Daily Work

Technology Essentials Core Initiative (TECI)
Initial Program Evaluation
Baseline, 3- & 6-Month Assessments
3/22/22

This report contains the results of the initial three- and six-month assessment evaluation of the TECI program. The data reflect a total of six job seekers who received TECI computers between May and August 2021. The following provides a snapshot of the data collected from their assessments. Six job seekers completed the three-month evaluation and three job seekers completed the six-month evaluation.

Three-Month Summary: Job seekers involved in the TECI Program reported increased computer use and a significant impact on several areas of life; however, fewer people reported that it eased the job search process or helped obtain new or better employment.

Challenges included log-in, connection, and user knowledge barriers. It is notable that job seekers reported increased computer skills as well as increased use for life activities, socializing, and assisting others in their household.

TECI Program participants reported multiple goals for use in the next three months. Case managers indicated that, for most job seekers, the program has been beneficial, that they have been maintaining meetings, and that job seekers are working on developing their computer skills. Case managers reported that two of the six TECI participants participated in virtual case management meetings.
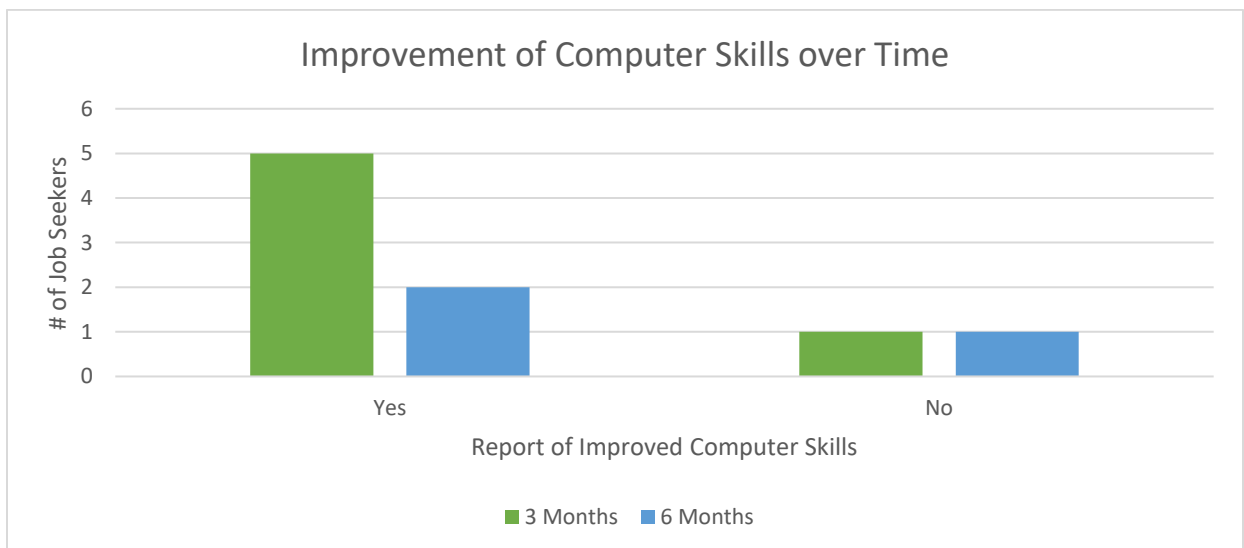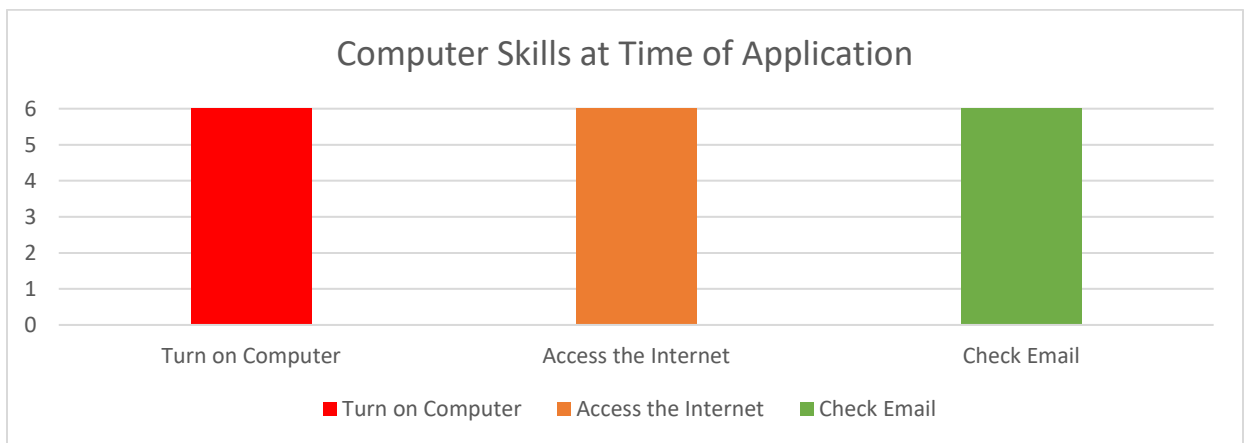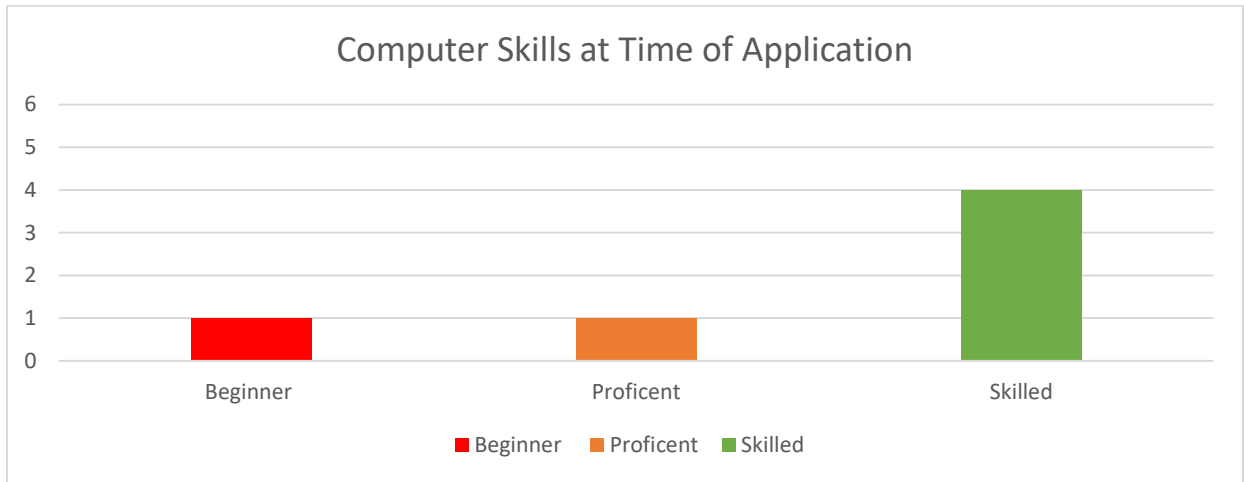

Anticipated Impact at Time of Application
Upon application, job seekers are asked how having a computer in their home would advance their employment-related goals. The following are examples of responses that highlight the anticipated positive impact of the TECI program:

> *"In the short-term the computer would help me keep up with the demands of my current job such as paperwork. Continuing my education with the computer would also help me advance past entry-level jobs."*

> *"It would make researching positions easier, I could take courses to improve my skills and learn new skills, and I would be able to work from home if that is required by a potential employer."*

> *"Right now I only have access to the internet using my phone. This would allow me to take more classes including English and also apply for jobs."*

Daily Work

Computer Skills at Time of Application & Improvement Over Time

Computer Skills at Time of Application

Computer Skills at Time of Application

Improvement of Computer Skills over Time

Type of Computer Use

Legend: ■ Plans at Time of Application ■ 3 Mos Assessment ■ 6 Mos Assessment
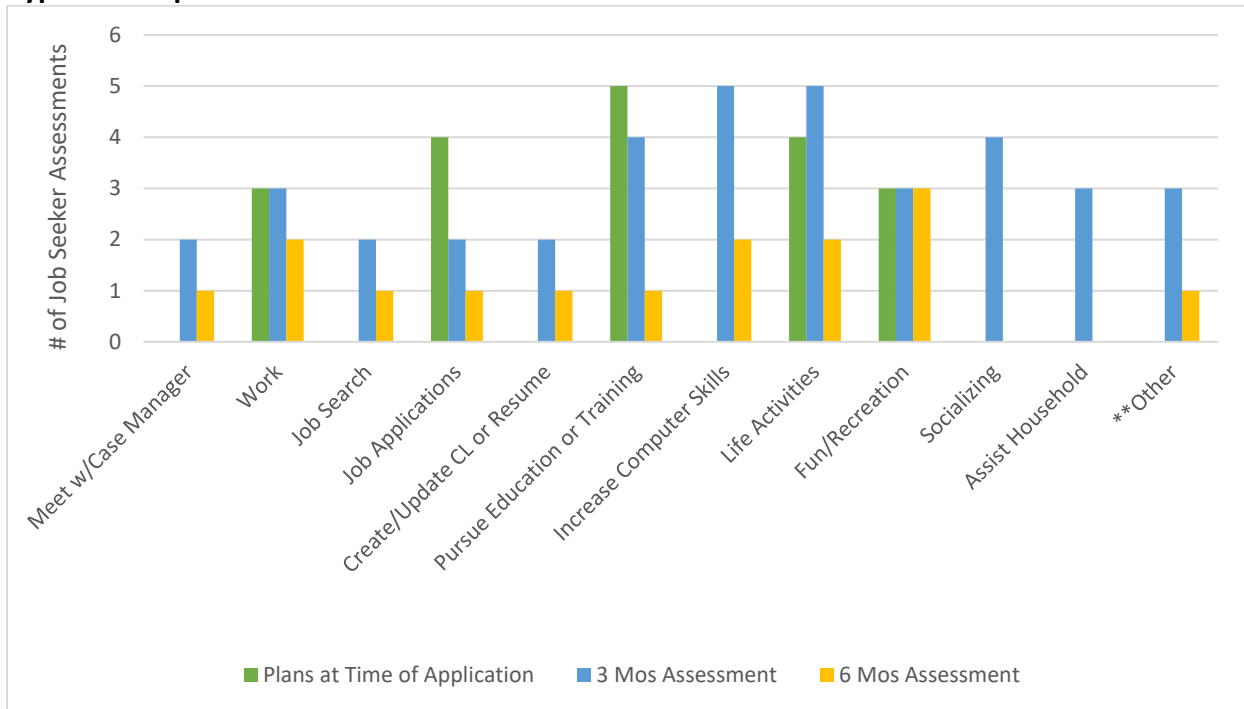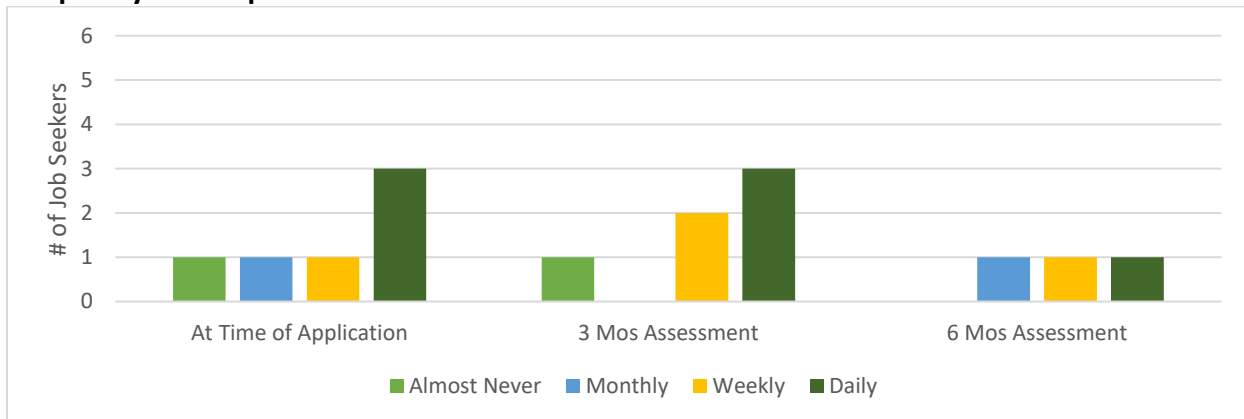
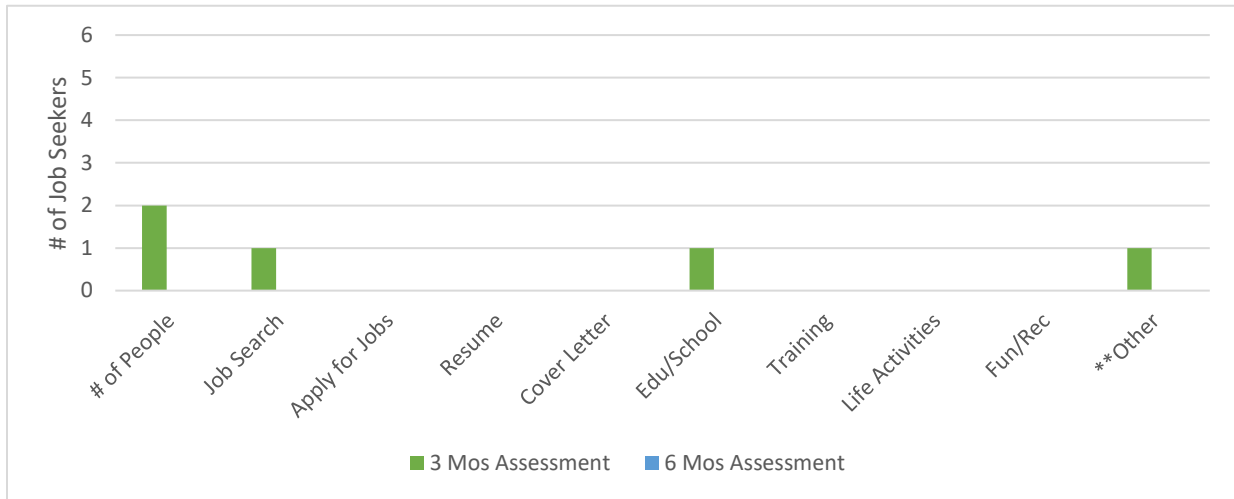***Fun, setting up online business & training for temp positions*

Frequency of Computer Use Over Past 3 Months

Legend: ■ Almost Never ■ Monthly ■ Weekly ■ Daily
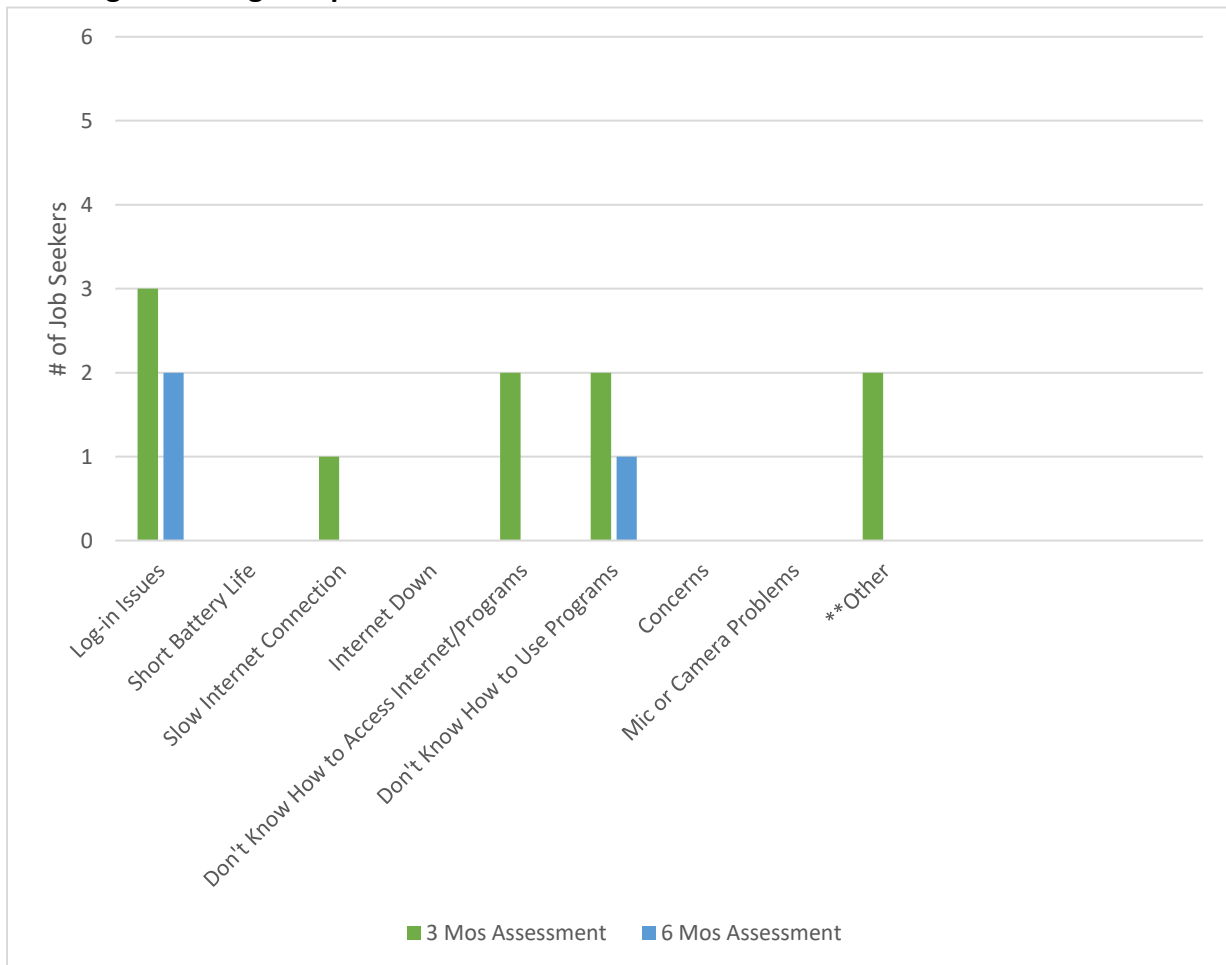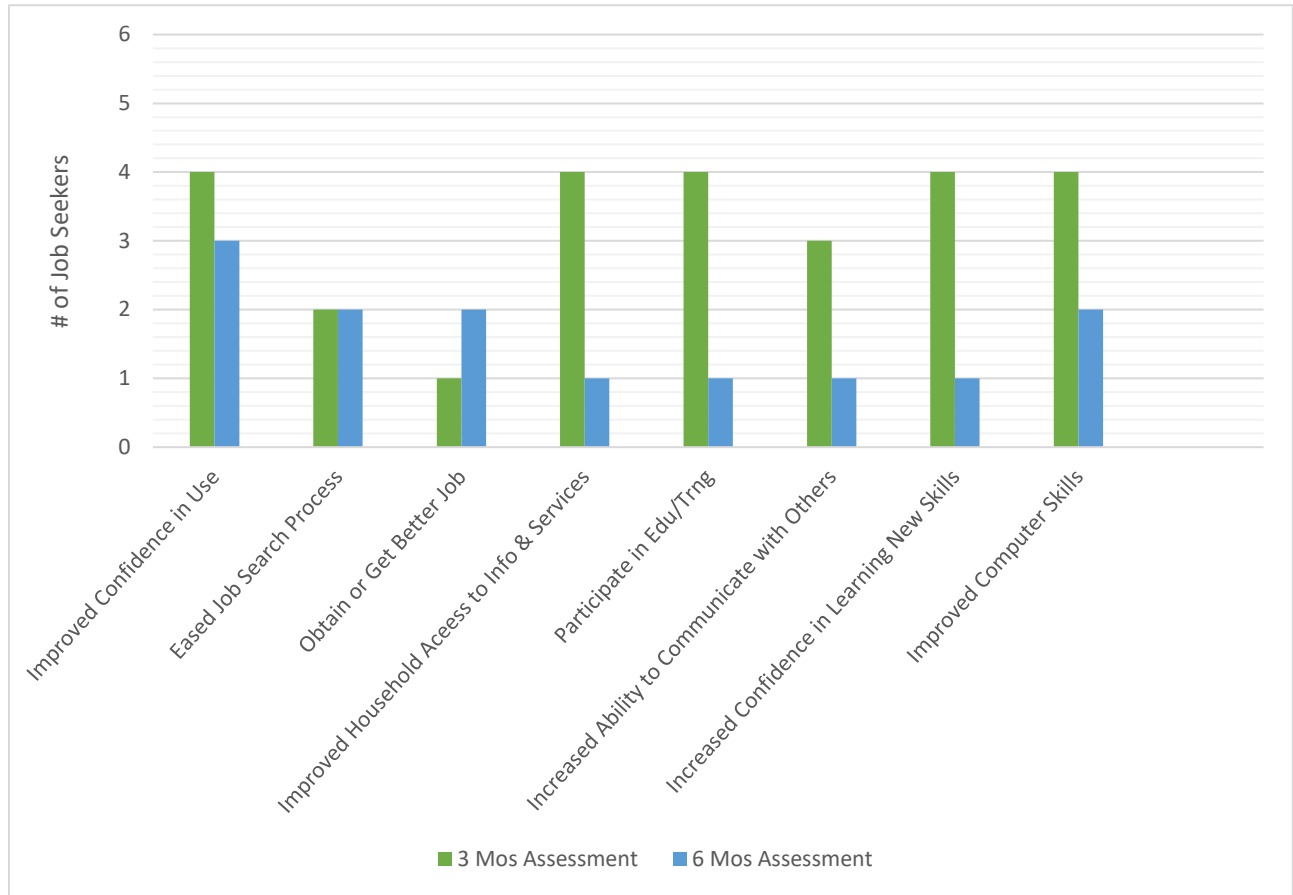
Household Computer Use

3 Mos Assessment ■ **6 Mos Assessment**

**For work

Challenges in Using Computer

3 Mos Assessment ■ **6 Mos Assessment**

**Internet connection & billing issue

Impact of TECI Computer on Life

The following comments are examples of how participants are experiencing the impact of the TECI program:

> *"I'm glad that I no longer have to do everything on my phone, which is not secure. It also saves me time because I used to go to the library to work on projects and documents. The big thing is not having to go to the library for everything. It saves me time, energy, and money." (3 Months)*

> *"I was able to use the computer for required tests related to temporary employment opportunities." (6 Months)*

Goals for Use Over Next 3 Months

Bar chart titled "# of Job Seekers" comparing 3 Mos Assessment (green) and 6 Mos Assessment (blue) across categories:

Category	3 Mos Assessment	6 Mos Assessment
Meet w/Case Manager	2	1
Work	2	2
Job Search	3	1
Apply for Jobs	3	
Create/Update CL or Resume	2	1
Apply for Education/Training	3	1
Participate in Education/Training	4	1
Increase Computer Skills	4	3
Life Activities	4	2
Fun/Recreaction	3	3
Socializing	3	
Assist Household	1	
**Other	2	

***Communication & training for temp positions*

Case Manager Evaluation

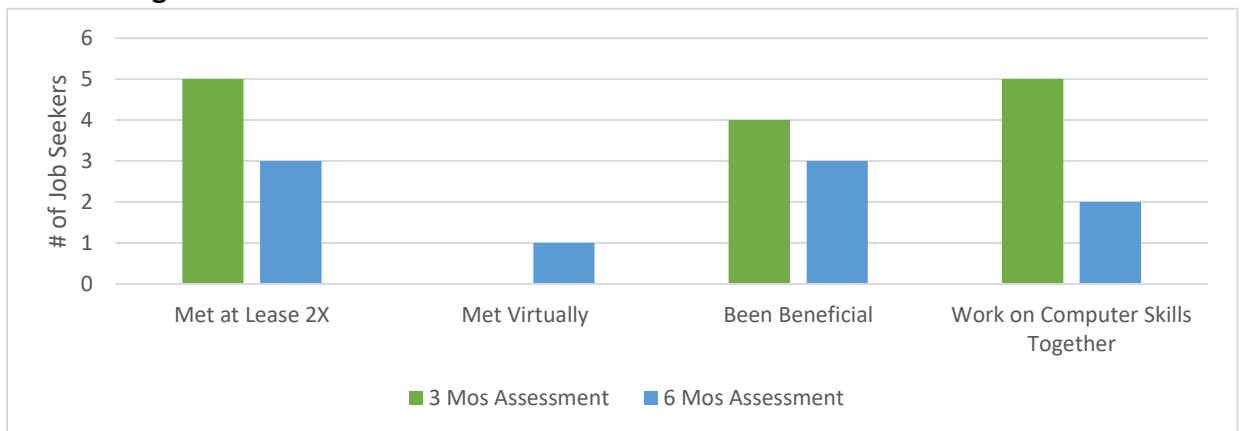| Category	3 Mos Assessment	6 Mos Assessment
Met at Lease 2X	5	3
Met Virtually		1
Been Beneficial	4	3
Work on Computer Skills Together	5	2

The following are comments are examples of how case managers are assessing the impact of the TECI program on job seekers including how it is impacting their work together:

> "[Job Seeker] was not sure how to use the laptop when she received it and at first she continued to rely solely on her phone. I tried to talk her through how to use the laptop, which helped. It also was helpful when a tech person from Daily Work met with [Job Seeker] to show her specific things about the laptop and provided her with a new password."

> "[Job Seeker] has good computer skills. He seeks out training opportunities independently."

"I have helped [Job Seeker] to improve her computer skills on a limited basis by answering questions about how to do some simple things on her computer. She still tends to use her phone for many things because of her comfort level."

"In addition to allowing [Job Seeker] to improve her computer skills and do work at home that she used to do at the library, she is also able to manage her finances on the laptop, which is more secure than using her phone. I think [Job Seeker] is still somewhat hesitant to try learning new things on the laptop, but she is making progress. She has had several short-term assignments through [Employer] which required her to complete online training programs and she was able to do that on the laptop."

"It has been helpful, but not as much as hoped. The isolation that is a result of the COVID-19 pandemic has sapped [Job Seeker's] motivation to regularly pursue educational opportunities."

"I think the TECI program could be more beneficial to [Job Seeker], however, she has had several temporary employment opportunities that have limited the time she can dedicate to using the computer in new ways."

APPENDIX – TECI ASSESSMENT

(complete at 3-months, 6-months, & 12-months for the first year)

Q1 - Job Seeker's Computer Use
What have you used your TECI computer for in the last three months?
(please check all that apply)
- Meeting online with my Daily Work Case Manager
- Work (work from home, work projects, etc.)
- Search for jobs
- Apply for jobs
- Create or update cover letter and/or resume
- Pursue education or training program
- Increase skills in using the computer
- Using the computer for life activities (emailing with family/friends/mentors/service providers, social networking sites, online groups, etc.)
- Using the computer for fun or recreation (games, videos, art, writing, etc.)
- Maintaining or building social network (emailing with family/friends/mentors/service providers, social networking sites, online groups, etc.)
- Assisting household members (access to computer, school, work, gaining computer skills, life activities, etc.)
- Other (please describe)

Q2 - How often do you use your TECI computer?
- Daily
- Weekly
- Monthly
- Almost never

Q3 -Have your computer skills improved since receiving a TECI computer?
- Yes
- No

Q4 - What goals do you have for using your TECI computer over the next 3 months?
- Meeting online with my Daily Work Case Manager
- Work (work from home, work projects, etc.)
- Search for jobs
- Apply for jobs
- Create or update cover letter and/or resume
- Apply for education or training program
- Participate in education or training program
- Increase skills in using the computer
- Using the computer for life activities (shopping, banking, emailing, etc.)

- Using the computer for fun or recreation (games, videos, art, writing, etc.)
- Maintaining or building social network (emailing with family/friends/mentors/service providers, social networking sites, online groups, etc.)
- Assisting household members (access to computer, school, work, gaining computer skills, life activities, etc.)
- Other (please describe)

Household Computer Use

Q5 - How many people in your household (other than you) used your TECI computer?
(enter number)

Q6 - What did they use it for?
- Search for jobs
- Apply for jobs
- Create or update resume
- Create or update cover letter
- Education/school
- Training
- Life activities (shopping, banking, emailing, etc.)
- Fun or recreation (games, videos, art, writing, etc.)
- Other
  - Please describe

Q7 - How often do they use it?
- Daily
- Weekly
- Monthly

Overall Experience

Q8 - Have you experienced any challenges in using your TECI computer?
- Log-in issues
- Short battery life
- Excessively slow internet connection
- Internet down
- Don't know how to access internet or needed programs
- Don't know how to use programs
- Virus or malware concerns
- Microphone or camera problems
- Other
  - Please describe

Q9 - Please indicate how having a TECI computer has impacted your life:

- Improved my confidence in using a computer
- Made my job search process easier
- Allowed me to obtain a job and/or get a better job
- Improved my household's access to information and services
- Allowed me to participate in education and training activities
- Increased my ability to communicate with others (friends, family, employers, etc.)
- Increased my confidence in learning new skills

Q10 - Please describe in your own words the impact of having received a TECI computer:
(open field for response)

For Case Managers
Q11 - Has the job seeker met with you at least twice a month for the past 3 months?
- Yes
- No

Q12 - Has the job seeker met with you virtually using their TECI computer?
- Yes
- No

Q13 - Has the TECI program been beneficial to this job seeker?
- Yes
- No

Q14 - Have you worked with this job seeker to learn or improve computer skills since they received a TECI computer?
- Yes
- No

Q15 -Please describe how you have, or why you have not, worked with this job seeker to learn or improve their computer skills.

Q16 - Reflecting on your recommendation in the job seeker's application, how has the TECI program impacted this job seeker in areas such as their level of interest in learning to use a computer, enhancing their employability, increasing financial stability, etc.
(open field for response)