

## SURVEY: VETERAN EMPLOYMENT SERVICES DOL VETERAN EMPLOYMENT OUTCOMES STUDY

Hi, my name is \_\_\_\_\_, and I'm calling from Chamberlain Research in Wisconsin. We are conducting a 15-minute survey for the U.S. Department of Labor about employment assistance services for veterans. This survey has been approved by the Office of Management and Budget [*under the Paperwork Reduction Act with assigned OMB control number 1225-XXXX*]. The survey is voluntary, and your responses are strictly anonymous. [*Pause; then continue.*]

1. I understand that you are a veteran and that you have received assistance in finding a job or developing job skills from a One-Stop Career Center [*use correct name for veteran's state*] in the state of \_\_\_\_\_. Do you recall going to the Career Center in 2007? [*Do not read options.*]
  - (1) Yes (That's great. Let me tell you more about the study...)
  - (2) No or don't remember (Hmm. These centers are called by different names in different places but they all provide free employment assistance. You may have gone there in conjunction with a claim for unemployment benefits and, while you were there, met with someone who talked to you about job opportunities? Does that sound like a service you received?)  
  
  - (3) Yes (Okay. That's great. Let me tell you more about the study...)
  
  - (4) No (Then it appears we have received incorrect information. Thank you for bringing this to our attention. To be eligible to participate in this survey, you must have received services from a One-Stop Career Center. I'm so sorry to have bothered you.) [*End interview.*]

The purpose of this study is to learn more about employment outcomes for veterans like you. Again, I want to assure you that the responses you provide are strictly anonymous. The reports prepared for this study will summarize findings across all respondents and will not associate responses with a specific individual. We will not provide information that identifies you to anyone outside the study team and will not share your contact information with anyone.

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**Note: Background materials for staff conducting the telephone interviews, such as a brief overview of the study and answers to potential respondent questions, follow the survey.**

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## **Military Background Information**

Let's move to the first question. To begin,

2. In total, how long did you serve on active duty in the Armed Forces? Include any period of active duty military service including Reserve component or National Guard mobilization or activation that was not just for training. *[Do not read options.]*
  - (1) less than 6 months
  - (2) [more than] 6 months to 2 years
  - (3) [more than] 2 to 4 years
  - (4) [more than] 4 to 6 years
  - (5) [more than] 6 to 10 years
  - (6) [more than] 10 to 15 years
  - (7) [more than] 15 to 20 years
  - (8) Longer than 20 years *[Skip to question #5]*
  - (99) Refused
  
3. Were you in a Reserve or National Guard unit that was activated in the last five years?
  - (1) Yes
  - (2) No
  - (99) Refused
  
4. Are you retired, either from the military or from another job? *[Do not read options.]*
  - (1) Yes
  - (2) No
  - (99) Refused
  
5. Are you receiving any veterans' disability payments? *[Do not read options.]*
  - (1) Yes
  - (2) No
  - (99) Refused
  
6. What best describes your primary military occupational specialty? *[If respondent is unsure, read options. When reading options, initially read the portion not in parentheses. Read content in parentheses if respondent needs clarification. Offer to clarify any options that were closest to their specialty before using the "Other" option.]*
  - (1) Infantry, gun crew, or seamanship (individual weapons specialists, crew-served artillery specialists, specialists in combat engineering and seamanship)
  - (2) Electronic equipment repair (specialists in maintenance and repair of electronic and allied equipment)
  - (3) Electrical/mechanical equipment repair (maintenance and repair of electrical, mechanical, hydraulic, and pneumatic equipment)
  - (4) Communications and intelligence (operation and monitoring of radio, radar, sonar, and related)

- (5) Health care (specialists in patient care and treatment, ancillary medical support, physicians, dentists, nurses)
- (6) Other technical (photography, mapping, weather, musicians, ordinance disposal, diving)
- (7) Functional support and administration (general administrative, clerical, and personnel specialists)
- (8) Craftworker (formation, fabrication, and installation of structures; printing; or work with leather, rubber or fabric)
- (9) Service and supply (law enforcement, motor transport, warehousing, or food service)
- (10) Operations (pilots, crews, and operations staff officers)
- (11) Intelligence (strategic, general, and communications intelligence officers)
- (12) Engineering and maintenance (design, development, production, and maintenance engineering officers)
- (13) Supply, procurement, or allied (officers in supply, procurement and production, transportation, food service, and other logistics activities)
- (14) Other; please specify: \_\_\_\_\_
- (99) Refused

## **Employment**

7. How long ago did you leave active duty? [*Do not read options.*]
- (1) Less than 1 year ago
  - (2) [more than] 1 to 2 years ago
  - (3) [more than] 2 to 5 years ago
  - (4) [more than] 5 to 10 years ago
  - (5) more than 10 years ago
  - (99) Refused
8. Not counting your military service, approximately how many jobs have you held in the last three years? [*Do not read options.*] [*Note: If respondent needs clarification on the term “job,” indicate that the question is looking for the number of employers they have had.*]
- (1) 0
  - (2) 1
  - (3) 2
  - (4) 3
  - (5) 4 or more
  - (98) Do not know
  - (99) Refused
9. Are you currently employed? [*Do not read options.*]
- (1) Yes
  - (2) No [*Skip to question #19*]
10. How long have you been employed at your current job? [*Do not read options.*]
- (1) Less than 3 months
  - (2) [more than] 3 to 6 months
  - (3) [more than] 6 to 9 months
  - (4) [more than] 9 to 12 months
  - (5) More than 1 year
  - (99) Refused
11. Would you say that this job is temporary or permanent? “Temporary” means you only expect to be in this job for a few weeks or up to six months. “Permanent” means you expect the job to last six months or more. [*Do not read options.*]
- (1) Temporary
  - (2) Permanent
  - (98) Do not know
  - (99) Refused

And now I have some questions about the nature of your current work,

12. Are you employed by government, by a private company, or by a nonprofit organization, or are you self-employed, an independent contractor, or working in a family business? *[Do not read options.]*
- (1) Government *[Note: Does not include contractors.]*
  - (2) Private for profit company *[Skip to question #15]*
  - (3) Non-profit organization (including tax exempt and charitable organizations) *[Skip to question #17]*
  - (4) Self-employed or an independent contractor *[Skip to question #15]*
  - (5) Working in your family's business *[Skip to question #15]*
  - (99) Refused *[Skip to question #15]*
13. Is that federal, state, or local government? *[Do not read options.]*
- (1) Federal
  - (2) State *[Skip to question #17]*
  - (3) Local (county, city, township) *[Skip to question #17]*
  - (99) Refused *[Skip to question #17]*
14. About how long after you applied did it take for you to start your federal job? *[Do not read options.]*
- (1) Less than 3 months *[Skip to question #17]*
  - (2) [more than] 3 to 6 months *[Skip to question #17]*
  - (3) [more than] 6 to 9 months *[Skip to question #17]*
  - (4) [more than] 9 to 12 months *[Skip to question #17]*
  - (5) [more than] 12 months to 18 months *[Skip to question #17]*
  - (6) more than 18 months *[Skip to question #17]*
  - (99) Refused *[Skip to question #17]*
15. Do you sell insurance or real estate on commission? *[Do not read options. If working in insurance or real estate but NOT on commission, the response is "No."]*
- (1) Yes *[Skip to question #17]*
  - (2) No
  - (99) Refused
16. Do you work in the railroad industry, in agriculture, or in domestic service? *[Do not read options.]*
- (1) Railroad
  - (2) Agriculture
  - (3) Domestic service *[If respondent needs clarification, this option includes services that are performed in or about the private household of the employer. A typical example would be caring for children in their home.]*
  - (4) None of the above
  - (99) Refused

17. What kind of work do you do? (for example, sales, law enforcement, fire fighting, construction, food preparation). Please specify: \_\_\_\_\_
18. Is your current job in a different state from the One-Stop Career Center you visited in - \_\_\_\_\_ *[name of state that provided data]*? *[Do not read options.]*
- (1) Yes *[Skip to question #30]*
  - (2) No *[Skip to question #30]*
  - (99) Refused *[Skip to question #30]*
19. About how long have you been without employment? *[Do not read options.]*
- (1) Less than 3 months
  - (2) [more than] 3 to 6 months
  - (3) [more than] 6 to 9 months
  - (4) [more than] 9 to 12 months
  - (5) [more than] 12 months to 18 months
  - (6) More than 18 months
  - (99) Refused
20. Are you currently receiving unemployment insurance benefits or federal trade readjustment allowances? *[Do not read options.]* *[Mark all that apply.]*
- (1) Yes, unemployment insurance benefits *[Skip to question #22]*
  - (2) Yes, federal trade readjustment allowances *[Skip to question #22]*
  - (3) No
  - (99) Refused
21. Have you received unemployment insurance benefits or a federal trade readjustment allowance within the last two years? *[Do not read options.]* *[Mark all that apply.]*
- (1) Yes, unemployment insurance benefits
  - (2) Yes, federal trade readjustment allowances
  - (3) No
  - (99) Refused
22. Did you receive severance pay from a job you left within the last three years? *[Do not read options.]*
- (1) Yes
  - (2) No
  - (99) Refused
23. Have you held a job since using Career Center services in 2007? *[Do not read options.]*
- (1) Yes
  - (2) No
  - (99) Refused
24. What was the duration of your last job? *[Do not read options.]*

- (1) Less than 3 months
- (2) [more than] 3 to 6 months
- (3) [more than] 6 to 12 months
- (4) 1 to 3 years
- (5) [more than] 3 to 5 years
- (6) [more than] 5 to 10 years
- (7) [more than] 10 to 15 years
- (8) [more than] 15 to 20 years
- (9) Greater than 20 years
- (99) Refused

25. Are you still searching for a job? *[Do not read options.]*

- (1) Yes *[Skip to question #28]*
- (2) No
- (98) Do not know
- (99) Refused

26. Why did you stop your job search? *[Do not read options unless no response or if respondent is unsure.]*

- (1) Attending school using the GI Bill *[Skip to question #28]*
- (2) Attending school or other training , but not using the GI Bill
- (3) Returning to military service *[Skip to question #29]*
- (4) Retired *[Skip to question #28]*
- (5) Gave up on job search *[Skip to question #28]*
- (6) Other reason (Please specify: \_\_\_\_\_ ) *[Skip to question #28]*
- (98) Do not know
- (99) Refused

27. Was this schooling or training paid for, or partially paid for, through a program you learned about through the Career Center? *[Do not read options.]*

- (1) Yes, fully paid for
- (2) Yes, paid for in part
- (3) No
- (98) Do not know
- (99) Refused

28. Are you still receiving services from the One-Stop Career Center? *[Do not read options.]*

- (1) Yes
- (2) No
- (98) Do not know
- (99) Refused

29. Now, I would like to ask you if any of the following has made it more difficult for you to find a job. You will find that some of these questions are of a sensitive nature. Their goal is to determine the types of barriers veterans encounter when searching for a job. *[Read all question*

parts “a” through “k”]

- a.** Has your job search been more difficult because there do not seem to be any jobs to suit your skills? [*Do not read options.*]
- (1) Yes
  - (2) No
  - (98) Do not know
  - (99) Refused
- b.** Has your job search been more difficult because of a disability or problems with physical health? [*Do not read options.*]
- (1) Yes
  - (2) No
  - (98) Do not know
  - (99) Refused
- c.** Has your job search been more difficult because you don’t have a driver’s license? [*Do not read options.*]
- (1) Yes
  - (2) No
  - (98) Do not know
  - (99) Refused
- d.** Has your job search been more difficult because you don’t have transportation to get to work? [*Do not read options.*]
- (1) Yes
  - (2) No
  - (98) Do not know
  - (99) Refused
- e.** Has your job search been more difficult because you don’t have child care? [*Do not read options.*]
- (1) Yes
  - (2) No
  - (98) Do not know
  - (99) Refused
- f.** Has your job search been more difficult because you need occupational licensing or certification for the job you want? [*Do not read options.*]
- (1) Yes
  - (2) No
  - (98) Do not know
  - (99) Refused



**g.** Has your job search been more difficult because you are seeking to change your career? [*Do not read options.*]

- (1) Yes
- (2) No
- (98) Do not know
- (99) Refused

**h.** Has your job search been more difficult because of post traumatic stress disorder? [*Do not read options.*]

- (1) Yes
- (2) No
- (98) Do not know
- (99) Refused

**i.** Has your job search been more difficult because of personal issues such as depression, other mental health problems, drugs or alcohol? [*Do not read options.*]

- (1) Yes
- (2) No
- (98) Do not know
- (99) Refused

**j.** Has your job search been more difficult because of a criminal record? [*Do not read options.*]

- (1) Yes
- (2) No
- (98) Do not know
- (99) Refused

**k.** Is there another reason that you would say has made it more difficult for you to find a job? [*Do not read options.*]

- (1) Yes, If so, what is it? \_\_\_\_\_ [*Skip to question #31*]
- (2) No [*Skip to question #31*]
- (98) Do not know [*Skip to question #31*]
- (99) Refused [*Skip to question #31*]

**30.** Now, I would like to ask you if any of the following made it more difficult for you to find your current job. Please note that some of these questions are of a sensitive nature. Their goal is to determine the types of barriers veterans encounter when searching for a job. [*Read all question parts "a" through "k"*]

**a.** Was your job search more difficult because there did not seem to be any jobs to suit your skills? [*Do not read options.*]

- (1) Yes
- (2) No
- (98) Do not know
- (99) Refused

- b.** Was your job search more difficult because of a disability or problems with physical health? [*Do not read options.*]
- (1) Yes
  - (2) No
  - (98) Do not know
  - (99) Refused
- c.** Was your job search more difficult because you didn't have a driver's license? [*Do not read options.*]
- (1) Yes
  - (2) No
  - (98) Do not know
  - (99) Refused
- d.** Was your job search more difficult because you didn't have transportation to get to work? [*Do not read options.*]
- (1) Yes
  - (2) No
  - (98) Do not know
  - (99) Refused
- e.** Was your job search more difficult because you didn't have child care? [*Do not read options.*]
- (1) Yes
  - (2) No
  - (98) Do not know
  - (99) Refused
- f.** Was your job search more difficult because you needed occupational licensing or certification for the job you wanted? [*Do not read options.*]
- (1) Yes
  - (2) No
  - (98) Do not know
  - (99) Refused
- g.** Was your job search more difficult because you sought to change your career? [*Do not read options.*]
- (1) Yes
  - (2) No
  - (98) Do not know
  - (99) Refused
- h.** Was your job search more difficult because of post traumatic stress disorder? [*Do not read options.*]

- (1) Yes
- (2) No
- (98) Do not know
- (99) Refused

i. Was your job search more difficult because of personal issues such as depression, other mental health problems, drugs or alcohol? [*Do not read options.*]

- (1) Yes
- (2) No
- (98) Do not know
- (99) Refused

j. Was your job search more difficult because of a criminal record? [*Do not read options.*]

- (1) Yes
- (2) No
- (98) Do not know
- (99) Refused

k. Is there another reason that you would say made it more difficult for you to find your current job? [*Do not read options.*]

- (1) Yes, If so, what is it? \_\_\_\_\_
- (2) No
- (98) Do not know
- (99) Refused

31. Which of the following types of transportation are currently available to you for traveling to work? [*Mark all that apply.*]

- (1) Personal or family motor vehicle
- (2) Public transportation
- (3) Carpooling or riding with others
- (4) No transportation available, other than biking or walking
- (99) Refused

### **One-Stop Career Center Services**

32. Approximately how many times did you go to the Career Center?
- (1) 1 or 2 times
  - (2) 3 to 5 times
  - (3) 6 or more times
  - (98) Do not know
  - (99) Refused
33. How helpful, in general, did you find the staff at the Career Center?
- (1) Very helpful
  - (2) Somewhat helpful
  - (3) Not helpful
  - (99) Refused
34. When you went to the One-Stop Career Center, do you know if you were served by someone who specializes in serving veterans? [*Do not read options.*]
- (1) Yes
  - (2) No [*Skip to question #36*]
  - (98) Do not know [*Skip to question #36*]
  - (99) Refused [*Skip to question #36*]
35. Did you find the veterans' representative at the Career Center helpful?
- (1) Very helpful
  - (2) Somewhat helpful
  - (3) Not helpful
  - (99) Refused

Now I would like to know about the specific services you received and your opinions of them. After I read you an item, first tell me whether you received the service. If the answer is "Yes," tell me whether you found the service to be good, fair, or poor. If the answer is "No" [or "Do not know"], then tell me if it is a service you would like to have received.

**36.**

**a.** Did you receive an assessment of your skills, aptitudes or interests related to employment?

[Do not read options.]

- (1) Yes
- (2) No [Skip to question #36c]
- (98) Do not know [Skip to question #36c]
- (99) Refused [Skip to question #36c]

**b.** How would you rate this assessment?

- (1) Good [Skip to question #37]
- (2) Fair [Skip to question #37]
- (3) Poor [Skip to question #37]
- (98) Do not know [Skip to question #37]
- (99) Refused [Skip to question #37]

**c.** Would you like to have received this kind of assessment? [Do not read options.]

- (1) Yes
- (2) No
- (3) Maybe
- (98) Do not know
- (99) Refused

**37.**

**a.** Did you receive career guidance, such as help determining your goals and work interests?

[Do not read options.]

- (1) Yes
- (2) No [Skip to question #37c]
- (98) Do not know [Skip to question #37c]
- (99) Refused [Skip to question #37c]

**b.** How would you rate this guidance?

- (1) Good [Skip to question #38]
- (2) Fair [Skip to question #38]
- (3) Poor [Skip to question #38]
- (98) Do not know [Skip to question #38]
- (99) Refused [Skip to question #38]

**c.** Would you like to have received this career guidance? [Do not read options.]

- (1) Yes

- (2) No
- (3) Maybe
- (98) Do not know
- (99) Refused

**38.**

- a. Did you receive help with job search activities such as resume assistance, job search workshops, an overview of the local labor market, or other job search services? [*Do not read options.*]
  - (1) Yes
  - (2) No [*Skip to question #38c*]
  - (98) Do not know [*Skip to question #38c*]
  - (99) Refused [*Skip to question #38c*]
  
- b. How would you rate this service?
  - (1) Good [*Skip to question #39*]
  - (2) Fair [*Skip to question #39*]
  - (3) Poor [*Skip to question #39*]
  - (98) Do not know [*Skip to question #39*]
  - (99) Refused [*Skip to question #39*]
  
- c. Would you like to have received help with job search activities? [*Do not read options.*]
  - (1) Yes
  - (2) No
  - (3) Maybe
  - (98) Do not know
  - (99) Refused

**39.**

- a. Did you receive general information about jobs in your community that match your skills and interests? [*Do not read options.*]
  - (1) Yes
  - (2) No [*Skip to question #39c*]
  - (98) Do not know [*Skip to question #39c*]
  - (99) Refused [*Skip to question #39c*]
  
- b. How would you rate this service?
  - (1) Good [*Skip to question #40*]
  - (2) Fair [*Skip to question #40*]
  - (3) Poor [*Skip to question #40*]
  - (98) Do not know [*Skip to question #40*]
  - (99) Refused [*Skip to question #40*]
  
- c. Would you like to have received this information? [*Do not read options.*]
  - (1) Yes

- (2) No
- (3) Maybe
- (98) Do not know
- (99) Refused

40.

- a. Did you attend a job fair where employers provide information about their companies and conduct interviews? [*Do not read options.*]
  - (1) Yes
  - (2) No [*Skip to question #40c*]
  - (98) Do not know [*Skip to question #40c*]
  - (99) Refused [*Skip to question #40c*]
  
- b. How would you rate this service?
  - (1) Good [*Skip to question #41*]
  - (2) Fair [*Skip to question #41*]
  - (3) Poor [*Skip to question #41*]
  - (98) Do not know [*Skip to question #41*]
  - (99) Refused [*Skip to question #41*]
  
- c. Would you like to have had the opportunity to attend a job fair? [*Do not read options.*]
  - (1) Yes
  - (2) No
  - (3) Maybe
  - (98) Do not know
  - (99) Refused

41.

- a. Were you referred to one or more job interviews by Career Center staff? [*Do not read options.*]
  - (1) Yes
  - (2) No [*Skip to question #41c*]
  - (98) Do not know [*Skip to question #41c*]
  - (99) Refused [*Skip to question #41c*]
  
- b. How would you rate this service?
  - (1) Good [*Skip to question #42*]
  - (2) Fair [*Skip to question #42*]
  - (3) Poor [*Skip to question #42*]
  - (98) Do not know [*Skip to question #42*]
  - (99) Refused [*Skip to question #42*]
  
- c. Would you like to have received such referrals? [*Do not read options.*]
  - (1) Yes
  - (2) No

- (3) Maybe
- (98) Do not know
- (99) Refused

42.

a. Did you receive an e-mail or phone notification of new job listings where you could apply?

[Do not read options.]

- (1) Yes
- (2) No [Skip to question #42c]
- (98) Do not know [Skip to question #42c]
- (99) Refused [Skip to question #42c]

b. How would you rate this service?

- (1) Good [Skip to question #43]
- (2) Fair [Skip to question #43]
- (3) Poor [Skip to question #43]
- (98) Do not know [Skip to question #43]
- (99) Refused [Skip to question #43]

c. Would you like to have received notice of new job listings? [Do not read options.]

- (1) Yes
- (2) No
- (3) Maybe
- (98) Do not know
- (99) Refused

43.

a. Did you use Career Center resources such as computers or printed materials to conduct your own job search? [Do not read options.]

- (1) Yes
- (2) No [Skip to question #43c]
- (98) Do not know [Skip to question #43c]
- (99) Refused [Skip to question #43c]

b. How would you rate this service?

- (1) Good [Skip to question #44]
- (2) Fair [Skip to question #44]
- (3) Poor [Skip to question #44]
- (98) Do not know [Skip to question #44]
- (99) Refused [Skip to question #44]

c. Would you like to have used Career Center resources? [Do not read options.]

- (1) Yes
- (2) No
- (3) Maybe



- (98) Do not know
- (99) Refused

44.

- a. Were you enrolled in a job skills training program? [*Do not read options.*]
  - (1) Yes
  - (2) No [*Skip to question #44d*]
  - (98) Do not know [*Skip to question #44d*]
  - (99) Refused [*Skip to question #44d*]
  
- b. How long did the job skills training program last? Was it:
  - (1) Less than 3 months
  - (2) [more than] 3 to 6 months
  - (3) [more than] 6 to 12 months
  - (4) Longer than 12 months
  - (98) Do not know
  - (99) Refused
  
- c. How would you rate this training?
  - (1) Good [*Skip to question #45*]
  - (2) Fair [*Skip to question #45*]
  - (3) Poor [*Skip to question #45*]
  - (98) Do not know [*Skip to question #45*]
  - (99) Refused [*Skip to question #45*]
  
- d. Would you like to have received job skills training ? [*Do not read options.*]
  - (1) Yes
  - (2) No
  - (3) Maybe
  - (98) Do not know
  - (99) Refused

45.

- a. Did you receive supportive services, such as passes for public transportation or emergency financial assistance? [*Do not read options.*]
  - (1) Yes
  - (2) No [*Skip to question #46c*]
  - (98) Do not know [*Skip to question #46c*]
  - (99) Refused [*Skip to question #46c*]
  
- b. How would you rate these services?
  - (1) Good [*Skip to question #47*]
  - (2) Fair [*Skip to question #47*]
  - (3) Poor [*Skip to question #47*]
  - (98) Do not know [*Skip to question #47*]
  - (99) Refused [*Skip to question #47*]

- c. Would you like to have received supportive services? [*Do not read options.*]
- (1) Yes
  - (2) No
  - (3) Maybe
  - (98) Do not know
  - (99) Refused

46.

- a. Were you referred to health, medical or legal services? [*Do not read options.*]
- (1) Yes
  - (2) No [*Skip to question #47c*]
  - (98) Do not know [*Skip to question #47c*]
  - (99) Refused [*Skip to question #47c*]

- b. How would you rate this service?
- (1) Good [*Skip to question #48*]
  - (2) Fair [*Skip to question #48*]
  - (3) Poor [*Skip to question #48*]
  - (98) Do not know [*Skip to question #48*]
  - (99) Refused [*Skip to question #48*]

- c. Would you like to have received these services? [*Do not read options.*]
- (1) Yes
  - (2) No
  - (3) Maybe
  - (98) Do not know
  - (99) Refused

47. Did you receive other assistance within the past two years, such as with financial management, housing, transportation, expenses for job-related tools or uniforms, child care, or other services?

- (1) Yes (please specify: \_\_\_\_\_)
- (2) No
- (98) Do not know
- (99) Refused

48. Can you think of any additional services you did not receive that would have been helpful? [*Do not read options.*]

- (1) Yes (please specify: \_\_\_\_\_)
- (2) No
- (98) Do not know
- (99) Refused

### **Personal Background Information**

49. What is your current marital status? Are you
- (1) Single [*Skip to question #51*]
  - (2) Divorced or separated [*Skip to question #51*]
  - (3) Widowed [*Skip to question #51*]
  - (4) Married
  - (99) Refused [*Skip to question #51*]
50. Is your spouse employed? [*Do not read options.*]
- (1) Yes
  - (2) No
  - (99) Refused
51. Are there any children under the age of 12 living with you? [*Do not read options.*]
- (1) Yes
  - (2) No
  - (99) Refused
52. What is the highest level of education that you have completed?
- (1) Some high school, but no diploma or GED
  - (2) High school graduate or GED
  - (3) 1-3 years of college or technical school
  - (4) College graduate (BA, BS, or other bachelor's degree)
  - (5) Some graduate work
  - (6) Graduate degree (MA, MBA, MS, PhD, LLB, JD, MD)
  - (98) Do not know
  - (99) Refused

And finally,

53. What is your current age? [*Do not read options.*]
- (1) 25 or under
  - (2) [less than] 26 to 30
  - (3) [less than] 31 to 35
  - (4) [less than] 36 to 40
  - (5) [less than] 41 to 45
  - (6) [less than] 46 to 50
  - (7) [less than] 51 to 55
  - (8) [less than] 56 to 61
  - (9) 62 or over
  - (99) Refused

On behalf of the U.S. Department of Labor, thank you very much for your participation in this survey.

*[End Interview]*

## **MATERIALS FOR STAFF CONDUCTING TELEPHONE INTERVIEW: ANSWERS TO POTENTIAL RESPONDENT QUESTIONS AND SURVEY BACKGROUND INFORMATION.**

### **Answers to Potential Respondent Questions**

#### **Q: Why does the US Department of Labor care about veterans?**

A: The US Department of Labor seeks to ensure that veterans succeed in finding good civilian jobs. They want to know that veterans are receiving the employment services they need to be successful.

#### **Q: Why does the US Department of Labor care about my local Career Center?**

A: The US Department of Labor provides grants to the state of [respondent's state] to support the programs and services provided by the Career Center. They want to know that the services are effective.

#### **Q: How do you know that I used this service?**

A: As a condition of receiving grants to fund employment services, DOL asks all states to track who uses their services. The purpose of this study is to get better information on veterans' employment outcomes and their satisfaction with the services received.

#### **Q: How do you know that I'm a veteran?**

A: The US Department of Labor gives grants to states to provide employment services specifically to veterans and requires veterans receive priority in Career Center services. States therefore record the veteran status of those who receive these services. You identified yourself as a veteran at the One-Stop Career Center and this study focuses on veterans' employment outcomes and their satisfaction with the services received.

#### **Q: Where did you get my contact information?**

A: The state agency that served you agreed to participate in this US Department of Labor study and provided your contact information. The Department of Labor hired our company to administer this survey and we were required to sign agreements assuring the security and confidentiality of the contact information we were provided for Career Center users.

### **Survey Background Information**

The goal of this survey is to support the Department of Labor (DOL) in learning more about veteran job seekers who do not appear to have had successful employment outcomes following use of a One-Stop Career Center. Specifically, DOL would like to:

- Determine to what extent the apparent lack of successful outcomes corresponds to an actual lack of success or to gaps in current measurement methods
- Learn key characteristics and reasons why some veterans have difficulty or fail to find jobs
- Learn what services were received and what veterans thought of them
- Learn what services were not received and whether they were needed