

**Summary and Analysis of Stakeholder Input Data  
Vocational Rehabilitation  
Easterseals Capital Region & Eastern Connecticut  
February 2016 to March 2017**

**Process and Findings**

Stakeholder input surveys were sent to parties that during the past year had offered referrals to the vocational rehabilitation program. Responses have been analyzed and are presented in summary format in Table 1 below.

**Table 1  
Summary of Stakeholder Data**

	<i>Rating</i>			
	Excellent	Good	Fair/Poor/ Not Sure	Excellent or Good
Promptness of admission	100%	0%	0%	100%
Promptness in addressing issues	100%	0%	0%	100%
Opportunity to participate in treatment planning	100%	0%	0%	100%
Type, frequency, & duration of service	75%	25%	0%	100%
Staff Support in achieving goals	25%	75%	0%	100%
Arrangements for follow up	75%	25%	0%	100%
Service expectations met	25%	75%	0%	100%
Information re program was accurate	100%	0%	0%	100%
Overall satisfaction	75%	25%	0%	100%

With all ten categories offering ratings as good or excellent, the data reflects significant support for the current service offering. Looking for some differentiation within the band of strong satisfaction, we see only a 25% rating as excellent in the areas of: 1) Staff support in achieving goal and 2) Service expectations met. This may be a direct reflection of the average length of time it takes for successful placements (6.5 months). Additional inquiries have since been performed and the following steps have been implemented:

1. Work with Easterseals' Office of Development to procure a listing of employers who support our mission and would be open to hiring those we serve.
2. Greater efforts into increasing membership of our Business Advisory Council (BAC) with a focus on area employers.

## **General Comments from Stakeholders**

Stakeholder survey respondents were also invited to provide open-ended input re program satisfaction, changes, or needs. Only three comments were offered and are provided in Table 2.

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**Table 2  
General Comments**

Staff is excellent with direct contact. Lindsey is fabulous with following up on any issues and addressing issues with staff and VR counselor. At times, the length of time for placement is too long and needs to be addressed with staff to get a better picture of barriers.
Easterseals is a preferred provider-because of their responsiveness and professionalism. Working with visually impaired consumers, often with multiple disabilities, returning to the workforce is a challenge
I am satisfied with the professionalism and quality of delivered services to our clients. Easterseals is a great partner.

## **Action Plan**

Results and tentative action plans were presented to staff for review and comment. The findings and suggested strategies are summarized in Table 3.

**Table 3  
Analysis and Action Plan**

Finding	Comment	Action
Staff support in achieving goals.	Only 25% of the respondents indicated an "excellent" rating with 75% offering a rating of "good".	Decrease amount of time to for successful placements by using the following resources: Work in partnership with Office of Development and increase membership of Business Advisory Council.
Service expectation met.	Only 25% of the respondents indicated an "excellent" rating with 75% offering a rating of "good".	The Director of Vocational Services will seek further input from referral sources as to what measures can be taken to ensure their 100% satisfaction with services.