

Consumer Feedback

The program strives for excellent customer service and constant communication between Vocational Specialists and the clients

The program looks to Satisfaction Surveys collected when the client enters the Employment Services phase and at the end of the program. Scores ranges from:
1- Not Satisfied to 5- Very Satisfied.

26 Surveys Collected

- ◇ Overall *satisfaction of progress* was 96%
- ◇ Overall *satisfaction of program* was 97%



What consumers are saying about us...

- “It would have been more difficult without Oasis Vocational help”*
- “Vocational Specialist called to follow up”*
- “great support”*
- “great communication”*
- “worked on individual plans for employment”*
- “help with clothes and gas”*
- “showed a lot of respect”*

2021 on the horizon

- ◆ *Electronic Medical Records is happening*
- ◆ *Offering telehealth services will continue*
- ◆ *Outreach efforts to improve referrals*



Oasis Community Services:
Vocational Center

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Performance Analysis for FY 20/21

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Staying Connected with Consumers

Oasis Vocational Center, in partnership with the California State Department of Rehabilitation and Riverside County Mental Health Department, helps individuals with mental health needs fulfill their employment goals and to find and keep meaningful community employment.

On March 15, 2020, in response to the Covid-19 pandemic, the program transitioned to providing telephone and telehealth services. In February 2021, staff resumed limited in-person services by appointment in addition to telephone and telehealth services.

During Fiscal Year :

- ◆ The Department of Rehabilitation (DOR) provided referrals (authorizations) for 51% of the contract goal.
- ◆ 63% of DOR authorizations (referrals) progressed to Employment Services (ES) status
- ◆ 44% of consumers of DOR auth obtained employment
- ◆ 32% of consumers obtaining employment, successfully maintained employment for at least 90 days
- ◆ 68% of consumers referred did not complete the program successfully

Total Numbers per Category

- ◆ DOR Authorized– 41
- ◆ Vocational Assessment-39
- ◆ Employment Services-25
 - ◆ Prep-25
 - ◆ Placement-18
 - ◆ Retentions-13
- ◆ Unsuccessful Closures-28

Vocational Specialists serve consumers in Riverside County-Desert Region, between Blythe and Banning.

During the Fiscal Year the program had 73 Referrals

12% were from the **West Valley**
88% were from the **East Valley**

Despite the Desert Region having it's geographic and seasonal challenges, OVC staff make it a priority to stay connected with partnering employers throughout the year.

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