

Vocational/Enclave**Quality Indicators:**

Stakeholders will score services received at a minimum of 85% on the Consumer Support Team Member Questionnaire completed annually.

Action Steps

The Internal Employment Team Leader will compile the percentage of responses received from the Customer Satisfaction Survey report. The percentages will be calculated and submitted to the Executive Director quarterly.

Persons Responsible

Quality Assurance Specialist will keep and distribute Customer Satisfaction Survey Scores.

Dates Checked

Report for January through March 2022.

Progress

An average score of 97% was attained on the Consumer Support Team Member Questionnaire for Shenandoah and Red Oak was 99% the most recent quarter. This goal was met. All scores this period were received from Guardians or Case Managers.