WOTC AJC Survey

Thank you for participating in the Workforce Opportunity Tax Credit (WOTC) American Job Center (AJC) survey sponsored by the U.S. Department of Labor (DOL) Chief Evaluation Office (CEO). The purpose of collecting the requested information is to better understand how AJCs use WOTC in order to help individuals find employment opportunities. Please answer each question to the best of your knowledge. The survey is being administered by Economic Systems Inc. (EconSys), an independent contractor conducting an implementation evaluation of WOTC for DOL CEO.

Burden Disclosure. Public reporting burden for this survey is estimated to average 15 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 15 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.

Blank Survey. You may download a blank copy of the questionnaire which could serve as a worksheet to compile the information needed from other sources before entering the responses into the online survey. To download a blank copy of the survey, click here:

1. Which AJC/One Stop or partner organization do you represent?
AJC/One Stop - Specify (Required)
Partner Organization - Specify (Required)
Show/hide trigger exists. 2. What is your main focus within this organization?
Oversight/General Management
C Employer Engagement or Recruiting
 Employee Services (i.e., job search, training, skills testing, career counseling)
Hidden unless: #2 Question "What is your main focus within this organization?" is one of the following answers ("Oversight/General Management")

- 3. If you provide general oversight to the organization, are you able to answer detailed questions about the WOTC Program and its role within your organization?
 - Yes
 - No, but I can forward this link to someone who can answer detailed questions regarding the WOTC Program. (Please close the survey without saving and send to your colleague)
 - No, we do not work with the WOTC Program within this organization and cannot complete this survey.

Hidden unless: (#2 Question "What is your main focus within this organization?" is one of the following answers ("Employer Engagement or Recruiting", "Employee Services (i.e., job search, training, skills testing, career counseling) ") OR #3 Question "If you provide general oversight to the organization, are you able to answer detailed questions about the WOTC Program and its role within your organization?" is one of the following answers ("Yes")) 4. How did you learn of WOTC as an asset to your organization's efforts to link employers with job candidates?
☐ State Workforce Agency
County Employment Agency
 Institutional knowledge (Existing employment policies) within your organization
☐ Internet or other media source
☐ Professional conference
☐ From a candidate
☐ From an employer
Other - Write In (Required) *
☐ I do not know about the WOTC program

Hidden unless: Question "[OLD VERSION] How did you learn of WOTC as an asset to your organization's efforts to link employers with job candidates?" is one of the following answers ("State Workforce Agency", "County Employment Agency", "Institutional knowledge (Existing employment policies) within your organization", "Internet or other media source", "Professional conference", "From a candidate", "From an employer", "Other - Specify (Required)") 5. How did these organizations provide you with that information? (Select all that apply.)
□ Email
☐ Site visit with our team
☐ Meeting
☐ Conference
☐ Seminar
☐ Training
☐ Presentation by SWA staff
Other - Specify (Required) *
Verification
Show/hide trigger exists. 6. Does your organization identify WOTC candidates for employers to hire? • Yes • No
O Don't Know

Hidden unless: #6 Question "Does your organization identify WOTC candidates for employers to hire?" is one of the following answers ("Yes") 7. Does your organization request the WOTC candidates provide documentation for certification? O Yes O No Hidden unless: #6 Question "Does your organization identify WOTC candidates for employers to hire?" is one of the following answers ("Yes") 8. Do the WOTC candidates sign releases for proof of belonging in target groups? Yes O No Show/hide trigger exists. Hidden unless: #6 Question "Does your organization identify WOTC candidates for employers to hire?" is one of the following answers ("Yes") 9. Does your organization have Memorandums of Understanding (MOUs) with issuing agencies to obtain documentation to verify WOTC eligibility? Yes O No

Hidden unless: #9 Question "Does your organization have Memorandums of Understanding (MOUs) with issuing agencies to obtain documentation to verify WOTC eligibility?" is one of the following answers ("Yes") 10. For each target group that requires outside verification, please indicate if
your organization has MOUs to obtain eligibility documentation. (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
Show/hide trigger exists. Hidden unless: #6 Question "Does your organization identify WOTC candidates for employers to hire?" is one of the following answers ("Yes") 11. Does your organization determine WOTC Target Group eligibility based on verification from issuing agencies?
Yes
o No

Hidden unless: #11 Question "Does your organization determine WOTC Target Group eligibility based on verification from issuing agencies?" is one of the following answers ("Yes")
12. For which Target Groups? (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
Hidden unless: #6 Question "Does your organization identify WOTC candidates for employers to hire?" is one of the following answers ("Yes") 13. What is the average amount of elapsed time that typically passes between when you submit a request and when you receive documentation to establish eligibility for a WOTC target group?
C Less than a Week
C 1-2 weeks
2 weeks to a month
More than a month

Employers

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This page will show when: (#2Question "What is your main focus within this organization?" is one of the following answers ("Employer Engagement or Recruiting") OR #3 Question "If you provide general oversight to the organization, are you able to answer detailed questions about the WOTC Program and its role within your organization?" is one of the following answers ("Yes"))

14. How does your organization identify and reach out to potential employers that could hire WOTC target group members? (Select all that apply.)
☐ Job fairs
☐ Cold calling employers
☐ Email campaigns
☐ Pamphlets/Flyers
☐ Presenting at employment conferences
☐ Social media
☐ In-person visits
☐ Networking Events
☐ Referrals from other businesses
Other - Specify (Required)
*
15. How many amployers/partners has your argenization identified as
15. How many employers/partners has your organization identified as promising workplaces for WOTC Target Groups over the past three years?

•	are these factors in identifying promising workplaces for ups? (Enter 1 = very important; 2 = somewhat important;
	Employer has positions available for the education and experience levels of job seekers we serve.
	Employer offers positions that are permanent.
	Employer offers positions that are temporary.
	Employer salaries are adequate to cover living expenses.
	Employer has a reputation of being a good place to work.
	Employer offers good benefits.
	Employer provides occupations with a career path.
	Work hours/shifts would meet the needs of our job seekers.
	Employer offers remote work.
	Employer offers part-time work.
Show/hide trigger	exists. interested in candidates from specific target groups?
Yes	
O No	

Hidden unless: #17 Question "Are employers interested in candidates from specific target groups?" is one of the following answers ("Yes") 18. Which target groups are employers more interested in? (Select up to three.)
☐ Target group doesn't matter
☐ 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

19. Are there any target groups that employers avoid? (Select up to three.)
☐ Target group doesn't matter
☐ 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
20. Does your organization provide these services to employers that seek WOTC candidates? (Select all that apply.)
☐ Labor market information
☐ Financial assistance for childcare, transportation, books tools, uniforms
☐ Customized training with employer input to prepare job seekers
☐ Identifying and screening candidates for WOTC employers
☐ Reimbursements for wages to participants in OJT at WOTC employers
Other Services - Please Specify (Required)

Employee Services

Page entry logic:

This page will show when: (#2Question "What is your main focus within this organization?" is one of the following answers ("Employee Services (i.e., job search, training, skills testing, career counseling) ") OR #3 Question "If you provide general oversight to the organization, are you able to answer detailed questions about the WOTC Program and its role within your organization?" is one of the following answers ("Yes"))

21. Do you serve any of these specific employee gro	oups?
□ Temporary Assistance for Needy Families (TANF) (IV-	A Recipient)
□ Veterans	
☐ Long-Term Unemployment Recipients	
☐ Ex-Felons	
Community Residents who live in Empowerment Zone Zones or Rural Renewal Areas	s, Enterprise
☐ Vocational Rehabilitation Referrals	
☐ Summer Youth Employees	
☐ Supplemental Nutrition Assistance Program (SNAP) R	ecipients
☐ Supplemental Security Income Recipients	
☐ Long-Term Family Assistance Recipients	
Other - Specify (Required)	
	*

Show/hide trigger exists. 22. Do you recruit employees at any of these sites? (Select all that apply.)
☐ TANF offices
☐ SNAP offices
☐ Food banks
☐ Vocational rehabilitation facilities
☐ American Legion
☐ Other Veterans offices
☐ High school guidance offices
☐ Youth organizations
☐ Faith organizations
☐ Community centers
Other - Please Specify (Required)
*

Hidden unless: #22 Question "Do you recruit employees at any of these sites?(<i>Select all that apply.</i>)" is one of the following answers ("TANF offices","SNAP offices","Food banks","Vocational rehabilitation facilities","American Legion","Other Veterans offices","High school guidance offices","Youth organizations","Faith organizations","Community centers","Other - Please Specify (Required)") 23. How do you post job opportunities at these sites?
□ Posters
☐ Brochures
☐ Social media
☐ Radio
☐ TV ads
☐ Information booths/tables
☐ Presentations
Other - Please specify (Required) *
24. What percent of the people that you assist are:
% First time job seekers
% People who lost a job
% Single parents
% People who are employed, but seek a better job
% People who require childcare in order to work
% Have limited access to transportation

25. Which services do you provide to job seekers? (Select all that apply.)
Career exploration assistance that identifies occupations that interest them.
Career exploration assistance that Identifies occupations that match their education and experience.
☐ Career exploration based on their knowledge, skills and abilities.
Referrals to training programs.
☐ Placement services.
Résumé preparation assistance.
☐ Workshops to enhance job seeking skills and work readiness.
☐ Access to DOL's O*NET.
☐ Transportation assistance.
☐ Childcare assistance.
Access to resources such as computers, printers, photocopiers, fax machines, telephones, and/or a variety of job search resource materials.
Other - Specify (Required)
*
26. For what percentage of the job seekers you assist do you use the Department of Labor's O*NET service?

27. For first-time jo express interest in		what are the	top 5 occu	pations job	seekers
	Occupation 1	Occupation 2	Occupation 3	Occupation 4	Occupation 5
Job seekers with less than a high school diploma?					
Job seekers with a high school diploma?					
Job seekers with a high school diploma and some occupational training?					
Job seekers with some college and no other occupational training?					
Job seekers with a college degree?					
28. For first-time jo express interest in		what are the Occupation	·	pations job	seekers Occupation
Job seekers with	Business Computer Architectu Life, Phys Communi Legal Occ Education Arts, Desi	nent Occupation & Financial Or & Mathemation First & Enginee Sical & Social Secupations First Training, & Fign, Entertain First Engoget Occupant Occupant	perations cal ring Sciences ervices Library nent & Technical	Busines Comput Architect Life, Phy Commu Legal O Education Arts, De Healthca	ement Occupations & Financial Oper & Mathematic eture & Engineeritysical & Social Sententions on, Training, & Lesign, Entertainmare Practitioner & Eare Support Occ

less than a high school diploma.

Protective Services
Sales & Related Occupations
Food Preparation & Serving
Building Maintenance
Personal Care & Service
Office/Administrative Support
Farming, Fishing & Forestry
Construction & Extraction
Installation/Maintenance / Repair
Production Occupations
Transportation/Material Moving
Military Specific Occupations
Sports / Media Occupations

Protective Services
Sales & Related Occupa
Food Preparation & Sen
Building Maintenance
Personal Care & Service
Office/Administrative Su
Farming, Fishing & Fore
Construction & Extractio
Installation/Maintenance
Production Occupations
Transportation/Material I
Military Specific Occupa
Sports / Media Occupati

Job seekers with a high school diploma and some additional training/education. Management Occupations **Business & Financial Operations** Computer & Mathematical Architecture & Engineering Life, Physical & Social Sciences Community & Social Services Legal Occupations Education, Training, & Library Arts, Design, Entertainment Healthcare Practitioner & Technical **Healthcare Support Occupations Protective Services** Sales & Related Occupations Food Preparation & Serving **Building Maintenance** Personal Care & Service Office/Administrative Support Farming, Fishing & Forestry Construction & Extraction Installation/Maintenance / Repair **Production Occupations** Transportation/Material Moving Military Specific Occupations Sports / Media Occupations

Management Occupation Business & Financial Or Computer & Mathematic Architecture & Engineeri Life, Physical & Social S Community & Social Ser Legal Occupations Education, Training, & L Arts, Design, Entertainm Healthcare Practitioner { Healthcare Support Occ **Protective Services** Sales & Related Occupa Food Preparation & Sen **Building Maintenance** Personal Care & Service Office/Administrative Su Farming, Fishing & Fore Construction & Extractio Installation/Maintenance **Production Occupations** Transportation/Material I Military Specific Occupa Sports / Media Occupati

Management Occupations
Business & Financial Operations
Computer & Mathematical
Architecture & Engineering
Life, Physical & Social Sciences
Community & Social Services
Legal Occupations
Education, Training, & Library
Arts, Design, Entertainment
Healthcare Support Occupations

Management Occupation Business & Financial Op Computer & Mathematic Architecture & Engineeri Life, Physical & Social S Community & Social Ser Legal Occupations Education, Training, & L Arts, Design, Entertainm Healthcare Support Occ Job seekers with a college degree.

Protective Services
Sales & Related Occupations
Food Preparation & Serving
Building Maintenance
Personal Care & Service
Office/Administrative Support
Farming, Fishing & Forestry
Construction & Extraction
Installation/Maintenance / Repair
Production Occupations
Transportation/Material Moving
Military Specific Occupations
Sports / Media Occupations

Protective Services
Sales & Related Occupa
Food Preparation & Sen
Building Maintenance
Personal Care & Service
Office/Administrative Su
Farming, Fishing & Fore
Construction & Extractio
Installation/Maintenance
Production Occupations
Transportation/Material I
Military Specific Occupa
Sports / Media Occupation



- 29. As part of your assistance, how often do you make job seekers aware of the starting salary for their preferred occupations?
 - For every job seeker.
 - For most job seekers.
 - For some job seekers.
 - For few job seekers.
 - For no job seekers.
- 30. As part of your assistance, how often do you make job seekers aware of a career path associated with their preferred occupations?
 - For every job seeker.
 - For most job seekers.
 - For some job seekers.
 - For few job seekers.
 - For no job seekers.

•	ssistance, for what percent of the job seekers do you so of the job candidates' situations:
	% Access to transportation.
	% Access to daycare.
	% Physical limitation/capacity.
	% Need for full-time work.
	% Need for part-time work.
	% Capacity to work irregular hours.
	% Capacity to work overtime.
	% Need to earn enough to support themselves.
	% Need to earn enough to support themselves and their families.
32. What percent of	job seekers begin work in:
	% An occupation in which they initially expressed interest.
	% An occupation that required additional training.
	% An occupation that pays better than what they were seeking.
	% An occupation that better meets needs other than pay, such as commute, work hours, etc.

33. What percent of job seekers re	eturn within a year for additional assistance after a placement in
order to get a different job that:	
	% Pays better.
	% Has a better commute.
	% Has working hours more suited to their needs.
	% Has a better workplace atmosphere.
	% Better meets some other need
34. In your experience, do adequate for self-sufficience	WOTC candidates get jobs with wages that are y?
○ Never	
C Very Rarely	
Rarely	
 Occasionally 	
Frequently	
Always	
C Don't Know	

employers?
C Less than 3 weeks
C 3 weeks to 9 weeks
C 10 weeks
More than 10 weeks
O Don't know
Pre-Certification
36. Did your State Workforce Agency (SWA) reach out to your organization to encourage pre-certifications or Conditional Certifications using Form 9062?
C Yes
O No
Show/hide trigger exists. 37. Does your organization pre-certify job seekers for WOTC?
c Yes
o No

35. In your experience, how long do most WOTC candidates work for WOTC

Hidden unless: #37 Question "Does your organization pre-certify job seekers for WOTC?" is one of the following answers ("Yes") 38. How do you pre-screen or identify potential WOTC candidates?
☐ Entrance questionnaire
☐ Candidate self-identification
Database search of state provided program data (e.g., Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Vocational Rehabilitation, Veterans affairs, Penal System, etc.)
Referrals from state agencies that administer programs that qualify applicants for WOTC (e.g., Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Vocational Rehabilitation, Veterans affairs, Penal System, etc.)
Other - Specify (Required)
· ·

Hidden unless: #37 Question "Does your organization pre-certify job seekers for WOTC?" is one of the following answers ("Yes")

39. On average, how long does it take your organization's staff to complete the Conditional Certification Form 9062?

- C Less than 1 hour
- More than 1 hour but less than 2
- Between 2 and 4 hours
- More than 4 hours

Hidden unless: #37 Question "Does your organization pre-certify job seekers for WOTC?" is one of the following answers ("Yes") 40. Which target groups does your organization pre-certify via Form 9062? (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
☐ All of the above
Show/hide trigger exists. Hidden unless: Question "[OLD VERSION] Which target groups does your organization pre-certify via Form 9062? (Select all that apply.)" is one of the following answers ("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") 41. What is the reason that you did not select all target groups? (Select all that apply.)
Difficult to identify participants of specific target groups.
Our organization's mission does not include these target groups.
☐ These groups are difficult to certify for WOTC.

Show/hide trigger exists. Hidden unless: #41 Question "What is the reason that you did not select all target groups? (Select all that apply.)" is one of the following answers ("These groups are difficult to certify for WOTC.") 42. Are there any WOTC target groups that are more difficult to pre-certify? (Select up to three.)
☐ 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

pre-ce	Hidden unless: #42 Question "Are there any WOTC target groups that are more difficult to rtify? (Select up to three.)" That are the reasons that these target groups are difficult to pre-certify? (Select all that
apply.	
	Information on an individual's participation in target group is difficult to access.
	Our agency does not have necessary agreements with external agencies that issue benefits that qualify an individual for a target group.
	Candidates are not willing to provide information.
	Candidates are not willing/able to obtain necessary documentation.
	Paperwork takes too long to complete.
	State Workforce Agencies are slow to respond to requests.
	Lack of support from State Workforce Agencies.
	Not a priority for candidates.
	Other - Specify (Required) *

Hidden unless: #37 Question "Does your organization pre-certify job seekers for
WOTC?" is one of the following answers ("Yes") 44. What steps does your organization conduct to pre-certify WOTC candidates? (Select all that apply.)
Review application from candidate
☐ Review documentation from candidate
☐ Match candidate to target group
☐ Assist in completing paperwork
☐ Engage with WOTC partners
☐ Submit paperwork to State Workforce Agencies
Other - Specify (Required)
*
Hidden unless: #37 Question "Does your organization pre-certify job seekers for WOTC?" is one of the following answers ("Yes")
45. How does your organization prepare pre-certified WOTC candidates to leverage their Conditional Certification Form 9062?
Coach them on how to talk to employers about the benefits of WOTC.
Provide them with documentation to hand to employers.
☐ Provide the completed Form 9062 stating conditional eligibility.
Outreach to major employers about the benefits of WOTC to them.
Other - Please Specify (Required)
*
「hank You!

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