

SCSEP Host Agency Customer Satisfaction Survey

6. The Older Worker Program staff that made the assignment had a good understanding of my business needs. (Choose one number)

Strongly disagree										Strongly agree	Don't know
1	2	3	4	5	6	7	8	9	10	90	

7. I received sufficient information about the work history and education of the participant assigned to my agency. (Choose one number)

Strongly disagree										Strongly agree	Don't know
1	2	3	4	5	6	7	8	9	10	90	

8. I had sufficient choice about the participant assigned to my agency. (Choose one number)

Strongly disagree										Strongly agree	Don't know
1	2	3	4	5	6	7	8	9	10	90	

9. The participant assigned to my agency had the necessary computer skills. (Choose one number)

Strongly disagree										Strongly agree	Don't know
1	2	3	4	5	6	7	8	9	10	90	

10. The participant assigned to my agency was a good match with my agency. (Choose one number)

Strongly disagree										Strongly agree	Don't know
1	2	3	4	5	6	7	8	9	10	90	

11. The Older Worker Program staff was helpful in resolving any problems I had. (Choose one number)

Strongly disagree										Strongly agree	Not applicable
1	2	3	4	5	6	7	8	9	10	90	

12. Did any of the older workers assigned to your agency require supportive services, such as assistance with transportation, medical care, or housing, to be successful in their assignments? (Choose one answer)

Yes No (Skip to question #14) Don't know (Skip to question #14)

13. If the answer to question 12 is "Yes," to what extent did the Older Worker Program provide the participants the supportive services they needed? (Choose one number)

1	2	3	4	9
None	Few	Some	Nearly all	Don't know

Please continue on next page

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14. Do participants assigned to your agency ever need any kind of additional training other than the on-the-job training that comes with their assignment? (Choose one answer)

- Yes No (Skip to question #16) Don't know (Skip to question #16)

15. If the answer to question 14 is "Yes," does the Older Worker Program provide the needed training? (Choose one number)

- | | | | | |
|------------------------------------|--|------------------------------------|-------------------------------------|------------|
| 1 | 2 | 3 | 4 | 9 |
| Never provides additional training | Sometimes provides additional training | Often provides additional training | Always provides additional training | Don't know |

16. The Older Worker Program staff stayed in touch with my agency to make sure the assignment went well. (Choose one number)

- | | | |
|-------------------|----------------|------------|
| Strongly disagree | Strongly agree | Don't know |
| 1 | 10 | 90 |
| 2 | 9 | |
| 3 | 8 | |
| 4 | 7 | |
| 5 | 6 | |

17. Did the Older Worker Program ever attempt to remove any participants from your agency before you thought they were ready to leave? (Choose one number)

- | | | | | |
|-------|--------------|------------|---------------|------------|
| 1 | 2 | 3 | 4 | 9 |
| Never | Occasionally | Frequently | Nearly always | Don't know |

18. How has your participation in the Older Worker Program affected your agency's ability to provide services to the community? (Choose one answer)

- | | | | | | |
|-------------------------|--------------------|---------------------------------|--------------------|-------------------------|------------|
| 1 | 2 | 3 | 4 | 5 | 9 |
| Decreased Significantly | Somewhat Decreased | Neither Decreased nor Increased | Somewhat Increased | Increased Significantly | Don't know |

19. Would you recommend the services of the Older Worker Program to other agencies? (Choose one number)

- | | | |
|---------------|----------------|------------|
| Definitely no | Definitely yes | Don't know |
| 1 | 10 | 90 |
| 2 | 9 | |
| 3 | 8 | |
| 4 | 7 | |
| 5 | 6 | |

20. For how long have you been a host agency? _____ (years; enter "1" if less than one year)

21. What do you think is most valuable about the Older Worker Program?

22. What part of the Older Worker Program do you think is most in need of improvement?

Thank you for taking the time to complete this survey.