

Organizational Employment Quality Indicators and Improvement Plan

Quality Indicators	Action Steps	Person Responsible	Dates Checked	Progress	Plans for Improvement
1) Stakeholders will score services at a minimum of 85% on the Consumer Support Team Member Questionnaire completed annually.	The Internal Employment Team Leader will compile the percentage of responses received from the Customer Satisfaction Surveys.	Internal Employment Team Leader	7-1-22 through 12-31-22	Very few questionnaires were returned from Support Team Membership. The scores averaged together equaled 98%. There are 15 people involved in this service, on a part-time basis.	We have to find a way to get stakeholders to want to complete these questionnaires. It is very difficult to gauge satisfaction when that does not happen.
2) 80% of people working in Internal Employment will increase their productivity rating every 6 months.	The Internal Employment Team Leader will review the productivity ratings from the Employee Productivity Detail History as compared to the previous six months.	Internal Employment Team Leader	7-1-22 through 12-31-22	33.3% of the people increased their productivity over that 6-month period of time.	Not sure how to light a fire under individuals who have not historically been highly productive. Supervisory attitudes and enthusiasm might help. We know these people enjoy their paychecks.
3) 80% of the people working in Internal Employment will achieve an increase in their overall wages earned.	The Internal Employment Team Leader will track total wages earned by each person on a semi-annual basis to determine if they earn more wages every consecutive 6 months.	Internal Employment Team Leader	7-1-22 through 12-31-22	20% increased their total wages over the 6-month period of time.	Missed days of work and attendance has a lot to do with this. There are holidays where work was not available. But there are also attendance issues in this group. Attendance can be a choice, and some choose not to attend. We need to promote "this is a job".