

**Summary and Analysis of Performance Improvement Plan
Vocational Rehabilitation Services
Easter Seals Greater Hartford Rehabilitation Center**

September 1, 2008

Data/Finding	Analysis	Action Plan	Time Frames/ Responsible Party
Low percentage of successful placements for clients referred by WCC.	Although WCC placements were at a low of 43%, positions procured were full time rather than part time.	Situational Assessments, rather than direct placements, will be considered in the client's employment plan. Meeting will be held with WCC Coordinators to implement this strategy.	Roz Schuster and Mark Papuga, along with team and client input, will immediately implement the agreed upon option of offering WCC clients the choice of a Situational Assessment rather than direct placement.
Client Satisfaction	Responses indicated a good to excellent rating in all categories with exception of a small percentage of "unsure" responses regarding accuracy of information about programs and whether expectations for services had been met.	Ongoing staff training will be offered regarding need to ensure that clients are fully educated about the scope of their program, including projected outcomes. Also, Orientation Checklist will be revised to address this issue.	Vocational Coordinators will complete staff training by 2/1/09 and Orientation Checklist revisions will be made by 6/15/09.
Referral Source Satisfaction	2008 Stakeholder Surveys indicate overall inconsistency in how BRS counselors view ES services.	Meet with BRS District Director and BRS staff to discuss strengths and weaknesses of Easter Seals' programs and develop an improvement plan.	5/2009 Director of Vocational Services