

**OLDER WORKER CUSTOMERS**

The Older Worker Program, also known as the Senior Community Service Employment Program (SCSEP) or Title V of the Older Americans Act, wants to provide the highest quality services to its customers. You can help us improve our services by answering the following questions about your experience as a participant in the program. No one in the agency will see your individual responses. Please be frank in your responses. Your answers will be kept private to the extent permitted by law and will be used for program evaluation and improvement purposes only. No one in the agency will see your individual responses.

Choose the number on the scale below each question that best represents your opinion. The last two questions allow you to express your ideas about the program in your own words. Thank you in advance for your help.

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

Very dissatisfied										Very satisfied	Didn't 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/SCSEP, to what extent have the services met your expectations? (Choose one number)

Fall short										Exceed	Didn't 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 close										Very close	Didn't receive
1	2	3	4	5	6	7	8	9	10	90	

4. The primary reason(s) I enrolled in the Older Worker Program/SCSEP were to: (Choose all that apply)

- 1) Obtain a full-time job after completing the program
- 2) Obtain a part-time job after completing the program
- 3) Participate in the program's training and host agency activities
- 4) Provide service to my community
- 5) Meet new people
- 6) Increase my income
- 7) Feel more useful and independent
- 8) Other \_\_\_\_\_

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 10 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. Completion of this survey is completely voluntary, and information collected will be kept private to the extent permitted by law and used for program evaluation purposes only. Thank you for your participation. 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, Office of Workforce Investment, Room C-4510, 200 Constitution Avenue, NW, Washington, DC 20210. (Please do not return surveys to this address.)

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# SCSEP Participant Customer Satisfaction Survey

5. At the time I enrolled, the Older Worker Program/SCSEP staff told me what I needed to know about how the program worked and what to expect. (Choose one number)

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

6. The Older Worker Program/SCSEP staff gave me a host agency assignment that matched my employment interests and needs. (Choose one number)

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

7. The Older Worker Program/SCSEP helped me obtain the supportive services, such as assistance with transportation, housing, or medical care, that I needed to meet my employment goals. (Choose one number)

Strongly disagree										Strongly agree	Didn't need any
1	2	3	4	5	6	7	8	9	10	10	90

8. Given your transportation situation, was your host agency assignment convenient to where you live? (Choose one answer)

Yes     No     Don't know

9. There is someone in the Older Worker Program/SCSEP I can talk to when I need to. (Choose one number)

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

10. During my community service assignment, my host agency gave me the training I needed to be successful in my assignment. (Choose one number)

Strongly disagree										Strongly agree	Didn't need any
1	2	3	4	5	6	7	8	9	10	10	90

**Please continue on next page**

# SCSEP Participant Customer Satisfaction Survey

11. I had a say in the types of skills I would gain during my host agency assignment. (Choose one number)

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

12. Which of the following best describes your experience with computer training? (Choose one number)

- 1) I received the computer training I needed.
- 2) I received computer training, but it didn't meet my needs.
- 3) I needed computer training, but little or none was offered.
- 4) I didn't need computer training but was given the training anyway.
- 5) I didn't need computer training and didn't receive any.

13. I feel comfortable at my host agency assignment. (Choose one number)

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

14. Compared to the time before you started working with the Older Worker Program/SCSEP, would you say your physical health is better, worse, or about the same? (Choose one number)

1	2	3	9
Better	Worse	About the same	Don't know

15. Compared to the time before you started working with the Older Worker Program/SCSEP, how would you rate your outlook on life? (Choose one number)

1	2	3	4	5	9
Much more negative	A little more negative	About the same	A little more positive	Much more positive	Don't know

16. The income I receive from the Older Worker Program/SCSEP is important for meeting my basic expenses. (Choose one number)

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

17. During my host agency assignment, the Older Worker Program/SCSEP staff pressured me to leave my host agency assignment for a job before I was ready. (Choose one answer)

- Yes       No       Doesn't apply

Please continue on other side 

# SCSEP Participant Customer Satisfaction Survey

18. Overall, how helpful has the Older Worker Program/SCSEP been in preparing you for success in the workforce? (Choose one number)

Not at all helpful										Extremely helpful	Don't know
1	2	3	4	5	6	7	8	9	10	90	

**If you have left the Older Worker Program/SCSEP and have a job, answer Questions 19-20, and continue with the rest of the survey. If you do not have a job, skip to Question 21.**

19. How much help did Older Worker Program/SCSEP staff give you in finding employment? (Choose one number)

No help										A great deal of help	Don't know
1	2	3	4	5	6	7	8	9	10	90	

20. Do you feel that your participation in the Older Worker Program/SCSEP prepared you for employment in these organizations? (Choose all statements that apply)

- 1) I felt prepared for employment in a nonprofit organization
- 2) I felt prepared for employment in a government organization
- 3) I felt prepared for employment in a for-profit business
- 4) I did not feel prepared for employment in any organization or business

21. Based on your experience, what is the most effective aspect of the Older Worker Program/SCSEP?

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22. Based on your experience, what would you recommend to make the Older Worker Program/SCSEP more effective?

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**Thank you for taking time to complete this survey.**

**HOST AGENCY CUSTOMERS**

The Older Worker Program, also known as the Senior Community Service Employment Program (SCSEP) or Title V of the Older Americans Act, wants to provide the highest quality services to its customers. You can help improve services by answering the following questions about your experiences as a host agency over the last twelve months. Please be frank in your responses. Your answers will be kept private to the extent permitted by law and will be used for program evaluation and improvement only. No one in the agency will see your individual responses.

Choose the number on the scale below each question that best represents your opinion. The last two questions allow you to express your ideas about the program in your own words. If there is someone else in your agency better suited to answer the survey, please give that person the survey to complete. Thank you in advance for your help.

- Utilizing the scale below, what is your overall satisfaction with the services provided by the Older Worker Program/SCSEP? (Choose one number)

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

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

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

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

- The Older Worker Program/SCSEP staff make the process of assigning participants easy for me. (Choose one number)

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

**Please continue on other side** 

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# SCSEP Host Agency Customer Satisfaction Survey

5. The Older Worker Program/SCSEP staff who make the assignments have 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	10	90

6. I receive sufficient information about the backgrounds of the participants assigned to my agency. (Choose one number)

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

7. Consider the last time the Older Worker Program/SCSEP staff proposed an assignment for your agency. What choice did you feel you had at that time? (Choose one number)

- 1) I can accept the individual offered or not
- 2) I have a choice among several potential participants
- 3) I really have no choice

8. The participants assigned are 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	10	90

9. Would you like the participants to have been better prepared in any of these areas? (Choose Yes, No, or N/A for each statement)

- |  |                              |                             |                              |
|--|------------------------------|-----------------------------|------------------------------|
| 1) Basic computer knowledge  | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 2) Basic employability skills, like how to dress, how to interact with co-workers and supervisors, and punctuality | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 3) Knowledge of what the assignment required   | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 4) How to interact with the host agency's customers or clients   | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |

10. The Older Worker Program/SCSEP staff stay in touch with my agency throughout the assignment to make sure it goes well. (Choose one number)

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

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## SCSEP Host Agency Customer Satisfaction Survey

11. Do any of the older workers assigned to your agency need supportive services, such as assistance with transportation, uniforms, safety equipment, or medical care, to be successful in their assignments? (Choose one answer)

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

12. Has the Older Worker Program/SCSEP removed 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

13. Has your agency requested that the Older Worker Program/SCSEP remove a participant because the participant was not working out? (Choose one answer)

Yes       No       Don't know

14. How has your participation in the Older Worker Program/SCSEP affected the amount of service your agency provides 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

15. Based on your experience, what makes the Older Worker Program/SCSEP most effective?

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16. Based on your experience, what would you recommend to make the Older Worker Program/SCSEP more effective?

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**Thank you for taking the time to complete this survey.**





## SCSEP Employer Customer Satisfaction Survey

5. The participant referred by the Older Worker Program/SCSEP had the skills necessary to start the job. (Choose one number)

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

6. Would you have liked the participant to have been better prepared in any of these areas? (Choose Yes, No, or N/A)

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| 1) Computer knowledge  | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 2) Basic employability skills, like how to dress, how to interact with co-workers and supervisors, and punctuality | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 3) Knowledge of what the job required  | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 4) How to behave with the employer's customers or clients  | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 5) Job-specific skills   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

7. The Older Worker Program/SCSEP staff stayed in touch with me after I hired the participant to make sure that everything was going well. (Choose one number)

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

8. Did the participant hired require supportive services, such as assistance with transportation, uniforms, safety equipment, or health services? (Choose one answer)

- Yes       No       Don't know

9. After we hired the participant with the assistance of the Older Worker Program/SCSEP, the Older Worker Program/SCSEP staff was helpful in resolving any problems we had. (Choose one number)

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

10. I see the Older Worker Program/SCSEP as valuable for maintaining a wide range of ages in my workforce. (Choose one number)

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

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# SCSEP Employer Customer Satisfaction Survey

11. Which of the following factors made the Older Worker Program/SCSEP attractive for you:  
(Choose Yes, No, or N/A for each of the statements below)

- |   |                              |                             |                              |
|---|------------------------------|-----------------------------|------------------------------|
| 1) It paid the wages of the older workers for a number of weeks while they are gaining work experience through a subsidized on-the-job training program | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 2) It stays in touch about my hiring needs  | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 3) It could fill my job openings quickly  | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 4) It has people with the right skills  | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 5) It has people with good attitudes and work habits  | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 6) It does a good job in screening applicants   | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |

12. What is most valuable to you about the Older Worker Program/SCSEP?

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13 Based on your experience, what changes would you recommend for the Older Worker Program/SCSEP?

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**Thank you for taking the time to complete this survey.**