

Follow-up Letter to Unsubsidized Employers for Second (or Third) Survey

Instructions:

1. A second survey is required if the vendor does not report that first survey was completed within two weeks of delivery of first survey. The grantee will tell you if a third survey is required.
2. Before mailing the second survey, call the employer contact and alert the contact that you will be sending a new copy of the survey. You must mail the new copy unless the contact assures you that he or she still has the original and is about to complete it. See *Talking Points for Informing Employer of Second (or Third) Survey*.
3. Use original sub-grantee letterhead, not a copy of the letterhead.
4. Customize business address and salutation to the employer contact person
5. Letter should be signed in blue ink by the individual who made the placement and who conducted the 30-day follow-up.
6. Insert letter in mailing envelope with a new survey instrument and stamped reply envelope.
7. Put employer contact person's name and address on the mailing envelope. Put sub-grantee return address on upper left hand corner of mailing envelope.
8. Mail the packet.

[Date]

Dear _____ :

Recently, you received a customer satisfaction survey based on your hiring of an older worker from our program. The survey is designed to evaluate this program, variously known as the Senior Community Service Employment Program (SCSEP), Title V or the Older Worker Program. The program is administered in this area by _____ [name of sub-grantee]. I am enclosing another copy of the survey in case you did not receive or do not have the first one. If you still have the first survey and have not completed it, please discard it.

I hope you will take a few minutes to fill out the survey and return it in the post-paid envelope. Your response will go to The Charter Oak Group, LLC, the company conducting the survey for the Department of Labor, which funds the program. The answers you provide will be kept in strict confidence and will only be reported when combined with the responses of other employers.

Please be as honest and direct as you can in your answers. The survey will help us learn which services were most helpful to your company and will give us important feedback that we can use to improve our program.

Thank you in advance for your help.

Sincerely yours,

