



## **Work Works Initiatives**

### **Development and dissemination of a questionnaire and method to evaluate customer satisfaction with rehabilitation - ED/OSERS/NIDRR.**

The purpose of this initiative was twofold: 1) to develop an instrument and methodology for the collection of data regarding consumer satisfaction with rehabilitation services, and 2) to disseminate information about the use of the instrument and analysis of data that is provided by the instrument. A consumer satisfaction instrument was developed specifically for rehabilitation programs. The Institute developed a survey methodology designed to generate the highest possible response rate in order to assure that the rehabilitation program is getting an accurate assessment of satisfaction. If satisfaction can be maximized, ultimately fewer customers will drop out and more customers will be successful in reaching employment and other important goals.

### **Distance education certificate program for job coaches and employment specialists who provide employment support to individuals with the most severe disabilities - ED/OSERS/RSA.**

WorkWorks offers a competency-based, certificate training program and a peer support network for job coaches and employment specialists. The 160-hour program, is offered through on-line distance education. Individuals who complete the program will be prepared to provide employment assistance to individuals with the most severe disabilities through job development and job placement services as well as other services that assure self-determination and community integration.

### **Self-advocacy program for individuals with disabilities - ED/OSERS/RSA.**

This initiative targeted individuals with disabilities (adults and public school students at risk) who reside in the Central Savannah River Area Enterprise Community and the Southwest Georgia United Empowerment Zone. A community intervention and self-advocacy program was being developed and demonstrated. Individuals with disabilities created opportunities for themselves in finding and keeping meaningful competitive career employment and fully participating in their communities.

- Evaluation & On-Going Support
- Examples of Supports Provided by Employers
- Fading from the Job Site
- Available Funding Sources
- Ten Conclusions about Natural Supports