

**Summary and Analysis of Client Satisfaction Data
3/16 through 2/17
Employment Services
Easterseals Capital Region & Eastern Connecticut**

Client satisfaction surveys were completed by clients at the time of completion/discharge from a particular service. The results of these data aggregations are presented in Table 1 below.

Table 1 Percent of Respondents That Made a Rating of “Excellent” or “Good”		
	EXCELLENT	GOOD
Promptness of admission	75%	25%
Promptness in addressing issues	88%	12%
Opportunity to participate in treatment planning	88%	12%
Type, frequency, & duration of service	75%	25%
Staff support in achieving goals	88%	12%
Arrangements for follow-up	88%	12%
Service expectations met	100% responded “yes”	0%
Information re program was accurate	100% responded “yes”	0%
Overall impression of the Center	88 %	12%

Table 2 offers a summary of written comments that respondents also offered.

Table 2
Summary of Written Comments

1.	The staff was very friendly and helpful throughout my program. I would recommend it to anyone who wants to take their career to the next level.
2.	I hope you can consider next time to have classes such as ESL.
3.	Ms. Roz and Ms. Shannon went above and beyond in every aspect to help me and guide me to success.
4.	Very professional and well organized. Exceeded expectations.
5.	Easter Seals and their staff have given me hope for my future.

While it is clear that the overall results evidence strong satisfaction, we realize that there is a consistent need for improvement. Although 100% of the clients surveyed reported that their service expectations had been met and that information regarding the program had been accurate, only 75% of the respondents offered an “Excellent” rating for “Promptness of Admission, and Type, Frequency and Duration of Service.

Results and tentative action plans were presented to staff for review and comment. The findings and suggested strategies will be presented to the Board of Trustees. Table 3 offers an action plan to address concern about clients’ overall impression of the promptness of admission; and type, frequency, and duration of services. All action items will be immediately implemented following Board presentation.

Table 3
Analysis and Action Plan

Finding	Comment	Action
1. Lower rating in Promptness of Admission	This indicates a need to better inform each client that in most cases, the start date is offered based on the parameters of the authorization.	Clients will be offered a viewing of the authorization at the time of intake.
2. Lower rating in Type, Frequency, and Duration of Services.	Achievement of employment goals occurs in a timely manner when the client, referral source and Vocational Specialist work in partnership.	Clients must clearly understand that each stakeholder plays an important role in the employment process. This includes weekly contact, consistent updates, and follow through with agreements. A contract stating such may prove helpful.

In addition to the information offered above, the following is a summary of the results of the 2016 Fidelity Review for our Supported Employment Program. This summary offers the reader a greater understanding of the depth of the passion and level of excellence that is incorporated into the work for those we serve.

IPS Supported Employment Fidelity Report

Date: December 15, 2016

To: Dan Bracken, Employment Supervisor, Easter Seals Capital Region Rosalind Schuster, Director, Vocational Services, Easter Seals Capital Region Gayle Gagliardo, Director, Provider Services, Capitol Region Mental Health Center Sue Niemitz, CEO, Capitol Region Mental Health Center

From: Linda Guillorn, Manager, Employment & Supported Education Programs, DMHAS, Ellen Econs, Employment Systems Manager, DMHAS

Summary:

Congratulations to Easter Seals on achieving exemplary fidelity on this supported employment review. Easter Seals continues to provide excellent employment services to clients in the Greater Hartford area and should be extremely proud of their contributions to this initiative.

The entire Easter Seals organization clearly understands and believes in supported employment as a pathway to recovery for the individuals they serve. Employment specialists provide only employment services and indicated they provide all phases of employment services. Easter Seals is completely integrated with mental health treatment teams at the Institute of Living (IOL) and continues to cultivate and integrate relationships at Hartford Behavioral Health and UCONN, Farmington. Reviewers observed open lines of communication with the Bureau of Rehabilitation Services Vocational Counselors as well as Benefits Counselors. The Employment Supervisor is to be commended for leadership qualities, dedication, and closely monitoring the data, providing outcome based supervision. Additionally, this supervisor has never failed to assist by going the "extra mile" not only for the people served, but for Easter Seals as an agency as well as the overall statewide supported employment initiative. His enthusiasm and dedication is contagious and has spread to his staff, other staff involved with the program, and the people served by the program.

Easter Seals excludes no one from the employment program and it is evident that there is an agency-wide focus on employment. Additionally reviewers commented on the commitment by IOL to connecting the people they serve to employment services. Many opportunities are afforded clients to celebrate their successes, share their stories, even become a part of the agency workings as evidenced by one of their clients holding a voting board member seat. Reviewers remarked how well the executive team was versed in supported employment and noted the open lines of communication between executive leadership and this initiative.

Assessments are completed in a timely manner with appropriate updates. Clients are connected to an employer within 30 days, and job development is done with client preferences in mind. Employment specialists do their best to connect clients with a preferred occupation whenever possible. Reviewers observed that job development is done in a positive and professional manner and records indicate that at the very least, six face-to-face employer contacts are made per week. Easter Seals enjoys a great job and employer diversity, ensuring that jobs are not the same type of job with only one or two employers. Easter Seals continues to cultivate a diverse employer pool. Follow - along supports are available when needed for as long as they are needed; but also with an eye to stepping clients down to lesser supports when appropriate.

Once again, Easter Seals should be extremely proud of this review, but more importantly proud of the Easter Seals program and staff; as well as the success of the people being served.