

**PY 2013 Customer Satisfaction Survey of Participants
Nationwide Report
March 10, 2014**

I. Overview

The nationwide report for the PY 2013 participant customer satisfaction surveys consists of the tables below that present the nationwide scores for all of the survey questions, as well as the standard analyses – Key Drivers and Questions Most Closely Associated with ACSI Scores – in Section II K. Other than the driver analysis on pages 18-20, the usual narrative explanation has been omitted.

This nationwide report will be most useful if read in conjunction with the complete nationwide participant survey report for PY 2009. The PY 2009 nationwide report contains the background of the participant customer satisfaction survey project, the methodology employed by all grantees, an explanation of the nationwide results for each survey question, and an extended explanation of the American Customer Satisfaction Index (ACSI).

II. Survey Results

A. Demographics and Service History

Table 1

			Count	Percent
National Grantees	Gender	Male	3262	30.5%
		Female	7406	69.3%
		Did Not Volunteer	22	0.2%
	Race	American Indian	354	3.3%
		Asian	345	3.2%
		Black	3426	32.1%
		Pacific Islander	80	0.7%
		White	6135	57.5%
		Did Not Volunteer		
	Ethnicity	Hispanic	952	8.9%
		Not Hispanic	9272	86.8%
		Did Not Volunteer	461	4.3%
	Education	Less than HS Diploma	1845	17.3%
		HS Diploma or GED	4262	39.9%
		Some College	2495	23.4%

			Count	Percent
		Post-Secondary Certificate	260	2.4%
		Associates Degree	422	4.0%
		BA/BS	930	8.7%
		Bachelor's Plus	460	4.3%
State Grantees	Gender	Male	3741	35.1%
		Female	6909	64.8%
		Did Not Volunteer	19	0.2%
	Race	American Indian	490	4.6%
		Asian	578	5.4%
		Black	3783	35.5%
		Pacific Islander	28	0.3%
		White	5336	50.1%
		Did Not Volunteer	442	4.1%
		Ethnicity	Hispanic	1132
	Not Hispanic		8963	84.1%
	Did Not Volunteer		560	5.3%
	Education	Less than HS Diploma	2223	20.9%
		HS Diploma or GED	4190	39.4%
		Some College	2263	21.3%
		Post-Secondary Certificate	198	1.9%
Associates Degree		398	3.7%	
BA/BS		978	9.2%	
Bachelor's Plus		392	3.7%	
Nationwide	Gender	Male	7003	32.8%
		Female	14315	67.0%
		Did Not Volunteer	41	0.2%
	Race	American Indian	844	4.0%
		Asian	923	4.3%
		Black	7209	33.8%
		Pacific Islander	108	0.5%
		White	11471	53.8%
		Did Not Volunteer	773	3.6%
		Ethnicity	Hispanic	2084
	Not Hispanic		18235	85.4%
	Did Not Volunteer		1021	4.8%
	Education	Less than HS Diploma	4068	19.1%
		HS Diploma or GED	8452	39.7%
		Some College	4758	22.3%

			Count	Percent
		Post-Secondary Certificate	458	2.1%
		Associates Degree	820	3.8%
		BA/BS	1908	9.0%
		Bachelor's Plus	852	4.0%

Table 2

		Count	Percent
National Grantees	Less than 65	7120	66.7%
	65 and over	3560	33.3%
State Grantees	Less than 65	7476	70.1%
	65 and over	3189	29.9%
Nationwide	Less than 65	14596	68.4%
	65 and over	6749	31.6%

Table 3

			Count	Percent
National Grantees	Disability	Yes	2489	23.3%
		No	8194	76.7%
	LEP	Yes	734	6.9%
		No	9945	93.1%
	Low Literacy Skills	Yes	1360	12.7%
		No	9324	87.3%
	Rural	Yes	3719	34.8%
		No	6966	65.2%
	Low Employment Prospects	Yes	7764	72.7%
		No	2921	27.3%
	Failed to Find Employment after WIA Services	Yes	1850	17.6%
		No	8672	82.4%
	Seventy-five or Older	Yes	998	9.3%
		No	9683	90.7%
	Homeless or at Risk of Homelessness	Yes	2631	24.6%
		No	8060	75.4%
	Veteran	Yes	1381	12.9%
		No	9295	87.1%

			Count	Percent
	Severe Disability	Yes	213	2.9%
		No	7191	97.1%
	Frail	Yes	62	0.8%
		No	7325	99.2%
	Old Enough for but Not Receiving Social Security	Yes	178	2.4%
		No	7203	97.6%
Severely Limited Employment Prospects	Yes	1228	16.5%	
	No	6197	83.5%	
State Grantees	Disability	Yes	2358	22.1%
		No	8291	77.9%
	LEP	Yes	1326	12.4%
		No	9339	87.6%
	Low Literacy Skills	Yes	2196	21.3%
		No	8100	78.7%
	Rural	Yes	3156	29.6%
		No	7508	70.4%
	Low Employment Prospects	Yes	9540	89.4%
		No	1127	10.6%
	Failed to Find Employment after WIA Services	Yes	2058	19.8%
		No	8316	80.2%
	Seventy-five or Older	Yes	911	8.5%
		No	9756	91.5%
	Homeless or at Risk of Homelessness	Yes	4417	41.4%
		No	6253	58.6%
	Veteran	Yes	1280	12.0%
		No	9366	88.0%
	Severe Disability	Yes	187	2.7%
		No	6779	97.3%
	Frail	Yes	27	0.4%
		No	6934	99.6%
	Old Enough for but Not Receiving Social Security	Yes	112	1.6%
		No	6853	98.4%
Severely Limited Employment Prospects	Yes	1224	17.4%	
	No	5813	82.6%	

			Count	Percent
Nationwide	Disability	Yes	4847	22.7%
		No	16485	77.3%
	LEP	Yes	2060	9.7%
		No	19284	90.3%
	Low Literacy Skills	Yes	3556	16.9%
		No	17424	83.1%
	Rural	Yes	6875	32.2%
		No	14474	67.8%
	Low Employment Prospects	Yes	17304	81.0%
		No	4048	19.0%
	Failed to Find Employment after WIA Services	Yes	3908	18.7%
		No	16988	81.3%
	Seventy-five or Older	Yes	1909	8.9%
		No	19439	91.1%
	Homeless or at Risk of Homelessness	Yes	7048	33.0%
		No	14313	67.0%
	Veteran	Yes	2661	12.5%
		No	18661	87.5%
	Severe Disability	Yes	400	2.8%
		No	13970	97.2%
	Frail	Yes	89	0.6%
		No	14259	99.4%
	Old Enough for but Not Receiving Social Security	Yes	290	2.0%
		No	14056	98.0%
Severely Limited Employment Prospects	Yes	2452	17.0%	
	No	12010	83.0%	

Table 4

	Number of Barriers per Participant			
	Count	Mean	Minimum	Maximum
National Grantees	10687	2.3	0	9
State Grantees	10670	2.7	0	7
Nationwide	21357	2.5	0	9

Table 5

		Count	Mean	Minimum	Maximum
National Grantees	Duration to Exit in Days	4096	856	0	10,437
	Number of Assignments	10628	1.6	1	10
State Grantees	Duration to Exit in Days	3962	801	1	6,508
	Number of Assignments	10554	1.9	1	12
Nationwide	Duration to Exit in Days	8058	829	0	10,437
	Number of Assignments	21182	1.7	1	12

Table 6

Exit Status		Count	Percent
National Grantees	Regular Employment	1204	11.3%
	Self-employment	75	0.7%
	Other Reason	2817	26.3%
	Did Not Exit	6595	61.7%
State Grantees	Regular Employment	1310	12.3%
	Self-employment	66	0.6%
	Other Reason	2586	24.2%
	Did Not Exit	6708	62.9%
Nationwide	Regular Employment	2514	11.8%
	Self-employment	141	0.7%
	Other Reason	5403	25.3%
	Did Not Exit	13303	62.3%

B. Response Rate

Table 7

GRANTEE	Response Rate			
	Responded		Did not respond	
	Count	Percent	Count	Percent
AARP	794	51.3%	753	48.7%
ABLE	234	63.4%	135	36.6%
ANPPM	246	66.3%	125	33.7%
ATD	193	52.2%	177	47.8%
Easter Seals	320	57.1%	240	42.9%
Experience Works	1405	64.7%	765	35.3%
Goodwill	239	56.9%	181	43.1%

GRANTEE	Response Rate			
	Responded		Did not respond	
	Count	Percent	Count	Percent
Mature Services	249	67.3%	121	32.7%
NAPCA[G]	72	66.1%	37	33.9%
NAPCA[S]	254	66.5%	128	33.5%
NCBA	399	63.4%	230	36.6%
NCOA	380	49.5%	388	50.5%
NICOA[S]	323	64.5%	178	35.5%
NUL	234	55.2%	190	44.8%
SER	327	58.4%	233	41.6%
SSAI	677	60.4%	443	39.6%
National Grantees	6346	59.5%	4324	40.5%
Alabama	197	73.5%	71	26.5%
Alaska	124	47.0%	140	53.0%
Arizona	105	57.7%	77	42.3%
Arkansas	111	58.7%	78	41.3%
California	217	58.6%	153	41.4%
Colorado	76	62.3%	46	37.7%
Connecticut	67	48.9%	70	51.1%
Delaware	167	57.6%	123	42.4%
District of Columbia	55	51.4%	52	48.6%
Florida	212	57.3%	158	42.7%
Georgia	142	58.9%	99	41.1%
Hawaii	187	68.5%	86	31.5%
Idaho	33	50.0%	33	50.0%
Illinois	217	58.6%	153	41.4%
Indiana	187	56.7%	143	43.3%
Iowa	87	62.6%	52	37.4%
Kansas	78	65.5%	41	34.5%
Kentucky	159	66.3%	81	33.8%
Louisiana	136	59.9%	91	40.1%
Maine	50	53.8%	43	46.2%
Maryland	92	61.7%	57	38.3%
Massachusetts	117	51.1%	112	48.9%
Michigan	244	65.9%	126	34.1%
Minnesota	208	64.4%	115	35.6%
Mississippi	111	70.7%	46	29.3%
Missouri	176	60.1%	117	39.9%

GRANTEE	Response Rate			
	Responded		Did not respond	
	Count	Percent	Count	Percent
Montana	45	59.2%	31	40.8%
Nebraska	46	43.8%	59	56.2%
Nevada	35	53.0%	31	47.0%
New Hampshire	38	52.1%	35	47.9%
New Jersey	228	61.6%	142	38.4%
New Mexico	26	46.4%	30	53.6%
New York	198	54.0%	169	46.0%
North Carolina	219	68.9%	99	31.1%
North Dakota	36	48.0%	39	52.0%
Ohio	219	59.2%	151	40.8%
Oklahoma	141	64.1%	79	35.9%
Oregon	103	58.5%	73	41.5%
Pennsylvania	230	62.2%	140	37.8%
Puerto Rico	94	66.2%	48	33.8%
Rhode Island	35	59.3%	24	40.7%
South Carolina	107	60.1%	71	39.9%
South Dakota	59	71.1%	24	28.9%
Tennessee	185	64.0%	104	36.0%
Texas	213	57.7%	156	42.3%
Utah	52	66.7%	26	33.3%
Vermont	43	67.2%	21	32.8%
Virginia	170	68.8%	77	31.2%
Washington	86	61.0%	55	39.0%
West Virginia	85	62.0%	52	38.0%
Wisconsin	167	60.9%	107	39.1%
Wyoming	43	61.4%	27	38.6%
State Grantees	6458	60.4%	4233	39.6%
Nationwide	12804	59.9%	8557	40.1%

C. American Customer Satisfaction Index

Table 8

GRANTEE	ACSI			
	Count	Mean	Minimum	Maximum
AARP	810	78.6	0	100
ABLE	239	80.5	0	100
ANPPM	247	87.1	0	100
ATD	198	74.2	0	100
Easter Seals	322	78.7	0	100
Experience Works	1420	82.3	0	100
Goodwill	242	81.2	0	100
Mature Services	253	81.7	0	100
NAPCA[G]	72	86.0	37	100
NAPCA[S]	254	83.2	12	100
NCBA	403	86.2	0	100
NCOA	386	79.1	0	100
NICOA[S]	327	85.2	0	100
NUL	235	83.8	0	100
SER	331	82.0	0	100
SSAI	686	83.9	0	100
National Grantees	6425	81.9	0	100
Alabama	200	88.8	0	100
Alaska	126	78.7	0	100
Arizona	108	78.7	0	100
Arkansas	113	85.2	0	100
California	219	82.9	0	100
Colorado	77	76.5	0	100
Connecticut	68	82.3	0	100
Delaware	168	86.6	0	100
District of Columbia	57	75.4	0	100
Florida	214	80.2	0	100
Georgia	143	85.7	0	100
Hawaii	189	86.9	0	100
Idaho	33	71.9	11	100
Illinois	220	82.9	0	100
Indiana	192	80.7	0	100
Iowa	87	73.7	10	100
Kansas	78	85.2	17	100
Kentucky	161	86.2	0	100

GRANTEE	ACSI			
	Count	Mean	Minimum	Maximum
Louisiana	141	85.7	0	100
Maine	53	67.7	0	100
Maryland	92	86.0	4	100
Massachusetts	118	75.0	0	100
Michigan	245	83.0	0	100
Minnesota	213	82.8	0	100
Mississippi	112	90.6	0	100
Missouri	178	88.2	0	100
Montana	46	71.5	0	100
Nebraska	48	72.3	0	100
Nevada	37	69.7	0	100
New Hampshire	38	77.8	4	100
New Jersey	228	79.1	3	100
New Mexico	26	88.4	44	100
New York	199	80.7	0	100
North Carolina	219	87.0	9	100
North Dakota	37	82.2	0	100
Ohio	220	79.8	0	100
Oklahoma	143	85.8	0	100
Oregon	105	75.2	0	100
Pennsylvania	233	78.8	0	100
Puerto Rico	94	90.0	16	100
Rhode Island	35	70.6	4	100
South Carolina	110	83.8	0	100
South Dakota	59	80.5	9	100
Tennessee	189	83.4	0	100
Texas	216	85.2	0	100
Utah	52	87.0	44	100
Vermont	45	69.7	0	100
Virginia	171	85.8	0	100
Washington	87	79.1	0	100
West Virginia	85	83.7	10	100
Wisconsin	168	80.6	0	100
Wyoming	43	76.0	3	100
State Grantees	6538	82.4	0	100
Nationwide	12963	82.2	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.	6683	8.7	1	10
	5. The Older Worker Program staff understood my employment interests and needs.	6661	8.6	1	10
	11. There is someone in the Older Worker Program I can talk to when I need to.	6542	8.6	1	10
State Grantees	4. The Older Worker Program staff told me everything I needed to know about how the program worked.	6570	8.7	1	10
	5. The Older Worker Program staff understood my employment interests and needs.	6529	8.6	1	10
	11. There is someone in the Older Worker Program I can talk to when I need to.	6423	8.5	1	10
Nationwide	4. The Older Worker Program staff told me everything I needed to know about how the program worked.	13253	8.7	1	10
	5. The Older Worker Program staff understood my employment interests and needs.	13190	8.6	1	10
	11. There is someone in the Older Worker Program I can talk to when I need to.	12965	8.6	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.	4683	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?	5386	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.	5961	8.1	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.	4722	6.7	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?	5457	6.9	1	10
	12. During my community service assignment, my host agency gave me the training I needed to be successful in my assignment.	5955	8.2	1	10

		Count	Mean	Minimum	Maximum
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.	9405	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?	10843	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.	11916	8.2	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.	6528	8.5	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.	6209	8.7	1	10
	13. I feel comfortable at my community service assignment.	6525	8.8	1	10
State Grantees	8. The Older Worker Program helped me obtain a community service assignment that was just right for me.	6429	8.5	1	10

		Count	Mean	Minimum	Maximum
	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.	6197	8.7	1	10
	13. I feel comfortable at my community service assignment.	6439	8.9	1	10
Nationwide	8. The Older Worker Program helped me obtain a community service assignment that was just right for me.	12957	8.5	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.	12406	8.7	1	10
	13. I feel comfortable at my community service assignment.	12964	8.9	1	10

Table 12

			Count	Percent
National Grantees	10. Given your transportation situation, was your community service assignment convenient to where you live?	Yes	5843	91.6%
		No	535	8.4%
	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	513	8.6%
		No	5478	91.4%
State Grantees	10. Given your transportation situation, was your community service assignment convenient to where you live?	Yes	5702	90.7%
		No	582	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	579	9.9%
		No	5287	90.1%

		Count	Percent
Nationwide	10. Given your transportation situation, was your community service assignment convenient to where you live?	Yes	11545 91.2%
		No	1117 8.8%
	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	1092 9.2%
		No	10765 90.8%

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	1955 30.0%	
		Worse	582 8.9%	
		About the same	3977 61.1%	
	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	206 3.1%	
		A little more negative	353 5.4%	
		About the same	1271 19.3%	
		A little more positive	1661 25.2%	
		Much more positive	3092 47.0%	
	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	1973 30.8%
			Worse	578 9.0%
About the same			3851 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	165 2.5%	
		A little more negative	317 4.9%	
		About the same	1249 19.2%	
		A little more positive	1685 25.9%	
		Much more positive	3090 47.5%	

		Count	Percent	
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	3928	30.4%
		Worse	1160	9.0%
		About the same	7828	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	371	2.8%
		A little more negative	670	5.1%
		About the same	2520	19.3%
		A little more positive	3346	25.6%
		Much more positive	6182	47.2%

H. Unsubsidized Employment

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	6601	7.6	1	10
State Grantees	6482	7.7	1	10
Nationwide	13083	7.7	1	10

Table 15

		Count	Mean	Minimum	Maximum
National Grantees	18. How much help did Older Worker Program staff give you in finding an unsubsidized job?	2568	7.1	1	10
	19. How much of the skills and training you need for your current job did you gain from your community service assignment?	2516	6.5	1	10
	20. Overall, how helpful was your community service assignment(s) in preparing you for success in your current unsubsidized job?	2403	7.4	1	10

		Count	Mean	Minimum	Maximum
State Grantees	18. How much help did Older Worker Program staff give you in finding an unsubsidized job?	2549	7.3	1	10
	19. How much of the skills and training you need for your current job did you gain from your community service assignment?	2559	6.7	1	10
	20. Overall, how helpful was your community service assignment(s) in preparing you for success in your current unsubsidized job?	2462	7.6	1	10
Nationwide	18. How much help did Older Worker Program staff give you in finding an unsubsidized job?	5117	7.2	1	10
	19. How much of the skills and training you need for your current job did you gain from your community service assignment?	5075	6.6	1	10
	20. Overall, how helpful was your community service assignment(s) in preparing you for success in your current unsubsidized job?	4865	7.5	1	10

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	6286	9.2	1	10
State Grantees	6182	9.2	1	10
Nationwide	12468	9.2	1	10

K. Key Drivers and Questions Most Closely Associated with ACSI Scores

1. Driver Analysis

The driver analysis is conducted to determine which aspects of service were most important to overall satisfaction. Table 17 presents those results. The methodology for determining the strongest drivers of satisfaction has been modified for this year's report. In previous years, we used a two-step process: 1) Identify those questions with the strongest correlation to the ACSI; and 2) use regression analysis to identify the questions with the strongest unique contribution to understanding overall satisfaction. The current methodology uses a series of regression analyses, giving less emphasis to initial correlations. This method involves testing different models (combinations of questions) to determine which combination provides the most understanding of the ACSI in the most efficient manner. The questions that together account for the most variation in the ACSI are shaded in Table 17.

The results in Table 17 are derived from all available nationwide responses to the survey conducted in PY 2013. Only three questions (Questions 4, 5, and 13) in Table 17 are shaded, providing the model (combination of questions) that best explains the ACSI. Questions 4 and 5, dealing with participants' treatment by the sub-grantee, are highly correlated with the ACSI and each has a strong, unique influence on the ACSI. The extremely large size of these correlations and their strong unique contribution to explaining the ACSI suggest that any change in these scores is likely to have a direct and independent change on overall satisfaction.

In general, these two questions are areas of strength for the program. The score for Question 4 is relatively high at 8.7; Question 5, at 8.6, has slightly more room for improvement. Continued attention to how participants are treated will help ensure high levels of satisfaction. The third question in the model, Question 13, asks about the participant's comfort with the community service assignment. Participants rate their comfort with the community service assignment the highest among the three components of the model (8.9). This is an important aspect of the program to maintain, but there is not much room for improvement.

The shaded questions are not necessarily the only items that matter in relation to understanding the ACSI, however. What follows are some guiding principles for assessing the remaining questions and their relationship to the ACSI.

- Some questions not in the chosen model (unshaded in Table 17) may have high correlations and moderate participant ratings, suggesting room for improvement in the way the sub-grantee delivers services.
- Others questions may have a lower correlation with the ACSI but have lower than usual participant ratings, also affording significant room for improvement in the way the sub-grantee delivers the service.

- Several other questions that impact overall satisfaction are not part of these correlation and regression analyses. They are presented individually in Section K.2. Other Questions Related to Satisfaction.

The unshaded questions in Table 17 may be considered useful for program improvement based on these guiding principles.

Table 17

		Relation to ACSI
4. The Older Worker Program staff told me everything I needed to know about how the program worked.	Pearson Correlation	.731**
	Sig. (2-tailed)	.000
	N	12892
5. The Older Worker Program staff understood my employment interests and needs.	Pearson Correlation	.749**
	Sig. (2-tailed)	.000
	N	12780
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.	Pearson Correlation	.597**
	Sig. (2-tailed)	.000
	N	9101
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?	Pearson Correlation	.580**
	Sig. (2-tailed)	.000
	N	10530
8. The Older Worker Program helped me obtain a community service assignment that was just right for me.	Pearson Correlation	.668**
	Sig. (2-tailed)	.000
	N	12558
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.	Pearson Correlation	.524**
	Sig. (2-tailed)	.000
	N	12035
11. There is someone in the Older Worker Program I can talk to when I need to.	Pearson Correlation	.650**
	Sig. (2-tailed)	.000
	N	12560
12. During my community service assignment, my host agency gave me the training I needed to be successful in my assignment.	Pearson Correlation	.623**
	Sig. (2-tailed)	.000
	N	11552
13. I feel comfortable at my community service assignment.	Pearson Correlation	.592**
	Sig. (2-tailed)	.000
	N	12577
16. The pay I receive from the Older Worker Program has made a substantial difference in the quality of my life.	Pearson Correlation	.518**
	Sig. (2-tailed)	.000
	N	12688

		Relation to ACSI
18. How much help did Older Worker Program staff give you in finding an unsubsidized job?	Pearson Correlation	.585**
	Sig. (2-tailed)	.000
	N	4916
19. How much of the skills and training you need for your current job did you gain from your community service assignment?	Pearson Correlation	.505**
	Sig. (2-tailed)	.000
	N	4866
20. Overall, how helpful was your community service assignment(s) in preparing you for success in your current unsubsidized job?	Pearson Correlation	.642**
	Sig. (2-tailed)	.000
	N	4669

**Correlation is significant at the 0.01 level (2-tailed).

2. Other Questions Related to Satisfaction

Table 18

	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	5670	83.9	508	65.9
State Grantees	5522	83.3	559	68.2
Nationwide	11192	83.6	1067	67.1

Table 19

	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	1914	89.3	551	65.3	3849	81.5
State Grantees	1907	88.6	558	67.0	3727	80.9
Nationwide	3821	89.0	1109	66.1	7576	81.2

Table 20

		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	198	66.5
		A little more negative	343	64.2
		About the same	1214	71.4
		A little more positive	1612	81.3
		Much more positive	3006	90.7
State 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	158	61.2
		A little more negative	303	65.5
		About the same	1207	70.6
		A little more positive	1635	81.3
		Much more positive	2988	89.8
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	356	64.2
		A little more negative	646	64.8
		About the same	2421	71.0
		A little more positive	3247	81.3
		Much more positive	5994	90.3

Table 21

	17. During my community service assignment, the Older Worker Program pressured me, before I was ready, to leave my community service assignment for unsubsidized employment.			
	Yes		No	
	Count	ACSI Score	Count	ACSI Score
National Grantees	480	67.2	5329	84.5
State Grantees	553	63.2	5126	84.5
Nationwide	1033	65.1	10455	84.5

Table 22

		ACSI	
		Count	ACSI Score
National Grantees	Male	1856	80.5
	Female	4666	83.1
	Did Not Volunteer	15	70.2
State Grantees	Male	2080	81.4
	Female	4334	82.2
	Did Not Volunteer	10	80.3

		ACSI	
		Count	ACSI Score
Nationwide	Male	3936	81.0
	Female	9000	82.7
	Did Not Volunteer	25	74.2

Table 23

		ACSI	
		Count	ACSI Score
National Grantees	Less than HS Diploma	1072	87.0
	HS Diploma or GED	2601	84.0
	Some College	1585	80.1
	Post-Secondary Certificate	159	80.2
	Associates Degree	271	78.8
	BA/BS	577	76.4
	Bachelor's Plus	264	78.5
State Grantees	Less than HS Diploma	1326	87.0
	HS Diploma or GED	2506	83.1
	Some College	1359	78.8
	Post-Secondary Certificate	131	82.3
	Associates Degree	256	75.9
	BA/BS	601	77.4
	Bachelor's Plus	229	75.9
Nationwide	Less than HS Diploma	2398	87.0
	HS Diploma or GED	5107	83.6
	Some College	2944	79.5
	Post-Secondary Certificate	290	81.1
	Associates Degree	527	77.4
	BA/BS	1178	76.9
	Bachelor's Plus	493	77.3

Table 24

			ACSI	
			Count	ACSI Score
National Grantees	Barriers	1 or None	1768	81.9
		2	2029	82.4
		3	1667	82.2
		4 or More	1072	83.2
State Grantees	Barriers	1 or None	930	80.0
		2	1938	81.9
		3	2093	81.9
		4 or More	1464	83.3
Nationwide	Barriers	1 or None	2698	81.2
		2	3967	82.2
		3	3760	82.0
		4 or More	2536	83.3

Table 25

		ACSI	
		Count	ACSI Score
National Grantees	Regular Employment	632	82.1
	Self-employment	43	79.1
	Other Reason	1283	77.4
	Did Not Exit	4580	83.8
State Grantees	Regular Employment	670	81.3
	Self-employment	34	72.8
	Other Reason	1089	74.8
	Did Not Exit	4632	83.8
Nationwide	Regular Employment	1302	81.7
	Self-employment	77	76.3
	Other Reason	2372	76.2
	Did Not Exit	9212	83.8