

SCSEP Host Agency Customer Satisfaction Survey

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

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

5. The Older Worker Program/SCSEP staff who make the assignments have a good understanding of my business needs. (Choose one number)

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

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

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

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

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

8. The participants assigned are a good match with my agency. (Choose one number)

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

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

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

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

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

Please continue on next page

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

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

12. Has the Older Worker Program/SCSEP removed any participants from your agency before you thought they were ready to leave? (Choose one number)

- | | | | | |
|-------|--------------|------------|---------------|------------|
| 1 | 2 | 3 | 4 | 9 |
| Never | Occasionally | Frequently | Nearly always | Don't know |

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

- Yes No Don't know

14. How has your participation in the Older Worker Program/SCSEP affected the amount of service your agency provides to the community? (Choose one answer)

- | | | | | | |
|-------------------------|--------------------|---------------------------------|--------------------|-------------------------|------------|
| 1 | 2 | 3 | 4 | 5 | 9 |
| Decreased significantly | Somewhat decreased | Neither decreased nor increased | Somewhat increased | Increased significantly | Don't know |

15. What effects or challenges from the COVID-19 pandemic have you experienced as a SCSEP host agency? (Choose all that applied at any time over the last year)

- It was difficult to find out when, or if, participants would be returning to work
- Participants were not able to come to the workplace
- It was difficult to ensure the safety of participants who continued to work or returned to work
- It was difficult to find work for participants to do because our normal operations were greatly affected
- It was difficult to re-integrate participants into the organization after they were on hiatus due to COVID
- We experienced no serious effects from the COVID-19 pandemic

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

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

Thank you for taking the time to complete this survey.