

WOTC Employer Survey

(untitled)

Thank you for participating in the Workforce Opportunity Tax Credit (WOTC) Employer/Employer Representative Survey sponsored by the U.S. Department of Labor (DOL) Chief Evaluation Office (CEO). The purpose of this survey is to understand how WOTC is incorporated into employer policies and practices and to understand ways to improve program implementation. The survey is being administered by Economic Systems Inc. (EconSys), a third-party contractor conducting an implementation evaluation of WOTC for DOL CEO.

Burden Disclosure. Public reporting burden for this survey is estimated to average 25 minutes per response. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and submitting the survey. This collection of information is voluntary. You are not required to respond to this collection of information unless it displays a valid OMB control number. Please send comments regarding the burden estimate or any other aspect of this collection of information to EconSys at Survey@EconSys.com and reference OMB control number [1290-0NEW].

Participation. Your participation in this survey is voluntary. Your decision to participate, or not, will not have any impact on your organization. The survey will take around 25 minutes to complete.

Saving Responses. You can save your responses by selecting “Next” at the bottom of each page. You do not need to complete the survey in one session. To return to your survey, simply click on the link in the email you received to participate.

1. Which statement best describes your organization in relationship to the Work Opportunity Tax Credit (WOTC) Program?

- ☐ I am an employer that has submitted applications for employees under WOTC.
- ☐ I am an employer that uses an employer representative/consultant to process WOTC documentation on our behalf.
- ☐ I am an employer that has never submitted a WOTC certification request for an employee.
- ☐ I am an employer representative that assists employers in the identification and/or hiring of individuals under WOTC.
- ☐ I have never heard of WOTC.

For Employers

Page entry logic:

This page will show when: #1 Question "Which statement best describes your organization in relationship to the Work Opportunity Tax Credit (WOTC) Program?" is one of the following answers ("I am an employer that has submitted applications for employees under WOTC.", "I am an employer that uses an employer representative/consultant to process WOTC documentation on our behalf.")

2. In how many establishments do you currently manage the hiring of WOTC employees?

3. How long has your company been screening and hiring WOTC employees?

- ☐ 1 year or less
- ☐ 2-3 years
- ☐ 4-6 years
- ☐ More than 6 years

4. Approximately how many employees currently work for the company at the establishment(s) that you manage with WOTC employees?

Number of Full-time
Employees

Number of Part-time
Employees

Number of On-call
Employees

5. Approximately how many WOTC certified employees did you hire in calendar year (CY) 2023? How many have you hired over the last 3 years?

	Hired in CY 2023	Current Pending Applications	Hired in the last 3 years (including CY 2023)
Number of WOTC Full-time Employees			
Number of WOTC Part-time Employees			
Number of WOTC On-call Employees			

LOGIC Show/hide trigger exists.

6. Please select the statement that best describes how your company identifies employees and submits their applications for WOTC.

- ☐ Our internal HR staff conducts WOTC screening and completes ETA Form 9061, 9063 or 9175 and IRS Form 8850 for WOTC certification.
- ☐ Our company uses an employer representative (such as a tax advisor, payroll processor, or other company that support WOTC submissions, etc.) to assist with all WOTC screening and completion of ETA Form 9061, 9063 or 9175 and IRS Form 8850.
- ☐ Our company uses both internal employees and employer representatives to assist with all WOTC screening and completion of ETA Form 9061, 9063 or 9175 and IRS Form 8850.

LOGIC Show/hide trigger exists. Hidden unless: #6 Question "Please select the statement that best describes how your company identifies employees and submits their applications for WOTC." is one of the following answers ("Our company uses an employer representative (such as a tax advisor, payroll processor, or other company that support WOTC submissions, etc.) to assist with all WOTC screening and completion of ETA Form 9061, 9063 or 9175 and IRS Form 8850.", "Our company uses both internal employees and employer representatives to assist with all WOTC screening and completion of ETA Form 9061, 9063 or 9175 and IRS Form 8850.")

7. What best describes your WOTC representative:

- ☐ Company or consultant whose main business specializes in WOTC.
- ☐ Company or consultant whose main business is tax services.
- ☐ Company or consultant whose main business is human resources consulting or software.
- ☐ Other type of company or consultant: - Specify (Required)

LOGIC Hidden unless: #7 Question "What best describes your WOTC representative:"

8. How are WOTC representatives compensated for assisting in hiring WOTC-certified individuals?

- ☐ Commission based on percentage of expected tax credit.
- ☐ Flat fee per individual certified.
- ☐ Base fee regardless of number certified.
- ☐ Included in other services provided by the contractor.
- ☐ Other - Specify (Required)

LOGIC Show/hide trigger exists.

9. Does the part of your business for which you hire WOTC-certified workers have a fairly constant workload, or seasonal/peak periods?

- ☐ Fairly constant
- ☐ Peak period in summer
- ☐ Peak period around Christmas holidays
- ☐ Peak period in the Fall
- ☐ Peak period in the Spring
- ☐ Don't know

LOGIC Hidden unless: #9 Question "Does the part of your business for which you hire WOTC-certified workers have a fairly constant workload, or seasonal/peak periods?" is one of the following answers ("Peak period in summer", "Peak period around Christmas holidays", "Peak period in the Fall", "Peak period in the Spring")

10. How does your company handle the peak periods?

- ☐ Overtime
- ☐ Part-time workers
- ☐ Seasonal or peak period full-time hires
- ☐ Seasonal or peak periods part-time hires
- ☐ Temporary staffing agencies
- ☐ Other - Describe (Required)

11. Please estimate the percentage of WOTC-certified employees hired over the past 3 years that were:

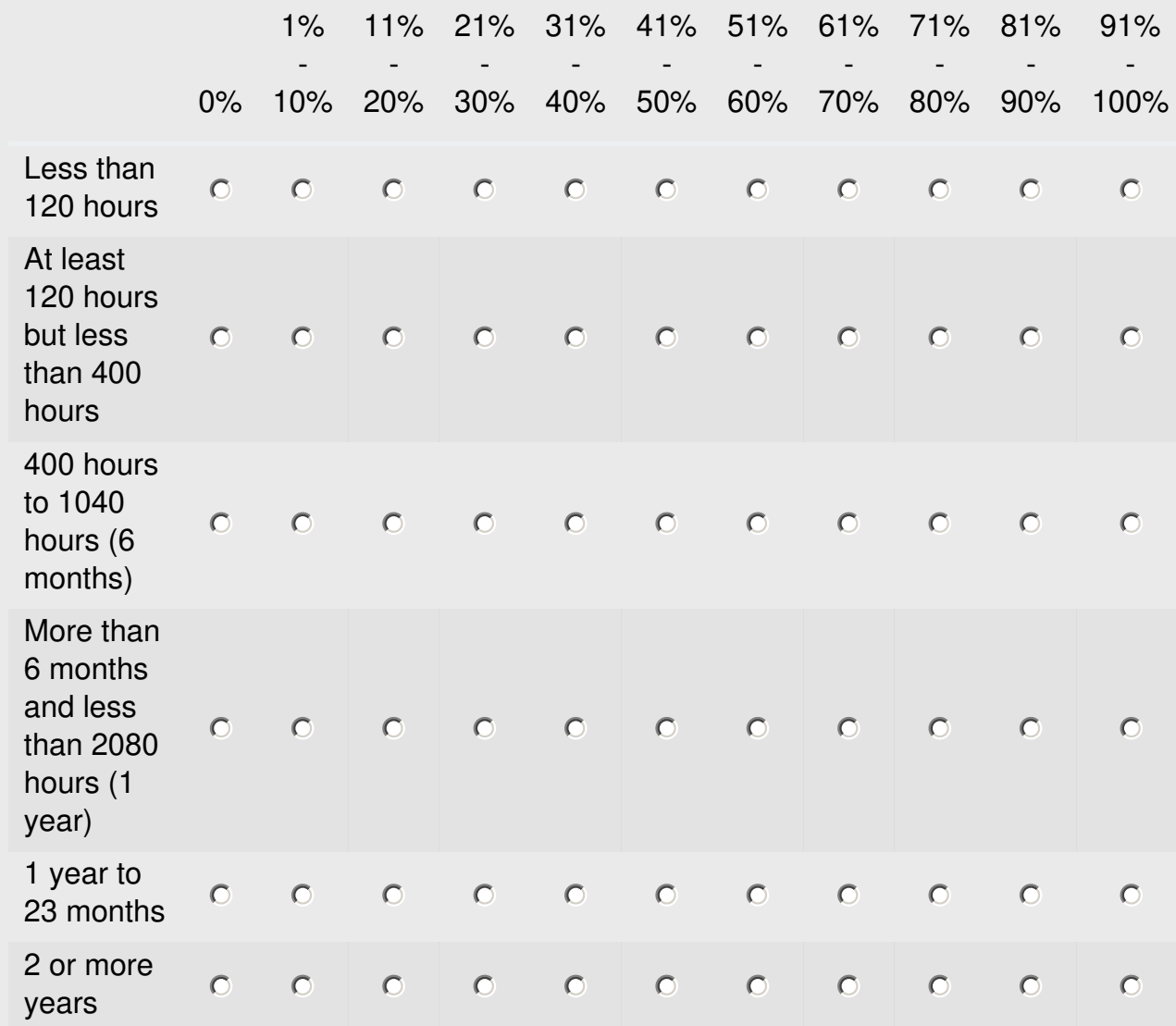
% full-time permanent
hires

% part-time permanent
hires

% temporary full-time hires

% temporary part-time hires

12. In general, what percent of WOTC employees work:



13. Please estimate the percent of WOTC hires in CY 2023 who were hired to work:



14. What benefits does your company gain from hiring WOTC-certified individuals in addition to tax credits? *(Select all that apply.)*

- ☐ Reduced recruitment costs.
- ☐ Increase staff diversity.
- ☐ More reliable employees compared to other hires.
- ☐ Hires more likely to stay with the company longer.
- ☐ Hires willing to accept low wages.
- ☐ Hires willing to work part-time.
- ☐ Hires willing to work weekends or evenings.
- ☐ Hires willing to work overtime.
- ☐ No other benefits.
- ☐ Other - Specify (Required)

*

15. Which statement best describes the employment length of WOTC-certified employees?

- ☐ WOTC-certified employees do not stay with the company as long as other employees hired for the same or similar occupations.
- ☐ There is no difference in length of employment between WOTC-certified and non-WOTC certified employees.
- ☐ WOTC employees typically stay with our organization longer than non-WOTC certified employees.
- ☐ We do not track WOTC qualified employees after hiring.
- ☐ Do not know.

16. How much does the potential WOTC tax credit factor into hiring decisions?

- ☐ Not at all a factor
- ☐ Occasionally a factor
- ☐ Sometimes a factor, sometimes not
- ☐ Often a factor
- ☐ Always a factor
- ☐ Don't know

17. Overall, how satisfied are you with the WOTC-certified employees that you hired?

- ☐ Very Dissatisfied
- ☐ Dissatisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Satisfied
- ☐ Very Satisfied
- ☐ Do Not Know

18. Please indicate your level of agreement with each of the following statements regarding the WOTC-certified employees that you hire.

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Don't Know	Not Applicable
It is easy to obtain certifications for WOTC targeted employees.	☐	☐	☐	☐	☐	☐	☐
Our company's mission focuses on employing people from WOTC target groups (SNAP, TANF, Veterans, etc.).	☐	☐	☐	☐	☐	☐	☐
Employees from WOTC target groups fit into our workplace culture.	☐	☐	☐	☐	☐	☐	☐
Employees from WOTC target groups are easy to recruit.	☐	☐	☐	☐	☐	☐	☐

Page entry logic:

This page will show when: #1 Question "Which statement best describes your organization in relationship to the Work Opportunity Tax Credit (WOTC) Program?" is one of the following answers ("I am an employer that has submitted applications for employees under WOTC.", "I am an employer that uses an employer representative/consultant to process WOTC documentation on our behalf.")

19. Compared to other new hires, do WOTC employees require additional training or mentoring to be able to do their jobs?

- ☐ Yes
- ☐ No
- ☐ Don't Know

LOGIC Show/hide trigger exists.

20. Did the company change its training program in the occupations in which WOTC hires work because WOTC hires needed more or different types of training?

- ☐ Yes, we expanded training primarily to WOTC hires, as needed.
- ☐ Yes, we expanded our training program for all hires, including WOTC hires
- ☐ No expansion of training was needed.
- ☐ Don't know

LOGIC Hidden unless: #20 Question "Did the company change its training program in the occupations in which WOTC hires work because WOTC hires needed more or different types of training? " is one of the following answers ("Yes, we expanded training primarily to WOTC hires, as needed.", "Yes, we expanded our training program for all hires, including WOTC hires")

21. What types of training are generally provided to WOTC employees? *(Select all that apply.)*

- ☐ General workplace expectations such as how to treat customers, getting along with co-workers, starting work on time, wearing appropriate workplace clothing.
- ☐ Initial orientation/explanation of the job.
- ☐ Internet or video training specific to the job.
- ☐ Formal in-person job training program.
- ☐ Mirroring/job shadowing experienced employee.
- ☐ Mentoring.
- ☐ Other - Specify (Required)
- ☐ Don't know

*

Outreach and Recruitment

Page entry logic:

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LOGIC Show/hide trigger exists.

22. How did you learn about WOTC? *(Select all that apply.)*

- ☐ State workforce agency (SWA)
- ☐ American Job Centers (AJCs), also called One Stops
- ☐ SNAP Employment and Training (E&T)
- ☐ Other recruitment source
- ☐ Employee presented Form 9062 (Conditional Certification)
- ☐ Tax advisor
- ☐ HR software contractor
- ☐ WOTC service contractor
- ☐ Professional association
- ☐ Other - Specify (Required)

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LOGIC Hidden unless: #22 Question "How did you learn about WOTC? *(Select all that apply.)*" is one of the following answers ("State workforce agency (SWA)", "American Job Centers (AJCs), also called One Stops")

23. What types of outreach did you receive from these organizations? *(Select all that apply.)*

- ☐ Pamphlets/Flyers
- ☐ Emails
- ☐ In-person presentations/trainings
- ☐ Virtual presentations/trainings
- ☐ Other - Specify (Required)

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LOGIC Show/hide trigger exists.

24. How does your organization recruit WOTC candidates? *(Select all that apply.)*

- ☐ Employer representative, recruiter or other contractor identifies WOTC candidates.
- ☐ Internet or social media advertising.
- ☐ Targeted recruitment at job fairs.
- ☐ Posting jobs with AJCs/One Stops.
- ☐ Using community service organizations to aid in recruitment.
- ☐ Schools/Training programs provided recruits.
- ☐ State Workforce Agency recruitment.
- ☐ Other - Specify (Required)

*

LOGIC Hidden unless: #24 Question "How does your organization recruit WOTC candidates?
(*Select all that apply.*)"

25. Of the options selected above, what are the top two methods for recruiting WOTC-eligible candidates?

- ☐ Employer representative, recruiter or other contractor identifies WOTC candidates.
- ☐ Internet or social media advertising
- ☐ Targeted recruitment at job fairs.
- ☐ Posting jobs with AJCs/One Stops.
- ☐ Using community service organizations to aid in recruitment.
- ☐ Schools/Training programs provide recruits
- ☐ State Workforce Agency recruitment.
- ☐ Other - Specify (Required)

*

26. Which target groups do you tend to hire? (*Select all that apply.*)

- ☐ Temporary Assistance for Needy Families (TANF) (IV-A Recipient)
- ☐ Veterans
- ☐ Ex-Felons
- ☐ Designated Community Residents
- ☐ Vocational Rehabilitation Referrals
- ☐ Summer Youth Employees
- ☐ Supplemental Nutrition Assistance Program (SNAP) Recipients
- ☐ Supplemental Security Income Recipients
- ☐ Long-Term Family Assistance Recipients
- ☐ Long-Term Unemployment Recipients

27. How do you screen employees to identify potential WOTC targeted groups? *(Select all that apply.)*

- ☐ WOTC eligibility criteria are integrated into our online application process.
- ☐ WOTC eligibility questions or forms are included in our paper application package.
- ☐ Initial onboarding package includes WOTC eligibility questions or forms.
- ☐ One-on-one interviews with job candidates.
- ☐ Background checks
- ☐ Other - Specify (Required)

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28. Do you prioritize job applicants who present a conditional WOTC certification on DOL Employment and Training Form 9062?

- ☐ Yes
- ☐ No
- ☐ An applicant has never presented us with a conditional certification form.

29. Typically, how long does it take to get required documentation for each target group?

	Not Applicable, SWA verifies eligibility	Less than 1 month	1 to 3 months	More than 3 months	NA - No certification requests for this group
Veterans	☐	☐	☐	☐	☐
Ex-Felons	☐	☐	☐	☐	☐
Designated Community Residents	☐	☐	☐	☐	☐
Vocational Rehabilitation Referrals	☐	☐	☐	☐	☐
Summer Youth Employees	☐	☐	☐	☐	☐
Supplemental Nutrition Assistance Program (SNAP) Recipients	☐	☐	☐	☐	☐
Title IV/TANF Assistance Program Recipients	☐	☐	☐	☐	☐
Supplemental Security Income Recipients	☐	☐	☐	☐	☐
Long-Term Family Assistance Recipients	☐	☐	☐	☐	☐
Long-Term Unemployment Recipients	☐	☐	☐	☐	☐

LOGIC Show/hide trigger exists.

30. Please choose the following response that best describes your State Workforce Agency's policies regarding documentation for WOTC certification submissions:

- ☐ In this state, the employer must provide all documentation that proves eligibility for each WOTC certification request.
- ☐ In this state, the State Workforce Agency requires completed forms only and no additional documentation.
- ☐ In this state, the employer must provide certain types of documentation in addition to the signed forms.

LOGIC Hidden unless: #30 Question "Please choose the following response that best describes your State Workforce Agency's policies regarding documentation for WOTC certification submissions:" is one of the following answers ("In this state, the employer must provide certain types of documentation in addition to the signed forms.")

31. Please choose the following response that best describes the documentation you must provide in addition to signed forms:

- ☐ Documentation that proves the applicant is a member of a group (e.g., received SNAP, vocational rehabilitation or other program benefits, is a veteran, etc.).
- ☐ Documentation that proves the person is in the required age range (for target groups with age requirements).
- ☐ Documentation that proves the dates the person participated in a program, was unemployed, or was discharged from military service.
- ☐ Documentation that the applicant resides in the required geographic area.

LOGIC Show/hide trigger exists.

32. Which target groups' do you typically request a 90 day extension at submission of certification request?

- ☐ Veterans
- ☐ Ex-Felons
- ☐ Designated Community Residents
- ☐ Vocational Rehabilitation Referrals
- ☐ Summer Youth Employees
- ☐ Supplemental Nutrition Assistance Program (SNAP) Recipients
- ☐ Title IV/TANF Assistance Program Recipients
- ☐ Supplemental Security Income Recipients
- ☐ Long-Term Family Assistance Recipients
- ☐ Long-Term Unemployment Recipients

33. What is the typical outcome from the SWA after the complete certification request is submitted?

	Certification	Needs letter	Denial
Veterans	☐	☐	☐
Ex-Felons	☐	☐	☐
Designated Community Residents	☐	☐	☐
Vocational Rehabilitation Referrals	☐	☐	☐
Summer Youth Employees	☐	☐	☐
Supplemental Nutrition Assistance Program (SNAP) Recipients	☐	☐	☐
Title IV/TANF Assistance Program Recipients	☐	☐	☐
Supplemental Security Income Recipients	☐	☐	☐
Long-Term Family Assistance Recipients	☐	☐	☐
Long-Term Unemployment Recipients	☐	☐	☐

34. Approximately what percent of your WOTC requests for certification do you submit on paper and online?

	0%	1% - 25%	26% - 50%	51% - 75%	76% - 100%
Submitted on paper	☐	☐	☐	☐	☐
Submitted online	☐	☐	☐	☐	☐

LOGIC Hidden unless: Question "Submitted on paper" is one of the following answers ("1% - 25%", "26% - 50%", "51% - 75%", "76% - 100%")

35. Why does your company submit WOTC certification requests on paper? (*Select all that apply.*)

- ☐ Our company uses representatives that have varied electronic capabilities.
- ☐ Required documentation is easier to submit by paper than online.
- ☐ Our state does not have online applications for WOTC.

36. How do you submit a request for certifications?

- ☐ One at a time as they are ready.
- ☐ Batched and submitted on a periodic basis.

37. What percent of initial submissions this past year were:

	0%	1% - 25%	26% - 50%	51% - 75%	76% - 100%
Approved and certified	☐	☐	☐	☐	☐
Returned for other problems	☐	☐	☐	☐	☐
Denied	☐	☐	☐	☐	☐
Not approved, denied or returned	☐	☐	☐	☐	☐

LOGIC Hidden unless: (Question "Returned for other problems" is one of the following answers ("1% - 25%", "26% - 50%", "51% - 75%", "76% - 100%") OR Question "Denied" is one of the following answers ("1% - 25%", "26% - 50%", "51% - 75%", "76% - 100%"))

38. For certifications that generate a needs letter requesting more information, in your experience, what is the likelihood that each reason is the cause a needs letter?

[illegible]

39. If you have gotten needs letters from your State Workforce Agency, please estimate for what percent you provide the information requested and for what percent you decide not to gather the additional information or documents.

% of cases for which we submit requested information or documents.

% of cases for which we do not submit additional information or documents because we are unable to gather the documentation in time.

% of cases for which we don't submit additional information because we can't get the required information.

% of the cases for which it is not worth the effort to try to get the requested information.

40. In CY 2023, estimate the percent of your WOTC submissions by final outcome:

% of certification requests that were approved.

% of certification requests denied because documentation showed the employee didn't qualify.

% of certification requests denied because they timed out (e.g., documentation was not obtained to determine eligibility in the required timeframe).

% of certification requests not processed (no determination was received on the original request).

41. How satisfied are you with the WOTC program?

	Not at all satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied
American Job Centers/One Stops as a Source for Recruiting WOTC Employees.	☐	☐	☐	☐	☐
Availability of WOTC- eligible candidates.	☐	☐	☐	☐	☐
WOTC Certification Form Requirements.	☐	☐	☐	☐	☐
Availability of Electronic WOTC Forms.	☐	☐	☐	☐	☐
WOTC Documentation Requirements.	☐	☐	☐	☐	☐
Training needs of WOTC Hires.	☐	☐	☐	☐	☐
Quality of WOTC Hires.	☐	☐	☐	☐	☐
Performance of WOTC Hires.	☐	☐	☐	☐	☐
SWA Response Times.	☐	☐	☐	☐	☐
Tax Credit Amounts.	☐	☐	☐	☐	☐

LOGIC Show/hide trigger exists.

42. Do you have any suggestions for improving WOTC?

Page entry logic:

This page will show when: #1 Question "Which statement best describes your organization in relationship to the Work Opportunity Tax Credit (WOTC) Program?" is one of the following answers ("I am an employer representative that assists employers in the identification and/or hiring of individuals under WOTC.")

43. As an employer representative supporting organizations through the WOTC process, what percent of your workload is focused on WOTC-related work?

 %

LOGIC Hidden unless: #42 Question "Do you have any suggestions for improving WOTC?" is less than "100"

44. What other services does your company provide?

- ☐ Software development/support
- ☐ Human Resource advice and/or consulting
- ☐ Tax preparation, tax advice and/or consulting
- ☐ Administration of all or most of a client company's Human Resource functions
- ☐ Administration of specific Human Resource functions for clients, such as recruiting, hiring, payroll, training, etc.
- ☐ Other - Specify (Required)

*

45. For how many employers have you provided WOTC-related support over the past three years?

	1	2-4	5-10	More than 10
Single Establishment Business	☐	☐	☐	☐
Multi-Establishment Business	☐	☐	☐	☐
Multi-Establishment Business in Multiple States	☐	☐	☐	☐

46. Please list the number of companies you serve for each business size listed below.

Small (0-100 employees)

Medium (100-999 employees)

Large (1,000 or more employees)

LOGIC Show/hide trigger exists.

47. What aspects of the WOTC process do you assist employers with? *(Select all that apply.)*

- ☐ Recruiting potential candidates for job opportunities.
- ☐ Prescreening job applicants for qualification under WOTC target groups.
- ☐ Completing WOTC-related forms.
- ☐ Collecting verification documents from job applicants.
- ☐ Submitting required WOTC forms to State Workforce Agencies.
- ☐ Responding to State Workforce Agency requests for additional information.
- ☐ Managing tax credit receipts.
- ☐ Presenting information to employers on the advantages of WOTC.
- ☐ Other - Specify (Required)

*

LOGIC Hidden unless: #47 Question "What aspects of the WOTC process do you assist employers with? *(Select all that apply.)*" is one of the following answers ("Recruiting potential candidates for job opportunities.")

48. How does your organization recruit WOTC candidates? *(Select all that apply.)*

- ☐ Internet and/or social media advertising
- ☐ Targeted recruitment at job fairs.
- ☐ Posting jobs with AJCs/One Stops.
- ☐ Community service organizations aid in recruitment.
- ☐ Schools, training program sponsors provide recruits
- ☐ State Workforce Agency recruitment.
- ☐ Other - Please Specify (Required)

*

LOGIC Hidden unless: #47 Question "What aspects of the WOTC process do you assist employers with? (*Select all that apply.*)" is one of the following answers ("Recruiting potential candidates for job opportunities.")

49. What are the top two methods for recruiting WOTC-eligible candidates?
(*Select the top two methods.*)

- ☐ Internet and/or social media advertising
- ☐ Targeted recruitment at job fairs.
- ☐ Posting jobs with AJCs/One Stops.
- ☐ Community service organizations aid in recruitment.
- ☐ Schools, training program sponsors provide recruits
- ☐ State Workforce Agency recruitment.
- ☐ Other - Please Specify (Required)

*

50. How is information gathered to complete the WOTC certification forms?

- ☐ Employer provides all information on the forms.
- ☐ Our organization collects all information for the form directly from employer.
- ☐ Both the employer and our organization gather information to complete the required forms.
- ☐ Our organization collects the required information directly from the job candidate/new hire.

51. Approximately how much *staff time* does it typically take to complete a WOTC certification request, including paperwork, requesting, following-up and obtaining required documents and submission including all the forms and documents and responding to needs letters?

- ☐ Less than 1 hour
- ☐ More than 1 hour but less than 2 hours
- ☐ Between 2 and 4 hours
- ☐ Between 5 and 8 hours
- ☐ More than 8 hours

52. Which target groups are generally hired by EMPLOYER COMPANY?

- ☐ Temporary Assistance for Needy Families (TANF) (IV-A Recipient)
- ☐ Veterans
- ☐ Ex-Felons
- ☐ Designated Community Residents
- ☐ Vocational Rehabilitation Referrals
- ☐ Summer Youth Employees
- ☐ Supplemental Nutrition Assistance Program (SNAP) Recipients
- ☐ Supplemental Security Income Recipients
- ☐ Long-Term Family Assistance Recipients
- ☐ Long-Term Unemployment Recipients

53. Does the time it takes to complete WOTC certification request paperwork and documentation submissions vary by target group?

- ☐ Yes
- ☐ No

54. Which target groups' paperwork are the most time consuming to complete? *(Select up to 3.)*

- ☐ Temporary Assistance for Needy Families (TANF) (IV-A Recipient)
- ☐ Veterans
- ☐ Ex-Felons
- ☐ Designated Community Residents
- ☐ Vocational Rehabilitation Referrals
- ☐ Summer Youth Employees
- ☐ Supplemental Nutrition Assistance Program (SNAP) Recipients
- ☐ Supplemental Security Income Recipients
- ☐ Long-Term Family Assistance Recipients
- ☐ Long-Term Unemployment Recipients

55. Approximately what percent of your WOTC requests for certification do you submit on paper and online?

	0%	1% - 25%	26% - 50%	51% - 75%	76% - 100%
Submitted on paper	☐	☐	☐	☐	☐
Submitted online	☐	☐	☐	☐	☐

LOGIC Hidden unless: Question "Submitted on paper" is one of the following answers ("1% - 25%", "26% - 50%", "51% - 75%", "76% - 100%")

56. Why does your company submit WOTC certification requests on paper? *(Select all that apply.)*

- ☐ Our company works with multiple State Workforce Agencies which require different types of submissions
- ☐ Required documentation is easier to submit by paper than online

57. How do you submit certifications?

- ☐ One at a time as they are ready
- ☐ Batched and submitted on a periodic basis

58. How long does it take for the State Workforce Agency to respond to submissions?

- ☐ Less than 1 week
- ☐ More than a week but less than 2 weeks
- ☐ Between 2 weeks and a month
- ☐ More than a month but less than 3 months
- ☐ More than 3 months

59. Which target groups take longer for State Workforce Agencies to respond to a submission for certification? *(Select up to 3.)*

- ☐ Temporary Assistance for Needy Families (TANF) (IV-A Recipient)
- ☐ Veterans
- ☐ Ex-Felons
- ☐ Designated Community Residents
- ☐ Vocational Rehabilitation Referrals
- ☐ Summer Youth Employees
- ☐ Supplemental Nutrition Assistance Program (SNAP) Recipients
- ☐ Supplemental Security Income Recipients
- ☐ Long-Term Family Assistance Recipients
- ☐ Long-Term Unemployment Recipients

60. What percent of initial submissions in the past year were:

	0%	1% - 25%	26% - 50%	51% - 75%	76% - 100%
Approved and certified					
Returned for other problems					
Denied					
Not approved, denied or returned					

LOGIC Hidden unless: (Question "Returned for other problems" is one of the following answers ("1% - 25%", "26% - 50%", "51% - 75%", "76% - 100%") OR Question "Denied" is one of the following answers ("1% - 25%", "26% - 50%", "51% - 75%", "76% - 100%"))

61. For submissions returned with problems, such as receiving a needs letter requesting more information, in your experience, what is the likelihood that each reason is the cause for return?

[illegible]

62. If you have gotten needs letters from your State Workforce Agency, please estimate for what percent you provide the information requested and for what percent you decide not to gather the additional information or documents.

% of cases for which we submit requested information or documents.

% of cases for which we do not submit additional information or documents because we are unable to gather the documentation in time.

% of cases for which we don't submit additional information because we can't get the required information.

% of the cases for which it is not worth the effort to try to get it.

63. In CY 2023, estimate the percent of your WOTC submissions by final outcome:

% of certification requests that were approved.

% of certification requests denied because documentation showed the employee didn't qualify.

% of certification requests denied because they timed out (e.g., documentation was not obtained to determine eligibility in the required timeframe).

% of certification requests not processed (no determination was received on the original request).

64. How satisfied are you with the WOTC program?

- ☐ Not at all satisfied
- ☐ Somewhat satisfied
- ☐ Neutral
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

65. Do you have any suggestions for improving WOTC?

Thank You!

Thank you for taking our survey. Your response is very important to us.