



Action Plan Update

Focus Issue: Using Customer Feedback to Improve Work Processes

Division of Vocational Rehabilitation

December 2008

So far:

- We posted DVR's Customer Survey results on the Intranet and shared the information with several staff groups and the Statewide Rehabilitation Council (SRC).
- The Directors Advisory Committee (DAC) studied the issue of using customer feedback to improve work processes and developed recommendations for getting more feedback and working with staff to understand and use the feedback.
- Follow-up work by the DAC focused on what more we want and need to learn from customers and how to do so. The group suggested more targeted surveys with a variety of methods and better access.
- The SRC has agreed to co-host customer forums in several field offices to learn from customers we are currently serving.
- Customer Service Program Manager shared with the DAC a summary of her work with customers, including the volume and type of calls, fair hearings, and complaints.
- Worked with DSHS RDA staff to add a question to the DSHS Client Survey to learn more about how we better meet customer requirements.
- Held discussions at Senior Rehabilitation Team meetings to learn from field staff what is working and what is not, and to figure out solutions.

Future plans:

- Hold 3-4 customer forums in field offices by June 30, 2009.
- Share ideas generated by the DAC with the Statewide Management Team and identify most 2-3 to further develop and implement. Develop some customized surveys to learn from customers at specific steps in the rehabilitation process, so that we can target improvements.
- Continue learning from staff what they learn from their customers.



Action Plan Update

Focus Issue: Recognition for Job Well Done

Division of Vocational Rehabilitation

December 2008

So far:

- Every supervisory unit received training that focused on individual strengths and effective teamwork. This training helped staff recognize some of the unique skills and talents of themselves and their co-workers.
- Staff throughout the division took part in nominating peers for awards that included unit and position “of the year” awards and division-wide awards (e.g. change agent, coaching & mentoring, activator, superstar, team, building bridges). An external panel evaluated the nominations and selected the award recipients.
- Each of the three areas held awards ceremonies this fall to recognize staff for their performance and hard work, and to celebrate. The events also included recognizing the recipients of the peer nominated awards. The State Office participated with Area 1 staff.
- Some field supervisors included individualized staff recognition during unit staff meetings and developed specialized awards to acknowledge the strengths of each staff person. In some cases this was a follow-up to the strengths training and in others it preceded that effort.
- The Directors Advisory Committee helped identify ways to acknowledge staff and shared their preferences for recognition.
- The Field Services Administrator personally acknowledged every employee who met their performance targets and special activities, and includes recognition in her travels to Field Offices.

Future plans:

- Supervisors will continue learning new ways to provide on-going, timely, and personalized recognition to the staff in their units.
- The Statewide Management Team will periodically focus on how to increase both grassroots recognition and positive acknowledgment from upper management.