

## **Appendix F**

### **Program Staff Questionnaire**

### **Updated 10.3.12**

The U.S. Department of Health and Human Services and the U.S. Department of Labor have contracted with MDRC to evaluate innovative subsidized and transitional employment models targeting TANF recipients, noncustodial parents, former prisoners, and other low-income parents. The goal is to better understand what kinds of employment programs are most effective at helping people with these kinds of disadvantages gain and hold regular employment.

As part of our research, we are speaking with program staff members to learn about their experiences with the program and how they are serving or interacting with program participants. The document we have attached here is a short questionnaire. It should take about 10 minutes to complete. All of your responses on this questionnaire will be kept private; the research staff has been trained in protecting private information and your name will not appear in any written reports we produce. Your responses to these questions are also completely voluntary; you are not required to answer any questions you do not wish to answer. All of the study results will be reported for groups of individuals; no results will be analyzed or reported for individuals.

According to the Paperwork Reduction Act (PRA), an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this collection is 0970-XXXX and it expires XX/XX/XXXX.

Thanks in advance for your time helping us with this valuable research. If you have any questions or would like any more information about the project, please contact Dan Bloom, the project director, at 212-340-8611 or at [dan.bloom@mdrc.org](mailto:dan.bloom@mdrc.org).

# Program Staff Questionnaire

Subsidized and Transitional Employment Demonstration (STED)/Enhanced Transitional Jobs Demonstration (ETJD)

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**The first set of questions is background questions on your organization and role.**

1. What is your job title:

\_\_\_\_\_

2. What is the name of the organization you work for:

\_\_\_\_\_

**The next set of questions is about job development and job placement in transitional or subsidized jobs.**

**If this is not part of your responsibilities or if all participants work at the same employer, please skip to question #5.**

3. How important are the following factors in your decisions about placing participants in transitional or subsidized jobs?

•  
• a. Participant's job-specific skills.

- <sub>1</sub>Not at all important  
<sub>2</sub>Slightly important  
<sub>3</sub>Fairly important  
<sub>4</sub>Quite important  
<sub>5</sub>Very important

•  
• b. Participant's interpersonal skills.

- <sub>1</sub>Not at all important  
<sub>2</sub>Slightly important  
<sub>3</sub>Fairly important  
<sub>4</sub>Quite important  
<sub>5</sub>Very important

•  
•  
•  
•  
• c. Participant's prior work or volunteer experience.

- <sub>1</sub>Not at all important  
<sub>2</sub>Slightly important

- <sub>3</sub>Fairly important  
<sub>4</sub>Quite important  
<sub>5</sub>Very important

•  
• d. Participant's interests and career goals.

- <sub>1</sub>Not at all important  
<sub>2</sub>Slightly important  
<sub>3</sub>Fairly important  
<sub>4</sub>Quite important  
<sub>5</sub>Very important

•  
• e. Supports offered by an employer that would benefit the participant.

- <sub>1</sub>Not at all important  
<sub>2</sub>Slightly important  
<sub>3</sub>Fairly important  
<sub>4</sub>Quite important  
<sub>5</sub>Very important

4. How important are the following employer characteristics when recruiting employers to work with the program and provide transitional or subsidized jobs?

• a. Number of placements offered.

- <sub>1</sub>Not at all important  
<sub>2</sub>Slightly important  
<sub>3</sub>Fairly important  
<sub>4</sub>Quite important  
<sub>5</sub>Very important

• b. Level of support offered to participants by the employer.

- <sub>1</sub>Not at all important  
<sub>2</sub>Slightly important  
<sub>3</sub>Fairly important  
<sub>4</sub>Quite important  
<sub>5</sub>Very important

• c. Interest in hiring participants when placements end.

- <sub>1</sub>Not at all important

- <sub>2</sub>Slightly important
- <sub>3</sub>Fairly important
- <sub>4</sub>Quite important
- <sub>5</sub>Very important

• d. Opportunities for career advancement at employer's firm.

- <sub>1</sub>Not at all important
- <sub>2</sub>Slightly important
- <sub>3</sub>Fairly important
- <sub>4</sub>Quite important
- <sub>5</sub>Very important

• e. Employer's involvement in growth industry.

- <sub>1</sub>Not at all important
- <sub>2</sub>Slightly important
- <sub>3</sub>Fairly important
- <sub>4</sub>Quite important
- <sub>5</sub>Very important

• f. Your prior experience with employer.

- <sub>1</sub>Not at all important
- <sub>2</sub>Slightly important
- <sub>3</sub>Fairly important
- <sub>4</sub>Quite important
- <sub>5</sub>Very important

**The next set of questions is about worksite visits and communication with employers during the transitional or subsidized job.**

**If you do not perform these functions, please skip to question #8.**

5. On average, how many visits per worksite do you conduct each month? \_\_\_\_\_

None

6. On average, how often do you communicate with the worksite supervisors who are responsible for [PROGRAM NAME] participants during the transitional or subsidized job?

- <sub>1</sub>More than once a week
- <sub>2</sub>Once a week

- <sub>3</sub>Once every two weeks
- <sub>4</sub>Once a month or less frequently
- <sub>5</sub>Not applicable

7. When you communicate with the worksite supervisor during the transitional or subsidized job, what are the three most frequently discussed issues? (Select up to three responses.)

- <sub>1</sub>Workers' ability to fulfill job duties and meet performance expectations
- <sub>2</sub>Workers' ability to get along with supervisors and coworkers
- <sub>3</sub>Challenges or problems **at work** and how to deal with them
- <sub>4</sub>Challenges or problems **away from work** and how to deal with them
- <sub>5</sub>Adequacy of supportive services or need for additional supportive services
- <sub>6</sub>Other issues with [PROGRAM NAME]
- <sub>7</sub>Other (please describe):  
\_\_\_\_\_
- <sub>8</sub>Not applicable

**The next set of questions is about unsubsidized job placement.**

**If you do not perform this function, please skip to question #11.**

8. When working to place participants in unsubsidized jobs, how often do you do the following?

a. Schedule interviews for participants.

- <sub>1</sub>Never
- <sub>2</sub>Seldom
- <sub>3</sub>Sometimes
- <sub>4</sub>Often
- <sub>5</sub>All of the time

b. Discuss specific participants' resumes with a potential employer.

- <sub>1</sub>Never
- <sub>2</sub>Seldom
- <sub>3</sub>Sometimes

- <sub>4</sub>Often
- <sub>5</sub>All of the time

c. Help participants prepare for an interview.

- <sub>1</sub>Never
- <sub>2</sub>Seldom
- <sub>3</sub>Sometimes
- <sub>4</sub>Often
- <sub>5</sub>All of the time

d. Take participants to fill out a job application or to an interview.

- <sub>1</sub>Never
- <sub>2</sub>Seldom
- <sub>3</sub>Sometimes
- <sub>4</sub>Often
- <sub>5</sub>All of the time

e. Hold group job search meetings with participants.

- <sub>1</sub>Never
- <sub>2</sub>Seldom
- <sub>3</sub>Sometimes
- <sub>4</sub>Often
- <sub>5</sub>All of the time

f. Discuss the participant's transitional job experience with employers.

- <sub>1</sub>Never
- <sub>2</sub>Seldom
- <sub>3</sub>Sometimes
- <sub>4</sub>Often
- <sub>5</sub>All of the time

g. Follow-up with employers after a participant's interview.

- <sub>1</sub>Never
- <sub>2</sub>Seldom
- <sub>3</sub>Sometimes
- <sub>4</sub>Often
- <sub>5</sub>All of the time

9. How many participants are you currently working with to find an unsubsidized job?

\_\_\_\_\_

10. During the last week, how many of your participants did you refer to a specific job opening?

\_\_\_\_\_

**The next set of questions is about your work environment and organizational issues. Your responses will be kept strictly confidential and will not be shared with other program staff. Please circle your answer.**

**Do you agree or disagree that:**

11. Your organization allows you to make the kinds of professional judgments that you should be making on your job?

- |                   |   |   |   |                |
|-------------------|---|---|---|----------------|
| 1                 | 2 | 3 | 4 | 5              |
| Strongly Disagree |   |   |   | Strongly Agree |

12. You have the information/tools/resources you need to do your job well?

- |                   |   |   |   |                |
|-------------------|---|---|---|----------------|
| 1                 | 2 | 3 | 4 | 5              |
| Strongly Disagree |   |   |   | Strongly Agree |

13. You have the skills and experience you need to do your job well?

- |                   |   |   |   |                |
|-------------------|---|---|---|----------------|
| 1                 | 2 | 3 | 4 | 5              |
| Strongly Disagree |   |   |   | Strongly Agree |

14. You understand the policies and rules of your organization?

- |   |   |   |   |   |
|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|

Strongly  
Disagree

Strongly  
Agree

15. You can relate to your participants?

1      2      3      4      5  
Strongly      Strongly  
Disagree      Agree

16. For the most part, you work with clients on your caseload independently, without consulting other staff members?

1      2      3      4      5  
Strongly      Strongly  
Disagree      Agree

17. In general, the staff at [PROGRAM NAME] works well together as a team?

1      2      3      4      5  
Strongly      Strongly  
Disagree      Agree

18. You get the support or guidance that you need from your supervisor?

1      2      3      4      5  
Strongly      Strongly  
Disagree      Agree

19. You are satisfied with your current job?

1      2      3      4      5  
Strongly      Strongly  
Disagree      Agree

20. How would you describe worker satisfaction and morale among the staff at your organization?

- <sub>1</sub>Very low
- <sub>2</sub>Below average
- <sub>3</sub>Average
- <sub>4</sub>Above average
- <sub>5</sub>Very high

**The next set of questions asks about you. Your responses will be kept strictly confidential.**

21. What is your age? \_\_\_\_\_ years old

22. Are you:  <sub>1</sub>Male  <sub>2</sub>Female

23. How long have you been employed by [PROGRAM NAME]?

\_\_\_\_\_ months or \_\_\_\_\_ years

24. How long have you been in your current position?

\_\_\_\_\_ months or \_\_\_\_\_ years

25. Do you work:  <sub>1</sub>Full-time  <sub>2</sub>Part-time

a. If part-time, how many hour per week?  
\_\_\_\_\_ hours/week

26. Is your position with [PROGRAM NAME]:

<sub>1</sub>Permanent  <sub>2</sub>Temporary

a. If your position is temporary, when will your position end?  
\_\_\_\_\_ Month \_\_\_\_\_ Year

27. Are you Hispanic, Latino/a, or Spanish origin?

(Select one or more.)

- <sub>1</sub>No, not of Hispanic, Latino/a, or Spanish origin
- <sub>2</sub>Yes, Mexican, Mexican American, Chicano/a
- <sub>3</sub>Yes, Puerto Rican
- <sub>4</sub>Yes, Cuban
- <sub>5</sub>Yes, another Hispanic, Latino/a, or Spanish origin

28. What is your race? (Select one or more.)

- <sub>1</sub>White
- <sub>2</sub>Black or African American
- <sub>3</sub>American Indian or Alaska Native
- <sub>4</sub>Asian Indian
- <sub>5</sub>Chinese
- <sub>6</sub>Filipino
- <sub>7</sub>Japanese
- <sub>8</sub>Korean
- <sub>9</sub>Vietnamese
- <sub>10</sub>Other Asian
- <sub>11</sub>Native Hawaiian
- <sub>12</sub>Guamanian or Chamorro
- <sub>13</sub>Samoan
- <sub>14</sub>Other Pacific Islander

29. What is your educational background? (Select one.)

- <sub>1</sub>Did not finish high school
- <sub>2</sub>GED
- <sub>3</sub>High school diploma
- <sub>4</sub>Associate's degree
- <sub>5</sub>Some college
- <sub>6</sub>Bachelor's degree
- <sub>7</sub>Some graduate work
- <sub>8</sub>Master of Social Work
- <sub>9</sub>Other Master's Degree
- <sub>10</sub>Other Graduate Degree

**Thank you for completing this  
questionnaire!**