

## **VI. OUTCOME MEASUREMENT FOR OUTSOURCED SERVICES**

The Vocational Rehabilitation Program (VRP) establishes, maintains and implements written minimum standards for the various types of facilities and providers of services used by the VRP. Purchased vocational rehabilitation services are coordinated with services provided by the VRP staff based on the rehabilitation needs of each individual consistent with the individual's informed choice. There is a VRP Client Satisfaction System in place which reviews and analyzes the effectiveness of and client satisfaction with services purchased by the VRP.

There are formal, written procedures in place for a client and service provider to issue a complaint if they are dissatisfied with services rendered or received.