Part 9:   Reporting and Data Collection

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A. Data Collection

To encourage the goals of SCSEP and strengthen the framework of the services provided, SCSEP grantees must collect a variety of participant demographic and performance measures data and enter the data into the DOL national database for SCSEP, called SPARQ.

SSAI must collect data from project sponsors and submit reports to the U.S. Department of Labor regarding the eleven performance measures, which include six "core indicators" and three "additional indicators" (for detailed information on performance measures, see section 101-D SSAI Performance Measures). The performance measure data is reflected in the Quarterly Progress Report (QPR) and is used as the basis for negotiating future performance levels.

SSAI must collect and submit participant demographic data based on information that SSAI's project sponsors collect using four forms: the *SCSEP Participant Form*, the *SCSEP Community Service Assignment Form*, the *SCSEP Exit Form,* and the *SCSEP Unsubsidized Employment Form,* as well as other SPARQ data and SSAI online tools.

The *Participant Form*, the *SCSEP Community Service Assignment Form*, the *SCSEP Exit Form*, and the *SCSEP Unsubsidized Employment Form* can be found in Appendix II and on the partners' page of SSAI's website at http://seniorserviceamerica.org.

B. Data Collection Forms and Tools

In addition to SPARQ, SSAI uses a variety of paper-based and web-based tools to collect program information required for the U.S. Department of Labor (DOL) and program operations. The major aspects of SSAI data collection system are briefly described below.

- The ***SCSEP Participant Form*** collects basic participant information, eligibility information, participant characteristics, information about the participant's first community service work-based training assignment and information about the host agency that is used for the Customer Satisfaction Survey. The SCSEP *Participant Form* also collects information about those individuals on a project sponsor's waiting list and those who are ineligible. For ineligible applicants, project sponsors must use the Participant Form to record where ineligible applicants were referred.

- The ***SCSEP Community Service Assignment Form*** collects changes in the participant's community service work-based training assignments as well as information on approved break in service.

- The ***SCSEP Exit Form*** collects information on the reason the participant exited or was terminated from the program.

- The ***SCSEP Unsubsidized Employment Form*** collects information on the unsubsidized job a participant achieved. This form also collects the participant's unsubsidized employer's contact information that is used for the employer Customer Satisfaction Survey and provides the means for the project sponsor to conduct follow-up.

- The **Recertification Webtool** collects information from each participant to assure they are still income eligible for SCSEP services. (For more information, see section 601 Recertification of Eligibility.)

- **Payroll-by-Payroll Webtool** – due at the end of each pay period, this Webtool collects information on participant wage payroll costs compared with a pro-rated budget amount.

- **Project Performance Plan Webtool** – due each time the Payroll-by-Payroll Webtool is updated, this Webtool collects planning information for the annual period between July 1 of one year and June 30 of the following year from the project director regarding how he or she will spend all of their participant wage funds and meet their service level and unsubsidized exit goals. (For more information, see section 101-D SSAI Performance Measures.)

C. Correcting Data

If SSAI staff determines that a subgrantee entered incorrect performance data into SPARQ, SSAI will:

- Provide additional training and assistance so that subgrantee staff can correctly collect and enter SCSEP data into SPARQ; and

- Determine the scope of the error in order to provide proper guidance as to next steps.

  o If the data error is limited to a program year that is past where SPARQ is now closed for that program year, SSAI will instruct and focus the subgrantee to not make the same mistake going forward.

  o If the data error is discovered in a current program year where SPARQ is still open for that program year, SSAI will require the subgrantee to enter corrected data into SPARQ, even if the corrections impact the subgrantee's performance.

D. Customer Satisfaction Survey Process

Customer Satisfaction Surveys are an additional indicator of performance for the SCSEP program (for more information, see section 101-D SSAI Performance Measures). There are three surveys that measure satisfaction by three "customers:" participants, host agency supervisors and unsubsidized employers.

Copies of the DOL survey forms are available at SSAI's website at http://seniorserviceamerica.org by clicking on the Partner/Subgrantee Sign In link to access the partners' page.

1. Participant Satisfaction Surveys

The U.S. Department of Labor (DOL) selects the active and exited participants that will be mailed a Participant Satisfaction Survey. After SSAI obtains the list of participants to be surveyed from the DOL, SSAI creates lists of participants' names by sponsor and posts each sponsor's list on the SSAI's Partner page for each sponsor.

- SSAI annually requires sponsors to send a pre-survey letter to both active and exited participants on the sponsor's list and provides a pre-survey sample letter including a due date for the pre-survey letters to be mailed. SSAI provides sample pre-survey letters in English, Spanish, Chinese and Korean.

- If a participant on a sponsor's survey list died after exiting SCSEP, please complete and return a *SCSEP Post-Exit Deceased Form*. This form notifies SSAI if a **former** SCSEP participant has died and will prevent any future communications, such as the customer satisfaction survey, from being sent to that person. This form is available in this manual's Appendix II and at SSAI's website at http://seniorserviceamerica.org by clicking on the Partner/Subgrantee Sign In link to access the partners' page.

- SSAI will notify sponsors when the DOL mailing house has mailed the Participant Satisfaction Survey. A sample of the *Participant Satisfaction Survey Form* is available in this manual's Appendix II and at SSAI's website at http://seniorserviceamerica.org by clicking on the Partner/Subgrantee Sign In link to access the partners' page.

2. Host Agency Supervisor Satisfaction Surveys

The DOL does not inform SCSEP grantees which host agency supervisors it has selected to receive a Host Agency Satisfaction Survey. Therefore, SSAI annually requires sponsors to send a pre-survey letter (only when instructed by SSAI to do so) to all their active host agency supervisors.

- SSAI provides a sample of the host agency supervisor pre-survey letter.

- SSAI will notify sponsors when the DOL mailing house has mailed the *Host Agency Supervisor Satisfaction Survey*. A sample of the survey form is available in this manual's Appendix II and on the partners' page of SSAI's website at http://www.seniorserviceamerica.org.

3. Employer Satisfaction Surveys

The Employer Satisfaction Survey process is implemented by SSAI project sponsors. It is important to note the following:

- Not all employers qualify to receive the Employer Satisfaction Survey. Employers must meet the four criteria listed below to qualify.

- Host agencies NEVER receive an **employer** satisfaction survey, even when they have hired a sponsor's participant. They are surveyed ONLY as host agencies. (This rule is DOL's,)

- SSAI will provide regularly project sponsors with information on which employers are eligible to receive an employer survey.

The four criteria that must be met for employers to qualify for a survey are the following:

1. Employers must have received substantial services from a SCSEP project – which means the sponsor answered **"Yes" to question #21** on the *SCSEP Unsubsidized Employment Form* ("Was the placement the result of a substantial service to the employer by the sub-grantee?").

2. Employers must **NOT** be host agencies; which means **the sponsor** answered **"No" to question #7** on the *SCSEP Unsubsidized Employment Form* ("Is the employer a host agency?").

3. Employers must not have been surveyed within the program year, which means sponsors survey once and continue to enter the same survey number for subsequent placements with that same employer until the next program year.

4. The employer is not a self-employed participant.

SSAI provides subgrantees with the materials for the Employer Surveys. If you do not have any Employer Surveys and envelopes on hand, please contact the SSAI by calling 301-578-8989, emailing scsephelp@ssa-i.org or by submitting a case via SSAI Connect.

E. Steps for Completing the Employer Survey

Project Sponsors are required to take the following steps to secure Employer Surveys.

First Delivery Attempt Steps

1. Before the project sponsor delivers the survey to the employer, sponsor staff need to notify the qualifying employer at the time of unsubsidized placement that a survey will be coming.

2. The project sponsor must use the employer surveys provided by SSAI. Each survey has a pre-printed number on the back of the last page. The project sponsor must provide the mailing envelopes and postage for the reply envelopes.

3. The project sponsor generates a cover letter to the qualified employer. A copy of the Employer Survey letter can be found in Appendix II and on the partners' page of SSAI's website at http://seniorserviceamerica.org. The letter is printed on sub-grantee's letterhead and signed in blue ink by the sponsor staff who made the placement and will conduct the first follow-up.

4. The sponsor staff will include with the letter an envelope with the employer contact p e r s o n ' s address a nd puts sub-grantee's return address in upper left corner.

5. Project sponsors enter the Employer survey number for Question #23 on the *SCSEP Unsubsidized Employment Form* and enter the survey number into field 23 of *the SCSEP Unsubsidized Employment Form* in SPARQ.

6. Project sponsors assemble an Employer survey packet -- cover letter, survey, return envelope (with live first class postage stamp affixed) – and deliver it to the employer contact in person at time of first follow-up (Follow-up 1). Mailing the survey packet instead of delivering by hand is permitted but strongly discouraged.

7. Project sponsors then enter the date the employer survey packet was delivered into SPARQ (UE field 23).

8. SSAI will notify sponsors regularly of all Employer Surveys completed and received by the DOL vendor. Using the data SSAI provides, project sponsors will check the numbers of the completed/received surveys against tracking form so the sponsor will know which employer surveys are not yet complete.

9. If survey received, the project sponsor is done.

Second Delivery Attempt Steps

1. If the Employer does not complete and return the first survey within two weeks, then the project sponsor must call the employer contact and let them know that you are sending another copy of the survey. *Talking Points for Informing Employers of Second (or Third) Survey* can be found on the partners' page of SSAI's website at http://seniorserviceamerica.org.

2. Project sponsors must generate a follow-up letter using same procedures as for first cover letter. A copy of the *Follow-up Letter to Unsubsidized Employers for Second (or Third) Survey* can be found on the partners' page of SSAI's website at http://seniorserviceameirca.org.

3. The project sponsor must enter a new preprinted Employer survey number into SPARQ (UE field 24).

4. The project sponsor must assemble and mail another Employer survey packet — cover letter, survey, return envelope (with live first class postage stamp affixed) — to the employer contact.

5. The project sponsor will enter the date of mailing the packet into SPARQ (UE field 24).

6. SSAI will notify sponsors regularly of all Employer Surveys completed and received by the DOL vendor. Using the data SSAI provides, project sponsors will check the numbers of the completed/received surveys against tracking form so the sponsor will know which employer surveys are not yet complete.

7. If the Employer survey is received this time, the project sponsor is done.

For additional *Employer Satisfaction Survey Forms*, please contact the SCSEP Help Desk.

F. Privacy Act Statement

During initial orientation, project sponsors are required to issue a Privacy Act Statement to each participant in order to collect information from them. A copy of the *Privacy Act Statement Form* can be found in this manual's Appendix II and on the partners' page of SSAI's website at http://seniorserviceamerica.org.

Project sponsors do not need to retain a signed copy of the *Privacy Act Statement Form* in each participant's file. Project sponsors do need to indicate on the "Record of Participant Orientation" for that the Privacy Act Statement was discussed and distributed to the participant.

NOTE: If a participant cannot supply his or her Social Security Number, he or she will be prevented from participation in SCSEP.