

Abera – Seagate manager and former Daily Work job seeker



Mental Fortitude

By Jenn Hyvonen, Communications Consultant

Jenna Dotson knows firsthand the difficulties that companies have attracting and hiring the right employees. As a senior recruiter for the multinational staffing firm Manpower, Jenna is a workforce provider for highly skilled, technical positions. She works with software and hardware companies such as Seagate, which operates a global, supply-chain production facility in Bloomington.

Seagate is vertically integrated, meaning it controls the production of all components needed to fabricate its final hard-drive products used

for mass data storage. The MN-based plant produces 20% of Seagate’s disk heads, or ‘wafers’ as they are called – the component that stores data and information. The very pricey wafers require a technical, highly controlled process involving clean rooms, precious metals, and the execution of a series of tight protocols.

The challenge is hiring enough Seagate manufacturing specialists to keep the line running 24/7, 365. “The position is contract to hire. In today’s saturated market, hiring for temporary work is difficult,” explains Jenna.

“You can tell their efforts are paying off.”

Seagate Manager Abera Siyoum, a former Daily Work job seeker, connected Jenna with DW Executive Director Julie Hoff. “Julie first wanted to understand our process and criteria,” says Jenna. “You can tell their efforts are paying off. They refer wonderful candidates who are all highly prepared.”

Overnight and weekend shifts at Seagate that require standing for 12 hours are not always an attractive prospect. Family support, childcare, and transportation can be significant barriers. “Many job seekers are still working to get their driver’s license and don’t earn enough to own a car,” notes Julie. “Public transportation is limited at odd hours, turning a 12-hour shift into a 15-hour day.”

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THE NEW ARRIVAL EXPERIENCE

From Julie Hoff, Executive Director

What They Say Is True: You Don't Know What You Don't Know

Daily Work is no stranger to workforce access barriers in America. After all, we are in our third decade of partnering with people to build their job skills, resources, and networks. In 2022, immigrants comprised 67% of those we helped. In fact, our extensive experience and reputation for supporting them is one reason why we were tapped last year to join the effort to assist new arrivals from Afghanistan.

Yet the complexities for new arrivals are almost endless, and we are providing a myriad of expanding services. Seeing the world through their eyes has been perspective changing. Now, with 23% of DW's immigrant job seekers being new arrivals, an increase of 500% from 2021, it is once again time to raise our game.

Everything Is a Learning Process

It's hard to wrap your head around what it takes to learn the systems in the USA, especially with its layers of bureaucracy. Many countries do not issue birth certificates, social security numbers, or don't require citizens to file taxes, to name just a few. Think about how frequently you use such documents to prove your identity.

Cash is still king in many countries so navigating automatic pay deposits, credit cards, and other online financial systems is daunting. Doctor appointments, paying rent, and teacher conferences are often digital, requiring logins, emails, and computer literacy. To receive government benefits for food, housing, or child support, recipients must provide frequent updates with paystubs or bank statements. Amounts decrease automatically as income rises, or stop abruptly if documentation requirements are not met.

Now imagine that this information and all these questions are coming at you, each day, in a language you're still learning.

Accepting the Challenge

Daily Work continues to adapt and evolve to meet the emerging needs of job seekers in our community. Our message to them is that you can depend on us. We are here to relieve some of the pressure, guide you through the paperwork, be a dependable partner, and remind you of your strengths and potential.

After struggling to pass the driver's test, one of our job seekers said, "At home I never failed at anything. I was always a top student. Now that I am here, I cannot pass anything." This is not an isolated story. Our job seekers frequently feel overwhelmed. It's tough learning to succeed in a new country.

It is in these moments that I'm most grateful for your support. It matters and does make a difference. Today, with the assistance of DW, the person who felt like a failure is now a licensed driver, recently completed a certification course, and they're now on to the next steps of their American dream – owning their own business.

Work Is Not the End, but the Beginning

At Daily Work, we understand that employment is not an end, but a means to a holistic and thriving life experience. We know that good work provides the foundation for making meaningful life choices that promote financial, physical, social, and community well-being. As we continue to lean into our new strategic plan, this vision is what drives us to keep growing our services and asking you to join us in the effort.

I look forward to seeing you at the Steps to Success annual benefit on May 23rd. Thank you for being here!

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Julie works to flip this narrative and connect job seekers with a longer view. “What Seagate offers is a well-paid, skill-building opportunity where candidates can transition into a permanent job with higher pay, benefits, and a chance at promotions.”

Jenna Dotson from Manpower



For Jenna, it's a win-win. “It is like having a recruiter for a recruiter,” she remarks. “Our entire hiring and onboarding process is automated and virtual. You have to be digitally literate and able to navigate a multi-step process with tight deadlines, as well as be able to stand out.”

DW guides candidates through the technical and soft skills to become job ready. Resume prep, applications, follow-up emails, extensive interview coaching, specific language terms, and what to wear are all a part of the process.

“Most importantly, we help job seekers work through the physical, mental, and perspective barriers that can be overwhelming and hold people up from taking a chance,” states Julie. “We ask them how they could make the job work, rather than getting stuck among the hurdles.”

As job seekers develop mental fortitude, they begin to connect with their opportunities and get motivated about the jobs. And it is this enthusiasm that Jenna responds to the most. “Daily Work’s candidates are excited to add to Seagate’s program. They are prepared, well-spoken, respectful, and always ahead of the game throughout the hiring and onboarding process.”







To date, six people from Daily Work have joined Seagate; four have gone full-time. “It’s unheard of,” exclaims Jenna. “I’d love to build capacity attracting and hiring six candidates every two weeks with this partnership.”

DAILY WORK IN 2022 **NUMBER**

We provide employment services that meet people where they are, a lot with a little, and we are as good as our data. Take a look.

Service Is Back to Pre-pandemic Levels

 **193** People served
 **1,299** Appointments

 **54%** Men  **46%** Women
 **67%** Immigrants (incl. new arrivals)
 **61%** Income <\$20K at first contact
 **64%** Unemployed at first contact
 **10%** Unhoused at first contact

Jobs, Wages, Hours

106 Positions found total
\$10.33-32.20 Per hour wage range
\$17.52 Per hour average wage
28 Hours per week average

Client Surveys

89% Are more hopeful about their future
100% Would recommend DW to others
4.84 Out of 5 overall satisfaction score

Volunteers & Interns

They impact every function: case management, communication, transportation, evaluation, governance... We thrive from the tireless efforts of our community!

	Hours	Monetary Value*
Volunteers (35)	3,048	\$96,935
Interns (12)	3,489	\$110,933
Total =	6,537	\$207,868

**Value of volunteer time established annually by Independent Sector is \$31.80/hr*



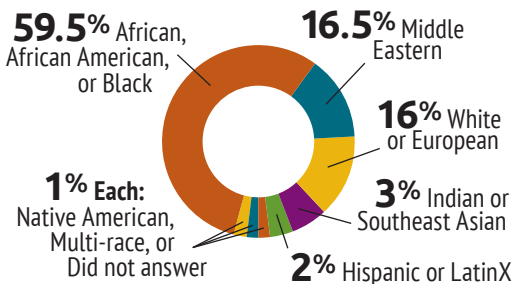
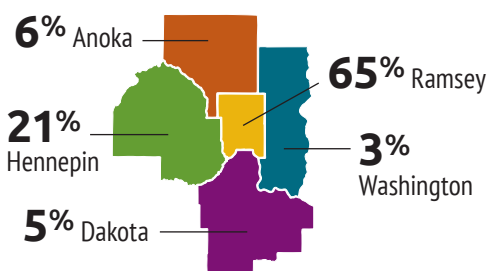
From Feedback Surveys:

100% Of volunteers would recommend volunteering at DW to others
95% Of interns report having a positive internship experience

20+ YEARS OF SERVICE

RS AT A GLANCE

are...to get them to where they want to be. Daily Work does



Some of Our Partnerships

MicroGrants

Partnering With People of Potential



This organization provides grants to change the lives of low-income people. Our partnership with them resulted in:

11 Grants totaling **\$11,858** to pay for driver's ed classes, work authorization fees, and education to obtain credentials for better jobs.



COLLEGES UNIVERSITIES

We are committed to providing an exceptional learning experience for student interns that truly integrates classroom theory and field practice. In 2022 Daily Work had:

7 College & university partners for **12** students completing internships.



AmeriCorps

In Fall 2022, we began a new relationship with this network of volunteers who serve nonprofit organizations. Through this partnership we added:

25-30 Hours per week of case work support from a housing navigator.

WORKING
TOGETHER

STEPS

to

SUCCESS

2023 Event

Just Some of the Voices of Daily Work

A job is about more than satisfying basic needs. Good work provides people with purpose, belonging, dignity...a say in how they live their lives. Daily Work helps job seekers find and raise their voices. And it is reciprocal. As those we serve accomplish successes both small and large, so do we – our staff, volunteers, and interns learn, grow, and advocate every day.

Join us May 23rd at Steps to Success to hear inspiring stories from the following people, and find out how you can walk with them on their journeys. Let our community know their voices count!

Register by May 15
[dailyworksteps2023.
eventbrite.com](https://www.eventbrite.com/dailyworksteps2023)



Abdulaleem • Job Seeker

Country of Birth: Syria **Arrived in US:** 2021

Interesting Fact: The proud father of five

“Daily Work helped me in many things...with the food card [SNAP], with paying rent, and electricity and gas bills, and they helped me get a driver’s license.”



Ger • BSW Intern, Summer/Fall 2014

Country of Birth: Laos **Arrived in US:** 2006

Interesting Fact: First person in her family to graduate with a bachelor’s degree

“I learned a lot during my internship, but the most important thing I gained at Daily Work was the confidence to be a professional person.”



Marwa • Job Seeker

Country of Birth: Afghanistan **Arrived in US:** 2021

Interesting Fact: Played on Afghan Women’s National Soccer Team

“The people at Daily Work are some of the best people I have ever seen in my life, and they help me with every problem that I have.”



Meghan • MSW Intern, Summer 2022

Country of Birth: Canada **Arrived in US:** 2003

Interesting Fact: Loves board games – has collection of 50+

“As an intern, I had the opportunity to enter a space every day where my skills, strengths, and capacities were reflected back to me, immeasurably expanding what I thought was possible for me.”



Mohammed • Job Seeker

Country of Birth: Syria **Arrived in US:** 2021

Interesting Fact: Operated his own home building company in Iraq

“Daily Work is a big help for me and my family. We are very grateful. It is good to have someone who knows about all the paperwork. There is so much paperwork!”



Update on TECI – Daily Work’s ongoing program to put a laptop computer, wireless mouse, and internet service (if needed) inside the homes of job seekers. A volunteer delivers the equipment, sets up the system to connect to wifi, and teaches some basic-use skills.

In 2022, 23 households received laptops and digital-literacy coaching (for a total of 40 since TECI’s inception). As DW continued to better understand our job seekers’ tech

abilities, we noticed some provider programs assume people already have the basic skills to navigate a computer, but many of our job seekers did not.

This presented a great opportunity to address the gap by providing introductory digital-literacy classes. We launched a skills-building class facilitated by volunteers who provided one-to-one coaching and training. In 2022 we provided four sessions. Due to their popularity, they are now being held every other week in 2023!



TECI recipients left to right: Dorcas • Aray • Hasan • Cemre (middle) with family • Tykaja • Chris (right) with volunteer David

Daily Work

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Marbel speaking at 2019 event



Photo courtesy of Westminster Church

STEPS

to

SUCCESS

2023 Event

An Inspiring Evening of Connection and Community

Join Daily Work in support of expanding opportunities for job seekers. Mix, mingle, and be our partner in building better futures through work!

DATE: Tuesday, May 23, 2023 **TIME:** 5:00 PM Check-in • 6:00–7:30 Program

PLACE: Westminster Presbyterian Church • 1200 Marquette Ave • Minneapolis

MORE: No cost to attend • Dinner will be served • Free, ramp parking
Directions at westminstermpls.org/contact/parking

RSVP by May 15. Return card if you received a mailed invite, or register online at dailyworksteps2023.eventbrite.com

Read more on pages **6–7**

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