SCSEP Host Agency Customer Satisfaction Survey

HOST AGENCY CUSTOMERS

The Older Worker Program, also known as the Senior Community Service Employment Program (SCSEP), wants to provide the highest quality services to its customers. You can help improve services by answering the following questions. Please be completely honest. Your answers are strictly confidential. No one in the agency will see your individual responses. Unless directed otherwise, please answer based on your most recent experience with the Older Worker Program.

Choose the number on the scale below each question that best represents your opinion. Thank you in advance for your help.

1. Utilizing the scale of 1 to 10 below, what is your overall satisfaction with the services provided by the Older Worker Program? (Choose one number)

Very									Very	Didn't
dissatis	fied								satisfied	receive
1	2	3	4	5	6	7	8	9	10	90

2. Considering all of the expectations you may have had about the services of the Older Worker Program, to what extent have the services met your expectations? (Choose one number)

Falls									Exceeds	Didn't
short										receive
1	2	3	4	5	6	7	8	9	10	90

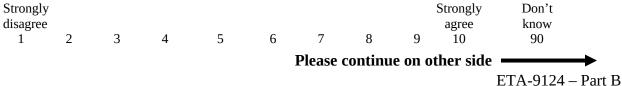
3. Now, think about the ideal services for people in your circumstances. How well do you think the services you received compare with the ideal services? (Choose one number)

Not at all									Very	Didn't
close									close	receive
1	2	3	4	5	6	7	8	9	10	90

4. The Older Worker Program staff gave me all the information I needed to understand the Older Worker Program. (Choose one number)

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

5. The Older Worker Program staff made the community service assignment process easy for me to use. (Choose one number)



ETA-9124 – Part B (Revised April 2010)

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Expiration Date: 04/30/2014

Your responses are confidential, and we appreciate your time and assistance. This voluntary information has been approved by the Office of Management and Budget under OMB approval number 1205-0040. Without this approval, we would not be able to conduct this survey. The time needed to complete the survey is estimated to average ten (10) minutes. If you have any comments regarding this estimate or any other aspect of this survey, including suggestions for reducing this burden; please send them to the U.S. Department of Labor, Division of Adult Services, Room S-4209, 200 Constitution Avenue, NW, Washington, DC 20210. (Please do **not** return surveys to this address.)

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			Program 100se one			the ass	ignment	had	a good und	lerstanding of my
Strong disagre 1		3	4	5	6	7	8	9	Strongly agree 10	Don't know 90
			informat cy. (Cho				story and	d edu	cation of th	ne participant
Strong disagre 1	•	3	4	5	6	7	8	9	Strongly agree 10	Don't know 90
8. I ha	d suffici	ient choi	ce about	the par	ticipant	assigne	ed to my	agen	cy. (Choos	se one number)
Strong disagre		3	4	5	6	7	8	9	Strongly agree 10	Don't know 90
	particip nber)	ant assi	gned to m	ıy agen	cy had t	he nece	essary co	ompu	ter skills. (Choose one
Strong disagre	-	3	4	5	6	7	8	9	Strongly agree 10	Don't know 90
	e partici _] nber)	pant assi	gned to r	ny ager	ıcy was	a good	match v	with n	ny agency.	(Choose one
Strong disagre 1	-	3	4	5	6	7	8	9	Strongly agree 10	Don't know 90
	ne Older nmber)	Worker	Program	staff w	as helpf	ful in re	esolving	any p	oroblems I	had. (Choose one
Strong disagre		3	4	5	6	7	8	9	Strongly agree 10	Not applicable 90
ass	istance v	with tran		n, medi					upportive s uccessful i	services, such as n their
	Yes		No (Ski	p to ques	tion #14)		Don't k	now (Skip to quest	tion #14)
		-	estion 12 portive s							Program provide
	1 None		2 Few		S	3 Some			4 ly all	9 Don't know

Please continue on next page

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									lditional tra se one answ	ining other than er)
	Yes No (Skip to question #16) Don't know (Skip to question #16)									
	answei ng? (Cl				" does	the Old	er Worl	ker Pro	gram provi	de the needed
Never	1 provides al training	<u>.</u>		2 mes provides onal training		3 Often prov ditional tr			4 nys provides onal training	9 Don't know
				am staff sta Choose one			ith my	agenc	y to make sı	ure the
Strongly disagree 1	2	3	4	5	6	7	8	9	Strongly agree 10	Don't know 90
				ogram ever were ready		-		· ·	-	n your agency
	1 Never		Occas	2 ionally	Fre	3 equently]	4 Nearly a	ılways	9 Don't know
	-	-	-	on in the O unity? (Ch			_	affect		ncy's ability to
1 Decreas Signific		Somew Decrea		3 Neither Dec nor Increa			4 newhat reased		5 Increased ignificantly	9 Don't know
	ld you r ose one			ne services	of the (Older W	orker l	Prograi	m to other a	gencies?
Definitely no 1	2	3	4	5	6	7	8	9	Definitely yes 10	Don't know 90
20. For l	how lon	g have	you b	een a host	agency	?	(ye	ars; en	iter "1" if le	ss than one year)
21. Wha	it do yo	u think	is mo	st valuable	about 1	the Olde	er Worl	ker Pro	gram?	
22. What	part of	the O	der W	orker Prog	ram do	you thi	nk is m	ost in	need of imp	rovement?
Thank w	ou for	taking	the ti	me to com	nlete ti	hic curs	Δ¥/			

Please continue on other side