anytime</b>	<b>13%</b>	<b>22%</b>
<b>Weekdays</b>	<b>16</b>	<b>9</b>
Weekday afternoons	8	4
Weekday mornings	13	4
1st shift	2	4
Specific days of week	2	2
(Sub-Total)	(41)	(23)
<b>Weekday evenings</b>	<b>22</b>	<b>32</b>
2nd shift	8	9
(Sub-Total)	(30)	(41)
<b>Weekends</b>	<b>18</b>	<b>21</b>
<b>Not sure</b>	<b>2</b>	<b>2</b>

\*Percents exceed 100 due to respondents with several different times indicated.

Residents interested in further training included a mix of high school non-completers, high school graduates, and persons with college and technical training.

### **Educational Background of Residents Over Age 18 Wanting Job Training**



### Wages and Hours Sought by Central City Job Seekers

The wages sought by unemployed workers were higher than in previous central city household surveys. When asked how much the job seeker needed to earn an hour in the job sought, a third (33 percent) would accept less than \$7.00 an hour, 42 percent needed \$7.00 - 9.99, and 25 percent needed \$10.00 or more an hour.

The median wage sought was \$8.25 for employed job seekers and \$7.00 for persons without current employment. (In Fall 1995 employed job seekers reported needing \$7.00 an hour and unemployed job seekers reported needing \$6.00 an hour.) In both surveys, women often sought lower wages than male job seekers.

#### **Wages Needed by Unemployed Central City Job Seekers**

<u>Age of Job Seeker</u>	<u>UNEMPLOYED MEN:</u>			<u>UNEMPLOYED WOMEN:</u>		
	<u>Median</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Median</u>	<u>Minimum</u>	<u>Maximum</u>
Teens	\$5.50	\$5.00	\$15.00	\$5.42	\$4.00	\$12.00
20 - 29 years	7.00	5.00	15.00	7.12	5.00	12.00
30 - 39 years	8.50	6.00	12.00	6.37	5.00	20.00
40 - 59 years	11.00	6.00	14.00	7.50	4.75	15.00
All Unemployed	7.00	5.00	15.00	6.50	4.00	20.00

Most unemployed adults were looking for full-time employment. Teenagers were usually looking for part-time employment.

#### **Hours Preferred by Unemployed Central City Job Seekers**

<u>Age of Job Seeker</u>	<u>UNEMPLOYED MEN:</u>			<u>UNEMPLOYED WOMEN:</u>		
	<u>Full-Time</u>	<u>Part-Time</u>	<u>Either</u>	<u>Full-Time</u>	<u>Part-Time</u>	<u>Either</u>
Teens	39%	56%	5%	32%	68%	0%
20 - 29 years	100%	0%	0%	71%	29%	0%
30 - 39 years	82%	9%	9%	85%	15%	0%
40 - 59 years	90%	10%	0%	63%	31%	0%
All Unemployed	77%	20%	3%	63%	36%	1%

Many employed workers were looking for better jobs, improved pay or improved working conditions. Wages sought by employed job seekers were typically higher than those sought by unemployed workers. Again, most employed respondents (except teenagers) were looking for full-time employment.

#### Wages Needed by Employed Central City Job Seekers

Age of Job Seeker	EMPLOYED MEN:			EMPLOYED WOMEN:		
	Median	Minimum	Maximum	Median	Minimum	Maximum
Teens	--	--	--	\$5.75	\$4.75	\$ 8.00
20 - 29 years	\$8.00	\$6.00	\$11.50	8.00	5.50	11.50
30 - 39 years	9.75	6.00	20.00	8.50	6.50	20.00
40 - 59 years	13.00	6.00	25.00	9.00	5.00	16.00
All Employed	9.75	6.00	25.00	8.00	4.75	20.00

#### Hours Preferred by Employed Central City Job Seekers

Age of Job Seeker	EMPLOYED MEN:			EMPLOYED WOMEN:		
	Full-Time	Part-Time	Either	Full-Time	Part-Time	Either
Teens	--	--	--	29%	71%	0%
20 - 29 years	88%	12%	0%	79%	21%	0%
30 - 39 years	83%	8%	8%	94%	6%	0%
40 - 59 years	80%	20%	0%	90%	10%	0%
All Employed	84%	14%	2%	78%	22%	0%

### Transportation Preferences of Central City Job Seekers

Lack of private transportation presents a barrier to employment for central city residents interested in jobs located in Waukesha, Ozaukee and Washington counties or even jobs within Milwaukee County not easily reached by public transportation. Job seekers were asked the following questions about their transportation needs and preferences.

11. Would he/she be willing to take the bus to work on his/her new job? ☐ Yes ☐ No ☐ Not sure
12. Has he/she ever used the bus to commute to a job in the past? ☐ Yes ☐ No ☐ Not sure
13. Would he/she be willing to travel out of Milwaukee County for work?  
☐ Yes ☐ No [SKIP TO Q.15] ☐ Not sure [SKIP TO Q.15]
14. If he/she found a job outside of Milwaukee County, would he/she prefer to use the bus, a van pool, a car pool or his/her own car for transportation to work?  
☐ Bus ☐ Van pool ☐ Car pool ☐ Own car ☐ Not sure
27. Does he/she have access to a car? ☐ Yes ☐ No

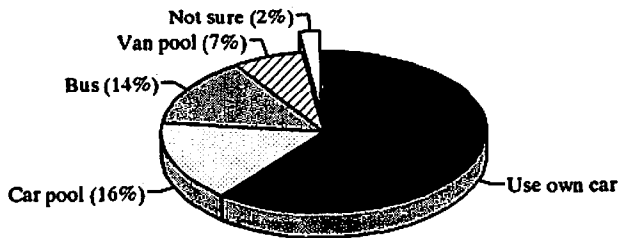
While 77 percent of employed job seekers had access to a car, only 48 percent of unemployed persons interested in employment had a car. (Earlier surveys have shown that about a fourth of employed central city residents with cars lack valid driver's licenses and a third of unemployed workers with cars lack a valid license.) Seventy-seven percent of all central city job seekers have used the bus to commute to work in the past.

The availability of private transportation was an important factor in whether job seekers would consider employment outside Milwaukee County. Sixty-four percent of job seekers with a car were willing to travel out of the county for work, while only 54 percent of job seekers without a car would consider outlying locations. The most recent survey of employers in October 1996 showed that 49 percent of full-time job openings and 38 percent of part-time openings for the Milwaukee area were located in Waukesha, Ozaukee and Washington counties.

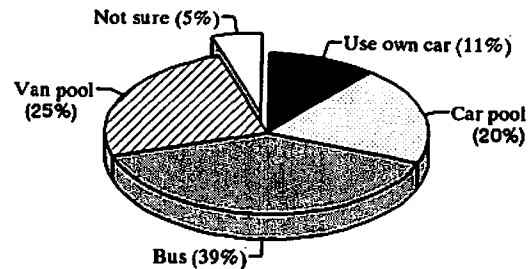
Interest in taking the bus to work was high. Nearly all job seekers (96 percent) without a car were willing to bus to work, and 69 percent of job seekers with a car were willing to bus to their job. However, when asked what transportation workers would prefer to use if they found a job outside Milwaukee County, most workers with cars preferred to drive or car pool with other drivers. Workers without cars were open to using the bus (39 percent), van pools (25 percent) or car pools (20 percent).

## Preferred Method of Travel to Job Outside Milwaukee County

**Job Seekers With a Car**



**Job Seekers Without a Car**



### Younger Teenagers Seeking Employment

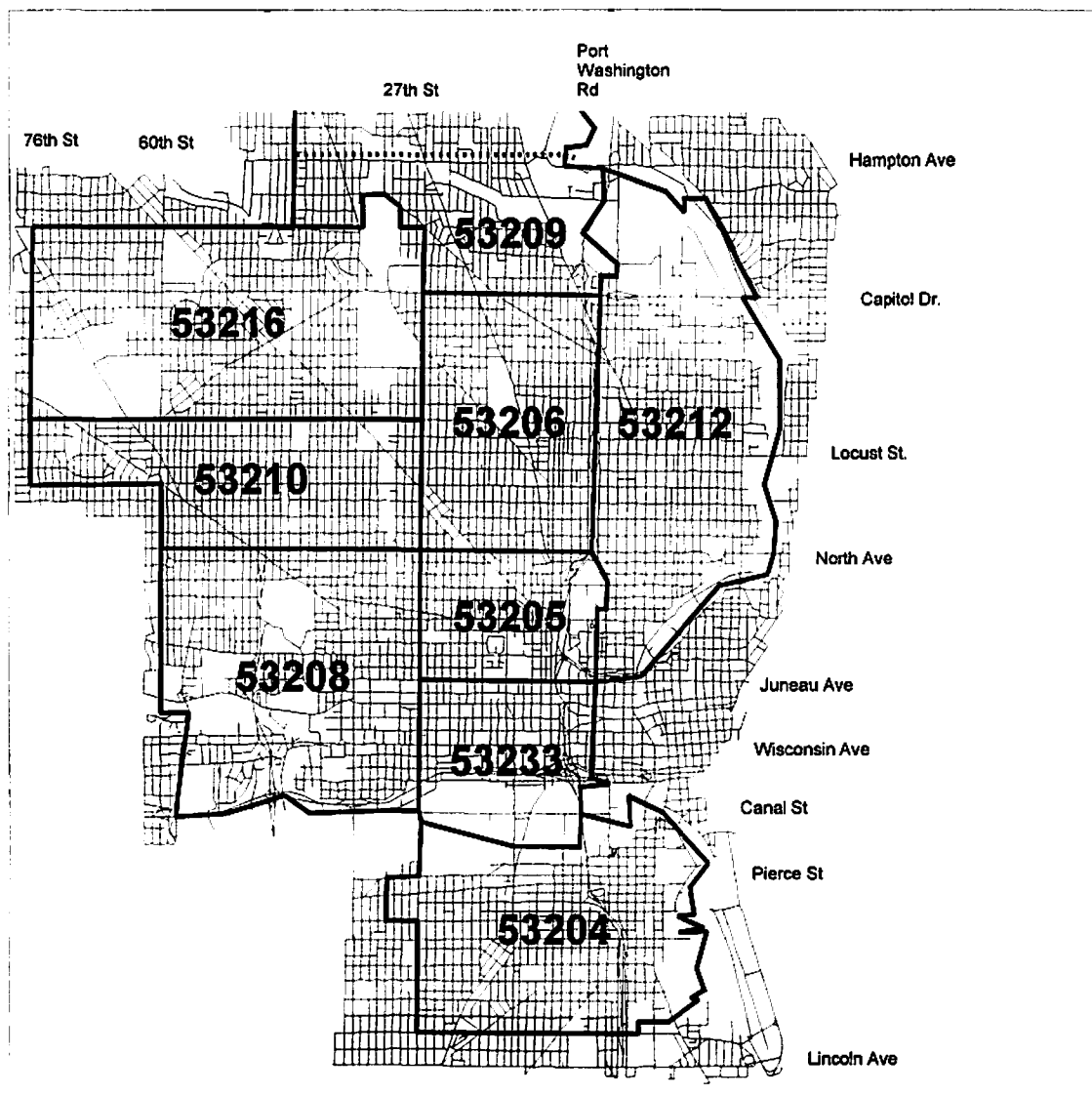
A number of families indicated that youth under age eighteen were looking for employment. Most teens looking for work were not employed although a number had worked in food service, cleaning, stocking or warehouse work in the past. The average pay sought by youth under age eighteen was \$5.25 an hour. Most of these teenagers also expressed an interest in taking a job training program either after school or on weekends. Examples of teens' job interests are shown below.

EXAMPLES OF TEENAGERS SEEKING JOBS	
15-year-old girl looking for part-time job as cashier or stock clerk for \$5.25 an hour; has worked as a waitress and volunteer; is interested in weekend training program.	16-year-old girl wants part-time work as computer operator for \$5.00 an hour; has done cleaning work; would like to take secretarial training in the evening.
16-year-old boy wants part-time work as a stocker for \$5.50 an hour; has worked in a bakery; would take training after school.	17-year old boy wants part-time job paying at least \$5.25 an hour; has done tutoring and food service work.
16-year-old girl willing to work in child care, housekeeping or a nursing home for \$6.50 an hour; has done dishwashing and cleaning work; interested in child care training after 4 p.m.	17-year-old boy wants full-time job in insurance for \$11.00 an hour; has worked as warehouse worker; is interested in business training on weekends.
14-year-old boy wants part-time job in grocery store for \$8.00 an hour.	15-year-old girl wants part-time job as waitress for \$4.50 an hour; would attend job training program after school or all day on Saturdays.

## APPENDIX

### Survey Methodology

Telephone surveys were conducted of a random sample of 518 Milwaukee households in December 1996. The survey was designed by the Employment and Training Institute, in consultation with the Private Industry Council of Milwaukee County, Milwaukee Area Technical College and community-based organizations. Interviews were conducted by the University of Wisconsin-Milwaukee Social Science Research Facility of central city households in nine zipcode areas targeted by the City of Milwaukee Community Development Block Grant program: 53204, 53205, 53206, 53208, the southernmost part of 53209, 53210, 53212, most of 53216, and 53233. Only households with an adult under age sixty were interviewed. The margin of error for a sample of this size is plus or minus 4.5 percent, at a 95 percent confidence level. For smaller subgroups, the potential sampling error is larger.





Interviewers were trained by the Social Science Research Facility, which monitored call results and reviewed completed surveys. The sampling procedure was based on computer-generated random phone numbers, a process that allowed the inclusion of unlisted and unpublished phone numbers in twenty-four residential phone exchanges which served the target area. Interviews were conducted on weekdays from 4:00 p.m. to 9:00 p.m., on Saturdays from 10:00 a.m. to 5:00 p.m., and on Sundays from noon to 5:00 p.m. (No interviews were conducted during Packer games.) A bilingual interviewer was available for respondents speaking Spanish. Analysis of the 1990 U.S. Census data for the Milwaukee inner city Public Use Microdata Sample (PUMS) area suggests that use of a household phone survey will capture relatively more employed and full-time workers and fewer unemployed and part-time labor force participants.

All households (N=518) were asked whether any members of their household were interested in finding work, looking for a new or different job or interested in job training to upgrade their skills or to prepare for a new job. Households with a member interested in finding work (N=281) were asked a series of questions about the job seeker's current employment status, methods of job search, kinds of assistance desired and type of work preferred.<sup>1</sup> A total of 117 profiled job seekers were male, and 164 were female. These profiles, not selected randomly, provide additional descriptive data on central city job seekers. Households with a member interested in job training (N=251) were asked about the kind of training preferred and most convenient times for training. A total of 102 males and 149 females were profiled.

To assist the Milwaukee Community Outreach Partnership Center fair lending activities, questions were added to the survey as to whether central city residents were facing any difficulties cashing their payroll and other checks and use of check cashing outlets by residents. These responses will be analyzed in a separate report.

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1. The survey information collected on persons interested in employment included those so-called "discouraged workers" who are not actively engaged in job search activities but are interested in employment. To be classified as in the labor force by the Bureau of Labor Statistics, persons must be currently employed, on temporary layoff, having a new job to which they are supposed to report in the very near future, or considered "unemployed." Persons are considered "unemployed" if they (1) have not worked in the reference week for the survey, (2) have actively sought work sometime during the four weeks preceding the survey, and (3) be currently available to take a suitable job. Ninety-five percent of non-employed job seekers in this survey had engaged in a job search activity within the last four weeks.

Phone Number \_\_\_\_\_

Interviewer ID # \_\_\_\_\_

Time of Interview \_\_\_\_\_

Date of Interview \_\_\_\_\_

### FALL 1996 LABOR MARKET STUDY WORKER SURVEY

"Hello, this is \_\_\_\_\_ from the UWM Social Science Research Facility. We're conducting a short survey about jobs and employment issues in Milwaukee. Your number was selected randomly and your responses will be confidential. Is anyone in your household aged 59 or younger, including yourself?" (IF NO: "Thanks anyway. Goodbye." AND HANG UP. IF YES, CONTINUE:)

1. Is anyone in your household interested in finding work or looking for a new or different job?  
\_\_\_ Yes \_\_\_ No \_\_\_ Not sure
2. Is anyone in your household interested in job training to upgrade their skills or to prepare for a new job?  
\_\_\_ Yes \_\_\_ No \_\_\_ Not sure

[IF Q.1 AND Q.2 ARE BOTH "NO" OR "NOT SURE," SKIP TO Q.38. IF Q.1 OR Q.2 IS "YES," CONTINUE.]

3. Are you the person who is looking for a job or interested in job training? \_\_\_ Yes \_\_\_ No
4. [IF RESPONDENT IS THE INTERESTED PERSON, CHECK THE APPROPRIATE GENDER BELOW. OTHERWISE, ASK:]  
Is this person male or female? \_\_\_ Male \_\_\_ Female

[IF PERSON ANSWERED "YES" TO Q.2: ASK Q.5 to Q.7 BELOW]

5. What kind of training would the person find helpful?
6. What time of the day, evening or week-end would be most convenient for training?
7. Would he/she be interested in attending a training program at the Milwaukee Area Technical College?  
\_\_\_ Yes \_\_\_ No \_\_\_ Not sure

[IF PERSON ANSWERED "YES" TO Q.1: ASK THE QUESTIONS BELOW.  
IF PERSON ANSWERED "NO" TO Q.1, SKIP TO Q.22]

8. What kind of job or occupation is he/she looking for? [List up to 3] \_\_\_\_\_  
\_\_\_\_\_
9. Does he/she want to work full-time or part-time? \_\_\_ Full-time \_\_\_ Part-time \_\_\_ Not sure
10. About how much does he/she need to earn an hour in the job he/she is seeking? \_\_\_\_\_
11. Would he/she be willing to take the bus to work on his/her new job? \_\_\_ Yes \_\_\_ No \_\_\_ Not sure
12. Has he/she ever used the bus to commute to a job in the past? \_\_\_ Yes \_\_\_ No \_\_\_ Not sure
13. Would he/she be willing to travel out of Milwaukee County for work?  
\_\_\_ Yes \_\_\_ No [SKIP TO Q.15] \_\_\_ Not sure [SKIP TO Q.15]
14. If he/she found a job outside of Milwaukee County, would he/she prefer to use the bus, a van pool, a car pool or his/her own car for transportation to work?  
\_\_\_ Bus \_\_\_ Van pool \_\_\_ Car pool \_\_\_ Own car \_\_\_ Not sure

15. What kind of experience has he/she had that might be helpful for a new job?

16. Does he/she want assistance in finding a job?

☐ Yes ☐ No [SKIP TO Q.18] ☐ Not sure [SKIP TO Q.18]

17. What kind of assistance would be helpful?

18. Has this person gone to any community agencies or centers for help in finding a job?

☐ Yes ☐ No [SKIP TO Q.21] ☐ Not sure [SKIP TO Q.21]

19. What agencies did he/she use?

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20. Were these agencies helpful? ☐ Yes ☐ No ☐ Not sure

Please explain.

21. I'm going to read a list of things people sometimes do to help them find a job. For each activity, please tell me "yes" if he/she has done this within the last four weeks or "no" if he/she has not done this in the last four weeks.

a. read newspaper want-ads?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not sure
b. contacted friends and relatives about jobs?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not sure
c. registered at a Job Center or Job Service?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not sure
d. placed an application with an employer?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not sure
e. applied at a temporary employment agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not sure

22. Is he/she currently employed? ☐ Yes ☐ No [SKIP TO Q.25]

23. [IF EMPLOYED:] What is his/her occupation or type of work? \_\_\_\_\_

24. About how long has he/she held this job? \_\_\_\_\_ years OR \_\_\_\_\_ months [SKIP TO Q.27]

25. [IF NOT CURRENTLY EMPLOYED:] What was his/her last occupation or type of work?

\_\_\_\_\_

26. When did he/she last work at a job, either full- or part-time?

\_\_\_\_\_ [LIST MONTH AND YEAR]

[PROBE IF RESPONDENT JUST GIVES A YEAR: "Could you tell me what month it was?"

PROBE IF RESPONDENT JUST GIVES A MONTH: "Could you tell me what year it was?"]

27. Does he/she have access to a car? ☐ Yes ☐ No
28. Does he/she have a high school diploma or GED? ☐ Yes ☐ No [SKIP TO Q.31]
29. Does he/she have any college or technical training? ☐ Yes ☐ No [SKIP TO Q.31]
30. If yes, how many years? \_\_\_\_\_
31. What is his/her age? \_\_\_\_\_
32. I have just a few more questions. What is your zip code? \_\_\_\_\_
33. We are interested in finding out whether households are having any difficulties cashing their payroll or other checks. Do you have any difficulties cashing your checks? ☐ Yes ☐ No ☐ Not sure
34. Which of the following describes the type of place you usually cash your checks?  
☐ a bank,  
☐ a check cashing outlet [SKIP TO Q.36],  
☐ a grocery or other store, or  
☐ some other place?
35. Do you ever use a check cashing outlet to cash checks?  
☐ Yes ☐ No [SKIP TO Q.37] ☐ Refused to answer/Not sure [SKIP TO Q.37]
36. Can you tell us why you use the check cashing outlet?
37. Do you currently have a checking or savings account at a bank?  
☐ Yes ☐ No ☐ Refused to answer/Not sure

**[LONG INTERVIEW ENDING]**

"Thank you very much for your time. If you would like information about the Job Center or training programs at the Milwaukee Area Technical College, I can give you phone numbers to call. [For information about the Job Center, call 873-6400.\* For information about MATC, call 297-6370.] If not, thank you."

\*For respondents in zip code 53204, the Job Center number is 384-4000.  
For Spanish-speaking respondents, the Job Center number is 384-4000 and the MATC number is 297-6966.

**[SHORT INTERVIEW ENDING]**

38. Then I just have one question. What is your zip code? \_\_\_\_\_

"Thank you very much."

Phone Number \_\_\_\_\_ - \_\_\_\_\_

Interviewer ID # \_\_\_\_\_

Time of Interview \_\_\_\_\_

Date of Interview \_\_\_\_\_

### FALL 1996 LABOR MARKET STUDY WORKER SURVEY

"Hola, hablo de la Universidad de Wisconsin-Milwaukee Centro de Investigaciones de Ciencias Sociales. Estamos haciendo una encuesta breve en Milwaukee sobre cuestiones del trabajo y empleo. [BRIEF EXPLANATION OF CONFIDENTIALITY OF SURVEY RESPONSES] ¿Hay alguien en la casa que tenga entre 18 (dieciocho) y 59 (cincuenta y nueve) años de edad, incluso usted?" [SI NO: "Gracias de todos modos. Adiós." Y CUELGA. SI SI, CONTINUE:]

1. ¿Hay alguien que vive en la casa que busca trabajo o que quiere encontrar un nuevo trabajo?  
\_\_\_ Sí \_\_\_ No \_\_\_ No está seguro/a
2. ¿Hay alguien en la casa que le interese tener preparación laboral para mejorar sus habilidades o para un trabajo nuevo? \_\_\_ Sí \_\_\_ No \_\_\_ No está seguro/a

[SI CONTESTA "NO" O "NO ESTA SEGURO/A" A AMBAS PREGUNTAS 1 Y 2, PASE A LA PREG.38.  
SI CONTESTA "SI" O A LA PREG.1 O A LA PREG.2, CONTINUE.]

3. ¿Es usted la persona que busca trabajo o que le interese la preparación laboral? \_\_\_ Sí \_\_\_ No

[SI EL ENCUESTADO ES EL INTERESADO, MARQUE DONDE CORRESPONDA ABAJO. DE OTRA MANERA, PREGUNTE:]

4. ¿Es esta persona hombre o mujer? \_\_\_ hombre \_\_\_ mujer

[SI CONTESTO "SI" A LA PREG.2, HAGA LAS PREGS.5, 6, & 7 ABAJO.]

5. ¿Qué tipo de preparación sería útil?

6. ¿Qué hora del día, de la noche o del fin de semana le conviene para su preparación?

7. ¿Le interesaría participar en un programa de preparación laboral en el Colegio Técnico del Área de Milwaukee (MATC)?  
\_\_\_ Sí \_\_\_ No \_\_\_ No está seguro/a

[SI CONTESTO "SI" A LA PREG.1, HAGA LAS PREGUNTAS ABAJO.  
SI CONTESTO "NO" A LA PREG.1, PASE A LA PREG.22.]

8. ¿Qué tipo de trabajo u ocupación busca?

\_\_\_\_\_  
\_\_\_\_\_

9. ¿Quiere trabajar a tiempo completo o parcial? \_\_\_ completo \_\_\_ parcial \_\_\_ no está seguro/a
10. ¿Cuánto necesita ganar por hora en el trabajo que busca? \_\_\_\_\_
11. ¿Le importaría tomar el autobús para al trabajo? \_\_\_ Sí \_\_\_ No \_\_\_ No está seguro/a
12. ¿Ha viajado alguna vez en autobús para llegar al trabajo? \_\_\_ Sí \_\_\_ No \_\_\_ No está seguro/a

13. ¿Le importaría viajar fuera del Condado de Milwaukee para trabajar?

☐ Sí ☐ No [PASE A LA PREG.15]

☐ No está seguro/a [PASE A LA PREG.15]

14. ¿Si encontrara un trabajo fuera del Condado de Milwaukee, cómo preferiría viajar al trabajo?

☐ en autobús, ☐ compartiendo una camioneta, ☐ manejando por turnos,

☐ en su propio automóvil, ☐ no está seguro/a?

15. ¿Qué tipo de experiencia laboral ha tenido que le pueda ayudar a encontrar un trabajo nuevo?

16. ¿Quiere ayuda para encontrar un trabajo?

☐ Sí ☐ No [PASE A LA PREG.18] ☐ No está seguro/a [PASE A LA PREG.18]

17. ¿Qué tipo de ayuda sería útil?

18. ¿Ha ido a algunas agencias comunitarias o centros de ayuda para encontrar un trabajo?

☐ Sí ☐ No [PASE A LA PREG.21] ☐ No está seguro/a [PASE A LA PREG.21]

19. ¿A cuáles agencias fue?

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20. ¿Fueron útiles estas agencias? ☐ Sí ☐ No ☐ No está seguro/a

Explicar, por favor:

21. Voy a leer una lista de cosas que la gente hace a veces para encontrar un trabajo. Para cada cosa, haga el favor de decirme "SI" si lo ha hecho durante las cuatro últimas semanas o "NO" si no lo ha hecho durante las cuatro últimas semanas.

a. leer las ofertas de trabajo en el periódico ☐ Sí ☐ No ☐ No está seguro/a

b. hablar con amigos y parientes sobre posibles ofertas de trabajo

☐ Sí ☐ No ☐ No está seguro/a

c. inscribirse en un Centro de Trabajo o en la oficina estatal de empleo, "Job Service"

☐ Sí ☐ No ☐ No está seguro/a

d. presentar una solicitud de trabajo a una empresa ☐ Sí ☐ No ☐ No está seguro/a

e. presentarse en una agencia de empleo provisional ☐ Sí ☐ No ☐ No está seguro/a

22. ¿Tiene empleo actualmente? ☐ Sí ☐ No [PASE A LA PREG.25]

23. [SI TIENE EMPLEO:] ¿Cuál es su ocupación o tipo de trabajo?

---

24. ¿Durante cuánto tiempo ha tenido este trabajo?  
\_\_\_\_\_ años O \_\_\_\_\_ meses [PASE A LA PREG.27]

25. [SI NO TIENE EMPLEO AHORA:] ¿Cuál fue su trabajo más reciente?

\_\_\_\_\_

26. ¿Cuándo fue la última vez que tuvo un trabajo, a tiempo completo o parcial? (el mes y el año)

\_\_\_\_\_ [ESCRIBA EL MES Y EL AÑO]

[SI EL ENCUESTADO SOLO DIJO EL AÑO, PREGUNTA: "Podría decirme en qué mes fue?"  
SI EL ENCUESTADO SOLO DIJO EL MES, PREGUNTA: "Podría decirme en qué año fue?"]

27. ¿Tiene un automóvil disponible? ☐ Sí ☐ No

28. ¿Tiene diploma de la escuela secundaria o GED? ☐ Sí ☐ No [PASE A LA PREG.31]

29. ¿Tiene educación técnica o universitaria? ☐ Sí ☐ No [PASE A LA PREG.31]

30. [SI SU RESPUESTA ES AFIRMATIVA:] ¿Cuántos años? \_\_\_\_\_

31. ¿Qué edad tiene? \_\_\_\_\_

32. Tengo solamente algunas preguntas mas. ¿Cuál es su código postal? \_\_\_\_\_

33. Nos interesa saber si la gente tiene algunas dificultades en cambiar sus cheques de pago de sueldo u otros cheques. ¿Tiene algunas dificultades en cambiar sus cheques?  
☐ Sí ☐ No ☐ No está seguro/a

34. ¿En qué tipo de lugar cambia sus cheques normalmente?  
☐ un banco, ☐ una casa de cambio [PASE A LA PREG.36],  
☐ un supermercado u otra tienda, O ☐ algun otro sitio?

35. ¿Usa usted una casa de cambio para cambiar cheques a veces?  
☐ Sí ☐ No [PASE A LA PREG.37]  
☐ Negó contestar/no está seguro/a [PASE A LA PREG.37]

36. ¿Podría decirnos por qué usa una casa de cambio?

37. ¿Actualmente tiene una cuenta de ahorros o de cheques en algún banco?  
☐ Sí ☐ No ☐ Negó contestar/no está seguro/a

[TERMINACIÓN PARA UNA ENTREVISTA LARGA:]

"Si quiere información sobre la Red del Centro De Trabajo o sobre los programas del Colegio Técnico del Area de Milwaukee (MATC), puedo darle los números de teléfono a donde debe llamar. [PARA INFORMACION SOBRE EL CENTRO DE TRABAJO, LLAME A 384-4000. PARA INFORMACION SOBRE MATC, LLAME A 297-6966.] "Muchas gracias por su cooperación."

[TERMINACIÓN PARA UNA ENTREVISTA CORTA]

38. Entonces, tengo solamente una pregunta: ¿Cuál es su código postal? \_\_\_\_\_

"Muchas gracias por su cooperación."