

# Approaching Retirement Federal Forum on Serving Older Adults: Questionnaire

## Instructions:

- You just completed a Federal Forum on Serving Older Adults (“Federal Forum”) to better understand the benefits available to your clients as they approach retirement. We are conducting a pilot to improve the Federal Forum and would appreciate your feedback on the session. Please respond to the questions below to the best of your ability.
- We will use the feedback from this questionnaire to identify opportunities to improve the Federal Forum. None of the responses will be attributed to specific individuals and all responses will remain confidential.
- The results from this pilot will be made available at [www.performance.gov](http://www.performance.gov).
- Paperwork Reduction Act Public Burden Statement:  
According to the Paperwork Reduction Act of 1995 5 CFR § 1320.8(b)(3), no persons are required to respond to a collection of information unless such collection displays a valid OMB control number (OMB 0985-0080). Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for gathering, maintaining the data needed, completing, and reviewing the collection of information. The obligation to respond to this collection is voluntary under the statutory authority E.O. 14058, Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government. Information collected is planned for use by ACL to: be used internally to ACL to inform the next version of the Approaching Retirement Federal Resource Guide (FRG) and the Federal Forum. The information will not influence any public policy decisions. ACL uses information collected to improve the content and format of the FRG and the Federal Forum. Data will be kept private to the extent allowed by law. There are no assurances of confidentiality.
  - Would you like to participate in this questionnaire?
    - Yes (go to first question)
    - No (end the questionnaire)

## Questionnaire:

1. What was the date of the Federal Forum? \_\_\_\_\_

Please indicate your level of agreement with each of the following statements:

2. The Federal Forum increased my knowledge of the federal and local benefits and services available for my clients as they make financial and healthcare decisions.

- 
- |                    |                  |                              |                     |                       |
|--------------------|------------------|------------------------------|---------------------|-----------------------|
| • Completely Agree | • Somewhat Agree | • Neither Agree nor Disagree | • Somewhat Disagree | • Completely Disagree |
|--------------------|------------------|------------------------------|---------------------|-----------------------|
-

3. The Federal Forum increased my access to materials and tools that will assist my clients as they make financial and healthcare decisions.

- 
- |                    |                  |                              |                     |                       |
|--------------------|------------------|------------------------------|---------------------|-----------------------|
| • Completely Agree | • Somewhat Agree | • Neither Agree nor Disagree | • Somewhat Disagree | • Completely Disagree |
|--------------------|------------------|------------------------------|---------------------|-----------------------|
- 

4. I now have a better understanding of the federal programs and benefits available to my clients as they make financial and healthcare decisions.

- 
- |                    |                  |                              |                     |                       |
|--------------------|------------------|------------------------------|---------------------|-----------------------|
| • Completely Agree | • Somewhat Agree | • Neither Agree nor Disagree | • Somewhat Disagree | • Completely Disagree |
|--------------------|------------------|------------------------------|---------------------|-----------------------|
- 

5. The Federal Forum reduced my level of worry about helping my clients make financial and healthcare decisions.

- 
- |                    |                  |                              |                     |                       |
|--------------------|------------------|------------------------------|---------------------|-----------------------|
| • Completely Agree | • Somewhat Agree | • Neither Agree nor Disagree | • Somewhat Disagree | • Completely Disagree |
|--------------------|------------------|------------------------------|---------------------|-----------------------|
- 

6. The Federal Forum will reduce the time it takes me to navigate federal resources that help my clients make financial and healthcare decisions.

- 
- |                    |                  |                              |                     |                       |
|--------------------|------------------|------------------------------|---------------------|-----------------------|
| • Completely Agree | • Somewhat Agree | • Neither Agree nor Disagree | • Somewhat Disagree | • Completely Disagree |
|--------------------|------------------|------------------------------|---------------------|-----------------------|
- 

7. The information provided during the Federal Forum was easy to understand.

- 
- |                    |                  |                              |                     |                       |
|--------------------|------------------|------------------------------|---------------------|-----------------------|
| • Completely Agree | • Somewhat Agree | • Neither Agree nor Disagree | • Somewhat Disagree | • Completely Disagree |
|--------------------|------------------|------------------------------|---------------------|-----------------------|
- 

8. The information provided about the topic(s) covered during the Federal Forum was thorough.

- 
- |                    |                  |                              |                     |                       |
|--------------------|------------------|------------------------------|---------------------|-----------------------|
| • Completely Agree | • Somewhat Agree | • Neither Agree nor Disagree | • Somewhat Disagree | • Completely Disagree |
|--------------------|------------------|------------------------------|---------------------|-----------------------|
- 

9. As a result of the Federal Forum, I am better positioned to help my clients as they make financial and healthcare decisions.

- 
- |                    |                  |                              |                     |                       |
|--------------------|------------------|------------------------------|---------------------|-----------------------|
| • Completely Agree | • Somewhat Agree | • Neither Agree nor Disagree | • Somewhat Disagree | • Completely Disagree |
|--------------------|------------------|------------------------------|---------------------|-----------------------|
- 

10. What additional topics would you like to see covered during the Federal Forum?

11. What improvements would you recommend to the Federal Forum?