

OLDER WORKER CUSTOMERS

The Older Worker Program, also known as the Senior Community Service Employment Program (SCSEP) or Title V of the Older Americans Act, wants to provide the highest quality services to its customers, even in the midst of the COVID-19 pandemic. You can help us improve our services by answering the following questions. Please base your answers on your entire SCSEP experience with this grantee 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 purposes 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. Thank you in advance for your help.

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

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

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

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

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

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

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

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SCSEP Participant Customer Satisfaction Survey

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

- Obtain a full-time job after completing the program
- Obtain a part-time job after completing the program
- Participate in the program's training and host agency activities
- Provide service to my community
- Meet new people
- Increase my income
- Feel more useful and independent
- Other _____

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

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

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

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

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

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

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

- Yes No Don't know

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

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

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

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

Please continue on next page

SCSEP Participant Customer Satisfaction Survey

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

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

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

- | | |
|--|---|
| <ul style="list-style-type: none"> <input type="radio"/> I received the computer training I needed <input type="radio"/> I received computer training, but it didn't meet my needs <input type="radio"/> I needed computer training, but little or none was offered | <ul style="list-style-type: none"> <input type="radio"/> I didn't need computer training but was given the training anyway <input type="radio"/> I didn't need computer training and didn't receive any |
|--|---|

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

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

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

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

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

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

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

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

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

- Yes
 No
 Doesn't apply

Please continue on other side

SCSEP Participant Customer Satisfaction Survey

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

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

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

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

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

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

- I felt prepared for employment in a nonprofit organization
- I felt prepared for employment in a government organization
- I felt prepared for employment in a for-profit business
- I did not feel prepared for employment in any organization or business

21. How has the COVID-19 pandemic affected you as a SCSEP participant? (Choose all that applied at any time in the past year)

- I was not allowed to go to my assigned host agency
- I refused to go to my assignment because I was afraid I would get sick
- I went to my host agency, but I was worried about getting sick when traveling to and from the assignment or working at my assignment
- I lost my host agency assignment and the money associated with that assignment
- I received pay but missed the social contact I would have had if I been able to go to my assignment
- I was not able to find unsubsidized employment because employers are closed or not hiring
- I experienced little or no effect from the COVID-19 pandemic

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

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

Thank you for taking time to complete this survey.