

**SCSEP Host Agency  
Customer Satisfaction Survey**

**OMB Approval Number:  
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**HOST AGENCY CUSTOMERS**

The Older Worker Program, also known as the Senior Community Service Employment Program (SCSEP), wants to provide the highest quality services to its customers. You can help improve services by answering the following questions about your experiences as a host agency over the last twelve months. Please be completely honest. Your answers are strictly confidential. 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
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10	<input type="radio"/> 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
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10	<input type="radio"/> 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
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10	<input type="radio"/> 90		

4. The Older Worker Program/SCSEP staff make the process of assigning participants easy for me. (Choose one number)

Strongly disagree											Strongly agree	Don't know
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8	<input type="radio"/> 9	<input type="radio"/> 10	<input type="radio"/> 90		

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ETA-9124 – Part B  
(Rev. 2/28/2018)

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## SCSEP Host Agency Customer Satisfaction Survey

5. The Older Worker Program/SCSEP staff who make the assignments have a good understanding of my business needs. (Choose one number)

Strongly  
disagree

Strongly  
agree

Don't  
know

☐ 1   ☐ 2   ☐ 3   ☐ 4   ☐ 5   ☐ 6   ☐ 7   ☐ 8   ☐ 9   ☐ 10   ☐ 90

6. I receive sufficient information about the backgrounds of the participants assigned to my agency. (Choose one number)

Strongly  
disagree

Strongly  
agree

Don't  
know

☐ 1   ☐ 2   ☐ 3   ☐ 4   ☐ 5   ☐ 6   ☐ 7   ☐ 8   ☐ 9   ☐ 10   ☐ 90

7. When Older Worker Program/SCSEP staff propose a participant for our agency, I understand that: (Choose all that apply)

- ☐ 1) I can accept the individual offered or not
- ☐ 2) I have a choice among several potential participants
- ☐ 3) I really have no choice

8. The participants assigned are a good match with my agency. (Choose one number)

Strongly  
disagree

Strongly  
agree

Don't  
know

☐ 1   ☐ 2   ☐ 3   ☐ 4   ☐ 5   ☐ 6   ☐ 7   ☐ 8   ☐ 9   ☐ 10   ☐ 90

9. Would you like the participants to have been better prepared in any of these areas? (Choose Yes, No, or N/A for each area)

- |  |                           |                          |                           |
|--|---------------------------|--------------------------|---------------------------|
| 1) Basic computer knowledge  | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| 2) Basic employability skills, like how to dress, how to interact with co-workers and supervisors, and punctuality | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| 3) Knowledge of what the assignment required   | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| 4) How to behave with the host agency's customers or clients   | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |

10. The Older Worker Program/SCSEP staff are helpful in resolving any problems we have. (Choose one number)

Strongly  
disagree

Strongly  
agree

Not  
applicable

☐ 1   ☐ 2   ☐ 3   ☐ 4   ☐ 5   ☐ 6   ☐ 7   ☐ 8   ☐ 9   ☐ 10   ☐ 90

**Please continue on next page**

## SCSEP Host Agency Customer Satisfaction Survey

11. The Older Worker Program/SCSEP staff stay in touch with my agency throughout the assignment to make sure it goes well. (Choose one number)

Strongly  
disagree

Strongly  
agree

Don't  
know

☐ 1   ☐ 2   ☐ 3   ☐ 4   ☐ 5   ☐ 6   ☐ 7   ☐ 8   ☐ 9   ☐ 10   ☐ 90

12. Do any of the older workers assigned to your agency require supportive services, such as assistance with transportation, uniforms, safety equipment, or health services, to be successful in their assignments? (Choose one answer)

None

Few

Many

Nearly all

Don't know

☐ 1

☐ 2

☐ 3

☐ 4

☐ 9

13. Has the Older Worker Program/SCSEP removed any participants from your agency before you thought they were ready to leave? (Choose one number)

Never

Occasionally

Frequently

Nearly always

Don't know

☐ 1

☐ 2

☐ 3

☐ 4

☐ 9

14. Has your agency requested that the Older Worker Program/SCSEP remove a participant because the participant was not working out?

☐ Yes

☐ No

☐ Don't know

15. How has your participation in the Older Worker Program/SCSEP affected the amount of services your agency provides to the community? (Choose one answer)

Decreased  
significantly

Somewhat  
decreased

Neither decreased  
nor increased

Somewhat  
increased

Increased  
significantly

Don't  
know

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

☐ 9

16. What is most valuable to you about the Older Worker Program/SCSEP?

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Please continue on other side 

17. Based on your experience, what changes would you recommend for the Older Worker Program/SCSEP?

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**Thank you for taking the time to complete this survey.**