



Tewatohnhi'saktha

General Survey Report

SUBMITTED BY
Maris Jacobs and Charleen Schurman
PlanIT Consulting and Communications

March 31, 2020

TABLE OF CONTENTS

Executive Summary.....	3
Methodology.....	5
Survey Results & Data Analysis.....	6
Recommendations.....	63

Executive Summary

This report provides an overview of the 2020 Tewatohnni'saktha General Survey (Appendix A), which was administered by PlanIT Consulting and Communication during the period of February 11, 2020 through March 13, 2020. The purpose of the survey is to gather information from individuals who reside in Kahnawà:ke, about their perceptions of Tewatohnni'saktha as an organization, and to gauge what their confidence level is. Tewatohnni'saktha would like to continue to improve the services and programs they offer.

The objectives of the survey are to:

- Increase level of trust among community members
- Increase transparency of Tewatohnni'saktha activities for community and other stakeholders
- Increase awareness of Tewatohnni'saktha programs and services
- Increase community support for Tewatohnni'saktha

Feedback received from this survey will be used to determine whether objectives have been achieved, facilitate improvements and develop recommendations for the future.

COMBINED DATA . . .

1. **Mandate & Role:** The Average rating totals for questions 2-6, concerning the public's AWARENESS of Tewatohnni'saktha's Mandate & Role, are:

Answer Choices	<u>2016</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
Strongly Agree	8%	15%	14%	19%
Agree	40%	64%	52%	56%
SA/A COMBINED	48%	79%	66%	75%
Strongly Disagree	8%	10%	14%	3%
Disagree	22%	2%	5%	10%
SD/D COMBINED	30%	12%	19%	13%
N/A - Don't Know	22%	9%	15%	12%

2. **Business Services:** The Average rating totals for questions 7-17, concerning the public's AWARENESS of Tewatohnni'saktha Business Services are:

	<u>2019</u>	<u>2020</u>
Yes	81%	83%
No	19%	17%

3. **Workforce Development** The Average rating totals for questions 19-32, concerning the public's AWARENESS of Tewatohnni'saktha Employment & Training Services are:

	<u>2019</u>	<u>2020</u>
Yes	73%	78%
No	27%	22%

SURVEY RESPONDENTS CONFIRM THAT TEWATOHNHI'SAKTHA DOES MANY THINGS WELL . . .

With regard to **Mandate and Role**, it merits mention that Tewatohnhi'saktha achieved a 16% increase in the confidence level, that they effectively communicate their activities to the people of Kahnawà:ke:

2020: 81%

2019: 65%

The three questions with the “highest” ratings for awareness in Business Services section are:

96% - Question 7: We provide information on how to start/operate a business.

96% - Question 10: Businesses can apply to hire a student through the Summer Students Program.

92% - Question 14: We provide entrepreneurship training for people who are considering starting a business or for people who have started a business.

Compare to 2019 Business Services results:

93% - Question 7

93% - Question 10

88% - Question 14

The three questions with the “highest” ratings for awareness in Workforce Development are:

95% - Question 31: We offer a summer student program for high school, college or university students returning to school in the fall.

89% - Question 22: We help people explore career choices and employment opportunities that are suitable for them.

86% - Question 20: We help in identifying appropriate educational/training opportunities.

Compare to 2019 Workforce Development results:

93% - Question 31

86% - Question 20

84% - Question 22

FINDINGS THAT MERIT FURTHER ACTION . . .

The three questions with the “lowest” ratings for awareness in Business Services are:

36% - Question 9: We provide assistance with accounting needs/matters.

34% - Question 15: We have meeting room rentals for public use.

24% - Question 13: We share local job opportunities on the Tewatohnhi'saktha Facebook page.

Compare to 2019 Business Services results:

39% - Question 15

34% - Question 9

28% - Question 13

The three questions with the “lowest” ratings for awareness in Workforce Development are:

53% - Question 28: People who are looking for a job can post their resume and contact info into our electronic job seekers form on tewa.ca

30% - Question 24: We provide relevant labour market information for job searchers.

25% - Question 21: We help clients find the right financial support to go back to school.

Compare to 2019 Workforce Development results:

54% - Question 32: (question removed from 2020 survey)

48% - Question 28:

33% - Question 24:

This concludes the Executive Summary.

Methodology

The survey format and questions were previously developed by Tewatohnhi'saktha, and are identical to the years 2015, 2016, 2018 and 2019. A question regarding the Business Scholarship Fund was removed this year, because it is no longer applicable. A total of 360 blank hard copies of the survey were provided to PlanIT Consulting and Communications, all of which were successfully completed to fulfill the objective. Respondents were selected from a sampling frame of **3,138** community member names, compiled, maintained and updated by PlanIT.

Names were electronically randomized to produce a sample list of 900 community members. No distinction was made to include or exclude any specific community member. Confidentiality was observed at all times. PlanIT Consulting and Communications employed four (4) surveyors who contacted 50% of respondents by telephone. The other 50% of respondents voluntarily participated at public kiosks, which were organized at the Kahnawake Services Complex, Kahnawake Sports Complex, Kateri School, KSCS, and other locations in the community.

Telephone calls were made mainly during weekday business hours, and to a lesser degree evenings until 8:00 p.m. and weekends. Facebook and email was sometimes used to initiate contact, and obtain telephone numbers.

The data from manually completed surveys was entered and tabulated using Survey Monkey and results are displayed in bar graph format, along with the total response count for each question. Data collected from previous survey years is displayed for comparison, when available.

With regard to the bar graph percentages depicting data, **there are some cases where the sum of the graphs totals one tenth of one percent above or below 100 percent.** This is attributed to a rounding function in the computer software that tabulated the data.

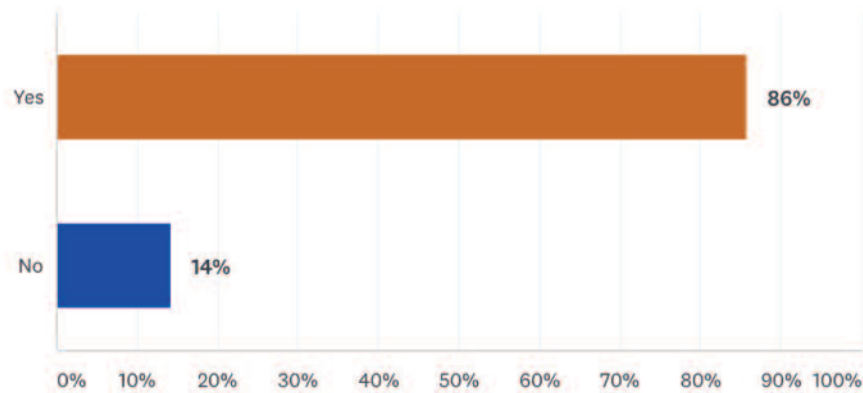
Survey Results

The survey results include 42 questions employing the following scales:

- 25 Dichotomous (yes/no)
- 9 Multiple choice
- 7 Likert Scale
- 1 Open-ended comment

Analysis and recommendations are based primarily on survey results. Where applicable, client comments are transcribed on the page following the corresponding question. Included with the graphs are response percentages and the number of responses for each possible answer. An analysis comparing current and past survey results from 2016 is included only for Mandate and Role questions.

Q1 Are you aware of Tewatohnhi'saktha's current mandate, which is "to support small business development and facilitate workforce development?"



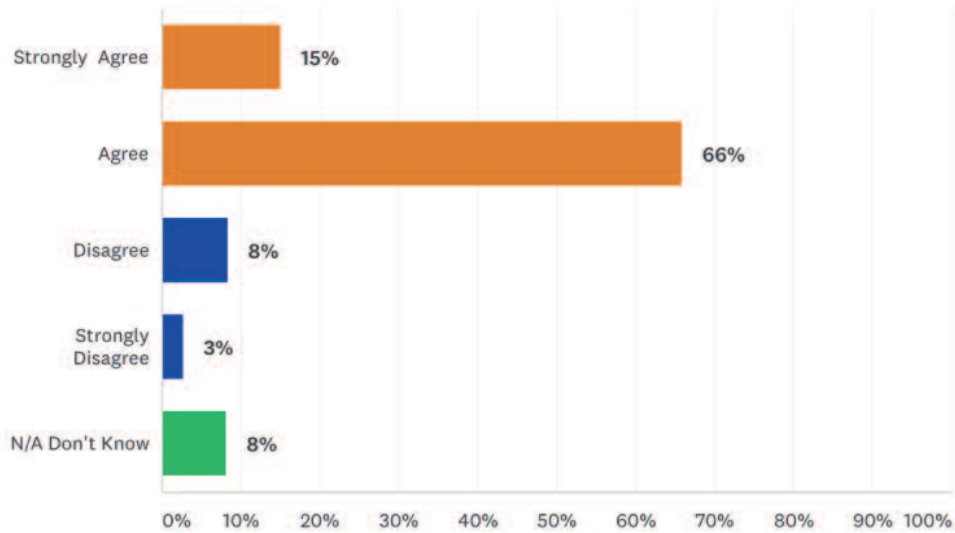
ANSWER CHOICES	RESPONSES	
Yes	86%	309
No	14%	51
TOTAL		360

DATA ANALYSIS

Question		2016	2018	2019	2020
Are you aware of Tewatohnhi'saktha's current mandate, which is to support small business development and facilitate workforce development?	YES	92%	84%	85%	86%
	NO	6%	16%	15%	14%
	Neither	2%			

There is a **1%** increase in awareness that community members know about of 'Tewatohnhi'saktha's current mandate, which is to *support small business development and facilitate workforce development*.

Q2 Tewatohnhi'saktha effectively communicates their activities to the people of Kahnawà:ke.



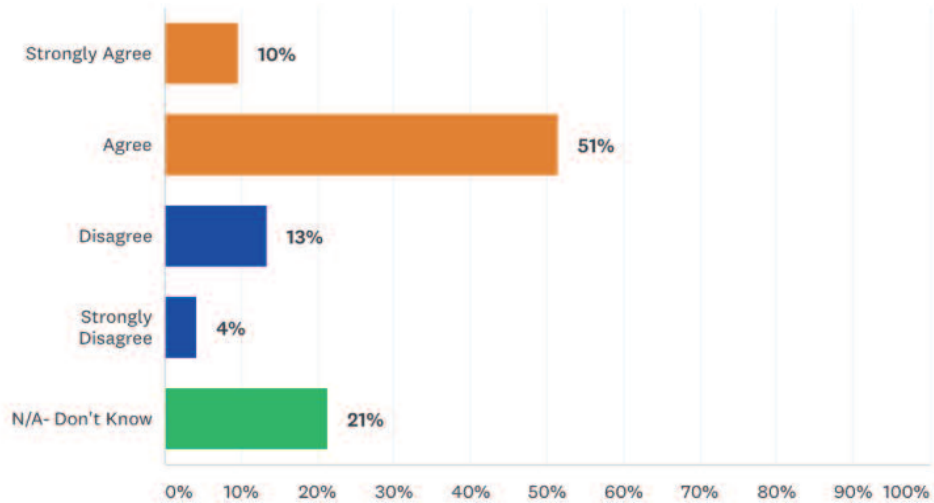
ANSWER CHOICES	RESPONSES
Strongly Agree	15% 54
Agree	66% 237
Disagree	8% 30
Strongly Disagree	3% 10
N/A Don't Know	8% 29
TOTAL	360

DATA ANALYSIS

Question		2016	2018	2019	2020
Tewatohnhi'saktha effectively communicates their activities to the people of Kahnawà:ke.	SA/Agree:	45%	80%	65%	81%
	Neither A/D:	20%	5%	9%	8%
	SD/Disagree	35%	15%	26%	11%

The confidence level that 'Tewatohnhi'saktha effectively communicates their activities to the people of Kahnawà:ke' has **increased by 16%** since last year.

Q3 Tewatohnhi'saktha is transparent with community members.



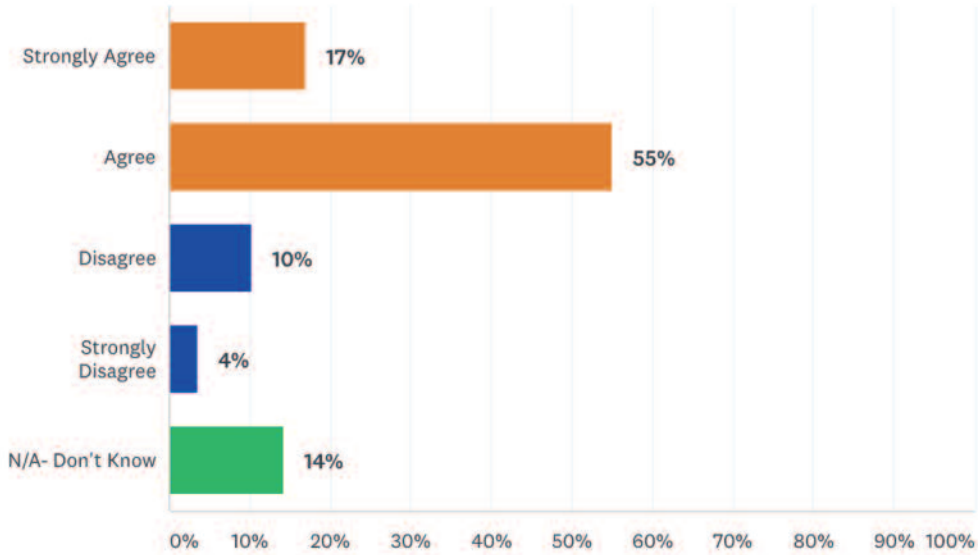
ANSWER CHOICES	RESPONSES	
Strongly Agree	10%	35
Agree	51%	185
Disagree	13%	48
Strongly Disagree	4%	15
N/A- Don't Know	21%	77
TOTAL		360

DATA ANALYSIS

Question		2016	2018	2019	2020
Tewatohnhi'saktha is transparent with community members.	SA/Agree:	19%	63%	53%	61%
	Neither A/D:	26%	20%	22%	21%
	SD/Disagree	55%	17%	24%	17%

The confidence level that *'Tewatohnhi'saktha is transparent with community members'* has **increased by 8%** since last year.

Q4 Tewatohnhi'saktha's activities are consistent with creating collective prosperity for Kahnawà:ke.



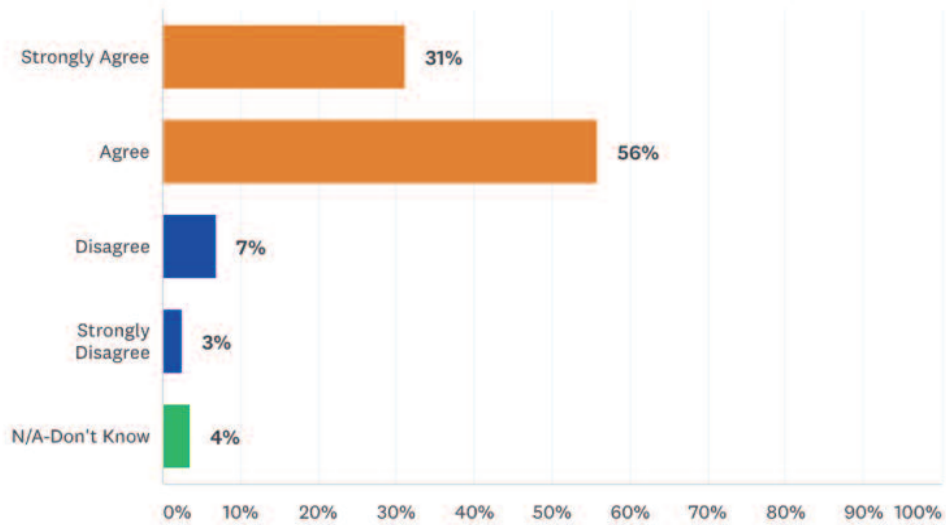
ANSWER CHOICES	RESPONSES	
Strongly Agree	17%	61
Agree	55%	198
Disagree	10%	37
Strongly Disagree	4%	13
N/A- Don't Know	14%	51
TOTAL		360

DATA ANALYSIS

Question		2016	2018	2019	2020
Tewatohnhi'saktha's activities are consistent with creating collective prosperity for Kahnawà:ke.	SA/Agree:	53%	79%	64%	72%
	Neither A/D:	26%	8%	18%	14%
	SD/Disagree	23%	13%	18%	14%

The confidence level that 'Tewatohnhi'saktha's activities are consistent with creating collective prosperity for Kahnawà:ke' has **increased by 8%** since last year.

Q5 Tewatohnhi'saktha plays a positive role in the community.



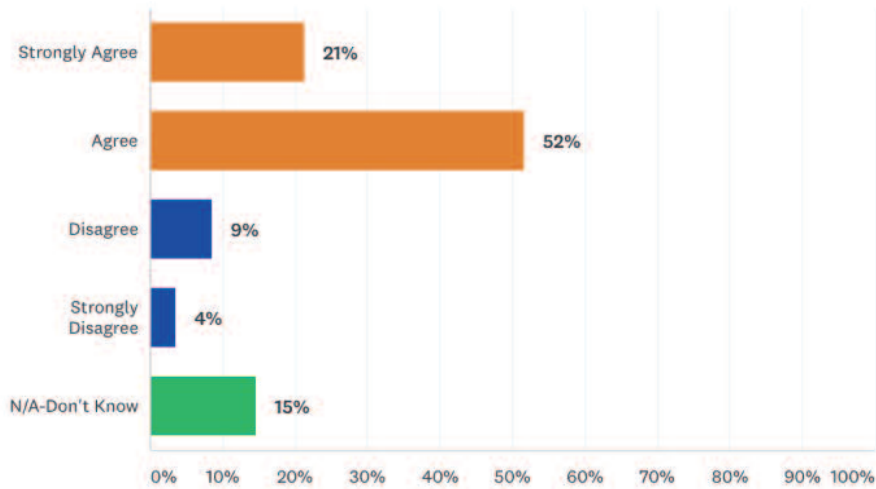
ANSWER CHOICES	RESPONSES
Strongly Agree	31% 112
Agree	56% 201
Disagree	7% 25
Strongly Disagree	3% 9
N/A-Don't Know	4% 13
TOTAL	360

DATA ANALYSIS

Question		2016	2018	2019	2020
Tewatohnhi'saktha plays a positive role in the community.	SA/Agree:	76%	92%	80%	87%
	Neither A/D:	19%	3%	6%	4%
	SD/Disagree	5%	5%	15%	10%

The confidence level that ‘Tewatohnhi'saktha plays a positive role in the community’ has **increased by 7%** since last year.

Q6 Tewatohnni'saktha can be trusted to work in the best economic interest of the Kahnawà:ke people.



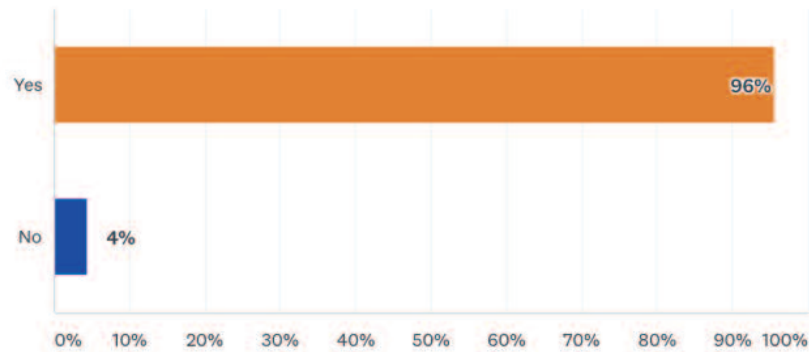
ANSWER CHOICES	RESPONSES	
Strongly Agree	21%	77
Agree	52%	186
Disagree	9%	31
Strongly Disagree	4%	13
N/A-Don't Know	15%	53
TOTAL		360

DATA ANALYSIS

Question		2016	2018	2019	2020
Tewatohnni'saktha can be trusted to work in the best economic interest of the Kahnawà:ke people.	SA/Agree:	47%	80%	66%	73%
	Neither A/D:	19%	9%	19%	15%
	SD/Disagree	34%	11%	15%	13%

The confidence level that ‘Tewatohnni’saktha can be trusted to work in the best economic interest of the Kahnawake people’ has **increased by 7%** since last year.

Q7 We provide information on how to start/operate a business.



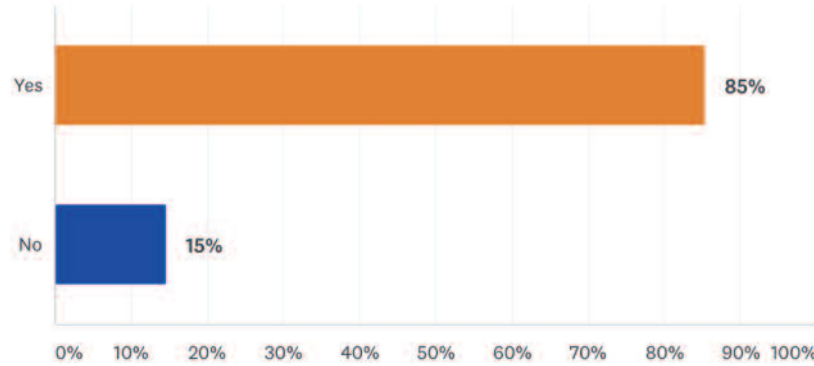
ANSWER CHOICES	RESPONSES	
Yes	96%	344
No	4%	16
TOTAL		360

DATA ANALYSIS

Question		2016	2018	2019	2020
Tewatohnhisaktha provides information on how to start/operate a business.	YES	-	93%	93%	96%
	NO	-	7%	7%	4%

There is a **3% increase** in awareness that community members know Tewatohnhisaktha 'provides information on how to start/operate a business.'

Q8 We provide information on, and assistance with, grant or loan applications.



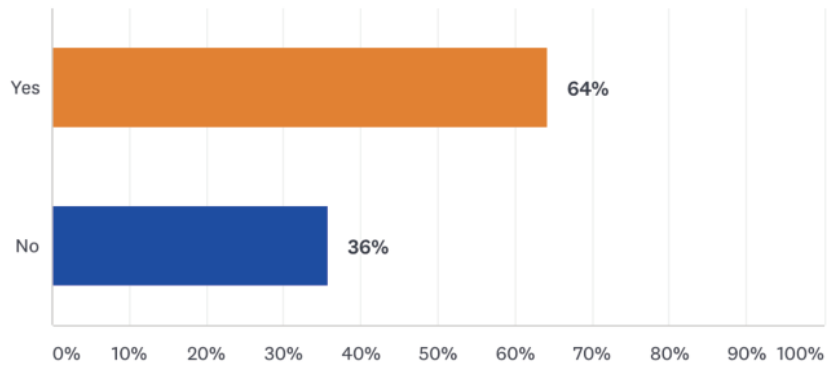
ANSWER CHOICES	RESPONSES	
Yes	85%	307
No	15%	53
TOTAL		360

DATA ANALYSIS

Question	2016	2018	2019	2020	
Tewatohni'saktha provides information on, and assistance with grant or loan applications.	YES	-	80%	81%	85%
	NO	-	20%	19%	15%

There is a **4% increase** in awareness that community members know Tewatohni'saktha 'provides information on, and assistance with, grant or loan applications.'

Q9 We provide assistance with accounting needs/matters.



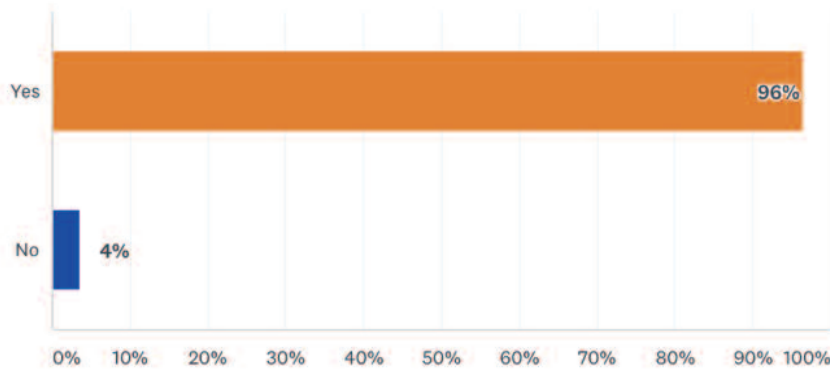
ANSWER CHOICES	RESPONSES	
▼ Yes	64%	231
▼ No	36%	129
TOTAL		360

DATA ANALYSIS

Question		2016	2018	2019	2020
Tewatohnhisaktha provides assistance with accounting needs/matters.	YES	-	61%	66%	64%
	NO	-	39%	34%	36%

There is a **2% decrease** in awareness that community members know Tewatohnhisaktha 'provides assistance with accounting needs/matters.'

Q10 Businesses can apply to hire a student through the Summer Students Program.



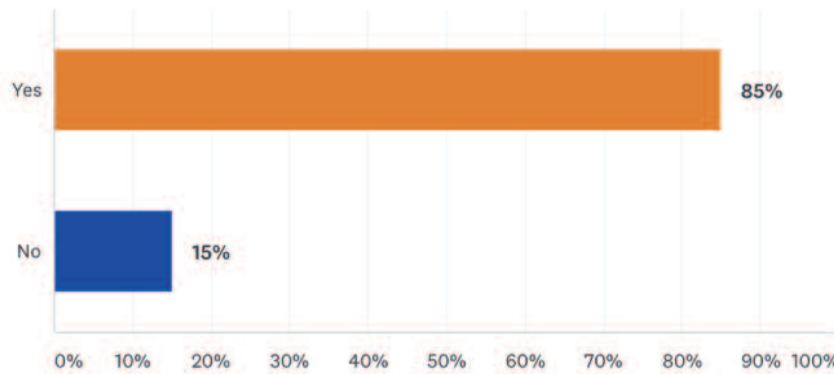
ANSWER CHOICES	RESPONSES	
Yes	96%	347
No	4%	13
TOTAL		360

DATA ANALYSIS

Question		2016	2018	2019	2020
Businesses can apply to hire a student through the Summer Students Program.	YES	-	96%	93%	96%
	NO	-	4%	7%	4%

There is a **3% increase** in awareness that community members know ‘Businesses can apply to hire a student through the Summer Students Program.’

Q11 We help local businesses find employees.



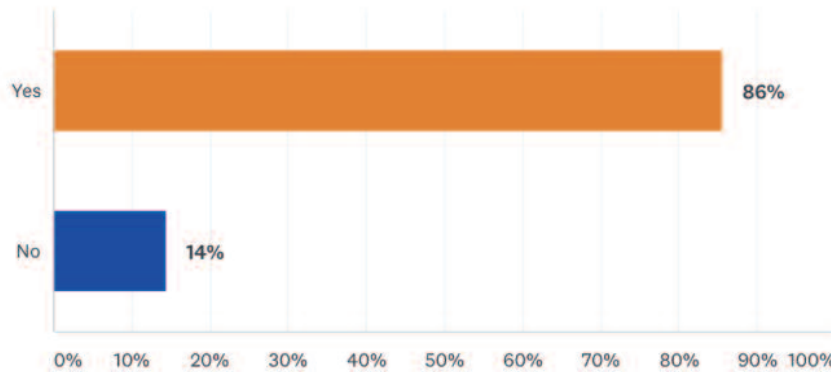
ANSWER CHOICES	RESPONSES	
Yes	85%	306
No	15%	54
TOTAL		360

DATA ANALYSIS

Question	2016	2018	2019	2020
Tewatohnhi'saktha helps local businesses find employees.	YES	-	84%	84%
	NO	-	16%	16%

There is a **1% increase** in awareness that community members know Tewatohnhi'saktha 'helps local businesses find employees.'

Q12 We can post job offers for local businesses on the job opportunity page of our website.



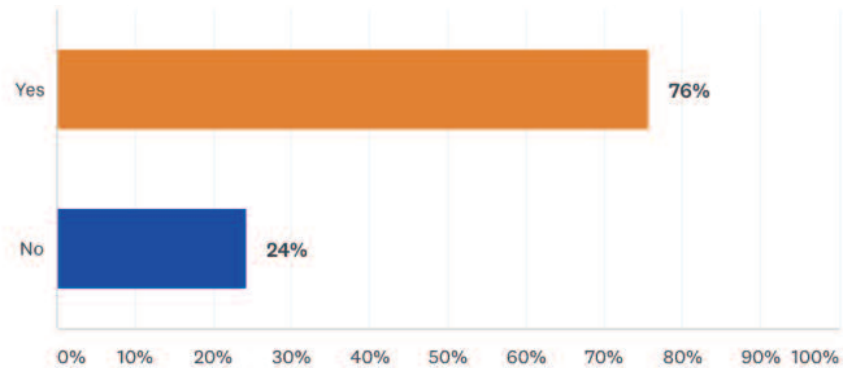
ANSWER CHOICES	RESPONSES	
Yes	86%	308
No	14%	52
TOTAL		360

DATA ANALYSIS

Question		2016	2018	2019	2020
Tewatohni'saktha can post job offers for local businesses on the job opportunity page of their website.	YES	-	86%	82%	86%
	NO	-	14%	18%	14%

There is a **4% increase** in awareness that community members know Tewatohni'saktha 'can post job offers for local businesses on the job opportunity page of their website.'

Q13 We share local job opportunities on the Tewatohnhi'saktha Facebook page.



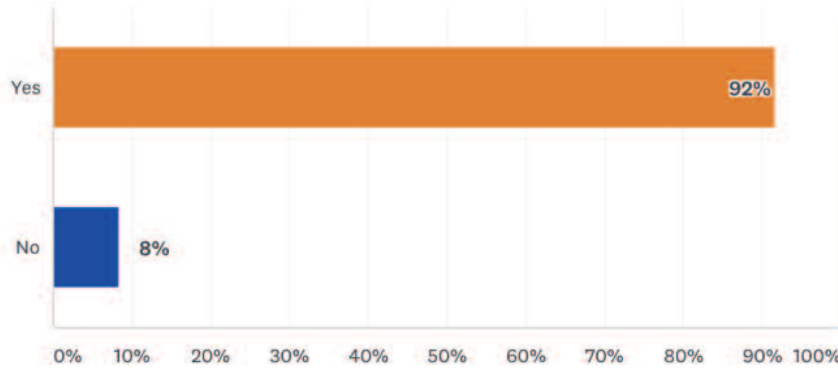
ANSWER CHOICES	RESPONSES	
Yes	76%	273
No	24%	87
TOTAL		360

DATA ANALYSIS

Question	2016	2018	2019	2020	
Tewatohnhi'saktha shares local job opportunities on the Tewatohnhi'saktha Facebook page.	YES	-	75%	73%	76%
	NO	-	25%	28%	24%

There is a **3% increase** in awareness that community members know Tewatohnhi'saktha 'shares local job opportunities on their Facebook page.'

Q14 We provide entrepreneurship training for people who are considering starting a business or for people who have started a business.



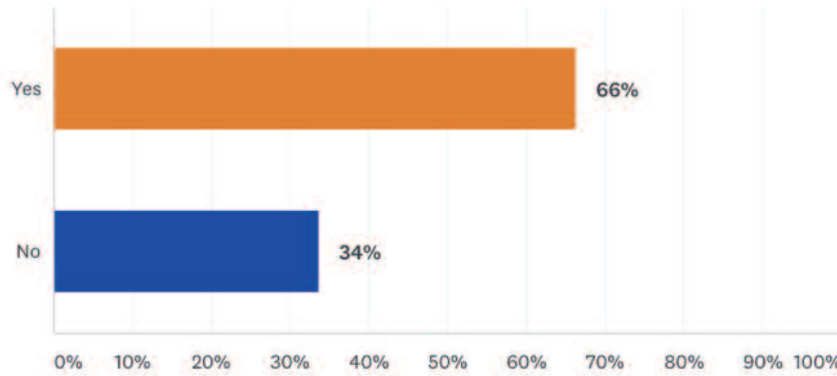
ANSWER CHOICES	RESPONSES	
Yes	92%	330
No	8%	30
TOTAL		360

DATA ANALYSIS

Question	2016	2018	2019	2020	
Tewatohni'saktha provides entrepreneurship training for people who are considering starting a business or for people who have started a business.	YES	-	84%	88%	92%
	NO	-	16%	13%	8%

There is a **4% increase** in awareness that Tewatohni'saktha 'provides entrepreneurship training for people who are considering starting a business or for people who have started a business.'

Q15 We have meeting room rentals for public use.



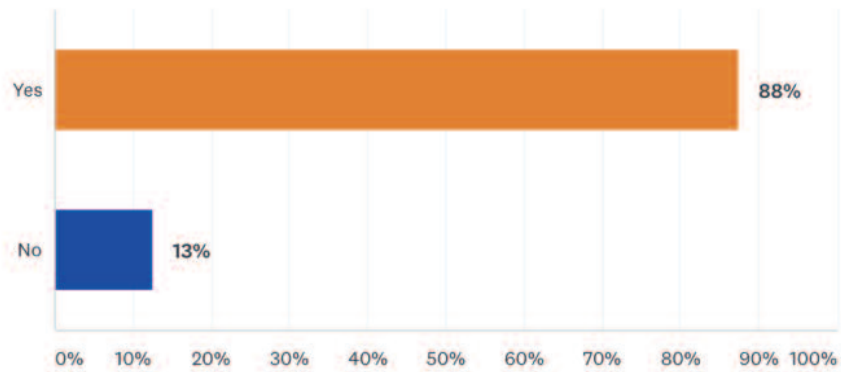
ANSWER CHOICES	RESPONSES	
Yes	66%	239
No	34%	121
TOTAL		360

DATA ANALYSIS

Question	2016	2018	2019	2020	
Tewatohnhi'saktha has meeting room rentals for public use.	YES	-	66%	61%	66%
	NO	-	34%	39%	34%

There is a **5% increase** in awareness that Tewatohnhi'saktha 'has meeting room rentals for public use.'

Q16 Businesses can register for the Shop Kahnawà:ke program.



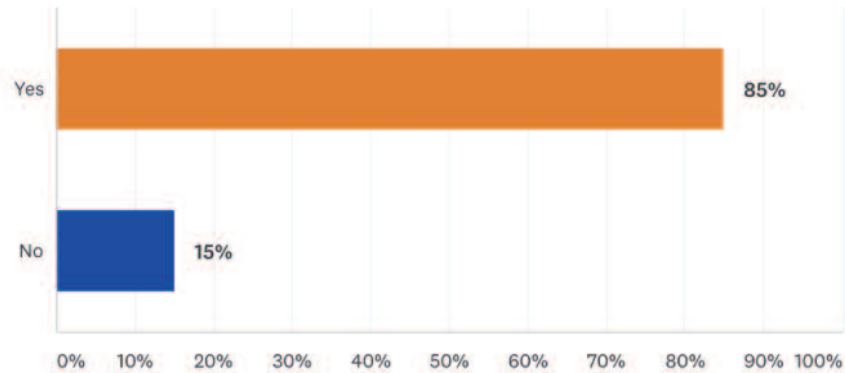
ANSWER CHOICES	RESPONSES	
Yes	88%	315
No	13%	45
TOTAL		360

DATA ANALYSIS

Question		2016	2018	2019	2020
Businesses can register for the Shop Kahnawà:ke program.	YES	-	83%	85%	88%
	NO	-	17%	15%	13%

There is a **3% increase** in awareness that businesses ‘can register for the Shop Kahnawà:ke program’.

Q17 We sell Shop Kahnawà:ke certificates..



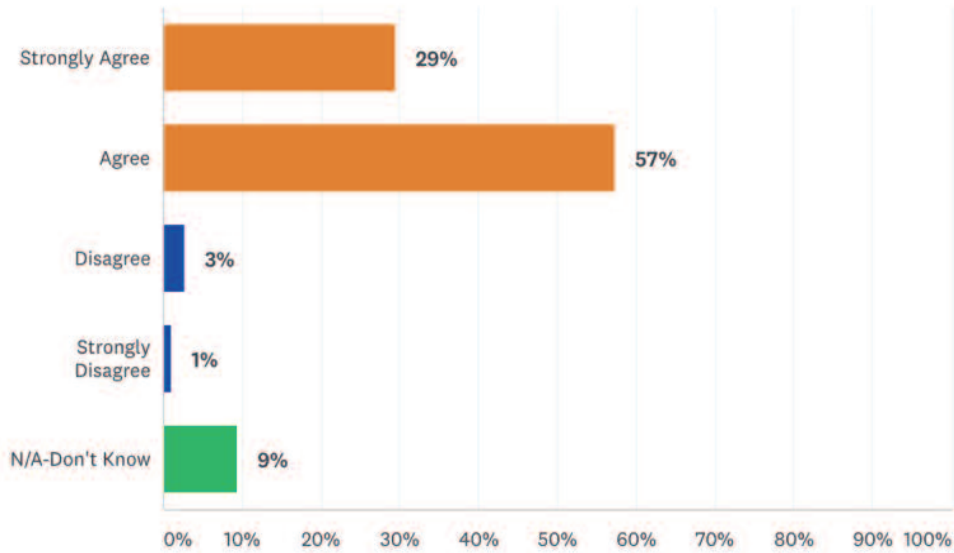
ANSWER CHOICES	RESPONSES	
Yes	85%	306
No	15%	54
TOTAL		360

DATA ANALYSIS

Question	2016	2018	2019	2020	
Tewatohnhi'saktha sells Shop Kahnawà:ke certificates.	YES	-	81%	88%	85%
	NO	-	19%	13%	15%

There is a **3% decrease** in awareness that Tewatohnhi'saktha 'sells Shop Kahnawà:ke certificates.'

Q18 To what extent do you agree that Tewatohnhi'saktha effectively carries out these programs and services?



ANSWER CHOICES	RESPONSES	
Strongly Agree	29%	106
Agree	57%	206
Disagree	3%	10
Strongly Disagree	1%	4
N/A-Don't Know	9%	34
TOTAL		360

DATA ANALYSIS

Question		2016	2018	2019	2020
To what extent do you agree that Tewatohnhi'saktha effectively carries out these programs and services?	SA/Agree:	-	91%	88%	86%
	Don't know:	-	7%	9%	9%
	SD/Disagree	-	3%	4%	4%

The confidence level that 'Tewatohnhi'saktha effectively carries out their programs and services' has **decreased by 2%** since last year.

Q18 OPTIONAL COMMENTS

If you would like to add comments about Tewatohnhi'saktha's Business Services, please do so here.

1. I fully support Tewa, they're an asset to the community.
2. Great job. Courses are helpful for young and creative people.
3. Keep up the good work.
4. They are doing a great job and are an asset to our community.
5. Tewa is doing what's in their mandate and communicating these services relatively well.
6. Very effective, very exciting and supportive.
7. Have used their services and very happy.
8. Hope that these services continue.
9. They helped me a lot.
10. I had a positive experience with Tewa.
11. I'm very aware and appreciative of their services. Very happy.
12. I like how they work with businesses to collectively work with the community to develop jobs in Kahnawake.
13. Doing a lot of good for our community's economics.
14. Good job.
15. Good job, overall.
16. Helped me a lot.
17. Continue to be community oriented.
18. Happy that under-represented sectors are also being served (Ex: Special needs individuals).
19. You need to promote your services more.
20. I think there should be more awareness of your programs, not enough people know about them.
21. Get out in the community with info on more than just the ACE program.
22. Not a strong enough profile in what they are working on – need more communication.
23. More promotion around services areas.
24. More promotion of the website.
25. More promotion of activities.
26. More awareness regarding the website.
27. More public awareness programs, more communications, use mail box, press releases, and information more people can see.
28. Promote and talk about business services more in the community.

Q18 Comments Continued

29. Spotlight in Eastern Door to share information on what you do. You need to be more transparent. More communication on all services.
30. They could do more promotion. Some businesses may not know about what they offer.
31. Promote meeting room rentals more. I wasn't aware.
32. Tewa only communicates positive info. Tewa does good work overall, just be more transparent on the negative.
33. Create more awareness around business services, especially the contact people within Tewatohnhi'saktha.
34. More promotion on social media.
35. Let community know how things are going. Advertise and share successful projects more often.
36. More communication and promotion for young people.
37. More transparency and publicity with your programming.
38. Many people are still not aware of all services. Better promotion is needed to get the word out.
39. Make more information available through different media avenues.
40. I have used business services in the past. Good programs and services. Adequate and sufficient.
41. Tewa needs to find spaces in the community for small business. If you're not born with land then you can't open a business.
42. Business services is their strong suit. With their new mandate change, whatever they can do to enhance that is good. However, there is no support for online businesses.
43. Open up large manufacturing company for 200 + people. Clothing, etc.
44. Increase entrepreneurship training segment. Work with schools to promote services to younger people. Create more awareness of math requirements and prerequisites for business school. Provide more training and mentorship before opening a business. Go beyond the entrepreneurship training.
45. More advertising when jobs need to be filled, with deadlines for the applications. People want a business where there is high traffic. Consider advertising places for rent on Facebook to business owners. Private owners of space should also be given the option to post vacancies. Consider renting space/land and collect from businesses. (Ex: space on the 138 or 132). Create more strip malls for business in high traffic areas.
46. Tewa could do better.
47. I know the programs and services exist but have not seen statistics to determine their effectiveness.
48. I'm retired now, but I try to stay aware of services.
49. Don't hear much about Tewa's services.

Q18 Comments Continued

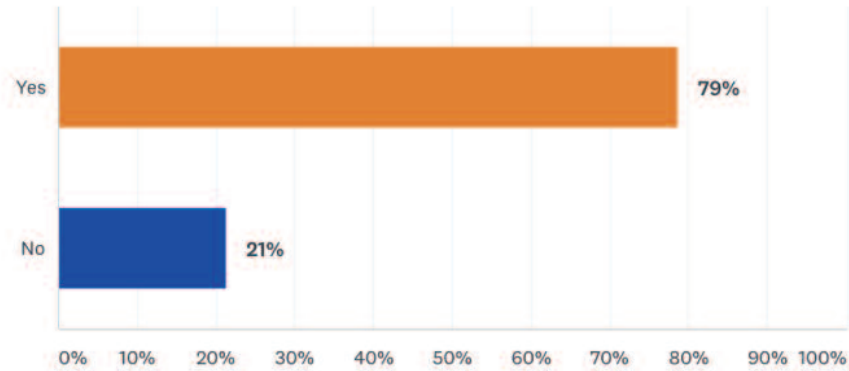
50. I am older so I don't really use their services, so I don't seek out the information.
51. There needs to be a 'somewhat disagree' option for applicable sections.
52. Include the option to comment in the 'Mandate and Role' section.
53. Unsure whether there is enough promotion in the community.
54. I was not aware Tewatohnhi'saktha had a Facebook page.
55. I am retired, but I stay aware of the services they offer to the community.
56. I know what they offer but I am not sure how effective the programs are.
57. 'Economic Interest' has been removed and hijacked by MCK.
58. I don't use Facebook, so I don't see the promotion Tewa does online.
59. I wasn't aware that Shop Kahnawake gift certificates still existed.
60. Was not sure if Tewa still sold Shop Kahnawake certificates.
61. Promote Shop Kahnawake certificates and how the community benefits from using them, and maybe people will think twice before purchasing outside of Kahnawake.
62. More promotion of Shop Kahnawake. Not a lot of people are aware. Establishments need to promote it more.
63. Marketing and professional funds need to increase for services.
64. Customer services could be improved. Be ready to answer questions on the phone or front desk.
65. They need to get more with the times, support technology-based businesses instead of brick and mortar which is capital intensive and has minimal return of interest.
66. Need to clean house. Their website needs to be redone. It needs to handle and funnel all requests, be subscription based and offer case management. Need to better develop some of the resources they have like MIT, Windows etc.
67. They need to breakdown oligarchy – more matrix board. There is zero communication. Tewa needs to restructure.
68. Their mandate is very strong but with regards to participating in the community, their “social face” is not really there. It could be better.
69. Took business course and instructor was not qualified. It wasn't effective. Some of the information presented was outdated and useless, or irrelevant. They need to revamp it. Include fewer success stories in the course or bring new people in to share experiences.
70. Need to hire people who have had businesses. Spotlight successful entrepreneurs. Be more supportive of the variety of local entrepreneurs we have. Their promotion is lacking.
71. We need a real chamber of commerce to help businesses. MCK should not be in revenue generation. The school cheques are not even close enough to make the month. Bills, food, plus gas for travel. Need higher (amounts) cheques. Don't be cheap. It's not your money.

Q18 Comments Continued

72. Administration and flow of services is very transparent but senior management and board could improve and share more information. Ex. Staffing changes.
73. Business services should share stats of what works and doesn't work; encourage or mandate employers to protect their employees with essential services/benefits (unemployment/MSI).
74. Unsatisfied with the lack of attentiveness to my project.
75. Entrepreneurship Program is outdated and not practical.

END COMMENTS

Q19 We help people prepare an action plan for pursuing and completing their education.



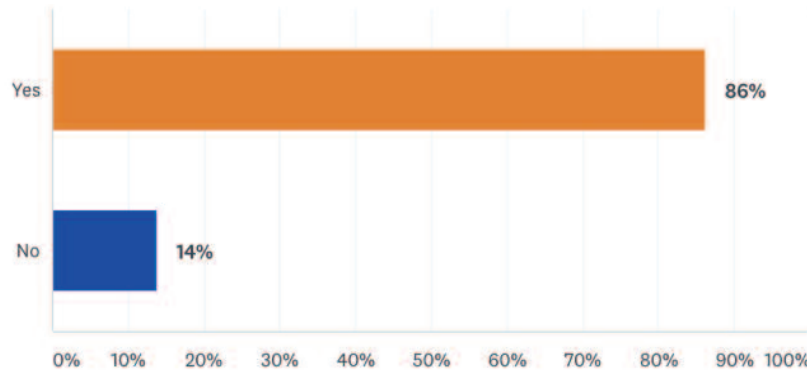
ANSWER CHOICES	RESPONSES	
Yes	79%	283
No	21%	77
TOTAL		360

DATA ANALYSIS

Question	2016	2018	2019	2020
Tewatohni'saktha helps people prepare an action plan for pursuing and completing their education.	YES	-	83%	79%
	NO	-	17%	21%

Responses are consistent.

Q20 We help in identifying appropriate educational/training opportunities.



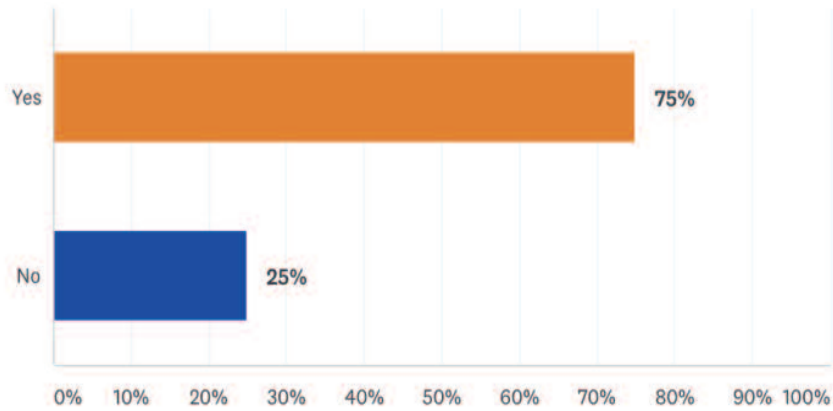
ANSWER CHOICES	RESPONSES	
Yes	86%	310
No	14%	50
TOTAL		360

DATA ANALYSIS

Question	2016	2018	2019	2020
Tewatohni'saktha helps in identifying appropriate educational/training opportunities.	YES	-	88%	86%
	NO	-	12%	14%

Responses are consistent.

Q21 We help clients find the right financial support to go back to school.



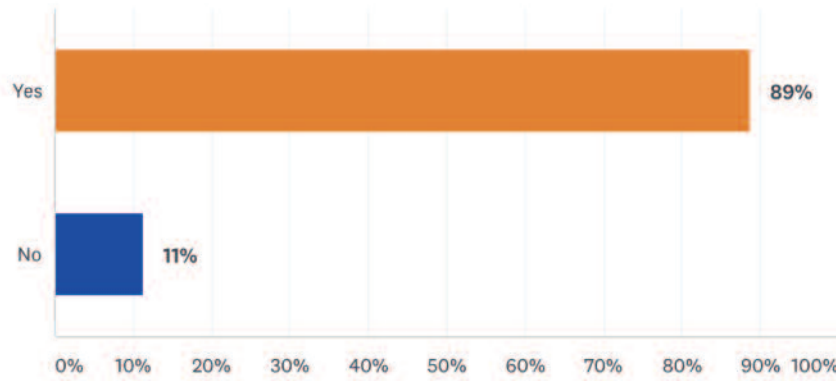
ANSWER CHOICES	RESPONSES	
Yes	75%	270
No	25%	90
TOTAL		360

DATA ANALYSIS

Question	2016	2018	2019	2020	
Tewatohnhisaktha helps clients find the right financial support to go back to school.	YES	-	80%	75%	75%
	NO	-	20%	25%	25%

Responses are consistent.

Q22 We help people explore career choices and employment opportunities that are suitable for them.



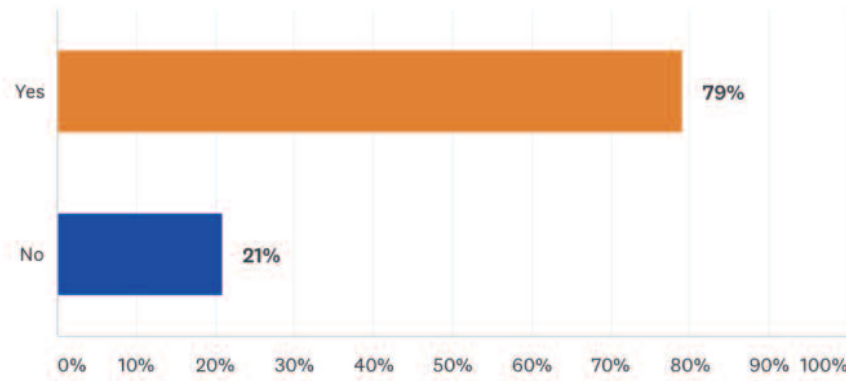
ANSWER CHOICES	RESPONSES	
Yes	89%	319
No	11%	41
TOTAL		360

DATA ANALYSIS

Question	2016	2018	2019	2020	
Tewatohni'saktha helps people explore career choices and employment opportunities that are suitable for them.	YES	-	92%	84%	89%
	NO	-	8%	16%	11%

There is a **5% increase** in awareness that Tewatohni'saktha *'helps people explore career choices and employment opportunities that are suitable for them.'*

Q23 We identify and organize career exploration activities (ex. student for a day interview a professional, job shadowing).



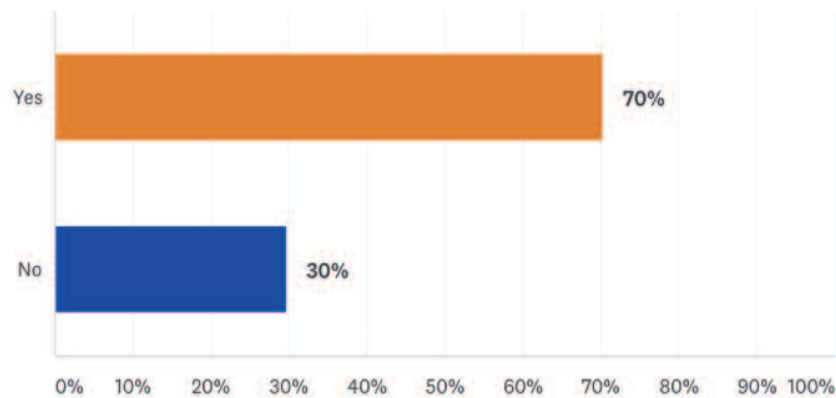
ANSWER CHOICES	RESPONSES	
Yes	79%	285
No	21%	75
TOTAL		360

DATA ANALYSIS

Question	2016	2018	2019	2020	
Tewatohnhi'saktha identifies and organizes career exploration activities.	YES	-	77%	72%	79%
	NO	-	23%	28%	21%

There is a **7% increase** in awareness that Tewatohnhi'saktha 'identifies and organizes career exploration activities.'

Q24 We provide relevant labour market information for job searchers.



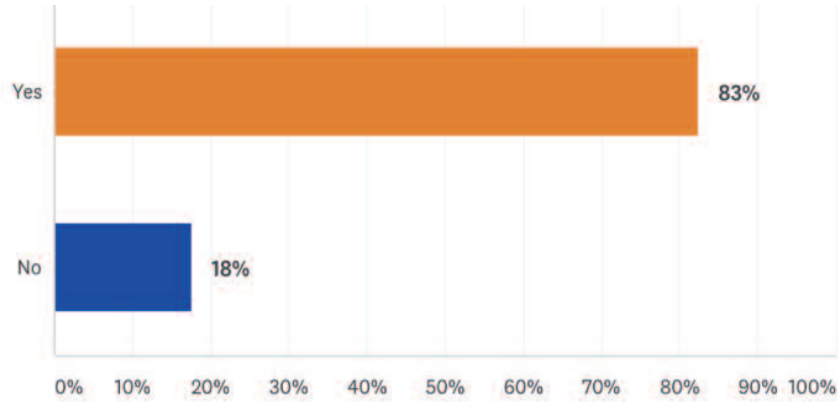
ANSWER CHOICES	RESPONSES	
Yes	70%	253
No	30%	107
TOTAL		360

DATA ANALYSIS

Question	2016	2018	2019	2020	
Tewatohnhi'saktha provides relevant labour market information for job searchers.	YES	-	74%	67%	70%
	NO	-	26%	33%	30%

There is a **3% increase** in awareness that Tewatohnhi'saktha 'provides relevant labour market information for job searchers'.

Q25 We help with job searching.



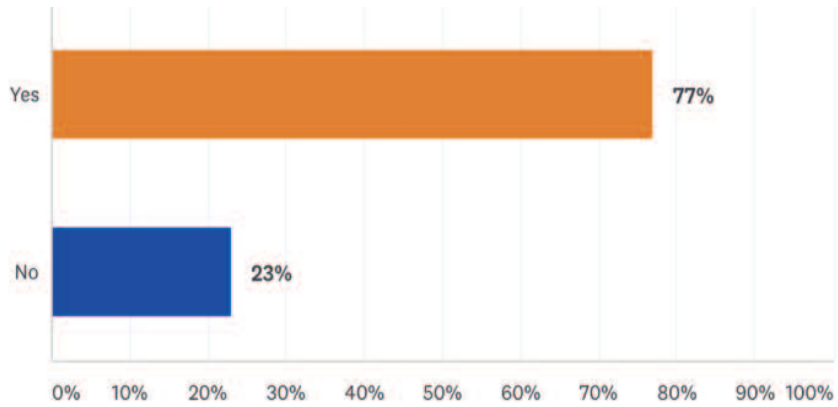
ANSWER CHOICES	RESPONSES	
Yes	83%	297
No	18%	63
TOTAL		360

DATA ANALYSIS

Question		2016	2018	2019	2020
Tewatohnhi'saktha helps with job searching.	YES	-	84%	78%	83%
	NO	-	16%	22%	18%

There is a **5% increase** in awareness that Tewatohnhi'saktha *'helps with job searching.'*

Q26 We help people prepare for an interview.



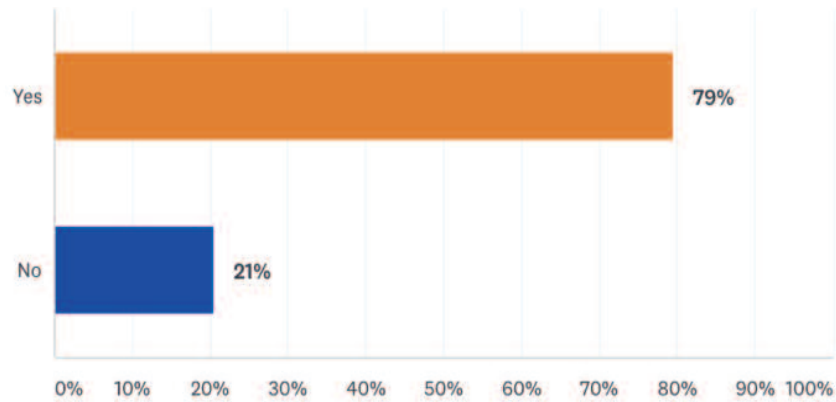
ANSWER CHOICES	RESPONSES	
Yes	77%	277
No	23%	83
TOTAL		360

DATA ANALYSIS

Question		2016	2018	2019	2020
Tewatohnhi'saktha helps people prepare for an interview.	YES	-	70%	73%	77%
	NO	-	30%	28%	23%

There is a **4% increase** in awareness that Tewatohnhi'saktha *'helps people prepare for an interview'*.

Q27 We help with resume and cover letter writing.



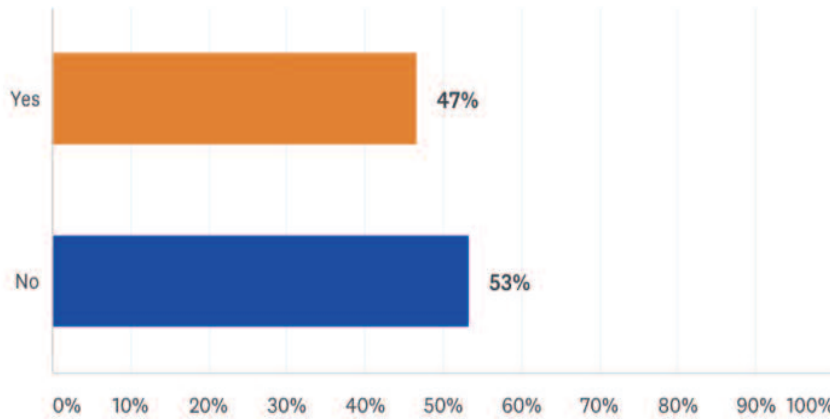
ANSWER CHOICES	RESPONSES	
Yes	79%	286
No	21%	74
TOTAL		360

DATA ANALYSIS

Question	2016	2018	2019	2020	
Tewatohnhi'saktha helps with resume and cover letter writing.	YES	-	77%	73%	79%
	NO	-	23%	27%	21%

There is a **6% increase** in awareness that Tewatohnhi'saktha 'helps with resume and cover letter writing.'

Q28 People who are looking for a job can post their resume and contact info into our electronic job seekers form on tewa.ca.



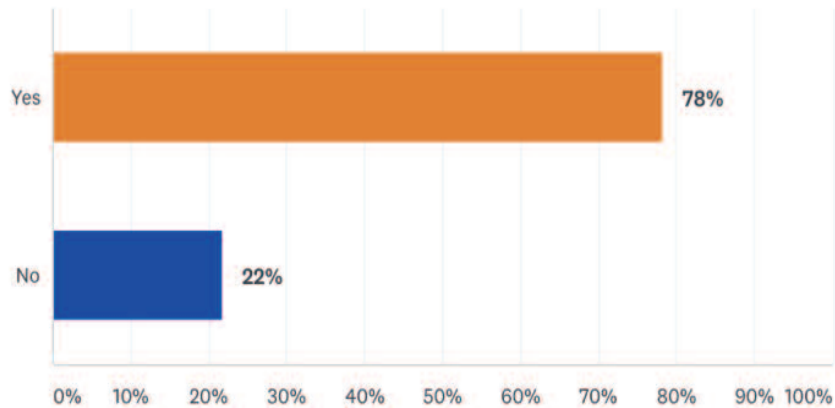
ANSWER CHOICES	RESPONSES	
Yes	47%	168
No	53%	192
TOTAL		360

DATA ANALYSIS

Question	2016	2018	2019	2020	
People who are looking for a job can post their resume and contact info into Tewa’s electronic job seekers form on tewa.ca	YES	-	59%	52%	47%
	NO	-	41%	48%	53%

There is a **5% decrease** in awareness that ‘people looking for a job can post their resume and contact info into Tewa’s electronic job seekers form on tewa.ca’

Q29 We match businesses with people looking for work or guide people to potential job opportunities.



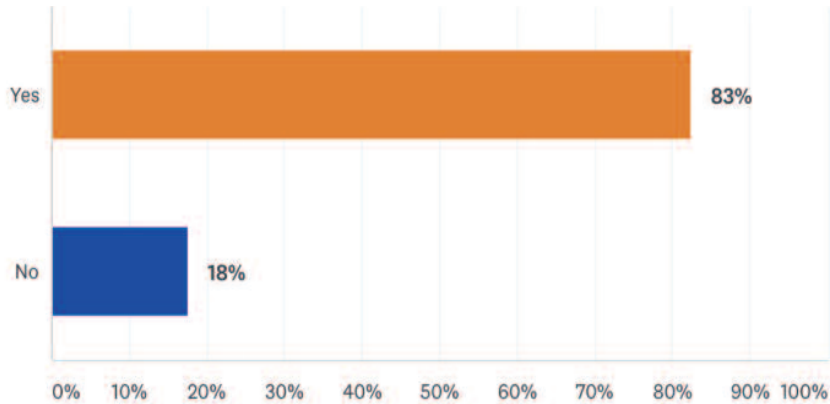
ANSWER CHOICES	RESPONSES	
Yes	78%	282
No	22%	78
TOTAL		360

DATA ANALYSIS

Question	2016	2018	2019	2020	
Tewatohnhi'saktha matches businesses with people looking for work or guide people to potential job opportunities.	YES	-	78%	68%	78%
	NO	-	22%	32%	22%

There is a **10% increase** in awareness that Tewatohnhi'saktha 'matches businesses with people looking for work or guide people to potential job opportunities.'

Q30 We place those who have finished various training programs on internships or stages, with businesses or organizations.



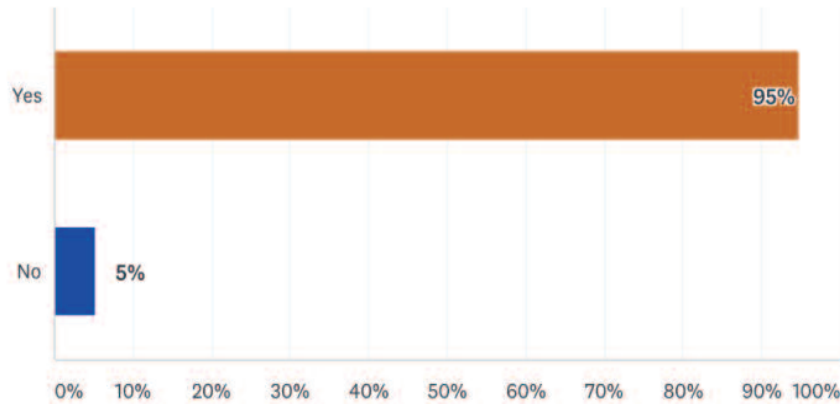
ANSWER CHOICES	RESPONSES	
Yes	83%	297
No	18%	63
TOTAL		360

DATA ANALYSIS

Question	2016	2018	2019	2020	
Tewatohnhi'saktha places those who have finished various training programs on internships or stages, with businesses or organizations.	YES	-	81%	78%	83%
	NO	-	19%	23%	18%

There is a **5% increase** in awareness that Tewatohnhi'saktha 'places those who have finished various training programs on internships or stages, with businesses or organizations.'

Q31 We offer a summer student program for high school, college or university students returning to school in the fall.



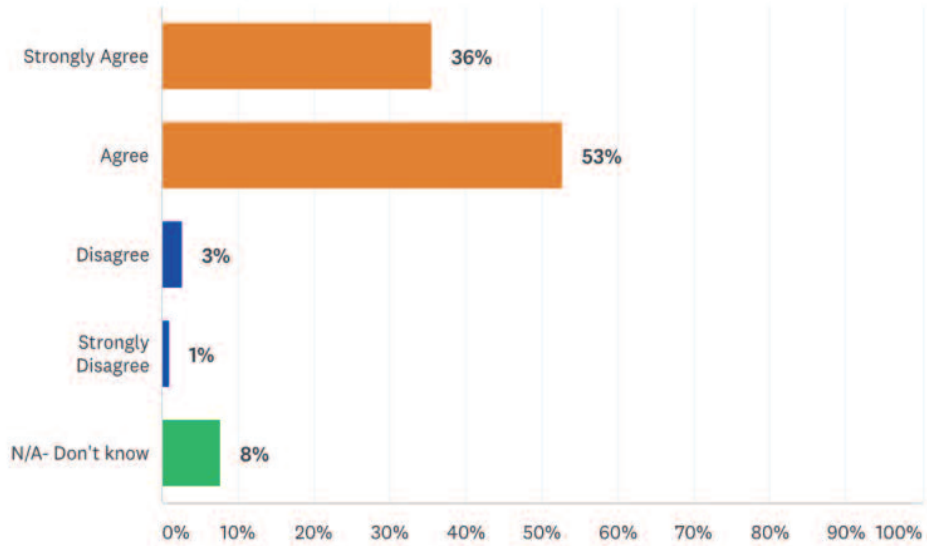
ANSWER CHOICES	RESPONSES	
Yes	95%	341
No	5%	19
TOTAL		360

DATA ANALYSIS

Question	2016	2018	2019	2020	
Tewatohnhi'saktha offers a summer student program for high school, college or university students returning to school in the fall.	YES	-	92%	93%	95%
	NO	-	8%	8%	5%

There is a **2% increase** in awareness that Tewatohnhi'saktha 'offers a summer student program for high school, college or university students returning to school in the fall.'

Q32 To what extent do you agree that Tewatohnhi'saktha effectively carries out these programs and services?



ANSWER CHOICES	RESPONSES	
Strongly Agree	36%	128
Agree	53%	190
Disagree	3%	10
Strongly Disagree	1%	4
N/A- Don't know	8%	28
TOTAL		360

DATA ANALYSIS

Question		2016	2018	2019	2020
To what extent do you agree that Tewatohnhi'saktha effectively carries out these programs and services?	SA/Agree:	-	88%	83%	89%
	Don't know:	-	10%	12%	8%
	SD/Disagree	-	3%	5%	4%

The confidence level that 'Tewatohnhi'saktha effectively carries out these programs and services' has **increased by 6%** since last year.

Q32 OPTIONAL COMMENTS

If you would like to add comments about Tewatohnni'saktha's Workforce Development services, please do so here.

1. Good job!
2. Good job!
3. Fantastic program!
4. Great job on summer programs.
5. Good job wish we had this before. There had been no direction.
6. Very beneficial, fruitful for many on both sides (businesses and workers).
7. Career Building Services helped me.
8. Great programs for young people needing direction such as the ACE program.
9. These services are a great way for people to get started.
10. Very helpful in job searching after completing their program.
11. Have benefited from Tewa's services and very happy with them.
12. Workforce development sector is great. Fresh ideas always looking to provide new services, identifying gaps and looking for new programs to remedy that. Refreshing team, proactive.
13. My son and wife went through (workforce program). Tewa was a big support.
14. My children had good experiences with Tewa. Staff always responsive
15. I am more aware of the programs due to word of mouth. Good job!
16. The program provides opportunities for individuals to become employable in different fields and allows them to grow and develop.
17. Some questions overlap and can be condensed.
18. More opportunities for all ages.
19. Have an open house to invite community members in to meet team members and promote services. Current programming is creating good jobs and outcomes but promote the results more after programming is completed.
20. Job seekers form on website did not work. I kept getting an 'error' message. I have benefitted from Tewa in the past. Had a lot of support.
21. New ideas for job seeker list; it needs to be further developed.
22. I am aware that Tewa helps with job searching, but in my experience, they do not follow through.
23. I know of someone who applied for more funding and was denied after she was previously told there was monies available. It was a false promise; she made her plans based on the availability of funds.
24. There is not enough help given to identifying appropriate educational and training opportunities.

Q32 Comments Continued

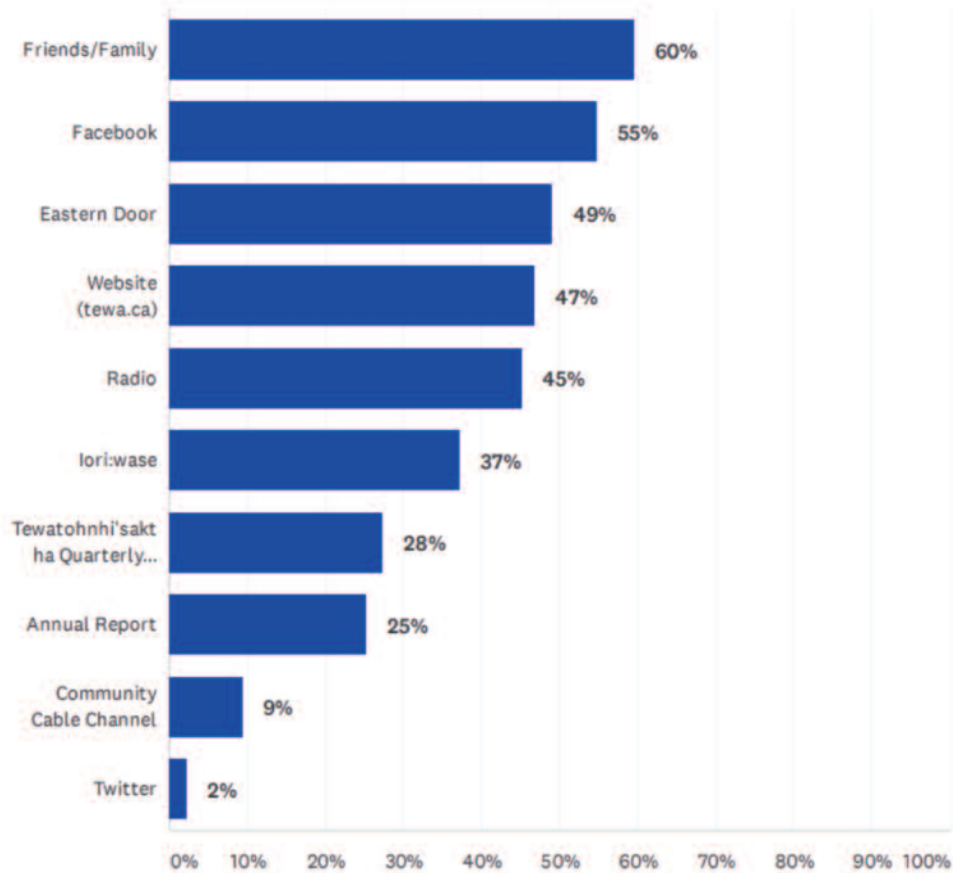
25. Cover cost of courses for all types of required trainings for unique businesses.
26. There are certain limitations that I don't necessarily agree with, such as if you take a training program, you can't do one for another 2 years.
27. Need more openness. You help who you want, but you don't go above and beyond to help everyone that comes through your doors.
28. I want to see more programs right here in town to get jobs in nursing. Find out what's going to be needed in the future and create training programs for that. Example: radiology, X-ray technician.
29. A contract concerning financial matters should be reviewed and dealt with in any possible way by Tewa to help clients achieve their goals. I was told absolutely no financial plan could be made unless it was paid in full. I had to find other financial aids outside of Kahnawà:ke.
30. Tewa should not be involved in education. Give back to Education system or partner with KEC to have a case management system. Need engaging partnership with KEC or stick to vocational programs.
31. Always room for improvement.
32. In regard to financial support, my son didn't have a good experience. He had to quit working to go back to school. Criteria were not supportive. Tewa needs to work closer with MCK Social Assistance for them to help.
33. I completed a program and when I approached Tewa for assistance finding work it was nothing I couldn't have done on my own. My expectations didn't match up.
34. Quebec has many programs and services only offered in French. Get these programs to be offered here in English at least every few years.
35. Bring marketing funds up to today's standards – they are not up to par. Have experienced/witnessed favouritism. Certain people picked for funds over others. Hope things can change.
36. Be more transparent, increase communications of all the services that you provide.
37. More promotion – specifically of the resume/coverletter help and how to start looking for work.
38. More promotion. Consider collaborating with Social Development. Young people need to be aware of everything that is offered and also know that they have access to it.
39. Promote these services more online.
40. The Summer Student Program is the most publicized and well-known service. Others should be promoted more.
41. Feedback and results are rarely seen based on what has worked. Community needs to know what is going well.
42. Better communication on all services.

Q32 Comments Continued

43. More promotion.
44. Heads Up program is good for the young kids.
45. Great Programs for young people needing direction – ACE program is great too
46. Not enough educational/training opportunities.
47. Focus on making programs based on jobs that are in demand
48. Create training program for employees if one does not already exist. Offer a refresher course for those that have taken trainings in the past
49. Not sure how effective the services are as I haven't read the annual report.
50. They are doing a lot of stuff that people probably don't even realize or are aware of.
51. KSSEP is very successful. I am not sure about the other programs.
52. My children use these services - **4 similar responses**
53. I didn't know a lot of these services existed. - **3 similar responses**

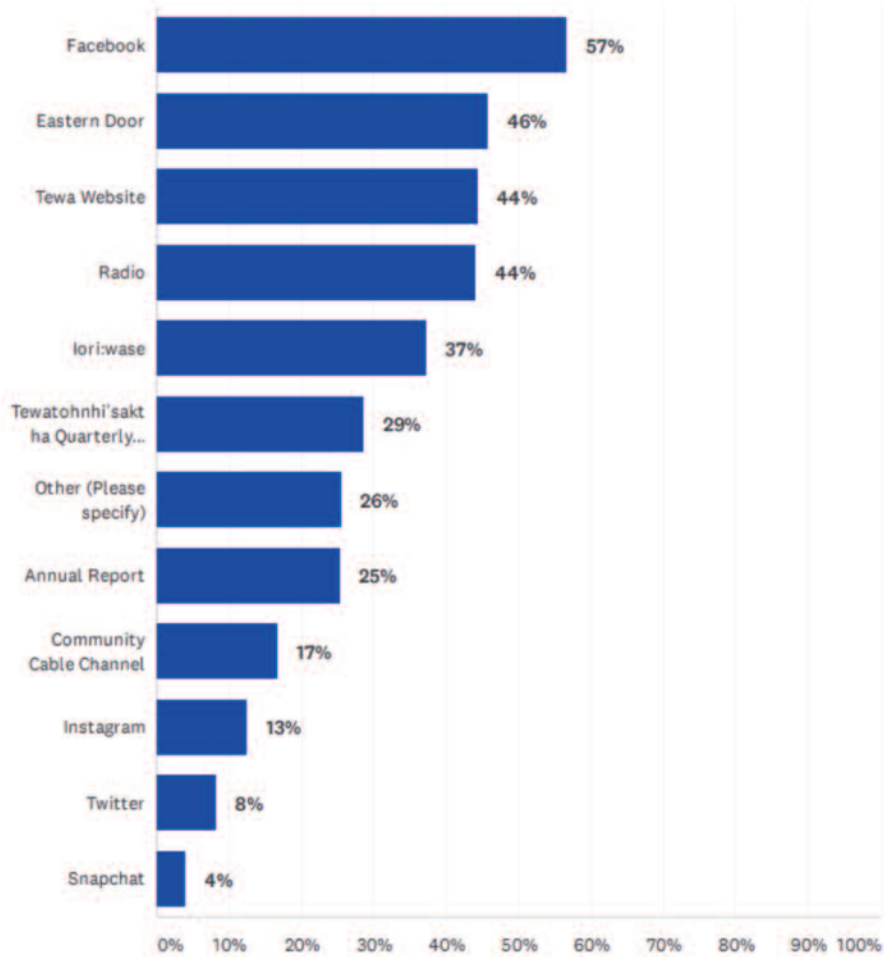
END COMMENTS

Q33 How do you receive information on Tewatohnhi'saktha activities?
(please select ALL that apply)



ANSWER CHOICES	2019		2020	
	RESPONSES	RESPONSES	RESPONSES	RESPONSES
Friends/Family	52%	186	60%	215
Facebook	43%	156	55%	197
Eastern Door	44%	157	49%	177
Website (tewa.ca)	31%	113	47%	169
Radio	34%	122	45%	163
lori:wase	22%	79	37%	134
Tewatohnhi'saktha Quarterly Newsletter	14%	49	28%	99
Annual Report	15%	53	25%	91
Community Cable Channel	5%	19	9%	34
Twitter	1%	4	2%	8
Total Respondents: 360				

Q34 How would you LIKE to receive information on Tewatohnhi'saktha activities?
(please select ALL that apply)



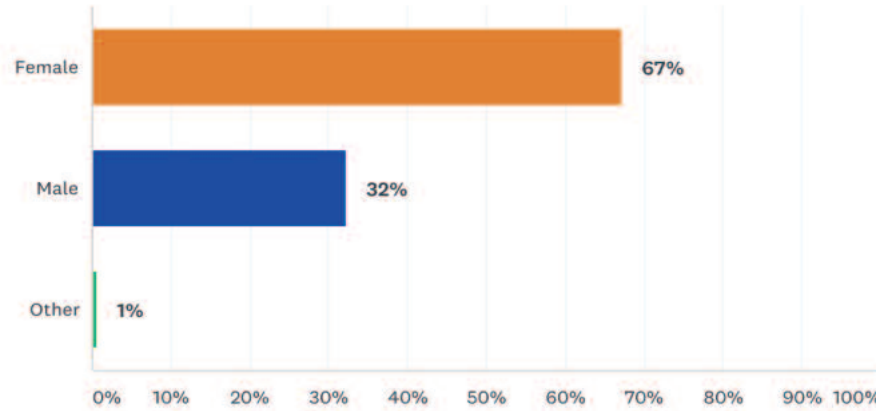
ANSWER CHOICES	2019		2020	
	RESPONSES	RESPONSES	RESPONSES	RESPONSES
Facebook	48%	173	57%	204
Eastern Door	43%	155	46%	165
Tewa Website	34%	122	44%	160
Radio	40%	145	44%	159
Iori:wase	28%	100	37%	134
Tewatohnhi'saktha Quarterly Newsletter	26%	92	29%	103
Other (Please specify)	16%	59	26%	92
Annual Report	23%	83	25%	91
Community Cable Channel	21%	75	17%	60
Instagram	11%	40	13%	45
Twitter	9%	31	8%	29
Snapchat	9%	31	4%	14
Total Respondents: 360		360		360

Q34 OTHER - 51 responses

Participants suggested other methods of communication (2019 data in red for comparison):

1. Email - **29 similar responses (21 in 2019)**
2. Mail - **2 similar responses (8 in 2019)**
3. Radio - **4 similar responses**
4. Public information sessions - **20 similar responses (4 in 2019)**
 - *Open house, seminar, booth, kiosk, meeting, presentations, targeted areas*
5. Printed materials - **11 similar responses (4 in 2019)**
 - *Pamphlets, booklets, magazines, weekly newsletter, flyers, more advertising*
6. Social media - **11 similar responses (3 in 2019)**
 - *Text, SMS, podcasts, Facebook, Facebook Live, YouTube*
7. Word of mouth/friends & family - **22 similar responses (3 in 2019)**
8. Personal visits by Tewa's employees - **4 similar responses (4 in 2019)**
9. Direct contact by phone calls - **3 similar responses**
10. Paperless promotion - **2 similar responses**
11. TikTok
12. Direct contact with KSCS specifically on workforce development programs that would assist our clientele.
13. Advertise on the large screen outside of the bank. Advertise quantifiable results (Ex: How many students were helped this year).
14. Not important because I am retired.
15. All good.
16. More transparency and promotion on all these platforms.

END 'OTHER' RESPONSES

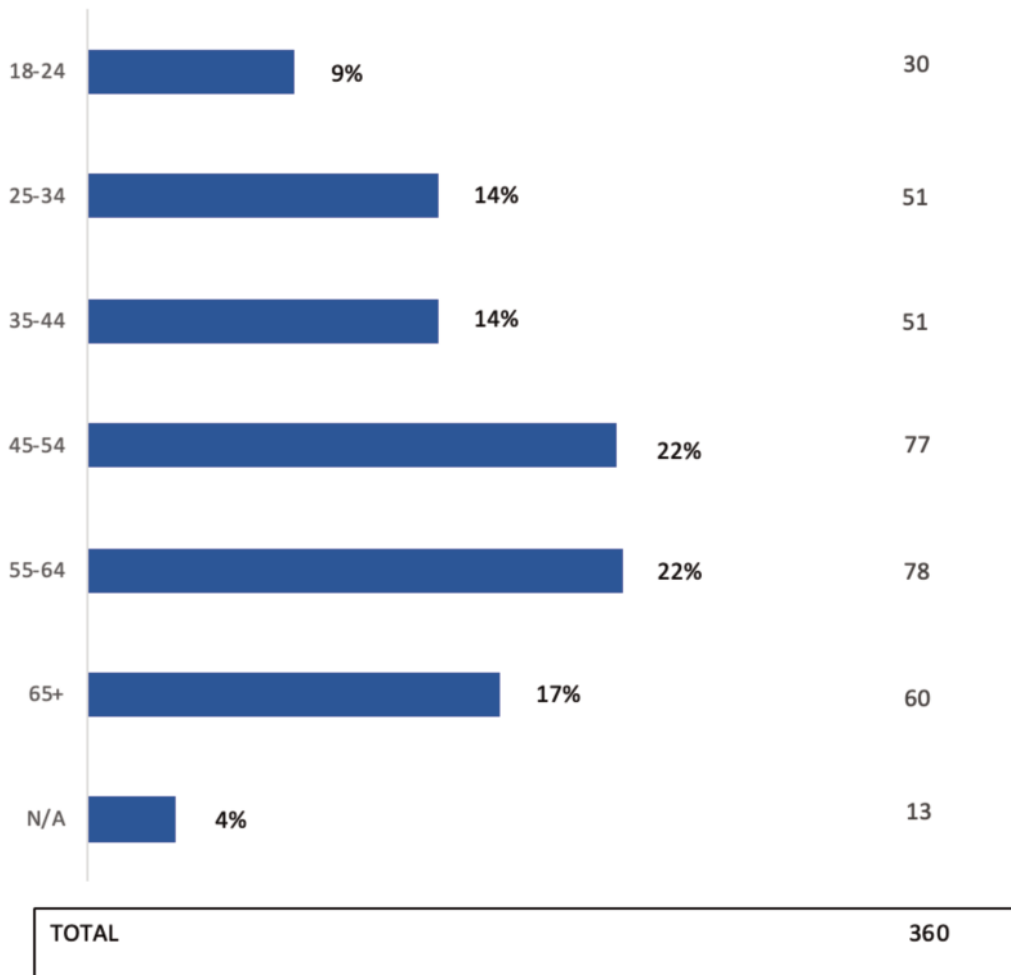
Q35 Please indicate your gender.

ANSWER CHOICES	RESPONSES	
▼ Female	67%	242
▼ Male	32%	116
▼ Other	1%	2
TOTAL		360

DATA ANALYSIS

Question	2019	2020
Please indicate your gender.	FEMALE	64% 67%
	MALE	36% 32%
	OTHER	1% 1%

Q36 Please indicate your age.

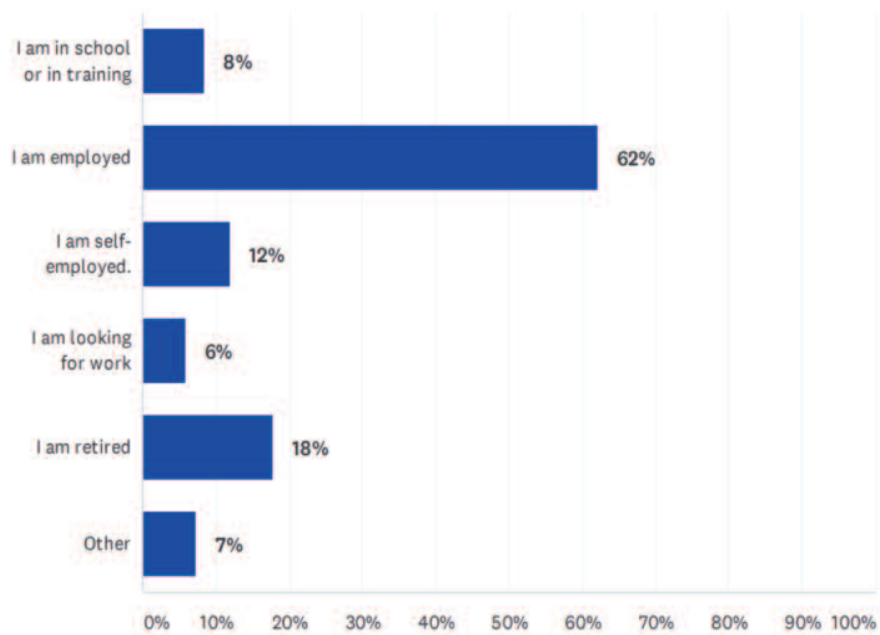


NOTES

SURVEY PARTICIPANTS

	2020	2019	2018
Ages 18 - 34 years =	23%	23%	32%
Ages 35 - 54 years =	35%	38%	38%
Ages 55+ years =	40%	32%	21%

Q37 Please indicate the situation(s) that best describes you. Check all that apply.



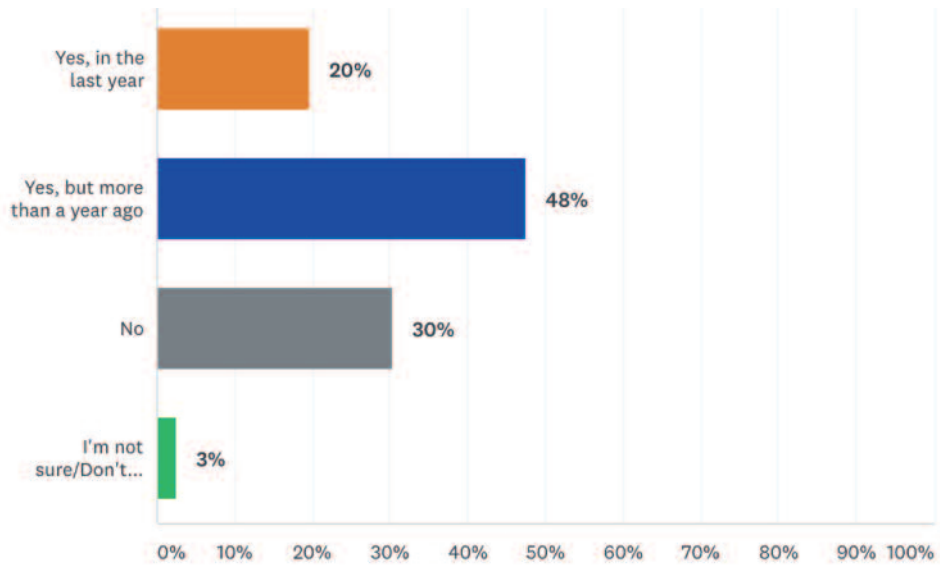
ANSWER CHOICES	2019		2020	
	RESPONSES		RESPONSES	
I am in school or in training	6%	21	8%	30
I am employed	57%	204	62%	224
I am self-employed.	14%	50	12%	43
I am looking for work	6%	20	6%	21
I am retired	17%	61	18%	64
Other	9%	32	7%	26
Total Respondents: 360		360		360

NOTES

Other:

1. Home with kids - 4 similar responses
2. Maternity leave - 7 similar responses
3. Work part-time - 4 similar responses
4. Medical leave - 12 similar responses
7. Other - 5 (work pending, full-time student, going back to school, disabled)

Q38 Have you ever used Tewatohnhi'saktha's services?



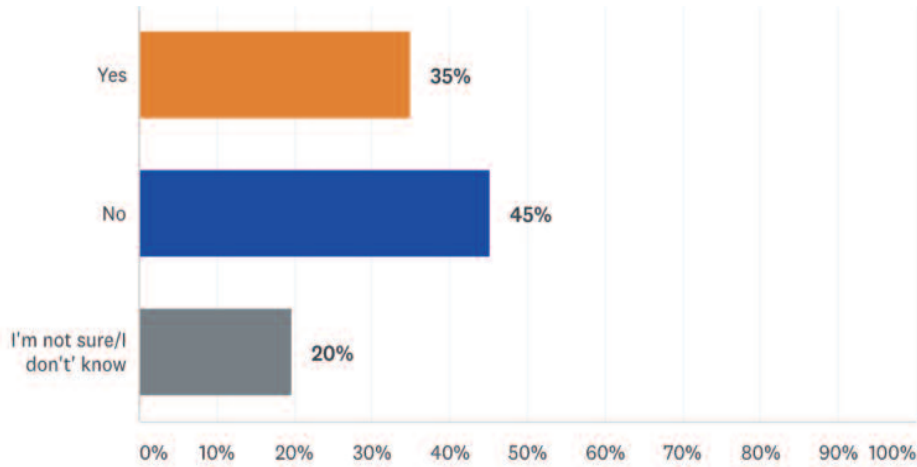
ANSWER CHOICES	RESPONSES
Yes, in the last year	20% 71
Yes, but more than a year ago	48% 171
No	30% 109
I'm not sure/Don't remember	3% 9
TOTAL	360

DATA ANALYSIS

Question	2019	2020
Have you ever used Tewatohnhi'saktha's services?	YES , in the last year	16% 20%
	YES , but more than a year ago	44% 48%
	NO	38% 30%
	NOT SURE	2% 3%

There is a **4% decrease** in the number of people that used 'Tewatohnhi'saktha's services in the last 12 months.'
 There is a **4% increase** in the number of people that used 'Tewatohnhi'saktha's services more than a year ago.'

Q39 Would you consider using Tewatohnhi'saktha's Business Services in the next 12 months?



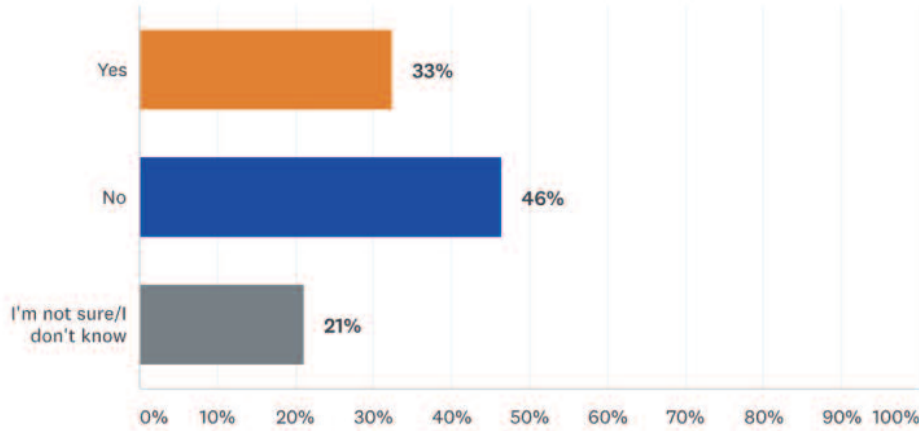
ANSWER CHOICES	RESPONSES	
Yes	35%	126
No	45%	163
I'm not sure/I don't know	20%	71
TOTAL		360

DATA ANALYSIS

Question	2016	2018	2019	2020	
Would you consider using Tewatohnhi'saktha's Business Services in the next 12 months?	YES	-	47%	34%	35%
	NO	-	32%	43%	45%
	NOT SURE	-	21%	23%	20%

There is a **1% increase** in the number of people that would consider using 'Tewatohnhi'saktha's Business Services in the next 12 months.'

Q40 Would you consider using Tewatohnhi'saktha's Workforce Development services in the next 12 months?



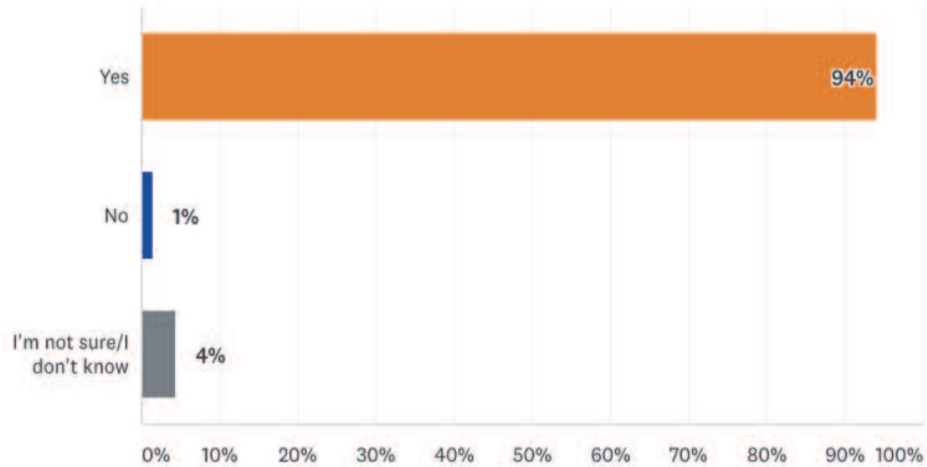
ANSWER CHOICES	RESPONSES	
Yes	33%	117
No	46%	167
I'm not sure/I don't know	21%	76
TOTAL		360

DATA ANALYSIS

Question	2016	2018	2019	2020
Would you consider using Tewatohnhi'saktha's Employment and Training services in the next 12 months?	YES	-	47%	34%
	NO	-	32%	43%
	NOT SURE	-	21%	23%

There is a **1% decrease** in the number of people that would consider using 'Tewatohnhi'saktha's Employment and Training services in the next 12 months.'

Q41 Would you recommend Tewatohnhi'saktha services to others?



ANSWER CHOICES	RESPONSES	
Yes	94%	339
No	1%	5
I'm not sure/I don't know	4%	16
TOTAL		360

DATA ANALYSIS

Question		2016	2018	2019	2020
Would you recommend Tewatohnhi'saktha services to others?	YES	-	95%	90%	94%
	NO	-	1%	2%	1%
	NOT SURE	-	4%	8%	4%

There is a **4% increase** in the number of people that would 'recommend Tewatohnhi'saktha services to others.'

Q41 OPTIONAL COMMENTS

If you would like to add additional comments, please do so here.

1. I'm on your side.
2. You are doing a good job! - **4 similar responses**
3. Very informational survey.
4. Keep doing what you're doing!
5. Keep up the good work!
6. I am thankful for the help that I received last year. You helped me get to where I am now, which is a successful career as a Rod buster.
7. Thank you for all the years you helped Kahnawà:ke and our people. Continue the good work!
8. I know people who have used these services and are now successful.
9. Advertise more in the papers, I would like to see more flyers around town with upcoming programs.
10. They should do more advertisements on all their services they provide. More open houses and advertise it early. I really liked the one you had in the past.
11. Advertise your services more, especially on social media.
12. More advertising and media presence.
13. Do advertising in the schools to get the youth aware of your services for when they graduate. More P.R around town (Ex:Tota Ma's). Have more workshops and promos around town.
14. I would use workforce development services for my clients. Communications needs to be better and more effective. Acknowledge that there are transparency issues in the community and work on rectifying that.
15. Tewa is important for Kahnawà:ke's economic outlook. The landscape is changing with more businesses instead of smoke shops. It speaks to the long-term sustainability and who we are as Onkwehón:we people.
16. Offer a language program in Mohawk and French at different levels so everyone can take them. We need to get more speakers that way we'll have more teachers.
17. Set up a program in town with Technic to get people the class two driver's license. There is a shortage of bus drivers. This would help people get jobs and off Social Assistance. Create programs and trainings based on jobs that are needed in town.
18. I'm glad they're focused on workforce development, especially towards the youth. Start a program to get youth to work outside of town. Encourage more challenging programs (Ex: Accounting).
19. You should approach everyone on welfare and get them interested in finding a job or training program.
20. Try to do more construction programs and target youth.

Q41 OPTIONAL COMMENTS *continued*

21. Have retirement workshops for those close to retirement age. Develop ideas to promote mentoring and volunteering in different vocations throughout the community.
22. Hope they changed the policy on age. My business opportunity was refused because of being "too old."
23. Get good at one thing before expanding to a full range of services. i.e. – Modernize.
24. You're doing better than the education centre. I would use your services to help promote other organizations. I would like to know who exactly is in charge there.
25. Tewa does good things but never shows the bad. Just be transparent and all will be fine. Don't worry about a handful of negative comments. The survey questions should be framed to present both sides.
26. Funding and education should be imperative over staff that do not contribute to a non-existing economic system in Kahnawake.
27. Not much information on board activities is provided to the public. The situation with the Executive Director should be resolved and Barbara McComber should be named permanent ED.
28. Tewa did not offer a positive attitude in helping my family, there's a lot of closed doors. Be more welcoming and open. Try and help people the way you promote that you do. I know a lot of people you've turned away.

END COMMENTS

Q42 OPTIONAL COMMENTS

If you would like to share additional comments about Tewatohnhi'saktha or make suggestions please do so here.

Encouraging Feedback

1. Good job! - 3 similar
2. Very responsive!
3. Good service, good asset to the community.
4. Good job! Motivating kids to get involved. Inspires people to start businesses.
5. My experience with them was very positive! Helped when I went back to school.
6. Very helpful, got me back into school.
7. Information is out there, very helpful and very clear.
8. Please keep up good work ethic.
9. Great services.
10. Good organization to get young people to get started.
11. Tewa helps so many people, you are essential.
12. Niá:wen for your continuous professional service to the community!
13. Very satisfied and happy. The KMHC and Foundation used their services. Tewa was very accommodating.
14. Just completed Skills Link and it was very helpful.
15. I have used Tewa's services before and it helped my business a lot.
16. I have gotten plenty of work and experience through these programs.
17. New mandate is great – think they are doing a good job to meet people's needs.
18. Strongly recommend! Recent changes at Tewa are unfortunate. Businesspeople should be helping businesspeople. Politics can't be separated from business.
19. Tewa has a good reputation and followthrough. Some organizations are falling short on their mandates.
20. Really doing a good job from the beginning to now. Work with individuals who are on Social Assistance – didn't know they have programs for this. Make it easier for single parents to be able to get off social assistance – can be so difficult.
21. It's great that some reports coming out from Tewatohnhi'saktha are showing more science and technology opportunities. The ACE program is a good starting place.
22. I really like the programs such as ACE. We need that for our youth. Support those who want to learn and practice traditional ways i.e. Becoming a healer or medicine person, we need to be able to keep and sustain those ways using whatever means i.e. funding for outside. thank you.

Q42 OPTIONAL COMMENTS *continued*

23. The community knows to go to Tewatohnhi'saktha for these services and related questions, so they are doing a good job with communication.
24. New mandate is great. I think Tewa is doing a good job to meet the needs of the community.
25. Never used the services but my son has in the past and it was helpful.
26. I wasn't sure of a lot of the services they offered, very good for young people.
27. Tewatohnhi'saktha should maintain their current mandate and should not be overpowered by MCK. Board is comprised of business professionals. Politics and politicians should not interfere with Tewatohnhi'saktha. It is run very professionally and has good accountability. They should explore more business ventures that could benefit the whole community (ex: Tota Ma's). Surveys are appreciated and important.

Workforce Development Feedback

28. It would be great to see more ACE type programming for the future.
29. I'm glad they're focused on the workforce development especially for the youth. Come up with a program to get youth to work outside of town or for more demanding jobs such as accounting.
30. Have workshops to prepare you for working inside the community, which would define how outside businesses function and what business owners here need to do to be successful.
31. Include questions about Skills Link in surveys. Ratiwennahní:rats students use this service.
32. They need to offer more vocational training – more for carpentry, plumbing, electricians. Needs to be offered on reserve. Have more advertising, start reaching out to high schools and have students trained by natives.
33. More info sessions at high school level. Try more training programs to help community become employable. Example: restaurant services industry or cleaning industry.
34. Start a summer student program for students not returning to school. Help them to go in the right direction, not Social Assistance.
35. In regard to the re-entering the workforce training, review scheduled workshops and let people know when there are changes or cancellations. There were cancellations for workshops that I signed up for and I was not notified.
36. Services don't seem very effective in lowering unemployment.
37. I used job search services before, and it was helpful.
38. Create more skills building programs for in-demand jobs in town. Ex: bus drivers.

Q43 OPTIONAL COMMENTS *continued*

39. Summer students should have some guidance/shadowing from Tewa. They need someone to oversee them. Entrepreneurship program is not effective. Shop Kahnawake needs to benefit and support Kahnawake only.
40. I am funded through Tewa for Nova Hair Dressing course.
41. Encourage people to go back to school.
42. Waiting to hear back about a computer program.

Business Services Feedback

43. If an individual knows the material required for the entrepreneurship training, consider not making all courses mandatory.
44. Sell Shop Kahnawake certificates at other places in the community. It's difficult when people want to get a gift and Tewa is closed.
45. Make it a little easier for an employer to post employment opportunities.
46. Need past names for hire, after the person finishes trade school. Work on your customer/ client service.
47. Need to "up" their game. They need to nurture small businesses. I don't know how to handle music as a viable business. Invest in past failures – (ex: Marty Dog's).
48. Call your clients every now and then to talk to the people you've helped.
49. For councillor/client meetings, perhaps send out a question form to help the client describe what they want out of the meeting so that the meeting has some direction
50. Business opportunity was refused due to being of old age.

Communications Feedback

51. Good job with radio advertising. Lots of info shared through K103.
52. You provide valuable services – more promotion, need to get out there.
53. Promotion needs to be increased.
54. Need to be creative in terms of communication to get out in the community ie. ACE program – doing such a great job but don't feel enough promotion.
55. Maybe more outreach with a little bit more hands-on information i.e. Videos within organizations to revamp their materials.
56. Social media is getting a lot better to reach the community (Facebook). Need constant blitz to the

Q42 OPTIONAL COMMENTS *continued*

- community to remind them that FB is a great tool to post daily updates. In the summer, put a booth outside.
57. It's good to use social media, but they need to have targeted and personal communications, one on one. There are community members who don't have or use technology or social media.
 58. Be more transparent. They need to increase their communications of all the services they provide.
 59. Business services are not as promoted as much as the employment and training. People don't really know how much Tewa can help.
 60. There are more ways to get information out there. Ex, putting the information that is contained in this survey on flyers, etc.
 61. Tewa provides valuable services but do more promotion to get the word out.
 62. Work on website it's always glitching.
 63. More accountability. Advertise your success stories more. I experienced poor follow up after using Skills Link. This service needs to be promoted more and the eligibility for it should be clear.
 64. More promotion in the community, social media for younger people.
 65. Make contact information on the website clearer. It is unclear who you need to reach out to for specific services and programs.

General Feedback

66. Go paperless if you can, it's better for the environment.
67. Create programs for all age groups
68. Programs should be available for all age groups
69. How much does Tewa do for 65+ community members? I wasn't pleased to hear the controversy about MCK meddling in the business, regarding the eviction of a business from Services Complex.
70. I am unsure of the Tewa/MCK relationship. They should be independent and apolitical. From what I hear, they are not at arm's length from MCK.
71. If a person has the interest or desire to pursue information, they can find it. The assistance is there if you need it.
72. I would like to see more computer related training programs, workshops, etc. Host them during evening hours for working people.
73. I've always recommended Tewa's services. But services are not accessible to those on Social Assistance. That is concerning.

Q42 OPTIONAL COMMENTS *continued*

74. Continue to reach out to the youth and parents, to provide information on trades and future areas of employment. Engage parents in the career exploration process, continue with the success stories.
75. Looking forward to future improvements.
76. I research your services mainly for my children.
77. I work away but my son uses your services.
78. Summer camps for youth to explore careers, career day for students. Community-wide bring your kids to work day. Get a new website with easier registrations processes. Job fairs should be held more frequently.
79. Tewa needs to do more on how to get under-served and unreachable kids to participate in training and to explore career opportunities.
80. Provide more options to refresh knowledge, especially for organizations. (ex: Microsoft office)
81. Great open house event but they should be held twice a year and promoted more. Events should be inviting and focus on mingling, outreach, and promotion. Offer some prizes or small incentives.
82. There is a great need to revamp the website. Implement subscription-based email. Create services for those with special needs (programs and job placement). The business golf challenge is an asset to the community.
83. Improve your website; too many glitches.
84. Need more programs to help people get permanent jobs.
85. Tewa needs to develop something for youth/young adults with special needs, so they can be trained for future employment.
86. Those with special needs/challenges, something needs to be explored for them.
87. Need to update on what's happened with windmill project - increase promotion and updates on current projects.
88. Tewa requires a strong marketing department; one that is willing to modernize. Strong internal based case management system per client, and new, modern website. Stop paper-based activities and aim more for a fully digital system of operations. The Board is too involved with operations. Tewa needs to be more autonomous.
89. Tewa needs to offer courses on seed sovereignty, food sovereignty, our own currency and nation-to-nation sovereignty. We need to break free from economic sovereignty.
90. Do more economic development and social enterprise in the areas of language, culture, etc.
91. I think Tewa is not transparent in the community, however, programs they are running do a good job with students and businesses.

92. Services could be more helpful. These services may be there but many people do not see the results. This makes it difficult to give positive feedback. Successful outcomes should be advertised more.
93. Tewa may be spreading itself too thin with all the initiatives they are involved with (ex: Collective Impact). The steering committees and trajectory are too large and not enough movement happens. There is a need to 'plant seeds' in the community otherwise people will be forced to choose jobs out of town.
94. I was denied funding due to budget constraints, yet I see excess spending in areas that are not in the community's best interests i.e. elaborate holiday parties, etc. It didn't seem right to me.

END COMMENTS

Recommendations

Related to Mandate and Role

1. Continue to implement solutions to be more transparent and gain the trust of the community. Ask your constituents what it would take to increase their confidence in Tewatohnhi'saktha.
2. Implement communications strategies as suggested by respondents, to increase awareness about your mandate and role.
3. Highlight/publicize your many successes, throughout the year.

Related to Business Services

1. Increase one-on-one interaction with those business owners who request a more personal service; conduct more frequent check-ins, as a supportive gesture and to enquire about needs.
2. Implement communications strategies as suggested by respondents to increase awareness of programs and services.

Related to Workforce Development

1. Offer programs that will serve special needs individuals to improve their skills and help them become employable; and work with the business community to help integrate special needs into the workforce.
2. Consider offering programs and services geared toward the more 'mature' workforce. This population would benefit from skills upgrading, particularly in technology, and assistance with successful, late-in-life career changes; offer programs and services for youth, as well.
3. Offer more workshops and computer courses for personal and business development.

Related to Communications

1. Priority should be given to overhauling the Tewatohnhi'saktha website. Consider conducting a usability study in the community before proceeding, so users of the site can have input on how it's designed.
2. Create a subscription-based email contact list; integrate into the website and have your communications department send a periodic newsletter and updates.
3. Consider hosting public meetings, seminars, presentations and kiosks to give constituents the opportunity to interact face-to-face, with Tewatohnhi'saktha management and staff.
4. Offer online PDF versions of your brochures, pamphlets, manuals and documents, as an alternative to printed materials.

Related to General Feedback

1. Promote yourself to the youth by going into the schools to inform students about your programs and services, and to let them know what they may be eligible for in the future.

Changes to survey

1. Do not ask specific age of a person, use ranges instead.

END RECOMMENDATIONS