HOST AGENCY CUSTOMERS

The Older Worker Program, also known as the Senior Community Service Employment Program (SCSEP) or Title V of the Older Americans Act, wants to provide the highest quality services to its customers, even in the midst of the COVID-19 pandemic. You can help improve services by answering the following questions about your experiences as a host agency. Please base your answers on your entire experience as a host agency unless directed otherwise in a particular question.

Please be frank in your responses. Your answers will be kept private to the extent permitted by law and will be used for program evaluation and improvement only. No one in the agency will see your individual responses.

Please fill in your response to each answer like this: , NOT this

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

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

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

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

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

3. Now, think about the ideal services for people in your circumstances. How well do you think the services you received compare with the ideal services? (Choose one number)

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

Please continue on other side

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Expiration Date: ##/##/20##

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 10 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Completion of this survey is completely voluntary, and information collected will be kept private to the extent permitted by law and used for program evaluation purposes only. Thank you for your participation. If you have any comments regarding this estimate or any other aspect of this survey, including suggestions for reducing this burden; please send them to the U.S. Department of Labor, Office of Workforce Investment, Room C-4510, 200 Constitution Avenue, NW, Washington, DC 20210. (Please do **not** return surveys to this address.)

ETA-9124 – Part B (Rev. 1/15/2023)

SCSEP Host Agency Customer Satisfaction Survey

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	1	2	3	4	5	6	7	8	9	10	90	
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	sagree									agree	know	
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7.	your o lo	agency can acce nave a ch really ha	r. What pt the ind noice am we no cho	choice d dividual of ong severa pice	id you f	eel you not al partici	had at	that tim	e? (C	proposed an hoose one a	nswer)	iit ioi
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di	sagree 1	2	3	4	5	6	7	8	9	agree 10	know 90	

Please continue on next page

SCSEP Host Agency Customer Satisfaction Survey

assistance v	he older workers with transportation gnments? (Chook	on, uniforms, s	afety equip			
1	2		3		4	9
None	Fev	V	Many	Nea	arly all	Don't know
	der Worker Prog nt they were reac				ants from your	agency before
1	2		3		4	9
Never	Occasio	nally Fro	equently	Nearl	y always	Don't know
because the	gency requested participant was	not working or	ut? (Choos	_		participant
∐ Yes	∐ No	☐ Don	't know			
-	our participation ur agency provid			-		he amount of
1	2	3		4	5	9
Decreased significantly	Somewhat decreased	Neither decrease nor increased		ewhat eased	Increased significantly	Don't know
host agency: It was dif Participal It was dif It was dif It was dif We expend	ets or challenges? (Choose all that if it is to find out what it is were not able to if it is were not able to if it is work if it is it i	t applied at any nen, or if, participa come to the wor safety of participa or participants to e participants into effects from the C	y time ove ants would k rkplace ants who co do because o the organiz OVID-19 par	r the last y be returning ntinued to v our normal sation after ndemic	rear) to work vork or returned operations were they were on hia	greatly affected tus due to COVID
	our experience, v CSEP more effec		u recommo	end to mak	ce the Older W	/orker

Thank you for taking the time to complete this survey.