**Older Workers Implementation and Descriptive Study**

**Senior Community Service Employment Program (SCSEP) Survey of Subgrantees and Local Sites of National Grantees**

Welcome to the SCSEP Survey!

* **Who is administering this survey?** The US Department of Labor (DOL) Chief Evaluation Office, in collaboration with the Employment Training Administration (ETA), has funded the Urban Institute and its partner Capital Research Corporation to conduct the Older Workers Implementation and Descriptive Study. As part of this study, the Urban Institute team is conducting a survey of all SCSEP subgrantees and local sites of national grantees to document and better understand the implementation of the SCSEP program, with an important focus on identifying the broad array of strategies for serving older workers.
* **What is the purpose of this survey?** The purpose of this study is to build evidence about the implementation of SCSEP and other DOL workforce programs serving older workers to inform the continuous improvement of SCSEP.
* **How long will it take to complete?**  This survey will take approximately **3 hours**. This includes time you may need to look up information and ask questions of your colleagues. You may stop and return to the survey to continue and complete it. You may also invite others to help complete various sections of the survey.
* **Is participation mandatory?** Your participation is voluntary and is not part of an audit or compliance review. However, your responses, combined with other subgrantees, will inform DOL and other policymakers on how they can best support the successful implementation of the SCSEP program. While we hope you will choose to complete all of the questions on the survey, you may choose to skip any question you do not feel comfortable answering.
* **Who will see my responses?** The Urban Institute treats the information you provide as private. We will not do anything to associate your name or identity with the results of the research and we will not share your individual responses. All evaluation reports based on the survey will report findings at the aggregate level and responses to the survey will not be identified by organization or person in any publication.
* **How will my responses be used?** The findings from this survey—combined with future interviews with a subset of subgrantees and local sites of national grantees, their partners, and participants—will result in a report that will offer lessons for policymakers and practitioners to inform SCSEP implementation and improvement and inform future research and evaluation activities.
* **What are the risks and benefits of participation?** The risks are minimal since we are not asking any sensitive questions. There is a small risk that you could be identified through your organization. The benefits are that you support research that could lead to improvements in SCSEP or other programs serving older workers.
* **Who can I contact with questions?** If you have any questions, please contact: XXXX at (202) 261-XXXX or XXXXX@urban.org.

Please check the appropriate box if you do or do not consent to participating in the survey.

* I consent to participating in the survey.
* I do not consent to participating in the survey.

**Technical Instructions:**

* **Although rare, it is possible that your organization is involved in more than one SCSEP grant** as a subgrantee. This survey response should pertain to your organization’s involvement for the following national grantee:

National Grantee: \_\_\_\_\_\_\_\_\_<pre-filled by the Urban Institute>

* **This web-based survey can be saved and completed in several sittings** by simply clicking the "Next" button at the bottom of the page to save your work.  If you stop and return to the survey, you will be automatically directed to the last question you completed.
* **The survey allows for multiple respondents**, so you can delegate sections of the survey to individuals who might have more in-depth information on a particular program or section.  To share the survey, simply forward the original email invitation. Please note that two users cannot enter information into the survey at the same time.
* **If you prefer to complete the survey on paper rather than computer**, we will either mail you a paper version or email you a Microsoft Word document version of this survey. To request a survey in an alternative format, please contact XXXX at (202) 261-xxxx or XXXXX@urban.org.

**Survey Contents:**

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## **OMB Burden Statement:** According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays an Office of Management and Budget (OMB) control number. The valid OMB control number for this information collection is XXXX-XXXX. The time required to complete this collection of information is estimated to average 4 hours, including the time to review instructions, search existing data resources, gather the data needed and complete and review the collection of information. 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 and reference the OMB Control Number XXXX-0NEW.

# Section A. Respondent Contact Information

## Please check the following information for the person who should be contacted if there are questions about survey responses. {Prefill information on the contact person.]

Respondent’s Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Respondent’s Title:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Respondent’s Agency:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Respondent’s Division/Unit:\_\_\_\_\_\_\_\_\_\_\_\_\_

Respondent’s Address:

* 1. Street Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
	2. City:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
	3. State: \_\_\_\_
	4. Zip:\_\_\_\_\_\_\_

Respondent’s Telephone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Respondent’s Email Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

A1. Is this contact information correct?

q1 Yes (Skip to B1)

q2  No

A2. Please provide the correct contact information below:

Respondent’s Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Respondent’s Title:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Respondent’s Agency:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Respondent’s Division/Unit:\_\_\_\_\_\_\_\_\_\_\_\_\_

Respondent’s Address:

1. Street Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. City:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. State: \_\_\_\_
4. Zip:\_\_\_\_\_\_\_

Respondent’s Telephone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Respondent’s Email Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Section B. General Information on Your Organization

1. Which of the following type best describes your organization?

q1 An American Job Center (AJC)

q2  An Area Agency or Council on Aging

q3  A community college

q4  Local workforce development board

q5  Vocational rehabilitation agency/provider

q6  State or local government agency not included in this list

q7  Community-based organization not included in this list

q8  National non-profit organization

q9  Other (please specify) \_\_\_\_\_\_\_\_

q10 Don’t Know/Unsure

1. How many SCSEP offices or sites do you operate under your subgrant?

\_\_\_\_ offices/sites

1. Which of the following best describes the type of geographic area your SCSEP program serves?

q1 All urban

q2  Primarily urban

q3  Mix urban and rural

q4  Primarily rural

q5  All rural

1. What counties do you serve for your SCSEP program? [Provide dropdown option of counties by state and allow respondent to check all that apply.]
2. To what extent does your organization target and serve older individuals (ages 55 and older)?

q1 Only target and serve older individuals [Skip to B6]

q2  Primarily target and serve older individuals

q3  Target and serve older individuals along with other types of individuals

q4  Mostly serve other types of individuals, including some older individuals

B5a. What other types of individuals does your organization target and serve? **[Check all that apply.]**

q1 Unemployed/underemployed workers

q2 Incumbent workers

q3 Individuals from a specific racial or ethnic community

q4  Individuals with disabilities

q5  Veterans

q6  Individuals with limited English proficiency

q7  Individuals with low literacy

q8  Youth

q9  Single parents

q10  Individuals with a criminal justice background/formerly incarcerated

q11 Recipients of public assistance (such as TANF, SNAP, Medicaid, SSI/SSDI)

q12 Homeless families/individuals

q13  Others, please specify

1. Since the year you first received SCSEP funding, to what extent has your organization continued to receive SCSEP funding?

q1 Continuously received SCSEP funding every year since first year

q2 Not continuously involved – but have received SCSEP funding (most recently) since \_\_\_ [prefill list of years]

q3 Don’t Know/Unsure

1. When did your organization first become involved as a SCSEP subgrantee or local site of the national grantee (i.e., first year your organization received SCSEP funding)? \_\_\_ [prefill list of years]

1. Beside the [name of national grantee], is your organization currently a subgrantee to or a local site of other national or state SCSEP grantees?

q1 Yes – We have subgrants from other national grantees **[Check all that apply]**:\_\_\_ [prefill list of national grantees]

q2  Yes – We have subgrants from other state grantees – which state grantees **[Check all that apply]**: \_\_\_\_[prefill list of states]

 q3  No

1. On an annual basis for the most recently completed program year, what was your fiscal year 2022 SCSEP funding?

\_\_\_\_ [open numeric field]

1. What is the approximate percentage of your organization’s annual budget that is SCSEP funding?

q1 1-25%

q2  26-50%

q3  51-75%

q4 76-100%

q5 Do not know/unsure

1. With regard to the subgrant that is the focus of this survey, does your organization contract out (i.e., subcontract) any portion of your subgrant to other organizations?

q1 Yes

q2  No [Skip to Section C]

B12a. If yes, please provide the following information about up to five subcontractors that receive the most subcontracted funding from your SCSEP subgrant.

|  |  |  |
| --- | --- | --- |
| Subcontracted Organization | Subcontracted Amount | Describe the Role the Subcontractors Plays in the SCSEP Program **[Check all that apply.]** |
|  | $ | \*[Prefill list of response options] |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

\*Note to programmer on response categories for last column:

1- Involved with participant recruitment

2- Involved with recruitment of new hosts/CSA positions

3- Involved with participant intake/assessment

4- Provide participant case management services

5- Provide supportive services

6- Involved with placement of SCSEP participants into CSAs

7- Involved in monitoring CSA placement or mentoring participants involved in CSA

8- Provide education or training services

9- Involved with participant job search/placement

10- Other – please specify: \_\_\_

# Section C. Program Context and Local Conditions

1. Over the past year, for the geographic area served by your SCSEP subgrant, how would you characterize labor market conditions for placement of SCSEP participants into ***an unsubsidized job***?

q1 Excellent

q2  Good

q3  Fair

q4  Poor

q5  Don’t Know/Unsure

1. Compared to the final quarter of 2019 (i.e., just prior to the onset of the COVID-19 pandemic), for the geographic area served by your SCSEP subgrant, how would you rate today’s labor market conditions for placement of SCSEP participants into ***an unsubsidized job***?

q1 Substantially Better

q2  Somewhat Better

q3  Unchanged/About the Same

q4  Somewhat Worse

q5 Substantially Worse

q6  Don’t Know/Unsure

1. Over the past year, for the geographic area served by your SCSEP subgrant, how would you characterize labor market conditions for placing SCSEP participants into ***a community service assignment position***?

q1 Excellent

q2  Good

q3  Fair

q4  Poor

q5  Don’t Know/Unsure

1. Compared to the final quarter of 2019 (i.e., just prior to the onset of the COVID-19 pandemic), for the geographic area served by your SCSEP subgrant, how would you rate today’s labor market conditions for placement of SCSEP participants into ***a community service assignment position***?

q1 Substantially Better

q2  Somewhat Better

q3  Unchanged/About the Same

q4  Somewhat Worse

q5 Substantially Worse

q6  Don’t Know/Unsure

1. To what extent does your organization coordinate/collaborate with other SCSEP grantees/subgrantees?

q1 Substantial coordination/collaboration

q2  Some coordination/collaboration

q3  No coordination/collaboration with nearby SCSEP subgrantee(s) [Skip to Section D]

q4  There is no nearby SCSEP subgrantee(s) with which to coordinate/collaborate [Skip to Section D]

q5  Don’t Know/Unsure [Skip to Section D]

C5a. If your organization has substantial or some coordination/collaboration with other SCSEP grantees/subgrantees, please identify the programmatic areas in which you collaborate. **[Check all that apply.]**

q1 Marketing or outreach to recruit new SCSEP participants

q2  Referring older workers for enrollment at other SCSEP programs (i.e., serving your local area)

q3  Receiving referrals of older workers for enrollment from other SCSEP programs (i.e., serving your local area)

q4  Marketing to identify new hosts offering community service assignment positions

q5  Provision of job training for SCSEP participants

q6 Provision of supportive services for SCSEP participants

q7 Help with job placement of SCSEP participants (into unsubsidized) jobs

q8  Other – Please specify: \_\_\_\_

q9 Don’t Know/Unsure

1. Please share any other ways in which your local context (could be state and local policies and funding or systemic barriers to employment in your area) has affected the implementation of SCSEP in the past three years. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [open ended]

# Section D. SCSEP Organization and Staffing

1. How many of your organization’s staff are funded under your subgrant or as a local site of a national grantee?

\_\_\_ Fulltime

\_\_\_ Part-time

1. Currently, are any SCSEP participants serving in community service assignment positions at your organization?

q1 Yes

q2  No [Skip to D3.]

D2a. If yes, how many SCSEP participants are currently serving in community service assignment positions at your organization: \_\_\_\_ participants

D2b. Are any of these community service assignment positions to support SCSEP program operations/service delivery (i.e., rather than general operations or other programs operated by your organization)?

q1 Yes

q2  No

1. How many hours of training related to SCSEP program operations and service delivery are provided for newly-hired permanent SCSEP staff (not including participant-staff)? \_\_\_hours
2. Are any of the following types of training or guidance made available to newly-hired
permanent SCSEP staff? **[Check all that apply.]**

q1 A SCSEP training manual

q2  On-line video training modules

q3  In-person (group or one-on-one) training

q4  Virtual/remote orientation/training workshop(s)

q5  Other, please specify:\_\_\_\_

1. For permanent SCSEP staff, does your organization provide on-going in-service training/workshops to update service delivery skills?

q1 Yes

q2  No [Skip to Question D6]

D5a. How many hours of in-service training is required for these staff each year? \_\_\_\_ hours

D5b. How is this in-service training conducted?

q1 On-line video training modules

q2  In-person (group or one-on-one) training

q3  Virtual/remote workshops(s)

q4 Other, please specify: \_\_\_\_

1. To what degree are you able to hire permanent SCSEP staff who reflect the racial and ethnic make-up of your SCSEP participants?

q1 Staffing substantially reflects the racial and ethnic make-up of SCSEP participants

q2  Staffing somewhat reflects the racial and ethnic make-up of SCSEP participants

q3  Staffing does not reflect the racial and ethnic make-up of SCSEP participants

q4 Don’t Know/Unsure

1. To what degree are you able to hire permanent staff who reflect the gender make-up of your SCSEP participants?

q1 Staffing substantially reflects the gender make-up of SCSEP participants

q2  Staffing somewhat reflects the gender make-up of SCSEP participants

q3  Staffing does not reflect the gender make-up of SCSEP participants

q4 Don’t Know/Unsure

1. To what degree are you able to hire permanent staff who reflect the age 55-plus make-up of your SCSEP participants?

q1 Staffing substantially reflects the age make-up of SCSEP participants

q2  Staffing somewhat reflects the age make-up of SCSEP participants

q3  Staffing does not reflect the age make-up of SCSEP participants

q4 Don’t Know/Unsure

1. Please describe any staffing improvements or successes your organization has had over the past three years. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [open ended]

# Section E. Coordination of Local SCSEP Program with National Grantee

1. Which of the following best characterizes to what extent decisions about the structure and operation of your SCSEP program are made at national grantee level or by your organization (if a subgrantee)?

q1 Programmatic and operational decisions are made mostly by the national grantee

q2 Programmatic and operational decisions are made mostly by the subgrantee or local site

q3 Programmatic and operational decisions are made mostly jointly by the national grantee and the subgrantee or local site

q4 Broad programmatic decisions are made by national grantees, but operational decisions are left to the subgrantee or local site

q5 Other – please specify: \_\_\_\_

1. Does the national grantee provide your organization (as a subgrantee or local site) with a manual of standard operating procedures to guide SCSEP program operations and service delivery?

q1 Yes

q2  No

1. Does the national grantee provide training to your permanent SCSEP staff?

q1 Yes

q2  No [Skip to Question E4]

E3a. How does the national grantee provide training to your permanent SCSEP staff? **[Check all that apply.]**

q1 Conference(s)

q2  Webinar(s)

q3 On-site in-person training workshop(s) by national program staff

q4  Provision of on-line training modules

q5  Other – please specify: \_\_\_\_\_

E3b. What topics have the national grantee provided training on in the past program year? **[Check all that apply.]**

q1 New/updated DOL SCSEP program guidance

q2 Participant recruitment

q3 Host agency recruitment

q4 Data collection and tracking

q5 Partnering with other organizations (e.g., American Job Centers)

q6 Engaging employers (e.g., to sponsor On-the-Job Experiences or hire SCSEP participants into unsubsidized employment)

q7 Participant intake and assessment procedures

q8 Other – please specify: \_\_\_\_\_

q9 None of the above

1. To what extent and how does the national grantee monitor the program operations and performance? **[Check all that apply.]**

q1 Telephone/video-conference calls – if yes, how often:

\_Weekly \_Bi-Weekly \_Monthly \_Quarterly \_Semi-Annually \_Annually

q2  On-site visits/meetings – if yes, how often:

How often: \_Weekly \_Bi-Weekly \_Monthly \_Quarterly \_Semi-Annually \_Annually

q3  Other: \_\_\_\_\_\_\_\_\_\_

1. To what extent does staff at your organization interact with staff at other subgrantees or local sites (either of your same national grantee or other national grantees)?

q1 Daily interactions

q2 Weekly interactions

q3 Monthly interactions

q4 Semi-annual/annual interactions

q5 Sporadic interactions, as needed

q6 No interactions

1. Overall, are there any additional areas of guidance, training, or technical assistance that your organization needs?

q1 Yes

q2  No [Skip to Section F]

E6a. If yes, please briefly describe any areas of guidance, training, or technical assistance needed by your organization on SCSEP or your subgrant:\_\_\_\_\_\_\_\_

# Section F. SCSEP Participant Recruitment and Screening

1. What is your goal for participant enrollment for the current program year and the past two completed years?

|  |  |  |  |
| --- | --- | --- | --- |
| Program Year | Enrollment Goal – New SCSEP Participants | Enrollment Goal – Total SCSEP Participants | Actual Total SCSEP Participants  |
| Current Program Year PY XX |  |  | Not Applicable |
| Prior PY XX |  |  |  |
| Prior PY XX |  |  |  |

1. Which of these outreach methods does your organization use to recruit older individuals for your local SCSEP program? **[Check all that apply.]**

q1 Distribution of program brochures/flyers

q2 Staff outreach efforts (e.g., making presentations at community meetings, information sessions at subgrantee/local site)

q3 Use of social media/online outreach efforts

q4 Use of local media [e.g., paid advertisement, PSAs, etc.]

q5 Other, please specify: \_\_\_\_

q6 No outreach conducted to recruit for the SCSEP program

1. What are your organization’s main referral sources of older individuals for your SCSEP program? **[Check all that apply.]**

q1 Referrals from current or former SCSEP participants

q2 Referrals from AJCs/workforce development boards/WIOA

q3 Referrals from agencies/organizations serving individuals ages 55 and older

q4 Referrals from organizations providing adult education/basic skills training

q5 Referrals from host agencies

q6 Referrals from programs serving people with disabilities (e.g., vocational rehabilitation agencies)

q7 Referrals from homeless serving agencies

q8 Referrals from veteran-serving agencies/organizations

q9 Referrals from public assistance agencies/offices (e.g., TANF, SNAP, Medicaid, SSI/SSDI)

q10 Referrals from other SCSEP grantees or subgrantees

q11 Other, please specify: \_\_\_\_

q12 No referrals received from other programs/agencies

1. Which population subgroups does your organization specifically target; what referral sources are most important for specific groups, and to what extent is a particular subgroup challenging to recruit? Please complete the following table.

|  |  |  |
| --- | --- | --- |
| Priority Subpopulations | Which referral sources are most important for this group [**Check up to 3 sources.]** \*[Prefill drop down list] | Rate challenge of recruiting the particular group (1-Very Challenging; 2-Somewhat Challenging; 3-Not Challenging) |
| Are covered persons in accordance with the Veterans Opportunity to Work (VOW) |  |  |
| Are 65 years or older |  |  |
| Have a disability |  |  |
| Have limited English proficiency |  |  |
| Have low literacy skills |  |  |
| Reside in a rural area |  |  |
| Have low employment prospects  |  |  |
| Have failed to find employment after utilizing services provided under Title I of the Workforce Innovation and Opportunity Act (WIOA) |  |  |
| Are homeless or are at risk for homelessness |  |  |
| Other, please specify:\_\_\_\_\_\_  |  |  |

\*Note to programmer on response categories:

1- Referrals from current or former SCSEP participants; 2-Referrals from AJCs/workforce development boards/WIOA; 3-Referrals from agencies/organizations serving aged and/or older workers; 4-Referrals from literacy/basic education agencies; 5-Referrals from host agencies; 6-Referrals from agencies/programs serving disabled individuals/vocational rehabilitation agencies; 7-Referrals from homeless serving agencies; 8-Referrals from veteran serving agencies/organizations; 9-Referrals from other SCSEP grantees or subgrantees; 10- Other, please specify: \_\_\_\_

1. If under your SCSEP subgrant your organization serves both urban and rural areas, to what extent do recruitment approaches and methods used vary for urban versus rural areas?

q1 Do not serve urban and rural areas [Skip to Question F6.]

q2 Methods are the same [Skip to Question F6.]

q3 Methods are similar but not the same

q4 Methods are quite different

F5a. If methods are not the same for urban and rural areas, please briefly describe how they differ: \_\_\_\_\_\_\_

1. To what extent does your organization need to conduct outreach and recruitment activities to meet its SCSEP enrollment goals?

q1  Without extensive outreach and recruitment we would not reach our enrollment goal

q2  Some outreach and recruitment is needed to reach our enrollment goal

q3  Little to no outreach and recruitment is needed to reach our enrollment goal

q4  Other – please specify: \_\_\_\_

1. Does your organization currently have a waiting list for new enrollments into the program?

q1  Yes

q2  No [Skip to Question F8]

F7a. How many individuals are on your waiting list?

Number of individuals currently on waiting list: \_\_\_\_\_

F7b. Approximately how long are older worker typically waiting to be enrolled?

q2  Length of time spent on the waiting list, on average: \_\_\_\_\_\_\_weeks

1. Does your organization over-recruit/over-enroll SCSEP participants with the anticipation that some will drop out before they are placed in a community service assignment position?

q1  Yes

q2  No

1. To what extent does your organization experience the following participant recruitment challenges?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Challenge | Not challenging at all(1) | (2) | (3) | (4) | Very challenging(5) |
| 1. Insufficient numbers of older workers in geographic area served
 |  |  |  |  |  |
| 1. Insufficient numbers of older workers interested in the services SCSEP is offering
 |  |  |  |  |  |
| 1. Insufficient numbers of vacant CSA slots into which to enroll new SCSEP participants
 |  |  |  |  |  |
| 1. Referral organizations have not provided as many referrals as anticipated
 |  |  |  |  |  |
| 1. Potential new SCSEP candidates are not willing to go through intake and assessment process
 |  |  |  |  |  |
| 1. Potential new SCSEP candidates, while interested in CSAs, are not interested in eventually securing an unsubsidized job
 |  |  |  |  |  |
| 1. Proximity of AJCs to populations being targeted
 |  |  |  |  |  |
| 1. Other – please specify:\_\_\_\_\_
 |  |  |  |  |  |

1. What recruitment strategies have you found most successful for recruiting new SCSEP participants? **[Check up to 3 strategies.]**

q1  Worked with partner with organizations that serve older individuals in the community to improve referrals

q2  Used traditional media advertising (e.g., TV, radio, and newspapers to reach older individuals

q3  Used social media (e.g., Twitter, Facebook) to reach older individuals

q4  Used current or former SCSEP participants to recruit new participants

q5  Developed and implemented outreach strategies to reach individuals from specific racial and ethnic communities

q6  Used host agencies and employers to recruit new participants

q7  Other, please specify: \_\_\_\_\_\_

1. Do you conduct screening of potential participants before beginning the SCSEP enrollment process?

q1  Yes

q2  No [Skip to F.13]

1. What are you screening potential participants for? **[Check all that apply.]**

q1  Meeting eligibility for SCSEP (e.g., age, income)

q2  Qualifying as “most-in-need” individual

q3 Having barriers to employment that SCSEP could address

q4 Being a member of a racial or ethnic community

q5 Interest in high-demand occupations in their area

q6 Having the goal of eventually entering into an unsubsidized job

q7 Other, please specify: \_\_\_\_\_\_

1. Please describe any improvements to or successes in recruiting and screening potential participants your organization has had over the past three years. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [open ended]

# Section G. SCSEP Participant Enrollment (Orientation, Intake & Assessment, and Development of an Individual Employment Plan)

1. What does the enrollment process look like for SCSEP applicants?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Activity | Order of activity | Mode for activity | Group or in-person | Length of activity |
| Intake | [Allow respondent to provide 1-4 for order of each activity or option for “Does not conduct activity] | q1  In-personq2 Virtual (online, phone, video conference)q3 Both | q1  Groupq2 One-on-oneq3 Both | \_\_\_ hours |
| Orientation |  | q1  In-personq2 Virtual (online, phone, video conference)q3 Both | q1  Groupq2 One-on-oneq3 Both | \_\_\_ hours |
| Assessment |  | q1  In-personq2 Virtual (online, phone, video conference)q3 Both | q1  Groupq2 One-on-oneq3 Both | \_\_\_ hours |
| IEP development |  | q1  In-personq2 Virtual (online, phone, video conference)q3 Both | q1  Groupq2 One-on-oneq3 Both | \_\_\_ hours |

1. As part of the participant assessment, what are the main topics covered? **[Check all that apply.]**

q1 Work history

q2 Occupational interest/preferences

q3 Occupational skills

q4 Job readiness

q5 Basic skills (reading, writing, math)

q6 English language proficiency

q7 Need for accommodation in the workplace (due to disability or health issue)

q8 Digital/technology skills

q9 Need for education and job training

q10 CSA preferences

q11 Potential for achieving unsubsidized job

q12 Support services needs

q13 Current public assistance benefits

q14 Employment goals

q15 Other, please specify: \_\_\_\_

1. To what extent does the assessment process and IEP contribute to appropriate matching of SCSEP participants into CSAs?

q1 Very helpful

q2 Somewhat helpful

q3 Not that helpful

1. To what extent does the assessment process and IEP contribute to the eventual placement of SCSEP participants into unsubsidized jobs?

q1 Very helpful

q2 Somewhat helpful

q3 Not that helpful

1. Upon program entry, about what proportion of new participants receive a physical examination (as a service to be made available during the intake process? \_\_\_ percent of new participants
2. About what proportion of participants receive a reoccurring annual physical examination made available by the SCSEP program? \_\_\_percent
3. Please briefly describe any changes your organization has made its assessment or IEP process in the last three years, what motivated it, and how you feel is improving SCSEP participant success. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [open ended]

# Section H. Community Service Assignments (CSAs)

**Host agencies (i.e., providing CSAs for participants)**

1. Currently, how many host agencies (i.e., sponsoring CSAs) does your organization have (i.e., including those hosts with SCSEP participants currently active in CSA positions and hosts that have vacant CSA positions that are willing to take a SCSEP participant)? \_\_\_ host agencies
2. Currently, for these host agencies, how many CSA positions are available (including both currently vacant positions and those filled)? \_\_\_ CSA positions

1. Currently, for these host agencies, how many CSA positions are filled by SCSEP participants (note: this could be the same in H2, but not exceed H2)? \_\_\_ CSA positions
2. Across these host agencies, currently what is the highest and the lowest number of CSA positions filled by SCSEP participants?

Highest number of CSAs positions filled at a host agency: \_\_\_

Lowest number of CSAs positions filled at a host agency: \_\_\_

1. What type of organizations are currently serving as host agencies? **[Check all that apply.]**

q1 American Job Centers (AJC)

q2 Local workforce development board

q3 Agencies/organizations serving aged and/or older workers, such as Area Agency on Aging

q4  Educational institution (community college, primary or secondary school, university, pre-kindergarten)

q5  Local human/social services agency (e.g., TANF, SNAP, Medicaid, etc.)

q6  Literacy/basic education agencies or programs

q7 Agencies/programs serving people with disabilities/vocational rehabilitation agencies

q8 Homeless serving agencies

q9 Veteran serving agencies/organizations

q10  Your own organization (including the SCSEP program and other programs you may operate)

q11 Other, please specify: \_\_\_\_

1. What are the three most common occupations for CSA positions (e.g., administrative assistant, janitor or custodian, customer service representative)?

q1 Occupation #1: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

q2 Occupation #2: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

q3  Occupation #3: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What are the most five common work tasks performed by SCSEP participants in their CSA positions (e.g., answer phones/emails, janitorial/custodial services, data entry)?

q1 Task #1: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

q2 Task #2: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

q3  Task #3: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

q4 Task #4: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

q5  Task #5: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What outreach methods does your organization use to identify and recruit new host agencies under your subgrant? **{Check all that apply.]**

q1 Distribution of program brochures/flyers

q2  Staff presentations at community meetings that potential host agencies attend

q3  Staff meeting one-on-one with potential host agency representative(s)

q4 Use of social media/online outreach efforts [Facebook, Twitter]

q5  Use of local media [paid advertisement, PSAs, etc.)

q6  Referrals from existing host agencies

q7  Other, please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_

q8  No outreach conducted to identify/recruit new hosts

1. How often in the most recently completed program year was your organization actively seeking new host agencies?

q1 All the time

q2  Most of the year

q3 Half of the year

q4  Some of the year

q5  None of the year

1. During the most recently completed program year, how many newhost agencies did your organization recruit under your subgrant? \_\_\_
2. What challenges does your organization face in recruiting sufficient numbers of host agencies to be able to place SCSEP participants in CSA positions in a timely manner?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Recruitment Challenge | Not a challenge(1) | (2) | (3) | (4) | Major challenge(5) |
| Finding host agencies that offer CSA positions appropriate for SCSEP participants |  |  |  |  |  |
| Finding host agencies that offer CSA positions that SCSEP participants are likely to be interested in doing |  |  |  |  |  |
| Finding host agencies in location(s) that SCSEP participants can get to |  |  |  |  |  |
| Finding host agencies that understand and are willing to offer CSA positions that will meet the needs of SCSEP participants |  |  |  |  |  |
| Finding host agencies willing to train participants |  |  |  |  |  |
| Addressing age discrimination |  |  |  |  |  |
| Other – please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |

1. When a new host is added (that has not previously provided CSAs for SCSEP participants), does your organization provide any of the following types of orientation/training on how to be a successful host agency? **[Check all that apply.]**

q1 A group orientation/training for new host agencies

q2  One-on-one orientation/training for new host agencies

q3  Video training modules

q4  A training manual

q5  Other (please specify) \_\_\_\_\_\_\_\_

q6  No orientation or training of host agencies [Skip to H16]

1. What topics are covered during host orientation and training? **[Check all that apply.]**

q1  SCSEP federal policy that affects host agencies

q2  SCSEP national grantee administrative policy that affects host agencies

q3  Supervisory requirements

q4  Tracking and monitoring procedures

q5  Strategies for providing continuous training/learning opportunities for SCSEP participants

q6 Strategies for ensuring CSAs help SCSEP participants develop new, in-demand skills

q7  Strategies for improving SCSEP participants’ professional or workplace skills

q8  Strategies for addresses challenges with SCSEP participants’ performance

q9 Addressing age discrimination

q10 Addressing issues of diversity, equity and inclusion (e.g., unconscious bias)

q11  Other (please specify) \_\_\_\_\_\_\_\_

1. Approximately how many cumulative hours of orientation and training is provided for new host agencies (i.e., to inform them on how to serve SCSEP participants involved in CSAs)? \_\_\_ hours
2. Is any training or materials with guidance provided for host agency staff that will be directly supervising/mentoring SCSEP participants in their CSA positions?

q1  Yes

q2  No

1. For existing host agencies, what types of ongoing technical assistance and training does your organization provide? **[Check all that apply.]**

q1 Group technical assistance and training

q2  One-on-one technical assistance and training

q3  Video training modules

q4  Updated training manual

q5  Other (please specify) \_\_\_\_\_\_\_\_

q6  No ongoing technical assistance and training for host agencies [Skip to H18]

1. For existing host agencies, on what topics does your organization provide ongoing technical assistance and training? **[Check all that apply.]**

q1  New/updated SCSEP federal policy that affects host agencies

q2  New/updated SCSEP national grantee administrative policy that affects host agencies

q3  New/updated supervisory requirements

q4  New/updated tracking and monitoring procedures

q5  Strategies for providing continuous training/learning opportunities for SCSEP participants

q6 Strategies for ensuring CSAs help SCSEP participants develop new, in-demand skills

q7  Strategies for improving SCSEP participants’ professional or workplace skills

q8  Strategies for addresses challenges with SCSEP participants’ performance

q9 Addressing age discrimination

q10 Addressing issues of diversity, equity and inclusion (e.g., unconscious bias)

q11  Other (please specify) \_\_\_\_\_\_\_\_

**Participant Selection/Referral Process to CSAs**

1. Does your organization use any of the following as criteria to match SCSEP participants to available CSA positions? **[Check all that apply.]**

q1  Participant’s occupational interest(s)

q2  Participant’s locational preferences/transportation capabilities to get to the CSA sponsoring organization

q3  Participant’s likelihood of transitioning from the CSA to an unsubsidized job

q4  Results of the participant’s assessment/IEP

q5  Skills that participant needs/wants to develop

q6  Job requirements/description provided by the host agency for matching of participant to the CSA position

q7 Other (please specify) \_\_\_\_\_\_\_\_

q9  No criteria used in matching process

1. From the time of enrollment in SCSEP, about how long does it take to match and place participants in a CSA position? \_\_\_\_ days
2. When a new SCSEP participant is ready to be placed in a CSA position, about how many CSA positions are usually available to which an participant can be placed?

q1  1-2 positions

q2  3-5 positions

q3  6-10 positions

q4  11-15 positions

q5  16-20 positions

q6  21 or more positions

q7  Don’t know/unsure

1. Typically, how many SCSEP participants are sent to a host for a given CSA opening? \_\_\_ applicants for each CSA opening
2. Do host agencies interview SCSEP participant(s) for a CSA position?

q1 Always

q2  Usually

q3  Sometimes

q4  Only if host requests that an interview be conducted

q5  No

1. Can host agencies decline/reject a participant that has been referred for a CSA position?

q1 Yes

q2  No

1. To what extent is it challenging for your organization to find an appropriate CSA match for SCSEP applicants/participants?

q1  Substantial challenges

q2  Somewhat of a challenge

q3  Not a challenge [Skip to H62.]

H24a. If a substantial or somewhat of a challenge, please briefly describe to main challenge(s):\_\_\_\_

1. Which, if any, of the following the following subpopulation are most challenging to place in CSAs? **[Check up to three subpopulations.]**

q1  Covered persons in accordance with the Veterans Opportunity to Work (VOW)

q2  Older SCSEP participants (i.e., 65 years of age and older)

q3  SCSEP participants that have a disability

q4  SCSEP participants that have limited English proficiency

q5  SCSEP participants with literacy skills

q6  SCSEP participants residing in a rural area

q7  SCSEP participants with low employment prospects

q8  SCSEP participants that have failed to find employment after utilizing services provided under Title I of the Workforce Innovation and Opportunity Act (WIOA)

q9  Other, please specify: \_\_\_\_\_\_\_\_

q10  No challenges in placing specific subpopulations in CSAs

H25a. If there are challenges to placing specific subpopulations, please briefly discuss strategies used to serve specific subpopulations and reduce challenges to CSA placement: \_\_\_\_\_

**Compensation and Hours for CSA Positions**

1. On what basis is the hourly rate determined? **[Check all that apply.]**

q1  Federal minimum wage

q2  State minimum wage

q3  Local minimum wage

q4  Prevailing rate of pay for persons employed in similar public occupations by the same employer

q5  Pay/wage offered by host agency if higher than minimum wage

q6  Other, please specify:\_\_\_\_\_\_\_

1. What was the average hourly rate across all participants in CSA positions in the last completed program year? What was the highest and lowest hourly rate paid?

PY \_\_\_\_\_: Average -- $\_\_\_\_\_\_ Highest-- $\_\_\_\_\_\_ Lowest-- $\_\_\_\_\_\_

1. For the last completed program year, what was the average number of hours worked per week across all SCSEP participants in CSA positions? What was the highest and lowest number of hours worked ?

PY \_\_\_\_\_: Average -- \_\_hours/week Highest-- \_\_hours/week Lowest-- \_\_hours/week

**Duration and Rotation of CSAs**

1. What is the average length of individual CSA assignments? \_\_\_\_ months
2. Do you have a limit on how long a participant can serve in a CSA position?

q1 Yes, specify the limit: \_\_\_\_ months

q2  No [Skip to H31]

 H30a. Is this your organization’s or the national grantee’s policy?

q1 My organization’s policy

q2  National grantee policy

H30b. Does your organization allow for exceptions to this limit?

q1 Yes

q2  No

1. Do host agencies have input on the duration of a SCSEP participant placed in a CSA?

q1 Yes

q2  No

1. If the host agency is not satisfied with a SCSEP participant, can the host agency request removal and replacement of the SCSEP participant from a CSA position?

q1 Yes

q2  No [Skip to H33]

H32a. During the past program year, have any host agencies requested removal/replacement of SCSEP participants from a CSA position?

q1 Yes

q2  No [Skip to H33]

H32b. If you have had a request for removal or replacement of a SCSEP participant or participants from a CSA position in the past program year, for what reason(s) was/were the removal/replacement requested? \_\_\_\_\_\_\_\_\_\_ [open ended]

1. When a participant is moved into a new CSA position, is it typically with the same host or a new host?

q1  Usually/often with the same host

q2  Occasionally with the same host

q3  Usually/often with different host

q4  Always with a different host

**Staff/Participant Perspectives on CSAs**

1. From your perspective, what is important for a high quality/positive CSA experience? **[Check all that apply.]**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Not important(1) | (2) | (3) | (4) | Very important(5) |
| Interesting work/tasks assigned |  |  |  |  |  |
| Careful matching of participant with host agency |  |  |  |  |  |
| Positive supervisor-participant relationship |  |  |  |  |  |
| Specialized training to prepare participants for CSA |  |  |  |  |  |
| Acquisition of new occupational/technical skills from CSA |  |  |  |  |  |
| Development of professional and workplace skills |  |  |  |  |  |
| Length of host agency’s involvement in the SCSEP program |  |  |  |  |  |
| Ensuring that participants have support services to help them persist in their CSA |  |  |  |  |  |
| Other, please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |

1. How does your organization collect feedback from participants about their experiences in their CSAs? **[Check all that apply.]**q1  Through regular staff interactions with participants involved in CSAsq2 Having participants involved in CSAs complete a survey or formq3  Other:\_\_\_\_\_
2. What are the three most common complaints/concerns of participants about their CSAs? **[Check up to three responses.]**

q1  Too much manual work

q2  Boring or repetitive work assignments

q3  Lack of skills development

q4  Disconnect between work tasks/assignments in CSA and work tasks in the permanent job that the participant is looking for

q5  Inability/unwillingness of the host to offer the participant a permanent job

q6  Not enough pay

q7 Not enough guidance/mentorship provided by host organization’s staff

q8 Inconvenient work hours in the CSA

q9  Long commute to the CSA location

q10  Other – please specify:\_\_\_\_\_

1. Please describe any changes or new strategies your organization has made to CSAs in the past three years, such as strategies to recruit new hosts, to match participants to CSAs, to enhance participant experiences/skills building in CSAs, etc. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [open ended]

# Section I. Training Outside of CSAs

1. Do you provide any **specialized** **training** to prepare your SCSEP participants for their CSAs?

q1 Yes

q2 No [Skip to Question I3]

1. Please complete the following table on your specialized training activities.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1-Topic of Training** | **2-Training Provider** | **3-Credentials Earned** | **4-Mode (Check all that apply)** | **5-Participation Requirements** |
| q1  Occupational/ technical skills – specify occupation: \_\_\_\_\_\_\_\_\_\_\_q2  Basic education/literacy skills q3  English as a Second Languageq4  Professional/workplace skillsq5  Digital/computer skills q6  Financial literacy skillsq7 Other – please specify:\_\_\_\_ | q1 Myorganizationq2 National granteeq3 Community collegeq4 Local workforce development board or American Job Centerq5 Adult education provider (adult basic education/literacy, English language literacy)q6 Other community-based organization than listedq7 Employerq8 For-profit training providerq9 Other, please specify: \_\_\_\_ | q1 Certificate of completionq2 Digital badge or other micro-credentialq3 Third-party industry certificationq4 Other – please specify:\_\_\_\_ | q1 In-person classroom, group session(s)q2 In-person classroom, one-on-one session(s)q3 Online or virtual training, self-pacedq4 Online or virtual training, group sessionsq5 Training documents sent to participant for completionq6 Other – please specify:\_\_\_\_ | q1 Trainingis required for **all** SCSEP participantsq2 Trainingis required for only **some** SCSEP participantsq3 Trainingis optional for SCSEP participantsq4 Other – please specify:\_\_\_\_ |
| [Note to programmer: Allow for up to 10 training topics] |  |  |  |  |

1. Does your organization provide On-the-Job Experience (OJE) opportunities to your SCSEP participants?

q1 Yes

q2 No; If no, please describe why not \_\_\_\_\_ [Skip to Question I9]

1. How many SCSEP participants did you provide an OJE to during the last completed program year?

\_\_\_\_\_ participants

1. What are the weekly minimum and maximum hours SCSEP participants can participate in an OJE?

\_\_\_\_ minimum hours \_\_\_\_ maximum hours

1. What are the minimum and maximum weeks SCSEP participants can participate in an OJE?

\_\_\_\_ minimum weeks \_\_\_\_ maximum weeks

1. How does your organization pay OJE wages? **[Check all that apply.]**

q1  SCSEP pays 100% of wages directly for up to 12 weeks

q2  SCSEP reimburses employer for up to 50% of wages for up to 12 weeks

q3  SCESP reimburses employer for up to 100% of wages for up to 4 weeks

q4  Other, specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What is contained in your OJE contracts? **[Check all that apply.]**

q1  Skills and benchmarks that participant will attain during the OJE

q2  Hours per week including any hours at the CSA or in classroom training

q3  A stipulation that the employer will hire the participant at the end of the OJE if the skills and benchmarks are met

q4  A timeline for skills attainment and hiring

q5  Wage amount and payment model

q6  Who will cover workers’ compensation

q7  Other, specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [Note to programmer: permit up to 10 additional items]

1. Is there training (other than specialized training or OJE) that your organization provides or helps SCSEP participants access?

q1 Yes

q2 No [Skip to I11]

1. Please complete the following table on your other training activities.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1-Topic of Training** | **2-Training Provider** | **3-Credentials Earned** | **4-Mode (Check all that apply)** | **5-Timing of Training (Check all that apply)** |
| q1  Occupational/ technical skills – specify occupation: \_\_\_\_\_\_\_\_\_\_\_q2  Basic education/literacy skills q3  English as a Second Languageq4  Professional/workplace skillsq5  Digital/computer skills q6  Financial literacy skillsq7 Other – please specify:\_\_\_\_ | q1 Myorganizationq2 National granteeq3 Community collegeq4 Local workforce development board or American Job Centerq5 Adult education provider (adult basic education/literacy, English language literacy)q6 Other community-based organization than listedq7 Employerq8 For-profit training providerq9 Other, please specify: \_\_\_\_ | q1 Certificate of completionq2 Digital badge or other micro-credentialq3 Third-party industry certificationq4 Other – please specify:\_\_\_\_ | q1 In-person classroom, group session(s)q2 In-person classroom, one-on-one session(s)q3 Online or virtual training, self-pacedq4 Online or virtual training, group sessionsq5 Training documents sent to participant for completionq6 Other – please specify:\_\_\_\_ | q1 Occurs prior to CSAq2 Occurs during CSAq3 Occurs prior to unsubsidized jobq4 Other – please specify:\_\_\_\_ |
| [Note to programmer: Allow for up to 10 training topics] |  |  |  |  |

1. How effective do you think different types of training that your organization offers or helps SCSEP participants access have helped SCSEP participants ***succeed in their CSA***?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Training Type | Not effective at all(1) | (2) | (3) | (4) | Highly effective(5) |
| Occupational/technical skills |  |  |  |  |  |
| Basic education/literacy skills |  |  |  |  |  |
| English as a Second Language |  |  |  |  |  |
| Professional/workplace skills |  |  |  |  |  |
| Digital/computer skills |  |  |  |  |  |
| Financial literacy skills |  |  |  |  |  |
| Other – please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |

1. How effective do you think different types of training your organization offers or helps SCSEP participants access have helped SCSEP participants ***obtain unsubsidized employment***?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Training Type | Not effective at all(1) | (2) | (3) | (4) | Highly effective(5) |
| Occupational/technical skills |  |  |  |  |  |
| Basic education/literacy skills |  |  |  |  |  |
| English as a Second Language |  |  |  |  |  |
| Professional/workplace skills |  |  |  |  |  |
| Digital/computer skills |  |  |  |  |  |
| Financial literacy skills |  |  |  |  |  |
| Other – please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |

1. How effective do you think various delivery modes for training are for teaching SCSEP participants new skills?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Training Type | Not effective at all(1) | (2) | (3) | (4) | Highly effective(5) | Did not use type of training |
| In-person classroom, group setting |  |  |  |  |  |  |
| In-person classroom, one-on-one setting |  |  |  |  |  |  |
| Online or virtual training, individual self-paced/directed |  |  |  |  |  |  |
| Online or virtual training, group setting |  |  |  |  |  |  |
| Hybrid training (combination of in-person and online/virtual) |  |  |  |  |  |  |
| Training documents sent to participant for completion |  |  |  |  |  |  |
| Other – please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |  |

1. What types of training have your organization or partners not been able to offer that would help your SCSEP participants succeed? **[Check all that apply.]**

q1  Occupational/technical skills

q2  Basic education/literacy skills

q3  English as a Second Language

q4  Professional/workplace skills

q5  Digital/computer skills

q6  Financial literacy skills

q7  Other – please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Please describe any changes to participant training outside of CSA in the past three years that you think have been an improvement or a success. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [open ended]

# Section J. SCSEP Supportive Services

1. Please complete the following table on supportive services provided (directly or through partners) to SCSEP participants for the most recently completed program yea*r.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **1-Type of Supportive Service** | **2-Is this service made available for SCSEP Participants (1-Yes; 2-No)** | **3-In the last PY, about what percentage of SCSEP participants received this service?** | **4-Is this service provided directly by your organization or through referral to another organization?**  | **5-If referred to another organization, which type of organization provides the service?** | **6-How would you rate the importance of the service in supporting successful participation in SCSEP (1-5 from not important at all to very important)** |
| Free/reduced rate transportation |  |  |  |  |  |
| Assistance obtaining healthcare and health insurance |  |  |  |  |  |
| Food assistance |  |  |  |  |  |
| Housing/homeless services |  |  |  |  |  |
| Veteran benefits/services |  |  |  |  |  |
| Child or dependent care |  |  |  |  |  |
| Training or other materials in other languages |  |  |  |  |  |
| Vocational rehabilitation services |  |  |  |  |  |
| Mental healthcare/counseling  |  |  |  |  |  |
| Financial coaching/planning |  |  |  |  |  |
| Personal care (clothing, hair, beauty) to prepare for workplace |  |  |  |  |  |
| Mentoring |  |  |  |  |  |
| Provision of technology and equipment for online training or remote work (e.g., broadband access, laptop loaner) |  |  |  |  |  |
| Other, please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |  |  |

Note: Coding by column for programmer:

1-Pre-loaded list of support services

2-Enter Yes or No

3-Enter the number of SCSEP participants receiving the support service the past program year (i.e., either directly from the SCSEP subgrantee or via referral).

4-Enter whether the subgrantee refers SCSEP participants to other agencies/organizations for the specific service (versus provides the support directly for participants) – coding: 1-Provided by subgrantee with SCSEP funds; 2-Provided by subgrantee with funds other than SCSEP; 3-Referral to another organization; 4-Other – please specify:\_\_\_\_

5-Enter what organization typically provide the supportive service: 1-SCSEP program; 2-Host Agency; 3-Workforce Development Agency/WIOA; 4-Community Colleges; 5-Basic Education/Literacy Provider; 6-Veterans agency, 7- Homeless agency, 8-Agency on Aging, 9-Other – please specify:\_\_\_\_

6-Enter rating: 1-Very Important, 2-Important, 3-Somewhat Important, 4-Not Important

1. How have your supportive services changed in the last three years?

q1 Support services have remained consistent over the last three years

q2 Support services offered have increased over the last three years

q3 Support services offered have decreased over the last three years

1. To what degree to you think your organization and your partners have been able to meet the support service needs of your SCSEP participants?

q1 All the time

q2  Sometimes

q3  Rarely

q4  Never

1. What challenges have you faced in providing adequate support services? **[Check all that apply.]**

q1 Lack of funding

q2 Lack of partners that provide support services

q3 Change(s) in participant needs

q4 Restrictions on allowable support services

q5 Other – please specify: \_\_\_\_

1. Please describe any changes to support services in the past three years that you think have been an improvement or a success. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [open ended]

# Section K. SCSEP Participant Job Placement Services

1. Over the past three program years, what percentage of participants have exited the program into an unsubsidized job?

q1 Program Year XX:\_\_\_\_%

q2 Program Year XX:\_\_\_\_%

q3 Program Year XX:\_\_\_\_%

1. On average, for the those placed in an unsubsidized job during the last completed program year, how many months after enrollment did it take to place a SCSEP participant in an unsubsidized job? \_\_\_\_\_\_months after SCSEP enrollment
2. During the past program year, what percentage of SCSEP participants reached 48 months in their CSAs without being placed in an unsubsidized job? \_\_\_\_%
3. During the past program year, what percentage of SCSEP participants reached 27 months in their CSAs without being placed in an unsubsidized job? \_\_\_\_%
4. During the past program year, were any SCSEP participants hired into a permanent unsubsidized job by their host agency?

q1  Yes

q2  No

1. During the past program year, were any SCSEP participants hired into a permanent unsubsidized job by your organization?

q1  Yes

q2  No

1. To what extent does responsibility for finding an unsubsidized job rest with the participant versus the SCSEP program?

q1 Participant is responsible for identifying job openings and securing an unsubsidized job

q2 Responsibility is primarily with the participant, but the SCSEP program helps out

q3 Responsibility is equally shared between participant and SCSEP program

q4 Responsibility is primarily with SCSEP program, but participant plays a role

q5 SCSEP program is responsible for identifying job openings and placing participants in unsubsidized jobs

1. What types of assistance does the SCSEP program (either directly or through other partners) make available to help participants find and secure an unsubsidized job and which types of assistance do you rate most helpful? [Check all that apply.]

|  |  |  |  |
| --- | --- | --- | --- |
| **1-Type of Job Search/Placement Assistance** | **2-Is this service made available for SCSEP participants (1-Yes; 2-No)** | **3-Is this service provided directly by your organization or through referral to another organization?**  | **4-How would you rate the importance for successfully helping participants find and secure an unsubsidized job (1-5 from not important at all to very important)** |
| Provision of job leads |  |  |  |
| Help with resume |  |  |  |
| Help completing job applications |  |  |  |
| Help preparing for job interviews |  |  |  |
| Referral to/attendance at job readiness workshop |  |  |  |
| Referral to/attendance at job club |  |  |  |
| Referral to American Job Center (AJC) |  |  |  |
| Other – please specify \_\_\_\_\_\_\_\_\_\_ |  |  |  |

Note: Coding by column for programmer:

Coding for column 3 is as follows: 1-Provided by subgrantee with SCSEP funds; 2-Provided by subgrantee with funds other than SCSEP; 3-Referral to another organization; 4-Other – please specify:\_\_\_\_

Coding for column 4 is as follows: 1-Very Helpful, 2-Helpful, 3-Somewhat Helpful, 4-Not Helpful

1. Do any of the following partners help with providing job search training and placement assistance to SCSEP participants served by your organization? **[Check all that apply.]**

q1 AJCs/workforce development boards

q2 Aging agencies

q3 Vocational rehabilitation providers

q4 Disability networks

q5 Basic education and literacy providers

q6 Community colleges

q7 Host agencies

q8 Veterans-serving agencies/groups

q9 Other SCSEP grantees/subgrantees

q10 Other, please specify: \_\_\_\_\_\_\_\_\_

1. To what extent does enrollment in WIOA help SCSEP participants served by your organization to find and secure an unsubsidized job?

q1 Very helpful

q2 Helpful

q3 Somewhat helpful

q4 Not helpful

q5 Not applicable (do not refer participants to WIOA)

1. What are the ways in which SCSEP participants served by your organization are helped to identify and secure job openings? **[Check all that apply.]**

q1 Search of online job listings by staff/participants

q2 Having participants attend job fairs

q3 Working with recruiting/staffing companies

q4 Directing staff/participants to contact employers to identify job openings

q5 Referral to the AJC resource room (for customer self-services)

q6. Referral of participants to AJC/WIOA for staff-assisted services

q7 Registration with Wagner-Peyser/Employment Services

q8. Posting of job openings in notebook/billboards at SCSEP program office

q9 Provision of real-time labor market information

q10 Other, please specify:\_\_\_\_\_\_

1. How does your organization monitor job search efforts of participants? **[Check all that apply.]**

q1 Regular in-person meetings with SCSEP participants to discuss job search efforts

q2 Participants maintain job search log that staff can check periodically

q3 Other – please specify: \_\_\_\_\_\_

q4 We do not monitor participant job search efforts

1. What are the most common challenges encountered by your organization and partners in placing SCSEP participants into unsubsidized jobs? **[Check all that apply.]**

q1 Lack of appropriate openings in locality/region

q2 Lack of employer interest in hiring older workers (i.e., age discrimination)

q3 Potential racial or ethnic bias by employers

q4 Lack of job search skills on the part of participants

q5 Lack of participant interest/effort in searching for a job

q6 Overcoming participant comfort with CSA position

q7 Participant fear of rejection during job search process

q8 Participant concerns/fear of job discrimination

q9 Lack of participant job skills or work experience

q10 Improvements to basic academic or language skills needed

q11 Lack of job- or work-readiness skills (e.g., professional communication, critical thinking, cultural competency)

q12 Lack of digital skills

q13 Other, please specify:\_\_\_\_

1. Does your organization have specific approaches/strategies to address age and racial discrimination that older workers might face in the job placement process?

q1  Yes—If yes, please briefly describe: \_\_\_\_

q2  No

1. Please describe any changes to participant job placement services in the past three years that you think have been an improvement or a success. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [open ended]

# Section L. SCSEP Program Coordination with Other Partners and Other Programs Operated by the Subgrantee

1. Please complete the following table with regard to program coordination/collaboration with other agencies/organizations (excluding host agencies)? **[Check all that apply.]**

|  |  |  |  |
| --- | --- | --- | --- |
| **1-Type of Partnering Organization** | **2-Does your SCSEP program partner with this type of agency? (Yes/No)** | **3-If yes, please rate how important this partner is for your SCSEP program?**  | **4-Which of the following roles/services does this partner serve/provide?**  |
| AJCs/workforce development boards |  |  |  |
| Aging agencies |  |  |  |
| Vocational rehabilitation providers |  |  |  |
| Disability networks |  |  |  |
| Basic education and literacy providers |  |  |  |
| Community colleges |  |  |  |
| Veterans-serving agencies/groups  |  |  |  |
| Other SCSEP grantees/subgrantees |  |  |  |
| Public libraries |  |  |  |
| Other, please specify: \_\_\_\_\_\_\_\_\_ |  |  |  |

Note to programmer:

Coding for column 3: 1-Very important; 2-Important; 3-somewhat important.

Coding for column 4:

1- Involved with participant recruitment/referral

2- Involved with recruitment of new hosts/CSA positions

3- Involved with participant intake/assessment

4- Provide participant case management services

5- Provide supportive services

6- Involved with CSA placement

7- Involved in monitoring CSA placement or mentoring participant involved in CSA

8- Provide education or training services

9- Involved with participant job search/placement

10- Other – please specify: -\_\_\_

1. What are the advantages to coordination/collaboration with other organizations/partners for your organization? **[Check all that apply.]**

q1 Ability to offer a wider range of services targeted on participant needs

q2 Reduction in barriers to participants accessing needed services

q3 Increased knowledge of staff of services available at other agencies

q4 Enhanced ability to place SCSEP participants in CSAs or jobs

q5  Increased operational efficiency/ability to focus on own organization’s expertise

q6 Enhanced ability to recruit and/or serve mandated target group/subpopulations

q7 Enhanced participant outcomes

q8 Other, please specify:\_\_\_\_

q9 None of the above

1. What are the disadvantages to coordination/collaboration with other organizations for your organization? **[Check all that apply.]**

q1 Staff time and effort involved in planning and sustaining coordination

q2 Loss of autonomy in decision-making

q3 Need to resolve interagency conflicts

q4 Need to develop/adjust operational procedures, participant flow, and/or information systems

q5  Burdens of additional forms/paperwork

q6 Inability to get other agencies to fulfill plans/agreements to collaborate

q7 Difficulties developing/maintaining lines of authority

q8 Incompatible data systems

q9 Other, please specify:\_\_\_

q10 None of the above

1. Are SCSEP participants referred to other programs or funding sources within your organization?

q1 Yes – please specify:\_\_\_\_\_\_\_\_

q2 No

1. Please describe any changes to or new strategies for developing and enhancing partnerships in the past three years that you think have been an improvement or a success. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [open ended]

# Section M. COVID Effects on the SCSEP Program

1. Did your organization suspend enrolling new SCSEP participants as a result of the pandemic?

q1 Yes

q2 No [Skip to Question M4]

1. In what month/year did your organization halt enrolling new SCSEP participants?\_\_\_\_/\_\_\_ (MM/YYYY)
2. Has your organization started again enrolling new SCSEP participants?

q1 Yes

q2 No [Skip to Question M4]

M3a. When did you start enrolling new participants again under your subgrant?\_\_\_\_\_\_\_ (MM/YYYY)

1. What was your SCSEP participant enrollments under your subgrant at the following times?
	1. In February 2020 (just prior to the onset of the pandemic):\_\_\_\_ participants were enrolled
	2. At the lowest point in SCSEP enrollments: \_\_\_ participants in \_\_\_/\_\_\_\_ (MM/YY)
	3. Currently: \_\_\_ participants in \_\_\_/\_\_\_\_ (MM/YY)
2. Were SCSEP participants whose CSAs were suspended moved temporarily to sick leave so they could continue to receive wages?

q1 Yes

q2 No

1. What challenges did SCSEP participants face during the pandemic? **[Check all that apply.]**

q1 Participants were unable go on-site to CSAs due to host agency’s COVID restrictions

q2 Participants were unwilling to go on-site to CSA due to health concerns around COVID

q3 Participants were unable to go on-site to CSAs due to host agency’s concerns for SCSEP participant due to age

q4 Participants experienced challenges with transportation

q5 Participants had increased need for supportive services

q6 Participants had increased difficulty obtaining supportive services needed to participate

q7 Participants faced difficulties securing jobs because of fewer available job openings

q8 Participants experienced increased social isolation

q9 Other, please specify:\_\_\_\_\_\_\_\_

1. To date, to what extent did the COVID-19 pandemic impact the number of hosts sponsoring CSAs?

q1 Resulted in more hosts sponsoring CSAs

q2 Resulted in fewer hosts sponsoring CSAs

q3 There has been no effect on the number of hosts sponsoring CSAs

q4 Unsure/Don’t Know

1. What were the greatest challenges for your SCSEP program during the pandemic ? **[Check all that apply.]**

q1 Lack of older workers to enroll in your SCSEP program

q2 Loss/turnover of SCSEP staff

q3 Need to temporarily suspend CSAs

q4 Loss of existing host agencies that had been providing CSAs

q5 Inability to recruit new host agencies to provide CSAs

q6 Challenges finding new CSAs or shifting existing CSAs to allow for remote work

q7 Staff trying to conduct eligibility and assessment processes remotely

q8 Older workers concerned with negative health impacts to participating in the program or placements (i.e., contracting COVID)

q9 Increased workload of SCSEP staff

q10 Providing participants with technology needed to engage in program activities remotely

q11 Inability of staff to meet one-on-one with SCSEP participants

q12 Challenges working with partners due to shifting priorities and resources during the pandemic

q13 Other – please specify: \_\_\_\_\_

q14 Other – please specify: \_\_\_\_\_

1. What were the successes your SCSEP program experienced during the pandemic? **[Check all that apply.]**

q1 Engaged participants remotely in recruiting, eligibility, and enrollment activities

q2 Promoted remote access by addressing technology and digital skill needs, or offering services remotely

q3 Expanded or modified supportive services provided to participants

q4 Developed new training activities for SCSEP participants for CSA placements and unsubsidized work placements

q5 Developed new or expanding existing host agency partnerships (to create remote opportunities for participants or to help facilitate a return to in-person CSAs)

q6 Promoted or connected participants to unsubsidized employment opportunities (for example, through virtual job fairs, connecting participants to pandemic-related work, or describing emerging opportunities for remote jobs)

q7 Supported changing service delivery through hiring ( new grantee, subgrantee or local-office staff) or provided new support and training for staff (including case management and participant monitoring)

q8 Implemented strategies to mitigate racial inequities (in access to services, broadband, technology or other inequities) observed during the COVID-19 pandemic

q9 Other – please specify: \_\_\_\_\_

1. Since the onset of the pandemic (in March 2020) through to today, to what extent do you feel the pandemic has changed SCSEP program operations and service delivery?

q1 Substantial change

q2 Some change

q3 Program unchanged

q4 Unsure/Don’t Know

1. As a result of the pandemic, did your organization implement any new strategies/approaches that you have sustained?

q1 Yes – please briefly discuss:\_\_\_\_

q2 No

# Section N. Overall Successes and Challenges

1. What are your top three successes in implementing SCSEP over the past three years?

q1 Success #1 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [open ended]

q2 Success #2 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [open ended]

q3 Success #3 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [open ended]

1. What are your top three challenges in implementing SCSEP over the past three years?

q1 Challenge #1 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [open ended]

q2 Challenge #2 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [open ended]

q3 Challenge #3 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [open ended]

1. Please share any other aspects of your experiences implementing SCSEP that you would like us to know and we have not asked you about.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [open ended]

Thank you for participating in this survey!