

**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](tel:(202)261-XXXX) or [XXXXX@urban.org](mailto: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:**

Respondents can jump to specific sections of the survey via the links below:

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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](mailto:Chiefevaluationoffice@DOL.gov) and reference the OMB Control Number **XXXX-ONEW**.



## 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:  
a. Street Address: \_\_\_\_\_  
b. City: \_\_\_\_\_  
c. State: \_\_\_\_\_  
d. Zip: \_\_\_\_\_  
Respondent's Telephone: \_\_\_\_\_  
Respondent's Email Address: \_\_\_\_\_

A1. Is this contact information correct?

q<sub>1</sub> Yes ([Skip to B1](#))

q<sub>2</sub> 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:  
a. Street Address: \_\_\_\_\_  
b. City: \_\_\_\_\_  
c. State: \_\_\_\_\_  
d. Zip: \_\_\_\_\_  
Respondent's Telephone: \_\_\_\_\_  
Respondent's Email Address: \_\_\_\_\_

## Section B. General Information on Your Organization

- B1. Which of the following type best describes your organization?
- q<sub>1</sub> An American Job Center (AJC)
  - q<sub>2</sub> An Area Agency or Council on Aging
  - q<sub>3</sub> A community college
  - q<sub>4</sub> Local workforce development board
  - q<sub>5</sub> Vocational rehabilitation agency/provider
  - q<sub>6</sub> State or local government agency not included in this list
  - q<sub>7</sub> Community-based organization not included in this list
  - q<sub>8</sub> National non-profit organization
  - q<sub>9</sub> Other (please specify) \_\_\_\_\_
  - q<sub>10</sub> Don't Know/Unsure
- B2. How many SCSEP offices or sites do you operate under your subgrant?  
\_\_\_\_ offices/sites
- B3. Which of the following best describes the type of geographic area your SCSEP program serves?
- q<sub>1</sub> All urban
  - q<sub>2</sub> Primarily urban
  - q<sub>3</sub> Mix urban and rural
  - q<sub>4</sub> Primarily rural
  - q<sub>5</sub> All rural
- B4. What counties do you serve for your SCSEP program? [\[Provide dropdown option of counties by state and allow respondent to check all that apply.\]](#)
- B5. To what extent does your organization target and serve older individuals (ages 55 and older)?
- q<sub>1</sub> Only target and serve older individuals [\[Skip to B6\]](#)
  - q<sub>2</sub> Primarily target and serve older individuals
  - q<sub>3</sub> Target and serve older individuals along with other types of individuals
  - q<sub>4</sub> 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.]**
- q<sub>1</sub> Unemployed/underemployed workers
  - q<sub>2</sub> Incumbent workers
  - q<sub>3</sub> Individuals from a specific racial or ethnic community
  - q<sub>4</sub> Individuals with disabilities
  - q<sub>5</sub> Veterans
  - q<sub>6</sub> Individuals with limited English proficiency
  - q<sub>7</sub> Individuals with low literacy
  - q<sub>8</sub> Youth
  - q<sub>9</sub> Single parents
  - q<sub>10</sub> Individuals with a criminal justice background/formerly incarcerated
  - q<sub>11</sub> Recipients of public assistance (such as TANF, SNAP, Medicaid, SSI/SSDI)
  - q<sub>12</sub> Homeless families/individuals
  - q<sub>13</sub> Others, please specify

- B6. Since the year you first received SCSEP funding, to what extent has your organization continued to receive SCSEP funding?
- q<sub>1</sub> Continuously received SCSEP funding every year since first year
  - q<sub>2</sub> Not continuously involved - but have received SCSEP funding (most recently) since \_\_\_ [prefill list of years]
  - q<sub>3</sub> Don't Know/Unsure
- B7. 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]
- B8. Beside the [name of national grantee], is your organization currently a subgrantee to or a local site of other national or state SCSEP grantees?
- q<sub>1</sub> Yes - We have subgrants from other national grantees **[Check all that apply]:** \_\_\_ [prefill list of national grantees]
  - q<sub>2</sub> Yes - We have subgrants from other state grantees - which state grantees **[Check all that apply]:** \_\_\_ [prefill list of states]
  - q<sub>3</sub> No
- B9. On an annual basis for the most recently completed program year, what was your fiscal year 2022 SCSEP funding?  
 \_\_\_ [open numeric field]
- B10. What is the approximate percentage of your organization's annual budget that is SCSEP funding?
- q<sub>1</sub> 1-25%
  - q<sub>2</sub> 26-50%
  - q<sub>3</sub> 51-75%
  - q<sub>4</sub> 76-100%
  - q<sub>5</sub> Do not know/unsure
- B11. 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?
- q<sub>1</sub> Yes
  - q<sub>2</sub> 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 <b>[Check all that apply.]</b>
	\$	*[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

- C1. 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**?
- q<sub>1</sub> Excellent
  - q<sub>2</sub> Good
  - q<sub>3</sub> Fair
  - q<sub>4</sub> Poor
  - q<sub>5</sub> Don't Know/Unsure
- C2. 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**?
- q<sub>1</sub> Substantially Better
  - q<sub>2</sub> Somewhat Better
  - q<sub>3</sub> Unchanged/About the Same
  - q<sub>4</sub> Somewhat Worse
  - q<sub>5</sub> Substantially Worse
  - q<sub>6</sub> Don't Know/Unsure
- C3. 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**?
- q<sub>1</sub> Excellent
  - q<sub>2</sub> Good
  - q<sub>3</sub> Fair
  - q<sub>4</sub> Poor
  - q<sub>5</sub> Don't Know/Unsure
- C4. 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**?
- q<sub>1</sub> Substantially Better
  - q<sub>2</sub> Somewhat Better
  - q<sub>3</sub> Unchanged/About the Same
  - q<sub>4</sub> Somewhat Worse
  - q<sub>5</sub> Substantially Worse
  - q<sub>6</sub> Don't Know/Unsure
- C5. To what extent does your organization coordinate/collaborate with other SCSEP grantees/subgrantees?
- q<sub>1</sub> Substantial coordination/collaboration
  - q<sub>2</sub> Some coordination/collaboration

- q<sub>3</sub> No coordination/collaboration with nearby SCSEP subgrantee(s) [\[Skip to Section D\]](#)
- q<sub>4</sub> There is no nearby SCSEP subgrantee(s) with which to coordinate/collaborate [\[Skip to Section D\]](#)
- q<sub>5</sub> 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.]**

- q<sub>1</sub> Marketing or outreach to recruit new SCSEP participants
- q<sub>2</sub> Referring older workers for enrollment at other SCSEP programs (i.e., serving your local area)
- q<sub>3</sub> Receiving referrals of older workers for enrollment from other SCSEP programs (i.e., serving your local area)
- q<sub>4</sub> Marketing to identify new hosts offering community service assignment positions
- q<sub>5</sub> Provision of job training for SCSEP participants
- q<sub>6</sub> Provision of supportive services for SCSEP participants
- q<sub>7</sub> Help with job placement of SCSEP participants (into unsubsidized) jobs
- q<sub>8</sub> Other - Please specify: \_\_\_\_\_
- q<sub>9</sub> Don't Know/Unsure

C6. 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

D1. How many of your organization's staff are funded under your subgrant or as a local site of a national grantee?

- Fulltime
- Part-time

D2. Currently, are any SCSEP participants serving in community service assignment positions at your organization?

- q<sub>1</sub> Yes
- q<sub>2</sub> 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)?

- q<sub>1</sub> Yes
- q<sub>2</sub> No

D3. 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

D4. Are any of the following types of training or guidance made available to newly-hired permanent SCSEP staff? **[Check all that apply.]**

- q<sub>1</sub> A SCSEP training manual
- q<sub>2</sub> On-line video training modules
- q<sub>3</sub> In-person (group or one-on-one) training
- q<sub>4</sub> Virtual/remote orientation/training workshop(s)
- q<sub>5</sub> Other, please specify: \_\_\_

D5. For permanent SCSEP staff, does your organization provide on-going in-service training/workshops to update service delivery skills?

- q<sub>1</sub> Yes
- q<sub>2</sub> 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?

- q<sub>1</sub> On-line video training modules
- q<sub>2</sub> In-person (group or one-on-one) training
- q<sub>3</sub> Virtual/remote workshops(s)
- q<sub>4</sub> Other, please specify: \_\_\_

D6. To what degree are you able to hire permanent SCSEP staff who reflect the racial and ethnic make-up of your SCSEP participants?

- q<sub>1</sub> Staffing substantially reflects the racial and ethnic make-up of SCSEP participants

- q<sub>2</sub> Staffing somewhat reflects the racial and ethnic make-up of SCSEP participants
- q<sub>3</sub> Staffing does not reflect the racial and ethnic make-up of SCSEP participants
- q<sub>4</sub> Don't Know/Unsure

D7. To what degree are you able to hire permanent staff who reflect the gender make-up of your SCSEP participants?

- q<sub>1</sub> Staffing substantially reflects the gender make-up of SCSEP participants
- q<sub>2</sub> Staffing somewhat reflects the gender make-up of SCSEP participants
- q<sub>3</sub> Staffing does not reflect the gender make-up of SCSEP participants
- q<sub>4</sub> Don't Know/Unsure

D8. To what degree are you able to hire permanent staff who reflect the age 55-plus make-up of your SCSEP participants?

- q<sub>1</sub> Staffing substantially reflects the age make-up of SCSEP participants
- q<sub>2</sub> Staffing somewhat reflects the age make-up of SCSEP participants
- q<sub>3</sub> Staffing does not reflect the age make-up of SCSEP participants
- q<sub>4</sub> Don't Know/Unsure

D9. 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

E1. 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)?

- q<sub>1</sub> Programmatic and operational decisions are made mostly by the national grantee
- q<sub>2</sub> Programmatic and operational decisions are made mostly by the subgrantee or local site
- q<sub>3</sub> Programmatic and operational decisions are made mostly jointly by the national grantee and the subgrantee or local site
- q<sub>4</sub> Broad programmatic decisions are made by national grantees, but operational decisions are left to the subgrantee or local site
- q<sub>5</sub> Other - please specify: \_\_\_\_\_

E2. 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?

- q<sub>1</sub> Yes
- q<sub>2</sub> No

E3. Does the national grantee provide training to your permanent SCSEP staff?

- q<sub>1</sub> Yes
- q<sub>2</sub> No [[Skip to Question E4](#)]

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

- q<sub>1</sub> Conference(s)
- q<sub>2</sub> Webinar(s)
- q<sub>3</sub> On-site in-person training workshop(s) by national program staff
- q<sub>4</sub> Provision of on-line training modules
- q<sub>5</sub> Other - please specify: \_\_\_\_\_

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

- q<sub>1</sub> New/updated DOL SCSEP program guidance
- q<sub>2</sub> Participant recruitment
- q<sub>3</sub> Host agency recruitment
- q<sub>4</sub> Data collection and tracking
- q<sub>5</sub> Partnering with other organizations (e.g., American Job Centers)
- q<sub>6</sub> Engaging employers (e.g., to sponsor On-the-Job Experiences or hire SCSEP participants into unsubsidized employment)
- q<sub>7</sub> Participant intake and assessment procedures
- q<sub>8</sub> Other - please specify: \_\_\_\_\_
- q<sub>9</sub> None of the above

E4. To what extent and how does the national grantee monitor the program operations and performance? **[Check all that apply.]**

- q<sub>1</sub> Telephone/video-conference calls - if yes, how often:  
\_Weekly \_Bi-Weekly \_Monthly \_Quarterly \_Semi-Annually \_Annually
- q<sub>2</sub> On-site visits/meetings - if yes, how often:  
How often: \_Weekly \_Bi-Weekly \_Monthly \_Quarterly \_Semi-Annually  
\_Annually
- q<sub>3</sub> Other: \_\_\_\_\_

E5. 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)?

- q<sub>1</sub> Daily interactions
- q<sub>2</sub> Weekly interactions
- q<sub>3</sub> Monthly interactions
- q<sub>4</sub> Semi-annual/annual interactions
- q<sub>5</sub> Sporadic interactions, as needed
- q<sub>6</sub> No interactions

E6. Overall, are there any additional areas of guidance, training, or technical assistance that your organization needs?

- q<sub>1</sub> Yes
- q<sub>2</sub> 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

- F1. 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			

- F2. Which of these outreach methods does your organization use to recruit older individuals for your local SCSEP program? **[Check all that apply.]**

q<sub>1</sub> Distribution of program brochures/flyers

q<sub>2</sub> Staff outreach efforts (e.g., making presentations at community meetings, information sessions at subgrantee/local site)

q<sub>3</sub> Use of social media/online outreach efforts

q<sub>4</sub> Use of local media [e.g., paid advertisement, PSAs, etc.]

q<sub>5</sub> Other, please specify: \_\_\_\_\_

q<sub>6</sub> No outreach conducted to recruit for the SCSEP program

- F3. What are your organization's main referral sources of older individuals for your SCSEP program? **[Check all that apply.]**

q<sub>1</sub> Referrals from current or former SCSEP participants

q<sub>2</sub> Referrals from AJsCs/workforce development boards/WIOA

q<sub>3</sub> Referrals from agencies/organizations serving individuals ages 55 and older

q<sub>4</sub> Referrals from organizations providing adult education/basic skills training

q<sub>5</sub> Referrals from host agencies

q<sub>6</sub> Referrals from programs serving people with disabilities (e.g., vocational rehabilitation agencies)

q<sub>7</sub> Referrals from homeless serving agencies

q<sub>8</sub> Referrals from veteran-serving agencies/organizations

q<sub>9</sub> Referrals from public assistance agencies/offices (e.g., TANF, SNAP, Medicaid, SSI/SSDI)

q<sub>10</sub> Referrals from other SCSEP grantees or subgrantees

q<sub>11</sub> Other, please specify: \_\_\_\_\_

q<sub>12</sub> No referrals received from other programs/agencies

- F4. 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 <b>[Check up to 3 sources.]</b> * <b>[Prefill drop down list]</b>	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 AJsCs/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:

\_\_\_\_\_

F5. 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?

q<sub>1</sub> Do not serve urban and rural areas [[Skip to Question F6.](#)]

q<sub>2</sub> Methods are the same [[Skip to Question F6.](#)]

q<sub>3</sub> Methods are similar but not the same

q<sub>4</sub> Methods are quite different

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

F6. To what extent does your organization need to conduct outreach and recruitment activities to meet its SCSEP enrollment goals?

goal q<sub>1</sub> Without extensive outreach and recruitment we would not reach our enrollment goal

q<sub>2</sub> Some outreach and recruitment is needed to reach our enrollment goal

q<sub>3</sub> Little to no outreach and recruitment is needed to reach our enrollment goal

q<sub>4</sub> Other - please specify: \_\_\_\_\_

F7. Does your organization currently have a waiting list for new enrollments into the program?

q<sub>1</sub> Yes

q<sub>2</sub> 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?  
 q<sub>2</sub> Length of time spent on the waiting list, on average: \_\_\_\_\_weeks

F8. 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?

q<sub>1</sub> Yes

q<sub>2</sub> No

F9. 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					
2. Insufficient numbers of older workers interested in the services SCSEP is offering					
3. Insufficient numbers of vacant CSA slots into which to enroll new SCSEP participants					
4. Referral organizations have not provided as many referrals as anticipated					
5. Potential new SCSEP candidates are not willing to go through intake and assessment process					
6. Potential new SCSEP candidates, while interested in CSAs, are not interested in eventually securing an unsubsidized job					
7. Proximity of AJCs to populations being targeted					
8. Other - please specify: _____					

F10. What recruitment strategies have you found most successful for recruiting new SCSEP participants? **[Check up to 3 strategies.]**

q<sub>1</sub> Worked with partner with organizations that serve older individuals in the community to improve referrals

q<sub>2</sub> Used traditional media advertising (e.g., TV, radio, and newspapers to reach older individuals

q<sub>3</sub> Used social media (e.g., Twitter, Facebook) to reach older individuals

q<sub>4</sub> Used current or former SCSEP participants to recruit new participants

q<sub>5</sub> Developed and implemented outreach strategies to reach individuals from specific racial and ethnic communities

q<sub>6</sub> Used host agencies and employers to recruit new participants

q<sub>7</sub> Other, please specify: \_\_\_\_\_

F11. Do you conduct screening of potential participants before beginning the SCSEP enrollment process?

q<sub>1</sub> Yes

q<sub>2</sub> No [\[Skip to F.13\]](#)

F12. What are you screening potential participants for? **[Check all that apply.]**

- q<sub>1</sub> Meeting eligibility for SCSEP (e.g., age, income)
- q<sub>2</sub> Qualifying as “most-in-need” individual
- q<sub>3</sub> Having barriers to employment that SCSEP could address
- q<sub>4</sub> Being a member of a racial or ethnic community
- q<sub>5</sub> Interest in high-demand occupations in their area
- q<sub>6</sub> Having the goal of eventually entering into an unsubsidized job
- q<sub>7</sub> Other, please specify: \_\_\_\_\_

F13. 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)

G1. 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"]	q <sub>1</sub> In-person q <sub>2</sub> Virtual (online, phone, video conference) q <sub>3</sub> Both	q <sub>1</sub> Group q <sub>2</sub> One-on-one q <sub>3</sub> Both	___ hours
Orientation		q <sub>1</sub> In-person q <sub>2</sub> Virtual (online, phone, video conference) q <sub>3</sub> Both	q <sub>1</sub> Group q <sub>2</sub> One-on-one q <sub>3</sub> Both	___ hours
Assessment		q <sub>1</sub> In-person q <sub>2</sub> Virtual (online, phone, video conference) q <sub>3</sub> Both	q <sub>1</sub> Group q <sub>2</sub> One-on-one q <sub>3</sub> Both	___ hours
IEP development		q <sub>1</sub> In-person q <sub>2</sub> Virtual (online, phone, video conference) q <sub>3</sub> Both	q <sub>1</sub> Group q <sub>2</sub> One-on-one q <sub>3</sub> Both	___ hours

G2. As part of the participant assessment, what are the main topics covered? **[Check all that apply.]**

- q<sub>1</sub> Work history
- q<sub>2</sub> Occupational interest/preferences
- q<sub>3</sub> Occupational skills
- q<sub>4</sub> Job readiness
- q<sub>5</sub> Basic skills (reading, writing, math)
- q<sub>6</sub> English language proficiency
- q<sub>7</sub> Need for accommodation in the workplace (due to disability or health issue)
- q<sub>8</sub> Digital/technology skills
- q<sub>9</sub> Need for education and job training
- q<sub>10</sub> CSA preferences
- q<sub>11</sub> Potential for achieving unsubsidized job

- q<sub>12</sub> Support services needs
- q<sub>13</sub> Current public assistance benefits
- q<sub>14</sub> Employment goals
- q<sub>15</sub> Other, please specify: \_\_\_\_

G3. To what extent does the assessment process and IEP contribute to appropriate matching of SCSEP participants into CSAs?

- q<sub>1</sub> Very helpful
- q<sub>2</sub> Somewhat helpful
- q<sub>3</sub> Not that helpful

G4. To what extent does the assessment process and IEP contribute to the eventual placement of SCSEP participants into unsubsidized jobs?

- q<sub>1</sub> Very helpful
- q<sub>2</sub> Somewhat helpful
- q<sub>3</sub> Not that helpful

G5. 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

G6. About what proportion of participants receive a reoccurring annual physical examination made available by the SCSEP program? \_\_\_\_percent

G7. 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)

- H1. 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
- H2. Currently, for these host agencies, how many CSA positions are available (including both currently vacant positions and those filled)? \_\_\_ CSA positions
- H3. 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
- H4. 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: \_\_\_
- H5. What type of organizations are currently serving as host agencies? **[Check all that apply.]**  
q<sub>1</sub> American Job Centers (AJC)  
q<sub>2</sub> Local workforce development board  
q<sub>3</sub> Agencies/organizations serving aged and/or older workers, such as Area Agency on Aging  
q<sub>4</sub> Educational institution (community college, primary or secondary school, university, pre-kindergarten)  
q<sub>5</sub> Local human/social services agency (e.g., TANF, SNAP, Medicaid, etc.)  
q<sub>6</sub> Literacy/basic education agencies or programs  
q<sub>7</sub> Agencies/programs serving people with disabilities/vocational rehabilitation agencies  
q<sub>8</sub> Homeless serving agencies  
q<sub>9</sub> Veteran serving agencies/organizations  
q<sub>10</sub> Your own organization (including the SCSEP program and other programs you may operate)  
q<sub>11</sub> Other, please specify: \_\_\_
- H6. What are the three most common occupations for CSA positions (e.g., administrative assistant, janitor or custodian, customer service representative)?  
q<sub>1</sub> Occupation #1: \_\_\_\_\_  
q<sub>2</sub> Occupation #2: \_\_\_\_\_  
q<sub>3</sub> Occupation #3: \_\_\_\_\_
- H7. 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)?  
q<sub>1</sub> Task #1: \_\_\_\_\_  
q<sub>2</sub> Task #2: \_\_\_\_\_  
q<sub>3</sub> Task #3: \_\_\_\_\_  
q<sub>4</sub> Task #4: \_\_\_\_\_

q<sub>5</sub> Task #5: \_\_\_\_\_

H8. What outreach methods does your organization use to identify and recruit new host agencies under your subgrant? **{Check all that apply.}**

- q<sub>1</sub> Distribution of program brochures/flyers
- q<sub>2</sub> Staff presentations at community meetings that potential host agencies attend
- q<sub>3</sub> Staff meeting one-on-one with potential host agency representative(s)
- q<sub>4</sub> Use of social media/online outreach efforts [Facebook, Twitter]
- q<sub>5</sub> Use of local media [paid advertisement, PSAs, etc.]
- q<sub>6</sub> Referrals from existing host agencies
- q<sub>7</sub> Other, please specify: \_\_\_\_\_
- q<sub>8</sub> No outreach conducted to identify/recruit new hosts

H9. How often in the most recently completed program year was your organization actively seeking new host agencies?

- q<sub>1</sub> All the time
- q<sub>2</sub> Most of the year
- q<sub>3</sub> Half of the year
- q<sub>4</sub> Some of the year
- q<sub>5</sub> None of the year

H10. During the most recently completed program year, how many new host agencies did your organization recruit under your subgrant? \_\_\_\_

H11. 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: _____					

H12. 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.}**

- q<sub>1</sub> A group orientation/training for new host agencies
- q<sub>2</sub> One-on-one orientation/training for new host agencies

- q<sub>3</sub> Video training modules
- q<sub>4</sub> A training manual
- q<sub>5</sub> Other (please specify) \_\_\_\_\_
- q<sub>6</sub> No orientation or training of host agencies [[Skip to H16](#)]

H13. What topics are covered during host orientation and training? **[Check all that apply.]**

- q<sub>1</sub> SCSEP federal policy that affects host agencies
- q<sub>2</sub> SCSEP national grantee administrative policy that affects host agencies
- q<sub>3</sub> Supervisory requirements
- q<sub>4</sub> Tracking and monitoring procedures
- q<sub>5</sub> Strategies for providing continuous training/learning opportunities for SCSEP participants
- q<sub>6</sub> Strategies for ensuring CSAs help SCSEP participants develop new, in-demand skills
- q<sub>7</sub> Strategies for improving SCSEP participants' professional or workplace skills
- q<sub>8</sub> Strategies for addresses challenges with SCSEP participants' performance
- q<sub>9</sub> Addressing age discrimination
- q<sub>10</sub> Addressing issues of diversity, equity and inclusion (e.g., unconscious bias)
- q<sub>11</sub> Other (please specify) \_\_\_\_\_

H14. 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

H15. Is any training or materials with guidance provided for host agency staff that will be directly supervising/mentoring SCSEP participants in their CSA positions?

- q<sub>1</sub> Yes
- q<sub>2</sub> No

H16. For existing host agencies, what types of ongoing technical assistance and training does your organization provide? **[Check all that apply.]**

- q<sub>1</sub> Group technical assistance and training
- q<sub>2</sub> One-on-one technical assistance and training
- q<sub>3</sub> Video training modules
- q<sub>4</sub> Updated training manual
- q<sub>5</sub> Other (please specify) \_\_\_\_\_
- q<sub>6</sub> No ongoing technical assistance and training for host agencies [[Skip to H18](#)]

H17. For existing host agencies, on what topics does your organization provide ongoing technical assistance and training? **[Check all that apply.]**

- q<sub>1</sub> New/updated SCSEP federal policy that affects host agencies
- q<sub>2</sub> New/updated SCSEP national grantee administrative policy that affects host agencies
- q<sub>3</sub> New/updated supervisory requirements
- q<sub>4</sub> New/updated tracking and monitoring procedures
- q<sub>5</sub> Strategies for providing continuous training/learning opportunities for SCSEP participants
- q<sub>6</sub> Strategies for ensuring CSAs help SCSEP participants develop new, in-demand skills
- q<sub>7</sub> Strategies for improving SCSEP participants' professional or workplace skills
- q<sub>8</sub> Strategies for addresses challenges with SCSEP participants' performance
- q<sub>9</sub> Addressing age discrimination
- q<sub>10</sub> Addressing issues of diversity, equity and inclusion (e.g., unconscious bias)
- q<sub>11</sub> Other (please specify) \_\_\_\_\_

## Participant Selection/Referral Process to CSAs

- H18. Does your organization use any of the following as criteria to match SCSEP participants to available CSA positions? **[Check all that apply.]**
- q<sub>1</sub> Participant's occupational interest(s)
  - q<sub>2</sub> Participant's locational preferences/transportation capabilities to get to the CSA sponsoring organization
  - q<sub>3</sub> Participant's likelihood of transitioning from the CSA to an unsubsidized job
  - q<sub>4</sub> Results of the participant's assessment/IEP
  - q<sub>5</sub> Skills that participant needs/wants to develop
  - q<sub>6</sub> Job requirements/description provided by the host agency for matching of participant to the CSA position
  - q<sub>7</sub> Other (please specify) \_\_\_\_\_
  - q<sub>9</sub> No criteria used in matching process
- H19. From the time of enrollment in SCSEP, about how long does it take to match and place participants in a CSA position? \_\_\_\_ days
- H20. 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?
- q<sub>1</sub> 1-2 positions
  - q<sub>2</sub> 3-5 positions
  - q<sub>3</sub> 6-10 positions
  - q<sub>4</sub> 11-15 positions
  - q<sub>5</sub> 16-20 positions
  - q<sub>6</sub> 21 or more positions
  - q<sub>7</sub> Don't know/unsure
- H21. Typically, how many SCSEP participants are sent to a host for a given CSA opening? \_\_\_\_ applicants for each CSA opening
- H22. Do host agencies interview SCSEP participant(s) for a CSA position?
- q<sub>1</sub> Always
  - q<sub>2</sub> Usually
  - q<sub>3</sub> Sometimes
  - q<sub>4</sub> Only if host requests that an interview be conducted
  - q<sub>5</sub> No
- H23. Can host agencies decline/reject a participant that has been referred for a CSA position?
- q<sub>1</sub> Yes
  - q<sub>2</sub> No
- H24. To what extent is it challenging for your organization to find an appropriate CSA match for SCSEP applicants/participants?
- q<sub>1</sub> Substantial challenges
  - q<sub>2</sub> Somewhat of a challenge
  - q<sub>3</sub> Not a challenge [[Skip to H62.](#)]
- H24a. If a substantial or somewhat of a challenge, please briefly describe to main challenge(s): \_\_\_\_\_

H25. Which, if any, of the following the following subpopulation are most challenging to place in CSAs? **[Check up to three subpopulations.]**

- q<sub>1</sub> Covered persons in accordance with the Veterans Opportunity to Work (VOW)
- q<sub>2</sub> Older SCSEP participants (i.e., 65 years of age and older)
- q<sub>3</sub> SCSEP participants that have a disability
- q<sub>4</sub> SCSEP participants that have limited English proficiency
- q<sub>5</sub> SCSEP participants with literacy skills
- q<sub>6</sub> SCSEP participants residing in a rural area
- q<sub>7</sub> SCSEP participants with low employment prospects
- q<sub>8</sub> SCSEP participants that have failed to find employment after utilizing services provided under Title I of the Workforce Innovation and Opportunity Act (WIOA)
- q<sub>9</sub> Other, please specify: \_\_\_\_\_
- q<sub>10</sub> 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

H26. On what basis is the hourly rate determined? **[Check all that apply.]**

- q<sub>1</sub> Federal minimum wage
- q<sub>2</sub> State minimum wage
- q<sub>3</sub> Local minimum wage
- q<sub>4</sub> Prevailing rate of pay for persons employed in similar public occupations by the same employer
- q<sub>5</sub> Pay/wage offered by host agency if higher than minimum wage
- q<sub>6</sub> Other, please specify: \_\_\_\_\_

H27. 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-- \$\_\_\_\_\_

H28. 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

H29. What is the average length of individual CSA assignments? \_\_\_\_ months

H30. Do you have a limit on how long a participant can serve in a CSA position?

- q<sub>1</sub> Yes, specify the limit: \_\_\_\_ months
- q<sub>2</sub> No [\[Skip to H31\]](#)

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

- q<sub>1</sub> My organization's policy
- q<sub>2</sub> National grantee policy

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

- q<sub>1</sub> Yes
- q<sub>2</sub> No

H31. Do host agencies have input on the duration of a SCSEP participant placed in a CSA?

q<sub>1</sub> Yes

q<sub>2</sub> No

H32. 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?

q<sub>1</sub> Yes

q<sub>2</sub> No [Skip to H33]

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

q<sub>1</sub> Yes

q<sub>2</sub> 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]

H33. When a participant is moved into a new CSA position, is it typically with the same host or a new host?

q<sub>1</sub> Usually/often with the same host

q<sub>2</sub> Occasionally with the same host

q<sub>3</sub> Usually/often with different host

q<sub>4</sub> Always with a different host

### Staff/Participant Perspectives on CSAs

H34. 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:					

H35. How does your organization collect feedback from participants about their experiences in their CSAs? **[Check all that apply.]**

q<sub>1</sub> Through regular staff interactions with participants involved in CSAs

q<sub>2</sub> Having participants involved in CSAs complete a survey or form

q<sub>3</sub> Other: \_\_\_\_\_

H36. What are the three most common complaints/concerns of participants about their CSAs? **[Check up to three responses.]**

q<sub>1</sub> Too much manual work

q<sub>2</sub> Boring or repetitive work assignments

q<sub>3</sub> Lack of skills development

q<sub>4</sub> Disconnect between work tasks/assignments in CSA and work tasks in the permanent job that the participant is looking for

q<sub>5</sub> Inability/unwillingness of the host to offer the participant a permanent job

q<sub>6</sub> Not enough pay

q<sub>7</sub> Not enough guidance/mentorship provided by host organization's staff

q<sub>8</sub> Inconvenient work hours in the CSA

q<sub>9</sub> Long commute to the CSA location

q<sub>10</sub> Other - please specify: \_\_\_\_\_

H37. 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

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

q<sub>1</sub> Yes

q<sub>2</sub> No [[Skip to Question 13](#)]

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

<b>1-Topic of Training</b>	<b>2-Training Provider</b>	<b>3-Credentials Earned</b>	<b>4-Mode (Check all that apply)</b>	<b>5-Participation Requirements</b>
q <sub>1</sub> Occupational/technical skills - specify occupation: _____ q <sub>2</sub> Basic education/literacy skills q <sub>3</sub> English as a Second Language q <sub>4</sub> Professional/workplace skills q <sub>5</sub> Digital/computer skills q <sub>6</sub> Financial literacy skills q <sub>7</sub> Other - please specify: _____	q <sub>1</sub> My organization q <sub>2</sub> National grantee q <sub>3</sub> Community college q <sub>4</sub> Local workforce development board or American Job Center q <sub>5</sub> Adult education provider (adult basic education/literacy, English language literacy) q <sub>6</sub> Other community-based organization than listed q <sub>7</sub> Employer q <sub>8</sub> For-profit training provider q <sub>9</sub> Other, please specify: _____	q <sub>1</sub> Certificate of completion q <sub>2</sub> Digital badge or other micro-credential q <sub>3</sub> Third-party industry certification q <sub>4</sub> Other - please specify: _____	q <sub>1</sub> In-person classroom, group session(s) q <sub>2</sub> In-person classroom, one-on-one session(s) q <sub>3</sub> Online or virtual training, self-paced q <sub>4</sub> Online or virtual training, group sessions q <sub>5</sub> Training documents sent to participant for completion q <sub>6</sub> Other - please specify: _____	q <sub>1</sub> Training is required for <b>all</b> SCSEP participants q <sub>2</sub> Training is required for only <b>some</b> SCSEP participants q <sub>3</sub> Training is optional for SCSEP participants q <sub>4</sub> Other - please specify: _____
[ <a href="#">Note to programmer: Allow for up to 10 training topics</a> ]				

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

q<sub>1</sub> Yes

q<sub>2</sub> No; If no, please describe why not \_\_\_\_\_ [[Skip to Question 19](#)]

14. How many SCSEP participants did you provide an OJE to during the last completed program year?  
 \_\_\_\_ participants
15. What are the weekly minimum and maximum hours SCSEP participants can participate in an OJE?  
 \_\_\_\_ minimum hours \_\_\_\_ maximum hours
16. What are the minimum and maximum weeks SCSEP participants can participate in an OJE?  
 \_\_\_\_ minimum weeks \_\_\_\_ maximum weeks
17. How does your organization pay OJE wages? **[Check all that apply.]**  
 q<sub>1</sub> SCSEP pays 100% of wages directly for up to 12 weeks  
 q<sub>2</sub> SCSEP reimburses employer for up to 50% of wages for up to 12 weeks  
 q<sub>3</sub> SCSEP reimburses employer for up to 100% of wages for up to 4 weeks  
 q<sub>4</sub> Other, specify: \_\_\_\_\_
18. What is contained in your OJE contracts? **[Check all that apply.]**  
 q<sub>1</sub> Skills and benchmarks that participant will attain during the OJE  
 q<sub>2</sub> Hours per week including any hours at the CSA or in classroom training  
 q<sub>3</sub> A stipulation that the employer will hire the participant at the end of the OJE if the skills and benchmarks are met  
 q<sub>4</sub> A timeline for skills attainment and hiring  
 q<sub>5</sub> Wage amount and payment model  
 q<sub>6</sub> Who will cover workers' compensation  
 q<sub>7</sub> Other, specify: \_\_\_\_\_ [\[Note to programmer: permit up to 10 additional items\]](#)
19. Is there training (other than specialized training or OJE) that your organization provides or helps SCSEP participants access?  
 q<sub>1</sub> Yes  
 q<sub>2</sub> No [\[Skip to I11\]](#)

I10. Please complete the following table on your other training activities.

<b>1-Topic of Training</b>	<b>2-Training Provider</b>	<b>3-Credentials Earned</b>	<b>4-Mode (Check all that apply)</b>	<b>5-Timing of Training (Check all that apply)</b>
q <sub>1</sub> Occupational/technical skills - specify occupation: _____ q <sub>2</sub> Basic education/literacy skills q <sub>3</sub> English as a Second Language q <sub>4</sub> Professional/workplace skills q <sub>5</sub> Digital/computer skills	q <sub>1</sub> My organization q <sub>2</sub> National grantee q <sub>3</sub> Community college q <sub>4</sub> Local workforce development board or American Job Center q <sub>5</sub> Adult education provider (adult basic education/literacy, English language literacy)	q <sub>1</sub> Certificate of completion q <sub>2</sub> Digital badge or other micro-credential q <sub>3</sub> Third-party industry certification q <sub>4</sub> Other - please specify: _____	q <sub>1</sub> In-person classroom, group session(s) q <sub>2</sub> In-person classroom, one-on-one session(s) q <sub>3</sub> Online or virtual training, self-paced q <sub>4</sub> Online or virtual	q <sub>1</sub> Occurs prior to CSA q <sub>2</sub> Occurs during CSA q <sub>3</sub> Occurs prior to unsubsidized job q <sub>4</sub> Other - please specify: _____

q <sub>6</sub> Financial literacy skills q <sub>7</sub> Other - please specify: ____	q <sub>6</sub> Other community-based organization than listed q <sub>7</sub> Employer q <sub>8</sub> For-profit training provider q <sub>9</sub> Other, please specify: ____		training, group sessions q <sub>5</sub> Training documents sent to participant for completion q <sub>6</sub> Other - please specify: ____	
[Note to programmer: Allow for up to 10 training topics]				

111. 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: _____					

112. 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: _____					

I13. 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:						

I14. 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.]**

- q<sub>1</sub> Occupational/technical skills
- q<sub>2</sub> Basic education/literacy skills
- q<sub>3</sub> English as a Second Language
- q<sub>4</sub> Professional/workplace skills
- q<sub>5</sub> Digital/computer skills
- q<sub>6</sub> Financial literacy skills
- q<sub>7</sub> Other - please specify: \_\_\_\_\_

I15. 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

J1. Please complete the following table on supportive services provided (directly or through partners) to SCSEP participants for the most recently completed program year.

<b>1-Type of Supportive Service</b>	<b>2-Is this service made available for SCSEP Participants (1-Yes; 2-No)</b>	<b>3-In the last PY, about what percentage of SCSEP participants received this service?</b>	<b>4-Is this service provided directly by your organization or through referral to another organization?</b>	<b>5-If referred to another organization, which type of organization provides the service?</b>	<b>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)</b>
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

J2. How have your supportive services changed in the last three years?

q<sub>1</sub> Support services have remained consistent over the last three years

q<sub>2</sub> Support services offered have increased over the last three years

q<sub>3</sub> Support services offered have decreased over the last three years

J3. To what degree to you think your organization and your partners have been able to meet the support service needs of your SCSEP participants?

q<sub>1</sub> All the time

q<sub>2</sub> Sometimes

q<sub>3</sub> Rarely

q<sub>4</sub> Never

J4. What challenges have you faced in providing adequate support services? **[Check all that apply.]**

q<sub>1</sub> Lack of funding

q<sub>2</sub> Lack of partners that provide support services

q<sub>3</sub> Change(s) in participant needs

q<sub>4</sub> Restrictions on allowable support services

q<sub>5</sub> Other – please specify: \_\_\_\_\_

J5. 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

- K1. Over the past three program years, what percentage of participants have exited the program into an unsubsidized job?  
 q<sub>1</sub> Program Year XX: \_\_\_%  
 q<sub>2</sub> Program Year XX: \_\_\_%  
 q<sub>3</sub> Program Year XX: \_\_\_%
- K2. 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
- K3. During the past program year, what percentage of SCSEP participants reached 48 months in their CSAs without being placed in an unsubsidized job? \_\_\_%
- K4. During the past program year, what percentage of SCSEP participants reached 27 months in their CSAs without being placed in an unsubsidized job? \_\_\_%
- K5. During the past program year, were any SCSEP participants hired into a permanent unsubsidized job by their host agency?  
 q<sub>1</sub> Yes  
 q<sub>2</sub> No
- K6. During the past program year, were any SCSEP participants hired into a permanent unsubsidized job by your organization?  
 q<sub>1</sub> Yes  
 q<sub>2</sub> No
- K7. To what extent does responsibility for finding an unsubsidized job rest with the participant versus the SCSEP program?  
 q<sub>1</sub> Participant is responsible for identifying job openings and securing an unsubsidized job  
 q<sub>2</sub> Responsibility is primarily with the participant, but the SCSEP program helps out  
 q<sub>3</sub> Responsibility is equally shared between participant and SCSEP program  
 q<sub>4</sub> Responsibility is primarily with SCSEP program, but participant plays a role  
 q<sub>5</sub> SCSEP program is responsible for identifying job openings and placing participants in unsubsidized jobs
- K8. 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

K9. 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.]**

- q<sub>1</sub> AJCs/workforce development boards
- q<sub>2</sub> Aging agencies
- q<sub>3</sub> Vocational rehabilitation providers
- q<sub>4</sub> Disability networks
- q<sub>5</sub> Basic education and literacy providers
- q<sub>6</sub> Community colleges
- q<sub>7</sub> Host agencies
- q<sub>8</sub> Veterans-serving agencies/groups
- q<sub>9</sub> Other SCSEP grantees/subgrantees
- q<sub>10</sub> Other, please specify: \_\_\_\_\_

K10. To what extent does enrollment in WIOA help SCSEP participants served by your organization to find and secure an unsubsidized job?

- q<sub>1</sub> Very helpful
- q<sub>2</sub> Helpful
- q<sub>3</sub> Somewhat helpful
- q<sub>4</sub> Not helpful
- q<sub>5</sub> Not applicable (do not refer participants to WIOA)

K11. What are the ways in which SCSEP participants served by your organization are helped to identify and secure job openings? **[Check all that apply.]**

- q<sub>1</sub> Search of online job listings by staff/participants
- q<sub>2</sub> Having participants attend job fairs
- q<sub>3</sub> Working with recruiting/staffing companies
- q<sub>4</sub> Directing staff/participants to contact employers to identify job openings
- q<sub>5</sub> Referral to the AJC resource room (for customer self-services)

- q<sub>6</sub> Referral of participants to AJC/WIOA for staff-assisted services
- q<sub>7</sub> Registration with Wagner-Peyser/Employment Services
- q<sub>8</sub> Posting of job openings in notebook/billboards at SCSEP program office
- q<sub>9</sub> Provision of real-time labor market information
- q<sub>10</sub> Other, please specify: \_\_\_\_\_

K12. How does your organization monitor job search efforts of participants? **[Check all that apply.]**

- q<sub>1</sub> Regular in-person meetings with SCSEP participants to discuss job search efforts
- q<sub>2</sub> Participants maintain job search log that staff can check periodically
- q<sub>3</sub> Other - please specify: \_\_\_\_\_
- q<sub>4</sub> We do not monitor participant job search efforts

K13. What are the most common challenges encountered by your organization and partners in placing SCSEP participants into unsubsidized jobs? **[Check all that apply.]**

- q<sub>1</sub> Lack of appropriate openings in locality/region
- q<sub>2</sub> Lack of employer interest in hiring older workers (i.e., age discrimination)
- q<sub>3</sub> Potential racial or ethnic bias by employers
- q<sub>4</sub> Lack of job search skills on the part of participants
- q<sub>5</sub> Lack of participant interest/effort in searching for a job
- q<sub>6</sub> Overcoming participant comfort with CSA position
- q<sub>7</sub> Participant fear of rejection during job search process
- q<sub>8</sub> Participant concerns/fear of job discrimination
- q<sub>9</sub> Lack of participant job skills or work experience
- q<sub>10</sub> Improvements to basic academic or language skills needed
- q<sub>11</sub> Lack of job- or work-readiness skills (e.g., professional communication, critical thinking, cultural competency)
- q<sub>12</sub> Lack of digital skills
- q<sub>13</sub> Other, please specify: \_\_\_\_\_

K14. Does your organization have specific approaches/strategies to address age and racial discrimination that older workers might face in the job placement process?

- q<sub>1</sub> Yes—If yes, please briefly describe: \_\_\_\_\_
- q<sub>2</sub> No

K15. 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

L1. Please complete the following table with regard to program coordination/collaboration with other agencies/organizations (excluding host agencies)? **[Check all that apply.]**

<b>1-Type of Partnering Organization</b>	<b>2-Does your SCSEP program partner with this type of agency? (Yes/No)</b>	<b>3-If yes, please rate how important this partner is for your SCSEP program?</b>	<b>4-Which of the following roles/services does this partner serve/provide?</b>
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: - \_\_\_\_

- L2. What are the advantages to coordination/collaboration with other organizations/partners for your organization? **[Check all that apply.]**
- q<sub>1</sub> Ability to offer a wider range of services targeted on participant needs
  - q<sub>2</sub> Reduction in barriers to participants accessing needed services
  - q<sub>3</sub> Increased knowledge of staff of services available at other agencies
  - q<sub>4</sub> Enhanced ability to place SCSEP participants in CSAs or jobs
  - q<sub>5</sub> Increased operational efficiency/ability to focus on own organization's expertise
  - q<sub>6</sub> Enhanced ability to recruit and/or serve mandated target group/subpopulations
  - q<sub>7</sub> Enhanced participant outcomes
  - q<sub>8</sub> Other, please specify: \_\_\_\_
  - q<sub>9</sub> None of the above
- L3. What are the disadvantages to coordination/collaboration with other organizations for your organization? **[Check all that apply.]**
- q<sub>1</sub> Staff time and effort involved in planning and sustaining coordination
  - q<sub>2</sub> Loss of autonomy in decision-making
  - q<sub>3</sub> Need to resolve interagency conflicts
  - q<sub>4</sub> Need to develop/adjust operational procedures, participant flow, and/or information systems
  - q<sub>5</sub> Burdens of additional forms/paperwork
  - q<sub>6</sub> Inability to get other agencies to fulfill plans/agreements to collaborate
  - q<sub>7</sub> Difficulties developing/maintaining lines of authority
  - q<sub>8</sub> Incompatible data systems
  - q<sub>9</sub> Other, please specify: \_\_\_\_
  - q<sub>10</sub> None of the above
- L4. Are SCSEP participants referred to other programs or funding sources within your organization?
- q<sub>1</sub> Yes - please specify: \_\_\_\_\_
  - q<sub>2</sub> No
- L5. 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

- M1. Did your organization suspend enrolling new SCSEP participants as a result of the pandemic?  
q<sub>1</sub> Yes  
q<sub>2</sub> No [Skip to Question M4]
- M2. In what month/year did your organization halt enrolling new SCSEP participants?  
\_\_\_\_/\_\_\_\_ (MM/YYYY)
- M3. Has your organization started again enrolling new SCSEP participants?  
q<sub>1</sub> Yes  
q<sub>2</sub> No [Skip to Question M4]
- M3a. When did you start enrolling new participants again under your subgrant?  
\_\_\_\_\_ (MM/YYYY)
- M4. What was your SCSEP participant enrollments under your subgrant at the following times?
- In February 2020 (just prior to the onset of the pandemic): \_\_\_\_ participants were enrolled
  - At the lowest point in SCSEP enrollments: \_\_\_\_ participants in \_\_\_\_/\_\_\_\_ (MM/YY)
  - Currently: \_\_\_\_ participants in \_\_\_\_/\_\_\_\_ (MM/YY)
- M5. Were SCSEP participants whose CSAs were suspended moved temporarily to sick leave so they could continue to receive wages?  
q<sub>1</sub> Yes  
q<sub>2</sub> No
- M6. What challenges did SCSEP participants face during the pandemic? **[Check all that apply.]**  
q<sub>1</sub> Participants were unable go on-site to CSAs due to host agency's COVID restrictions  
q<sub>2</sub> Participants were unwilling to go on-site to CSA due to health concerns around COVID  
q<sub>3</sub> Participants were unable to go on-site to CSAs due to host agency's concerns for SCSEP participant due to age  
q<sub>4</sub> Participants experienced challenges with transportation  
q<sub>5</sub> Participants had increased need for supportive services  
q<sub>6</sub> Participants had increased difficulty obtaining supportive services needed to participate  
q<sub>7</sub> Participants faced difficulties securing jobs because of fewer available job openings  
q<sub>8</sub> Participants experienced increased social isolation  
q<sub>9</sub> Other, please specify: \_\_\_\_\_
- M7. To date, to what extent did the COVID-19 pandemic impact the number of hosts sponsoring CSAs?  
q<sub>1</sub> Resulted in more hosts sponsoring CSAs  
q<sub>2</sub> Resulted in fewer hosts sponsoring CSAs  
q<sub>3</sub> There has been no effect on the number of hosts sponsoring CSAs  
q<sub>4</sub> Unsure/Don't Know

M8. What were the greatest challenges for your SCSEP program during the pandemic ?  
**[Check all that apply.]**

- q<sub>1</sub> Lack of older workers to enroll in your SCSEP program
- q<sub>2</sub> Loss/turnover of SCSEP staff
- q<sub>3</sub> Need to temporarily suspend CSAs
- q<sub>4</sub> Loss of existing host agencies that had been providing CSAs
- q<sub>5</sub> Inability to recruit new host agencies to provide CSAs
- q<sub>6</sub> Challenges finding new CSAs or shifting existing CSAs to allow for remote work
- q<sub>7</sub> Staff trying to conduct eligibility and assessment processes remotely
- q<sub>8</sub> Older workers concerned with negative health impacts to participating in the program or placements (i.e., contracting COVID)
- q<sub>9</sub> Increased workload of SCSEP staff
- q<sub>10</sub> Providing participants with technology needed to engage in program activities remotely
- q<sub>11</sub> Inability of staff to meet one-on-one with SCSEP participants
- q<sub>12</sub> Challenges working with partners due to shifting priorities and resources during the pandemic
- q<sub>13</sub> Other - please specify: \_\_\_\_\_
- q<sub>14</sub> Other - please specify: \_\_\_\_\_

M9. What were the successes your SCSEP program experienced during the pandemic?  
**[Check all that apply.]**

- q<sub>1</sub> Engaged participants remotely in recruiting, eligibility, and enrollment activities
- q<sub>2</sub> Promoted remote access by addressing technology and digital skill needs, or offering services remotely
- q<sub>3</sub> Expanded or modified supportive services provided to participants
- q<sub>4</sub> Developed new training activities for SCSEP participants for CSA placements and unsubsidized work placements
- q<sub>5</sub> Developed new or expanding existing host agency partnerships (to create remote opportunities for participants or to help facilitate a return to in-person CSAs)
- q<sub>6</sub> 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)
- q<sub>7</sub> 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)
- q<sub>8</sub> Implemented strategies to mitigate racial inequities (in access to services, broadband, technology or other inequities) observed during the COVID-19 pandemic
- q<sub>9</sub> Other - please specify: \_\_\_\_\_

M10. 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?

- q<sub>1</sub> Substantial change
- q<sub>2</sub> Some change
- q<sub>3</sub> Program unchanged
- q<sub>4</sub> Unsure/Don't Know

M11. As a result of the pandemic, did your organization implement any new strategies/approaches that you have sustained?

- q<sub>1</sub> Yes - please briefly discuss: \_\_\_\_\_
- q<sub>2</sub> No



## Section N. Overall Successes and Challenges

N1. What are your top three successes in implementing SCSEP over the past three years?

q<sub>1</sub> Success #1 \_\_\_\_\_ [open ended]

q<sub>2</sub> Success #2 \_\_\_\_\_ [open ended]

q<sub>3</sub> Success #3 \_\_\_\_\_ [open ended]

N2. What are your top three challenges in implementing SCSEP over the past three years?

q<sub>1</sub> Challenge #1 \_\_\_\_\_ [open ended]

q<sub>2</sub> Challenge #2 \_\_\_\_\_ [open ended]

q<sub>3</sub> Challenge #3 \_\_\_\_\_ [open ended]

N3. 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!