

## Qualitative Employer Information Collection Form

### *Analysis of Employer Performance Measurement Approaches Study*

#### Information collection flow

**Block: Introduction**

**Standard: Instructions**

**Standard: Section A. Information and Services Received from Government Workforce Programs**

**Standard: Section B: Measuring Quality of Services and Level of Interaction**

**Standard: Section C: Company Information**

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#### Start of Block: Introduction

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is voluntary. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to [Chiefevaluationoffice@DOL.gov](mailto:Chiefevaluationoffice@DOL.gov) and reference the OMB Control Number 1290-XXXX. Comments can also be mailed to: U.S. Department of Labor, Chief Evaluation Office, 200 Constitution Ave., NW, S-2312, Washington, DC 20210.

**Note:** Please do **not** return the completed information collection form to the email or mailing address.

Thank you for taking the time to complete this information collection. The Urban Institute, a nonprofit, nonpartisan research organization, is under contract with the U.S. Department of Labor (DOL), Chief Evaluation Office (CEO) to conduct an analysis of new performance measures being used to assess the effectiveness of services to employers in the public workforce system. We are seeking the perspectives of employers to better understand how they use the public workforce system and how they think “effective services to employers” should be measured. The information collection form also asks for some characteristics of your firm so that we can better understand the answers you provide. For example, we want to understand if experiences and perspectives are more similar when firms are of similar size, in particular industries, or in specific parts of the country.

**Privacy Statement** Your answers will inform recommendations to DOL on the services the public workforce system provides to employers and how to measure their effectiveness. The Urban Institute treats the information you provide as private. All reporting based on the information collection will discuss findings at an aggregate level, and responses will not be identified by company or person. DOL will not have access to your individual responses. Also, please note that your participation in this information collection is voluntary; although we hope you will complete all of the questions, you may discontinue taking it at any time. If you have any questions, please email [EmployerServicesProject@urban.org](mailto:EmployerServicesProject@urban.org) or call our help line at (202) 261-XXXX. **Please provide your feedback by XXXX.**

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**Please choose if you would like to continue to the information collection form.**

- Continue to questions**
- Decline to participate

*Skip To: End of Information collection If Consent = Decline to take information collection*

**End of Block: Introduction**

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**Start of Block: Instructions**

**Instructions:** This web-based information collection form can be saved and completed over several sessions by simply clicking the "Next Question" button at the bottom of the page to save your work. Upon reentering the web browser, you will be routed to the last completed question.

This information collection form allows for multiple respondents, which allows you to delegate sections or questions to individuals who might have more in-depth information on a particular topic. To share the form, simply forward on the link, your username, and password. Two users, however, cannot simultaneously enter information from different computers at the same time.

The information collection form is divided into the following sections:

- A. Information and Services Received from Government Workforce Programs
- B. Measuring Quality of Services and Level of Interaction with Workforce Programs
- C. Company Information

**End of Block: Instructions**

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**Start of Block: Section A. Information and Services Received from Government Workforce Programs**

**QA.1 Please estimate how many different state, local, or regional government workforce agencies you or others at your location have received services from in the past three years.**

*Examples of government workforce agencies could include an American Job Center or One-Stop Career Center, Department of Vocational Rehabilitation, Employment Service or Wagner-Peyser Office.*

- Number: \_\_\_\_\_
- None
- Don't know
- Prefer not to answer

The following questions ask about the types of services your firm has sought or received from state, regional, or local workforce agencies in the past three years. If there are additional services not captured here, you will have a chance to select “other” and describe. *Note:* The definitions for each service type are available by hovering your mouse over the **purple text**. The full list of services and definitions can be found in the printable PDF file [here](#).

**QA.2 Have the following types of recruitment services been available from state, regional, or local workforce agencies at any point in the last three years?**

*Please select one response per row.*

	No	Yes	Don't know	Prefer not to answer
<b>Workforce recruitment assistance</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Accessing untapped labor pools</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Working with businesses to offer competitive and integrated employment for people with disabilities</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display Next Question:

If EmplSvcs - Available [ Yes] (Count) >= 1

QA.3 Did your firm seek and receive the following types of recruitment services from state, regional, or local workforce agencies in the last three years?

Please select one response per row.

	Did not seek	Sought and did not receive	Sought and received	Don't know	Prefer not to answer
Workforce recruitment assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing untapped labor pools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working with businesses to offer competitive and integrated employment for people with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display Next Question:

If EmplSvcs – Sought and Received [ Yes] >=1.

Carry Forward Selected Choices

QA.4 Would you recommend each of the following types of recruitment services that you received from state, regional, or local workforce agencies to another firm?

Please select one response per row.

	No	Yes	Don't know	Prefer not to answer
Workforce recruitment assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing untapped labor pools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working with businesses to offer competitive and integrated employment for people with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display Next Question:

If Workforce Recruitment Assistance – Sought and Received [ Yes] (Count) >= 1

If not, SKIP to A.6

Carry Forward Selected Choices

**QA.5 Would you recommend each of the following types of workforce recruitment assistance that you received from state, regional, or local workforce agencies to another firm?**

*Please select one response per row.*

	No	Yes	Don't know	Prefer not to answer
Recruitment and retention strategies)	0	0	0	0
Workforce agency staff assistance with candidate screening and pre-employment interviews	0	0	0	0
Taking job order information and promoting employment opportunities	0	0	0	0
Conducting special recruitment efforts, including out-of-state recruitment for candidates with special skills	0	0	0	0
Organizing, conducting, or participating in job fairs	0	0	0	0
Providing meeting/work space at the workforce agency for screening or interviewing	0	0	0	0
Referrals from a workforce agency	0	0	0	0
Other (describe or select "Prefer not to answer")	0	0	0	0

**QA.6 Have the following types of education and training services been available from state, regional, or local workforce agencies at any point in the last three years?**

*Please select one response per row.*

	No	Yes	Don't know	Prefer not to answer
Training services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incumbent worker training services for current employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sector-based or industry-wide training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with registered apprenticeship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing training services to improve the skills of jobseekers via adult basic education and skills training (reading, math, writing, employability, or technology skills at the high school level or less) for workers, including English language instruction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing resources for employers that hire individuals with disabilities for work-based learning, recruitment/onboarding, training, and retention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Display Next Question:*

*If EmpISvcs - Available [ Yes] (Count) >= 1*

**QA.7 Did your firm seek and receive the following types of education and training services from state, regional, or local workforce agencies in the last three years?**

*Please select one response per row.*

	<b>Did not seek</b>	<b>Sought and <u>did not</u> receive</b>	<b>Sought and received</b>	<b>Don't know</b>	<b>Prefer not to answer</b>
<b>Training services</b>	0	0	0	0	0
<b>Incumbent worker training services for current employees</b>	0	0	0	0	0
<b>Sector-based or industry-wide training</b>	0	0	0	0	0
<b>Assistance with registered apprenticeship</b>	0	0	0	0	0
<b>Providing training services to improve the skills of jobseekers via adult basic education and skills training (reading, math, writing, employability, or technology skills at the high school level or less) for workers, including English language instruction</b>	0	0	0	0	0
<b>Providing resources for employers that hire individuals with disabilities for work-based learning, recruitment/onboarding, training, and retention</b>	0	0	0	0	0

*Display Next Question:*

*If EmplSvcs – Sought and Received [ Yes] >=1.*

*Carry Forward Selected Choices*

**QA.8 Would you recommend each of the following types of education and training services that you received from state, regional, or local workforce agencies to another firm?**

*Please select one response per row.*

	No	Yes	Don't know	Prefer not to answer
Training services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incumbent worker training services for current employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sector-based or industry-wide training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with registered apprenticeship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing training services to improve the skills of jobseekers via adult basic education and skills training (reading, math, writing, employability, or technology skills at the high school level or less) for workers, including English language instruction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing resources for employers that hire individuals with disabilities for work-based learning, recruitment/onboarding, training, and retention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>





**QA.9 Have the following types of strategic planning and partnership services have been available at any point in the last three years?**

*Please select one response per row.*

	No	Yes	Don't know	Prefer not to answer
<b>Engagement in strategic planning/economic development</b>	0	0	0	0
<b>Building relationships with workforce intermediaries, such as nonprofit intermediaries and service providers</b>	0	0	0	0
<b>Supporting the development of working relationships between State vocational rehabilitation agencies, their community partners, and employers</b>	0	0	0	0

*Display Next Question:*

*If EmpSvc - Available [ Yes] (Count) >= 1*

**QA.10 Did your firm seek and receive the following types of strategic planning and partnership services from state, regional, or local workforce agencies in the last three years?**

Please select one response per row.

	Did not seek	Sought and did not receive	Sought and received	Don't know	Prefer not to answer
Engagement in strategic planning/economic development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building relationships with workforce intermediaries, such as nonprofit intermediaries and service providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting the development of working relationships between State vocational rehabilitation agencies, their community partners, and employers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display Next Question:

*If EmplSvcs – Sought and Received [ Yes] >=1.*

*Carry Forward Selected Choices*

**QA.11 Would you recommend each of the following types of strategic planning and partnership services that you received from state, regional, or local workforce agencies to another firm?**

Please select one response per row.

	No	Yes	Don't know	Prefer not to answer
Engagement in strategic planning/economic development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building relationships with workforce intermediaries, such as nonprofit intermediaries and service providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting the development of working relationships between State vocational rehabilitation agencies, their community partners, and employers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

QA.12 Have the following types of **other business services** have been available from state, regional, or local workforce agencies at any point in the last three years?

Please select one response per row.

	No	Yes	Don't know	Prefer not to answer
<b>Employer information and support services</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Rapid response/business downsizing assistance</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Planning layoff response</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Providing support to employers on workplace accommodations, assistive technology, and facilities and workplace access</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Assisting employers with utilizing available financial support for accommodating individuals with disabilities</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Assistance with fostering a culture of workforce diversity</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Providing information and resources on compliance with ADA laws and regulations</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display Next Question:

If EmpSvc - Available [ Yes ] (Count) >= 1

**QA.13 Did your firm seek and receive the following types of other business services from state, regional, or local workforce agencies in the last three years?**

Please select one response per row.

	<b>Did not seek</b>	<b>Sought and <u>did not</u> receive</b>	<b>Sought and received</b>	Don't know	Prefer not to answer
<b>Employer information and support services</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Rapid response/business downsizing assistance</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Planning layoff response</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Providing support to employers on workplace accommodations, assistive technology, and facilities and workplace access</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Assisting employers with utilizing available financial support for accommodating individuals with disabilities</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Assistance with fostering a culture of workforce diversity</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Providing information and resources on compliance with ADA laws and regulations</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Display Next Question:*

*If EmpISvcs – Sought and Received [ Yes] >=1.*

*Carry Forward Selected Choices*

QA.14 Would you recommend each of the following types of other business services that you received from state, regional, or local workforce agencies to another firm?

Please select one response per row.

	No	Yes	Don't know	Prefer not to answer
<b>Employer information and support services</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Rapid response/business downsizing assistance</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Planning layoff response</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Providing support to employers on workplace accommodations, assistive technology, and facilities and workplace access</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Assisting employers with utilizing available financial support for accommodating individuals with disabilities</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Assistance with fostering a culture of workforce diversity</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Providing information and resources on compliance with ADA laws and regulations</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(If "yes" for question A.12, proceed to A.15. If "no" for all in A.2, A.6, A.9, and A.12, proceed to A.18)

QA.15 Are there any other business services that you received from state, regional, or local workforce agencies in the last three years? Please select all that apply and specify the other services received.

- No other services
- Other service 1: \_\_\_\_\_
- Other service 2: \_\_\_\_\_
- Other service 3: \_\_\_\_\_
- Don't know
- Prefer not to answer

QA.16 Would you recommend each of the other employer services that you received from state, regional, or local workforce agencies to another firm?

	No	Yes	Don't know	Prefer not to answer
[Other Services typed in as response to above question will be carried forward here]	0	0	0	0
[Other Services typed in as response to above question will be carried forward here]	0	0	0	0
[Other Services typed in as response to above question will be carried forward here]	0	0	0	0

QA.17 **Of all the services received, information provided to you, or ways that your firm worked with your local workforce system, please indicate which business services provided the most value to your firm. *Select up to three, dragging your selections into the boxes to rank them by order of importance. [Respondents will only be able to select up to three of the business services that they stated they received]***

- Accessing untapped labor pools
- Training services
- Incumbent worker training services for current employees
- Sector-based or industry-wide training
- Assistance with registered apprenticeship
- Providing training services to improve the skills of jobseekers via adult basic education and skills training (reading, math, writing, employability, or technology skills at the high school level or less) for workers, including English language instruction
- Providing resources for employers that hire individuals with disabilities for work-based learning, recruitment/onboarding, training, and retention
- Engagement in strategic planning/economic development
- Building relationships with workforce intermediaries, such as nonprofit intermediaries and service providers
- Supporting the development of working relationships between State vocational rehabilitation agencies, their community partners, and employers
- Employer information and support services
- Rapid response/business downsizing assistance
- Planning layoff response
- Providing support to employers on workplace accommodations, assistive technology, and facilities and workplace access
- Assisting employers with utilizing available financial support for accommodating individuals with disabilities

- Assistance with fostering a culture of workforce diversity
- Providing information and resources on compliance with ADA laws and regulations
- [Other Services typed in will be carried forward here]
- [Other Services typed in as response to above question will be carried forward here]
- [Other Services typed in as response to above question will be carried forward here]

**QA.18 One way that firms sometimes participate with their state, regional, or local workforce agencies is by engaging in or contributing to public workforce program services. Please indicate any activities your firm or staff have been involved in during the past three years. Please select one response per row. If there are additional activities that your firm or its staff engage in related to workforce program services that are not captured here, please select "other" and describe.**

	No	Yes	Don't know	Prefer not to answer
Served on a state or local workforce development board	0	0	0	0
Participated in regional strategic planning with workforce development board or economic developmental agency	0	0	0	0
Participated in other collaborative efforts to meet workforce challenges (industry or sector-based partnerships, neighborhood-based collaboratives)	0	0	0	0
Provided feedback on curricula and program design to community colleges or other organizations providing training	0	0	0	0
Offered internships, apprenticeships, or other on-the-job learning activities through the public workforce system	0	0	0	0
Donated firm equipment or space for training participants/job seekers to practice skills	0	0	0	0
Other (please describe or select "Prefer not to answer"):	0	0	0	0



QA.19 Thinking about the services your firm has received from the workforce system, are there any recommendations you would make about improving those services?

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End of Block: Section A. Information and Services Received from Government Workforce Programs

Start of Block: Section B: Measuring Quality of Services and Level of Interaction

The workforce system is currently exploring the use of various performance measures to assess the quality of the services provided to firms.

QB.1 For each measure below, please indicate whether you agree or disagree with the following statement: “This is a good measure for assessing the quality of services provided to firms that are customers of the workforce system.”

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know	Prefer not to answer
<b>Retention with the Same Employer:</b> People you hire or train with help from the workforce system are employed by your firm 12 months after hired or services are received.	0	0	0	0	0	0	0
<b>Repeat Business Customers:</b> Repeated instances of the same firm requesting services from the workforce system.	0	0	0	0	0	0	0
<b>Employer Penetration Rate:</b> The percentage of all employers in a state or locality using workforce program services.	0	0	0	0	0	0	0
<b>Customer Satisfaction:</b> Satisfaction of employers using a customer satisfaction survey.	0	0	0	0	0	0	0

*[If strongly disagree or disagree]*

QB.2 You disagreed that one or more measures accurately capture the quality of employer services provided to firms. Please describe why you think this.

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**QB.3 What other indicators would you suggest using to measure the quality of public workforce system services delivered to employers via the public workforce system?**

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**QB.4 Please indicate the degree to which you agree or disagree with the following statement: “I would be willing to participate in surveys in order to provide feedback on the effectiveness of services I receive via the workforce system.”**

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know
- Prefer not to answer

**QB.5 Please share any additional thoughts you might have about other data sources that could be used to best capture your interactions with state and local programs.**

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**QB.6 Please feel free to share any additional information about measurement of employer services that we may not have asked you about.**

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**Start of Block: Section C: Company Information**

**We just have a few questions about your company to wrap up.**

**QC.1 What is your company's industry? Please select from the list featuring NAICS classifications below.**

	NAICS sector code
Agriculture, Forestry, Fishing and Hunting	11
Mining, Quarrying, and Oil and Gas Extraction	21
Utilities	22
Construction	23
Manufacturing	31-33
Wholesale Trade	42
Retail Trade	44-45
Transportation and Warehousing	48-49
Information	51
Finance and Insurance	52
Real Estate and Rental and Leasing	53
Professional, Scientific, and Technical Services	54
Management of Companies and Enterprises	55
Administrative and Support and Waste Management and Remediation Services	56
Educational Services	61
Health Care and Social Assistance	62
Arts, Entertainment, and Recreation	71

Accommodation and Food Services	72
Other Services (except Public Administration)	81
Public Administration	92

**QC.2 How many establishments (unique locations) does your company have total?**

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**QC.3 What is the total number of people your company employs across all locations?**

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**QC.4 What is the total number of employees in the location in which your office is based?**

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**QC.5 In which state or territory is your office based?**

*[Respondent will be able to select response from drop down menu featuring 50 states and territories]*

- Don't know
- Prefer not to answer

*Display This Question:  
If Num Locations in Text Response Is Greater Than 1*

**QC.6 Are there any additional states or territories in which your company has establishments (outside of the state in which you are based)?**

*[Respondent will be able to select response from drop down menu featuring 50 states and territories]*

- Don't know
- Prefer not to answer

**QC.7 How long has your company been in operation?**

- Less than 5 years
- 5-9 years
- 10-14 years
- 15-20 years
- More than 20 years
- Don't know
- Prefer not to answer

**QC.8 What were the gross revenues at your firm during the most recently completed fiscal year?**

- Less than \$1 million
- \$1 million to less than \$3 million
- \$3 million to less than \$5 million
- \$5 million to less than \$10 million
- \$10 million to less than \$20 million
- \$20 million to less than \$50 million
- > \$50 million
- Don't know
- Prefer not to answer

**Select 'Next Question' to submit your responses**

- Next Question