

SCSEP Nationwide Participant Satisfaction Survey Report for PY 2014

September 2, 2015

I. Introduction

The participant customer satisfaction survey is one of three customer surveys used by SCSEP to assess the quality of the program's services and how those services relate to desired outcomes. The results from the participant, host agency, and employer surveys are provided to the grantees to help them identify the strengths and weaknesses of their programs and develop appropriate strategies for improving their services and meeting the specific needs of their three customer groups.

The participant survey for PY 2014 was conducted between September 2014 and January 2015. Of the 22,024 participants surveyed, 13,451 returned completed surveys¹, yielding a response rate of 61.1 percent. This response rate is marginally higher than last year's rate of 59.9 percent but lower than response rates in some previous years that were in the high to mid-sixties. Nonetheless, this year's response rate continues to give us confidence that the results of this survey are a fair representation of the attitudes and beliefs of all SCSEP participants.²

The descriptive analysis of all questions is reported in Appendix A. The following report highlights the information that is most useful in refining services and service delivery in order to meet customer needs.

II. Overall Satisfaction: The American Customer Satisfaction Index (ACSI)

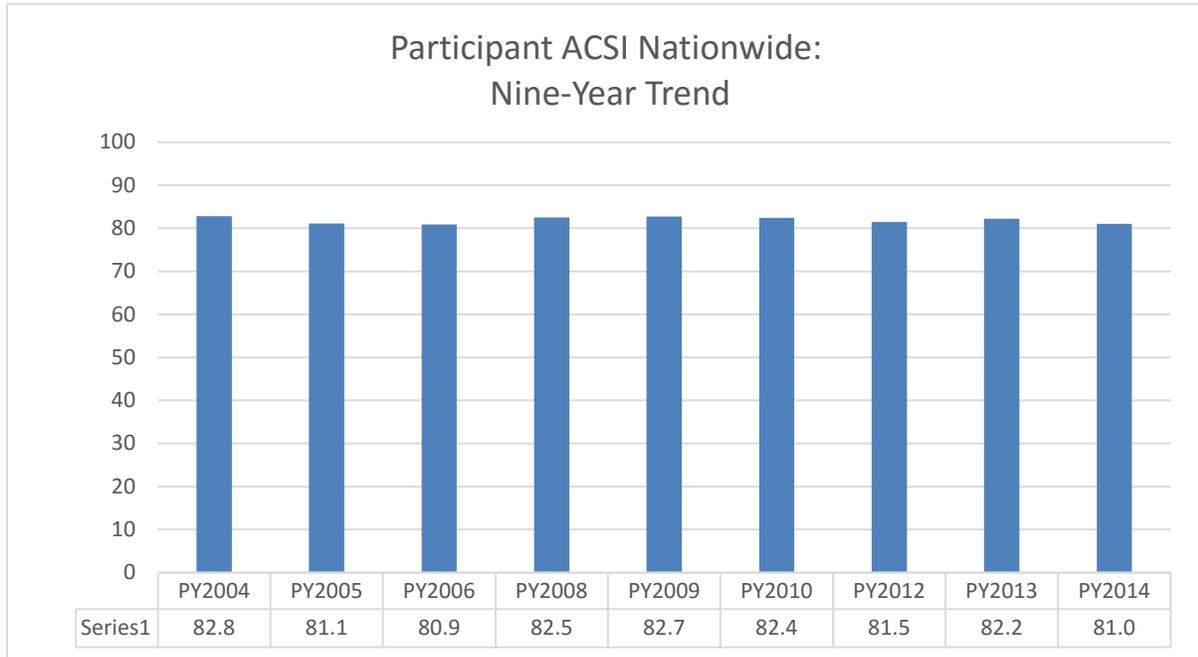
The American Customer Satisfaction Index (ACSI) is an internationally recognized³ measure of satisfaction. The nationwide participant score for PY 2014 is 81.0 (on a scale of 0-100), not substantially different from all previous years as evident in the Chart 1 below.

¹ Completion of the survey means, at a minimum, that the respondent answered the first three questions that make up the American Customer Satisfaction Index.

² Conclusion is based on research by Johnson and Owens (2003) "Survey Response Rate Reporting in the Professional Literature" for the American Association of Public Opinion Research and Deshpande (2013) Unpublished study: Bias-adjusted Modeling of ACSI scores for SCSEP.

³ There is now a parallel measure for the United Kingdom, and the Global CSI is used around the world.

Chart 1. ACSI Trend



The ACSI publishes scores for various sectors of the economy. The average score for entities in the Public Administration/Government sector for 2014 is 65.1, nearly 16 points lower than the SCSEP participant score of 81.0. The ACSI scores for individual SCSEP grantees range from 59 to 89, a wide range of scores demonstrating the variability in the strength of the various grantees’ programs.

There are three different groups of participants represented in the survey. The majority (65%) of respondents are still in the program. The other two groups have exited the program for employment (14%) or for other reasons (21%). Table 1, shows that they differ significantly in their overall satisfaction.

Table 1. Exit Reason by Overall Satisfaction Score

Exit Reason	Count	Mean Overall Satisfaction Score
Other reason	2887	74.3
Employment	1835	79.8
Did not exit	8729	83.5
Total	13451	81.0

The participants who were employed following exit are significantly more satisfied than those who exited for any other reasons. Current participants, however, are the most satisfied group.

This undoubtedly reflects, in part, their satisfaction with the current program experience. (See areas of strength below.)

Those who exit for other reasons report the lowest satisfaction among the three groups. As shown in Table 2, nearly 40 percent of these participants were required to leave because of the durational limits. One quarter left for medical or health reasons, and a fifth left voluntarily. Most of these exits are self-explanatory in terms of why these participants' satisfaction with the program is so much lower than that of those who exited for employment or were still in the program. However, two exit reasons produced significantly lower overall satisfaction scores than the other reasons listed in Table 2: exiting for cause (overall satisfaction 58) and exiting voluntarily (overall satisfaction 66). Surprisingly, those who exited for durational limit had an overall satisfaction score (79.3) essentially equal to the score of those who left for employment.

Table 2. Other Reasons for Exit

	Count	Overall Satisfaction Score
Moved from Area	86	76.8
For Cause	168	57.7
Voluntary	592	66.0
Non-income Eligible	76	73.8
Durational Limit	1126	79.3
Health/Medical	717	76.5
Family Care	121	78.2
Total	2886	74.3

Because a primary outcome for participants is employment, the satisfaction differences between those who are employed and those who exit for other reasons reinforces the importance of maximizing employment outcomes.

III. Areas of Strength

The program has demonstrated great strength and consistency over the past 10 years. As already noted, the overall satisfaction score (ACSI) has changed very little. The following analyses of areas of strength and areas needing improvement (Section IV) highlight some of the major factors that influence overall satisfaction.⁴

⁴ Areas of strength or areas needing improvement have been identified using a regression analysis. The items with the strongest independent relationship to the ACSI score are identified through this process as the key drivers of overall satisfaction.

Participants gave Question 13 (I feel Comfortable at my community service assignment.) the highest rating (8.8).

There was a tie for the next area of strength between two complementary questions, Question 4 and Question 9:

- Question 4: The Older Worker Program staff told me everything I needed to know about how the program worked. (8.7)
- Question 9: I understand that I have the right to ask for a different community service assignment if I don't like the one the Older Worker Program gave me. (8.7)

Importantly, Question 4 and 13 are two of the strongest determinants of satisfaction nationwide and have been so for several years. The consistently high ratings for Questions 4 and 13 suggest these are important dimensions of customer service that need to be maintained.

IV. Areas Needing Improvement

Participants gave the lowest ratings to those questions associated with training. Question 7 could be answered by all respondents, both those who were still in the program and those who had exited. Questions 19 and 20 were only designed to be answered by the subset of all respondents who left the program and obtained a job.

- Question 7. Before your community service assignment with your host agency, how much of the training you needed to meet your employment goals did the Older Worker Program give you? (6.7)
- Question 19. How much of the skills and training you need for your current [unsubsidized] job did you gain from your community service assignment? (5.9)
- Question 20. Overall, how helpful was your community service assignment(s) in preparing you for success in your current unsubsidized job? (7.1)

Little improvement in the scores for these three questions has been evident over the last three years.

Participants assess the quality of their community service assignment differently depending on the type of employment they obtain after exit. As evident in Table 3, participants who exited for employment in the government or not-for-profit sectors rate their community service assignment more positively than those employed in the for-profit sector or in self-employment. However, even the high ratings given by those employed in the government (7.9) and not-for-profit (7.8) sectors are low relative to the assessments of other aspects of the program, which are rated 8.4-8.8.

Table 3. Overall, how helpful was your community service assignment(s) in preparing you for success in your current unsubsidized job?

Type of Employment	Count*	Mean
For-profit	577	6.2
Government	196	7.9
Not-for-profit	552	7.8
Self-employment	47	6.5
Total	1372	7.1

* Count includes only those respondents who were employed

Coupled with the low scores that respondents give to the training needed for success at the host agency, the scores in Table 3 re-enforce the need for grantees to assess the extent to which they are providing appropriate training and preparation for employment for participants both at the host agency and through additional paid training. They also suggest that grantees should assess whether they can employ additional means, such as OJEs, to better prepare participants for employment in the private sector.

Perhaps as a result of these low scores, many of the limited competition pilot grant projects focus on increasing training capacity within the sub-grantees. If those pilots succeed, we may see some real improvement in this area. Because DOL is tracking the changes grantees are making to enhance training, we will have practical recommendations to share with other grantees in the next program year.

Other Service Issues. There are other aspects of SCSEP services that may warrant attention. Two questions -- the convenience of the host agency assignment location (Question 10) and instances of premature removal from the host agency (Question 17) can have a negative impact on satisfaction. However, less than 10 percent of participants indicate that they have had problems in either of these areas. Question 6, regarding the provision of supportive services, is strongly related to satisfaction. Moreover, nearly a third of participants rated supportive services as 5 or less on a scale of 1-10. This suggests that many sub-grantees should review the way they provide supportive services or assess participants for those services.

V. Other Benefits Associated with SCSEP Participation

While the main outcomes for SCSEP are related to employment and improved economic wellbeing, there are two additional benefits that should be noted, especially when we try to understand the high level of satisfaction among current SCSEP participants. Below are two tables regarding physical health and social/emotional wellbeing.

The data in Table 4 show the strong relationship between feeling physically better and overall satisfaction. They also highlight the fact that 31 percent of participants experienced improved health.

Table 4. Physical Health and Overall Satisfaction Score

		Overall Satisfaction Score	
		Count	Mean
14. Compared to the time before you started working with the Older Worker Program, would you say your physical health is better, worse, or about the same?	Better	3969	88.2
	Worse	1130	65.2
	About the Same	7861	79.8
Total		12960	

The data in Table 5 show a similarly strong relationship between feeling better emotionally and overall satisfaction. They also show that 72 percent of respondents benefited from an improved outlook by being participants in the program. The nearly 6,000 respondents (46%) feeling the most positive effect from their participation in the program have an overall satisfaction score of 89.8, the highest score for any grouping of participants.

Table 5. Outlook on Life and Overall Satisfaction Score

		Overall Satisfaction Score	
		Count	Mean
15. Compared to the time before you started working with the Older Worker Program, how would you rate your outlook on life?	Much more negative	419	63.2
	A little more negative	686	63.3
	About the same	2578	70.4
	A little more positive	3426	79.8
	Much more positive	5969	89.8
Total		13078	

Improvements in mental and physical wellbeing are not only important outcomes in and of themselves; there is evidence that the improvement in overall satisfaction persist, especially among those employed after exit.

VI. Summary and Recommended Actions

Although overall participant satisfaction remains quite high, there are a number of areas that grantees can and should explore in an effort to improve the quality of their services and increase satisfaction.

- **Participant training.** The low ratings for training suggest a major weakness that may hold back further improvement in overall satisfaction. This weakness is seen in preparation for success in the host agency assignment (Q 7) and in unsubsidized employment (Q 19). The pilot grant programs currently underway may identify some ways that training can be improved, but the reasons for weaknesses in training may arise from multiple sources. Each grantee should develop its own individual plan for improving training that meets its particular circumstances.
- **Preparation for employment.** Separate from but related to the issue of training, participants who have obtained unsubsidized employment give their community service assignment low ratings for their assignment in preparing them for employment. Participants feel least prepared for employment in the private sector. Since all host agency assignments occur with nonprofit organizations or government agencies, grantees should consider increasing OJEs, which offer the only way to provide participants direct experience of private sector employment. In addition, grantees might consider private sector career exploration as part of their job readiness training for participants.
- **Exit reasons.** Participants whose exit is labelled as voluntary in SPARQ have a dramatically lower satisfaction score. Grantees could do exit interviews to try to understand what specific factors are causing participants choosing to leave the program to have such low scores and what grantees can do to improve the experiences of these participants.
- **Supportive services:** The provision of supportive services during the host agency assignment and during employment is one of the larger challenges for grantees and sub-grantees. Like participant training, supportive services impacts both overall satisfaction and successful employment outcomes. Grantees and sub-grantees should review their approach to assessing the need for supportive services, how they provide the needed services, and how they follow-up to make sure the supportive services are working.
- **Other factors related to satisfaction:** Section J of Appendix A presents a number of factors where satisfactions scores vary greatly depending on respondents' answers to specific questions. These include the geographic convenience of the assignments and whether the grantee tried to remove participants from their assignments before the whether participants felt ready to have an assignment changed. Grantees should pay attention to these questions. Although grantees may not be able or willing to change these factors, they should understand that they pay a price if they ignore the negative

consequences associated with by these factors. Grantees should explore what actions they could take to mitigate the harm.

Finally, grantees should consider their response rate. The representativeness and usefulness of the survey depend on a strong response rate. The participant response rate nationwide has been trending downward, and there is wide variability in grantee response rates, ranging from 43.4% to 73.3%. Although the ever-increasing societal use of surveys is likely a factor in SCSEP's decreasing response rates, some sub-grantees may not be doing enough to prepare respondents for the surveys. Explaining to all participants how the surveys are important to the program and to the experiences of future participants and mailing the pre-survey letters to participants are essential for good response rates.

APPENDIX A

**PY 2014 Customer Satisfaction Survey of Participants
Nationwide Results**

A. Demographics and Service History

Table 1

			Count	Percent
	Gender	Male	3981	36.1%
		Female	7033	63.9%
	Race	American Indian	501	4.5%
		Asian	824	7.5%
		Black	3978	36.1%
		Pacific Islander	18	0.2%
		White	5267	47.8%
	Ethnicity	Hispanic	1160	10.5%
		Not Hispanic	9243	83.9%
	Education	Less than HS diploma	2294	20.8%
		HS Diploma or GED	4163	37.8%
		Some College	2437	22.1%
		Post-Secondary Certificate	208	1.9%
Associates Degree		402	3.7%	
BA/BS		1038	9.4%	
Bachelor's Plus		470	4.3%	
State Grantees	Gender	Male	3477	31.7%
		Female	7480	68.3%
	Race	American Indian	374	3.4%
		Asian	340	3.1%
		Black	3671	33.4%
		Pacific Islander	90	0.8%
		White	6182	56.3%

			Count	Percent
	Ethnicity	Hispanic	939	8.6%
		Not Hispanic	9541	86.9%
	Education	Less than HS diploma	1776	16.2%
		HS Diploma or GED	4373	39.8%
		Some College	2606	23.7%
		Post-Secondary Certificate	245	2.2%
		Associates Degree	471	4.3%
		BA/BS	1007	9.2%
		Bachelor's Plus	497	4.5%
Nationwide	Gender	Male	7458	33.9%
		Female	14513	66.1%
	Race	American Indian	875	4.0%
		Asian	1164	5.3%
		Black	7649	34.8%
		Pacific Islander	108	0.5%
		White	11449	52.1%
	Ethnicity	Hispanic	2099	9.5%
		Not Hispanic	18784	85.4%
	Education	Less than HS diploma	4070	18.5%
		HS Diploma or GED	8536	38.8%
		Some College	5043	22.9%
		Post-Secondary Certificate	453	2.1%
		Associates Degree	873	4.0%
		BA/BS	2045	9.3%
Bachelor's Plus		967	4.4%	

Table 2

		Count	Percent
National Grantees	Less than 65	6729	60.9%
	65 or Older	4313	39.1%
State Grantees	Less than 65	6372	58.0%
	65 or Older	4605	42.0%
Nationwide	Less than 65	13101	59.5%
	65 or Older	8918	40.5%

Table 3

			Count	Percent
National Grantees	Disability	Yes	2551	23.2%
		No	8453	76.8%
	LEP	Yes	1556	14.1%
		No	9466	85.9%
	Low Literacy Skills	Yes	2127	20.6%
		No	8198	79.4%
	Rural	Yes	3034	27.5%
		No	8008	72.5%
	Low Employment Prospects	Yes	9905	89.8%
		No	1130	10.2%
	Failed to Find Employment After WIA Services	Yes	2212	20.4%
		No	8646	79.6%
	Seventy-five or Older	Yes	861	7.8%
		No	10181	92.2%
	Homeless or at Risk of Homelessness	Yes	5045	45.7%
		No	5997	54.3%
	Veteran	Yes	1308	11.8%
		No	9734	88.2%
	Severe Disability	Yes	6	3.0%
		No	195	97.0%

		Count	Percent
	Frail	No	197 98.0%
		Yes	4 2.0%
	Old Enough for but Not Receiving Social Security	Yes	2 1.0%
		No	198 99.0%
	Severely Limited Employment Prospects	Yes	37 18.3%
		No	165 81.7%
State Grantees	Disability	Yes	2791 25.4%
		No	8182 74.6%
	LEP	Yes	673 6.1%
		No	10290 93.9%
	Low Literacy Skills	Yes	1393 12.7%
		No	9579 87.3%
	Rural	Yes	3797 34.6%
		No	7185 65.4%
	Low Employment Prospects	Yes	8205 74.8%
		No	2769 25.2%
	Failed to Find Employment After WIA Services	Yes	1771 16.2%
		No	9150 83.8%
	Seventy-five or Older	Yes	950 8.7%
		No	10027 91.3%
	Homeless or at Risk of Homelessness	Yes	3186 29.0%
		No	7796 71.0%
	Veteran	Yes	1446 13.2%
		No	9536 86.8%
	Severe Disability	Yes	0 0.0%
		No	0 0.0%
	Frail	No	0 0.0%
		Yes	0 0.0%
	Old Enough for but Not Receiving Social Security	Yes	0 0.0%
		No	0 0.0%

		Count	Percent	
	Severely Limited Employment Prospects	Yes	0	0.0%
		No	0	0.0%
Nationwide	Disability	Yes	5342	24.3%
		No	16635	75.7%
	LEP	Yes	2229	10.1%
		No	19756	89.9%
	Low Literacy Skills	Yes	3520	16.5%
		No	17777	83.5%
	Rural	Yes	6831	31.0%
		No	15193	69.0%
	Low Employment Prospects	Yes	18110	82.3%
		No	3899	17.7%
	Failed to Find Employment After WIA Services	Yes	3983	18.3%
		No	17796	81.7%
	Seventy-five or Older	Yes	1811	8.2%
		No	20208	91.8%
	Homeless or at Risk of Homelessness	Yes	8231	37.4%
		No	13793	62.6%
	Veteran	Yes	2754	12.5%
		No	19270	87.5%
	Severe Disability	Yes	6	3.0%
		No	195	97.0%
	Frail	No	197	98.0%
		Yes	4	2.0%
	Old Enough for but Not Receiving Social Security	Yes	2	1.0%
		No	198	99.0%
	Severely Limited Employment Prospects	Yes	37	18.3%
		No	165	81.7%

Table 4

	Number of Barriers per Participant			
	Count	Mean	Minimum	Maximum
National Grantees	11042	2.6	0	7
State Grantees	10982	2.2	0	8
Nationwide	22024	2.4	0	8

Table 5

		Count	Mean	Minimum	Maximum
National Grantees	Duration to Exit in Days	4899	796.2	1	9,713
	Number of Assignments	11042	1.8	1	16
State Grantees	Duration to Exit in Days	4783	720.5	1	8,821
	Number of Assignments	10977	1.6	1	11
Nationwide	Duration to Exit in Days	9682	758.8	1	9,713
	Number of Assignments	22019	1.7	1	16

Table 6

		Count	Percent
National Grantees	Regular Employment	1702	15.4%
	Self-employment	75	0.7%
	Other Reason	3125	28.3%
	Did Not Exit	6140	55.6%
State Grantees	Regular Employment	1549	14.1%
	Self-employment	85	0.8%
	Other Reason	3150	28.7%
	Did Not Exit	6198	56.4%
Nationwide	Regular Employment	3251	14.8%
	Self-employment	160	0.7%
	Other Reason	6275	28.5%
	Did Not Exit	12338	56.0%

B. Response Rate

Table 7

	Response Rate			
	Responded		Did not respond	
	Count	Percent	Count	Percent
AARP	859	55.8%	681	44.2%
ANPPM	245	66.4%	124	33.6%
ATD	222	60.0%	148	40.0%
Easter Seals	319	57.0%	241	43.0%
Experience Works	1343	61.9%	827	38.1%
Goodwill	237	56.4%	183	43.6%
Mature Services	245	66.4%	124	33.6%
National ABLE	243	65.9%	126	34.1%
NAPCA[S]	325	68.0%	153	32.0%
NAPCA[G]	255	68.9%	115	31.1%
NCBA	397	63.0%	233	37.0%
NCOA	448	58.2%	322	41.8%
NICOA[S]	320	60.7%	207	39.3%
NULI	237	56.4%	183	43.6%
SER	365	65.2%	195	34.8%
SSAI	666	59.5%	454	40.5%
National Grantees	6726	60.9%	4316	39.1%
Alabama	181	73.3%	66	26.7%
Alaska	145	49.8%	146	50.2%
Arizona	102	56.4%	79	43.6%
Arkansas	177	67.6%	85	32.4%
California	235	63.5%	135	36.5%
Colorado	61	55.0%	50	45.0%
Connecticut	64	53.3%	56	46.7%
Delaware	177	58.8%	124	41.2%

	Response Rate			
	Responded		Did not respond	
	Count	Percent	Count	Percent
District of Columbia	62	51.2%	59	48.8%
Florida	239	64.6%	131	35.4%
Georgia	160	62.5%	96	37.5%
Hawaii	181	64.6%	99	35.4%
Idaho	49	57.0%	37	43.0%
Illinois	229	61.9%	141	38.1%
Indiana	192	61.1%	122	38.9%
Iowa	116	58.0%	84	42.0%
Kansas	64	64.0%	36	36.0%
Kentucky	151	64.0%	85	36.0%
Louisiana	139	58.9%	97	41.1%
Maine	51	65.4%	27	34.6%
Maryland	116	58.3%	83	41.7%
Massachusetts	145	50.3%	143	49.7%
Michigan	252	68.1%	118	31.9%
Minnesota	184	61.3%	116	38.7%
Mississippi	103	68.7%	47	31.3%
Missouri	204	61.3%	129	38.7%
Montana	46	55.4%	37	44.6%
Nebraska	52	51.0%	50	49.0%
Nevada	45	51.1%	43	48.9%
New Hampshire	45	57.7%	33	42.3%
New Jersey	191	55.7%	152	44.3%
New Mexico	42	70.0%	18	30.0%
New York	207	55.9%	163	44.1%
North Carolina	214	63.7%	122	36.3%
North Dakota	33	43.4%	43	56.6%
Ohio	227	61.4%	143	38.6%

	Response Rate			
	Responded		Did not respond	
	Count	Percent	Count	Percent
Oklahoma	134	60.6%	87	39.4%
Oregon	78	55.3%	63	44.7%
Pennsylvania	251	67.8%	119	32.2%
Puerto Rico	85	60.7%	55	39.3%
Rhode Island	40	64.5%	22	35.5%
South Carolina	108	65.1%	58	34.9%
South Dakota	63	67.0%	31	33.0%
Tennessee	189	69.5%	83	30.5%
Texas	223	60.3%	147	39.7%
Utah	54	60.0%	36	40.0%
Vermont	27	46.6%	31	53.4%
Virginia	170	66.7%	85	33.3%
Washington	84	59.6%	57	40.4%
West Virginia	97	66.0%	50	34.0%
Wisconsin	197	63.5%	113	36.5%
Wyoming	44	63.8%	25	36.2%
State Grantees	6725	61.2%	4257	38.8%
Nationwide	13451	61.1%	8573	38.9%

C. American Customer Satisfaction Index

Table 8

	ACSI			
	Count	Mean	Minimum	Maximum
AARP	859	79.9	0	100
ANPPM	245	88.3	0	100
ATD	222	73.7	0	100

	ACSI			
	Count	Mean	Minimum	Maximum
Easter Seals	319	82.0	4	100
Experience Works	1343	81.5	0	100
Goodwill	237	80.3	0	100
Mature Services	245	76.7	0	100
National ABLE	243	79.2	0	100
NAPCA[S]	325	82.3	19	100
NAPCA[G]	255	78.6	0	100
NCBA	397	83.9	0	100
NCOA	448	78.1	0	100
NICOA[S]	320	86.3	0	100
NULI	237	82.8	0	100
SER	365	83.6	0	100
SSAI	666	82.6	0	100
National Grantees	6726	81.4	0	100
Alabama	181	88.0	11	100
Alaska	145	79.6	0	100
Arizona	102	79.4	0	100
Arkansas	177	85.8	0	100
California	235	78.3	0	100
Colorado	61	78.6	0	100
Connecticut	64	76.4	0	100
Delaware	177	84.3	0	100
District of Columbia	62	76.6	0	100
Florida	239	80.5	0	100
Georgia	160	84.7	0	100
Hawaii	181	84.8	0	100
Idaho	49	72.3	0	100
Illinois	229	81.4	0	100
Indiana	192	78.6	0	100

	ACSI			
	Count	Mean	Minimum	Maximum
Iowa	116	66.6	0	100
Kansas	64	84.4	41	100
Kentucky	151	85.4	0	100
Louisiana	139	81.5	0	100
Maine	51	73.5	0	100
Maryland	116	84.5	0	100
Massachusetts	145	75.7	0	100
Michigan	252	80.7	0	100
Minnesota	184	79.3	0	100
Mississippi	103	87.1	7	100
Missouri	204	85.6	0	100
Montana	46	74.2	0	100
Nebraska	52	73.6	4	100
Nevada	45	59.8	0	100
New Hampshire	45	73.8	0	100
New Jersey	191	76.5	0	100
New Mexico	42	86.5	48	100
New York	207	81.1	0	100
North Carolina	214	86.3	0	100
North Dakota	33	81.7	0	100
Ohio	227	76.7	0	100
Oklahoma	134	80.0	0	100
Oregon	78	66.8	0	100
Pennsylvania	251	76.6	0	100
Puerto Rico	85	88.5	22	100
Rhode Island	40	82.5	30	100
South Carolina	108	83.7	4	100
South Dakota	63	74.7	0	100
Tennessee	189	82.7	0	100

	ACSI			
	Count	Mean	Minimum	Maximum
Texas	223	83.7	0	100
Utah	54	84.6	44	100
Vermont	27	68.3	0	100
Virginia	170	86.0	0	100
Washington	84	81.9	7	100
West Virginia	97	81.9	0	100
Wisconsin	197	78.1	4	100
Wyoming	44	73.4	11	100
State Grantees	6725	80.7	0	100
Nationwide	13451	81.0	0	100

D. Treatment by Sub-grantee

Table 9

		Count	Mean	Minimum	Maximum
National Grantees	4. The Older Worker Program staff told me everything I needed to know about how the program worked.	6891	8.7	1	10
	5. The Older Worker Program staff understood my employment interests and needs.	6880	8.5	1	10
	11. There is someone in the Older Worker Program I can talk to when I need to.	6726	8.5	1	10

		Count	Mean	Minimum	Maximum
State Grantees	4. The Older Worker Program staff told me everything I needed to know about how the program worked.	6889	8.6	1	10
	5. The Older Worker Program staff understood my employment interests and needs.	6869	8.5	1	10
	11. There is someone in the Older Worker Program I can talk to when I need to.	6742	8.5	1	10
Nationwide	4. The Older Worker Program staff told me everything I needed to know about how the program worked.	13780	8.7	1	10
	5. The Older Worker Program staff understood my employment interests and needs.	13749	8.5	1	10
	11. There is someone in the Older Worker Program I can talk to when I need to.	13468	8.5	1	10

E. Supportive Services and Training

Table 10

		Count	Mean	Minimum	Maximum
National Grantees	6. The Older Worker Program helped me obtain the supportive services, such as assistance with transportation, housing, or medical care, that I needed to meet my employment goals.	5022	6.8	1	10
	7. Before your community service assignment with your host agency, how much of the training you needed to meet your employment goals did the Older Worker Program give you?	5749	6.8	1	10
	12. During my community service assignment, my host agency gave me the training I needed to be successful in my assignment.	6290	8.2	1	10
State Grantees	6. The Older Worker Program helped me obtain the supportive services, such as assistance with transportation, housing, or medical care, that I needed to meet my employment goals.	4889	6.9	1	10
	7. Before your community service assignment with your host agency, how much of the training you needed to meet your employment goals did the Older Worker Program give you?	5593	6.7	1	10

		Count	Mean	Minimum	Maximum
	12. During my community service assignment, my host agency gave me the training I needed to be successful in my assignment.	6225	8.0	1	10
Nationwide	6. The Older Worker Program helped me obtain the supportive services, such as assistance with transportation, housing, or medical care, that I needed to meet my employment goals.	9911	6.8	1	10
	7. Before your community service assignment with your host agency, how much of the training you needed to meet your employment goals did the Older Worker Program give you?	11342	6.7	1	10
	12. During my community service assignment, my host agency gave me the training I needed to be successful in my assignment.	12515	8.1	1	10

F. Host Agency Assignment

Table 11

		Count	Mean	Minimum	Maximum
National Grantees	8. The Older Worker Program helped me obtain a community service assignment that was just right for me.	6774	8.4	1	10
	9. I understand that I have the right to ask for a different community service assignment if I don't like the one the Older Worker Program gave me.	6485	8.7	1	10
	13. I feel comfortable at my community service assignment.	6762	8.8	1	10
State Grantees	8. The Older Worker Program helped me obtain a community service assignment that was just right for me.	6720	8.3	1	10
	9. I understand that I have the right to ask for a different community service assignment if I don't like the one the Older Worker Program gave me.	6425	8.6	1	10
	13. I feel comfortable at my community service assignment.	6732	8.7	1	10
Nationwide	8. The Older Worker Program helped me obtain a community service assignment that was just right for me.	13494	8.4	1	10
	9. I understand that I have the right to ask for a different community service assignment if I don't like the one the Older Worker Program gave me.	12910	8.7	1	10
	13. I feel comfortable at my community service assignment.	13494	8.8	1	10

Table 12

			Count	Percent
National Grantees	10. Given your transportation situation, was your community service assignment convenient to where you live?	Yes	5921	90.2%
		No	644	9.8%
	17. During my community service assignment, the Older Worker Program pressured me to leave my community service assignment for unsubsidized employment before I was ready.	Yes	591	9.7%
		No	5496	90.3%
State Grantees	10. Given your transportation situation, was your community service assignment convenient to where you live?	Yes	5978	91.1%
		No	583	8.9%
	17. During my community service assignment, the Older Worker Program pressured me to leave my community service assignment for unsubsidized employment before I was ready.	Yes	518	8.4%
		No	5660	91.6%
Nationwide	10. Given your transportation situation, was your community service assignment convenient to where you live?	Yes	11899	90.7%
		No	1227	9.3%
	17. During my community service assignment, the Older Worker Program pressured me to leave my community service assignment for unsubsidized employment before I was ready.	Yes	1109	9.0%
		No	11156	91.0%

G. Impact of SCSEP on Participant Wellbeing

Table 13

			Count	Percent
National Grantees	14. Compared to the time before you started working with the Older Worker Program, would you say your physical health is better, worse, or about the same?	Better	2129	31.7%
		Worse	547	8.1%
		About the Same	4043	60.2%
	15. Compared to the time before you started working with the Older Worker Program, how would you rate your outlook on life?	Much more negative	202	3.0%
		A little more negative	366	5.4%
		About the same	1310	19.3%
		A little more positive	1772	26.1%
		Much more positive	3143	46.3%
State Grantees	14. Compared to the time before you started working with the Older Worker Program, would you say your physical health is better, worse, or about the same?	Better	1978	29.4%
		Worse	641	9.5%
		About the Same	4103	61.0%
	15. Compared to the time before you started working with the Older Worker Program, how would you rate your outlook on life?	Much more negative	240	3.5%
		A little more negative	344	5.1%
		About the same	1397	20.7%
		A little more positive	1762	26.1%
		Much more positive	3019	44.6%
Nationwide	14. Compared to the time before you started working with the Older Worker Program, would you say your physical health is better, worse, or about the same?	Better	4107	30.6%
		Worse	1188	8.8%
		About the Same	8146	60.6%
	15. Compared to the time before you started working with the Older Worker Program, how would you rate your outlook on life?	Much more negative	442	3.3%
		A little more negative	710	5.2%
		About the same	2707	20.0%
		A little more positive	3534	26.1%
		Much more positive	6162	45.5%

Table 14

	16. The pay I receive from the Older Worker Program has made a substantial difference in the quality of my life.			
	Count	Mean	Minimum	Maximum
National Grantees	6784	7.6	1	10
State Grantees	6793	7.4	1	10
Nationwide	13577	7.5	1	10

H. Unsubsidized Employment*

Table 15

		Count	Mean	Minimum	Maximum
National Grantees	18. How much help did Older Worker Program staff give you in finding an unsubsidized job?	707	7.0	1	10
	19. How much of the skills and training you need for your current job did you gain from your community service assignment?	715	6.0	1	10
	20. Overall, how helpful was your community service assignment(s) in preparing you for success in your current unsubsidized job?	708	7.3	1	10
State Grantees	18. How much help did Older Worker Program staff give you in finding an unsubsidized job?	676	6.7	1	10
	19. How much of the skills and training you need for your current job did you gain from your community service assignment?	682	5.7	1	10
	20. Overall, how helpful was your community service assignment(s) in preparing you for success in your current unsubsidized job?	676	6.9	1	10

		Count	Mean	Minimum	Maximum
Nationwide	18. How much help did Older Worker Program staff give you in finding an unsubsidized job?	1383	6.9	1	10
	19. How much of the skills and training you need for your current job did you gain from your community service assignment?	1397	5.9	1	10
	20. Overall, how helpful was your community service assignment(s) in preparing you for success in your current unsubsidized job?	1384	7.1	1	10

*Count limited to those respondents who had an unsubsidized job.

I. Would Recommend

Table 16

	21. Would you recommend the services of the Older Worker Program to other older workers?			
	Count	Mean	Minimum	Maximum
National Grantees	6536	9.2	1	10
State Grantees	6485	9.1	1	10
Nationwide	13021	9.1	1	10

J. Questions Related to Satisfaction

Table 17

	10. Given your transportation situation, was your community service assignment convenient to where you live?			
	Yes		No	
	Count	ACSI Score	Count	ACSI Score
National Grantees	5711	83.0	608	67.0
State Grantees	5795	82.3	551	64.2
Nationwide	11506	82.6	1159	65.7

Table 18

	14. Compared to the time before you started working with the Older Worker Program, would you say your physical health is better, worse, or about the same?					
	Better		Worse		About the Same	
	Count	ACSI Score	Count	ACSI Score	Count	ACSI Score
National Grantees	2043	87.9	517	65.7	3904	80.2
State Grantees	1926	88.5	613	64.8	3957	79.5
Nationwide	3969	88.2	1130	65.2	7861	79.8

Table 19

		Count	ACSI Score	
National Grantees	15. Compared to the time before you started working with the Older Worker Program, how would you rate your outlook on life?	Much more negative	193	64.2
		A little more negative	349	65.1
		About the same	1246	70.9
		A little more positive	1710	79.9
		Much more positive	3037	89.6
State Grantees	15. Compared to the time before you started working with the Older Worker Program, how	Much more negative	226	62.4
		A little more negative	337	61.4
		About the same	1332	70.0

			Count	ACSI Score
	would you rate your outlook on life?	A little more positive	1716	79.6
		Much more positive	2932	90.0
Nationwide	15. Compared to the time before you started working with the Older Worker Program, how would you rate your outlook on life?	Much more negative	419	63.2
		A little more negative	686	63.3
		About the same	2578	70.4
		A little more positive	3426	79.8
		Much more positive	5969	89.8

Table 20

	17. During my community service assignment, the Older Worker Program pressured me to leave my community service assignment for unsubsidized employment before I was ready.			
	Yes		No	
	Count	ACSI Score	Count	ACSI Score
National Grantees	552	60.7	5319	84.4
State Grantees	490	61.5	5501	83.2
Nationwide	1042	61.1	10820	83.8

Table 21

			Count	ACSI Score
National Grantees	Gender	Male	2240	81.1
		Female	4468	81.5
State Grantees	Gender	Male	1966	79.7
		Female	4744	81.0
Nationwide	Gender	Male	4206	80.4
		Female	9212	81.3

Table 22

		Count	ACSI Score
National Grantees	Less than HS diploma	1384	86.1
	HS Diploma or GED	2539	82.2
	Some College	1440	79.6
	Post-Secondary Certificate	124	80.9
	Associates Degree	265	78.1
	BA/BS	670	76.4
	Bachelor's Plus	287	74.7
State Grantees	Less than HS diploma	1013	86.8
	HS Diploma or GED	2675	81.8
	Some College	1631	79.7
	Post-Secondary Certificate	153	79.4
	Associates Degree	309	76.0
	BA/BS	619	73.3
	Bachelor's Plus	322	75.6
Nationwide	Less than HS diploma	2397	86.4
	HS Diploma or GED	5214	82.0
	Some College	3071	79.7
	Post-Secondary Certificate	277	80.1
	Associates Degree	574	77.0
	BA/BS	1289	74.9
	Bachelor's Plus	609	75.2

Table 23

			Count	ACSI Score
National Grantees	Barriers	1 or None	895	79.5
		2	2322	81.4
		3	2309	81.8
		4 or More	1200	81.7
State Grantees	Barriers	1 or None	1823	80.8
		2	2350	80.6
		3	1756	80.6
		4 or More	796	80.8
Nationwide	Barriers	1 or None	2718	80.4
		2	4672	81.0
		3	4065	81.3
		4 or More	1996	81.4

Table 24

			Count	ACSI Score
National Grantees	Exit Reason	Regular Employment	911	81.1
		Self-employment	34	73.5
		Other Reason	1427	74.9
		Did Not Exit	4354	83.6
State Grantees	Exit Reason	Regular Employment	839	78.4
		Self-employment	51	85.0
		Other Reason	1460	73.8
		Did Not Exit	4375	83.3
Nationwide	Exit Reason	Regular Employment	1750	79.8
		Self-employment	85	80.4
		Other Reason	2887	74.3
		Did Not Exit	8729	83.5