



2020 Employer Survey Report

Trillium values Washington businesses for employing people with developmental disabilities. We strive to support businesses through our recruitment, training, and ongoing personnel retention services. Our employer survey is designed to gather information on how employers perceive our services and what we could do to better engage and serve businesses. The results of this survey will be used internally to improve our support to businesses, improve our marketing, and to train staff. Results will also be shared with stakeholders as requested.

Methodology:

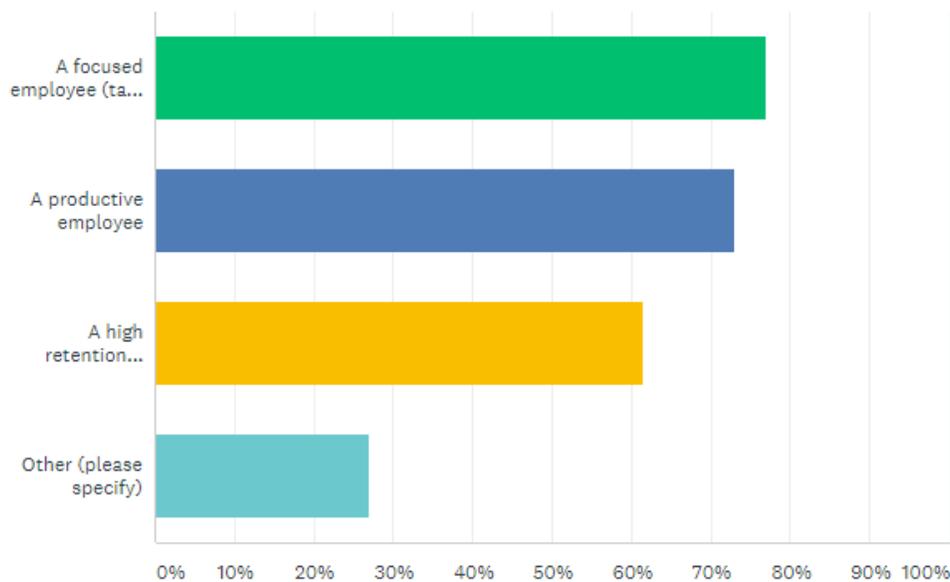
We had to be creative this year with the delivery of our surveys with COVID, so we had employment consultants reach out to employers mostly via e-mail and provide a QR code that led them to the online survey. The survey went to employers who hired in 2019. There were 138 who were contacted and we received 26 responses, yielding an 19% response rate. Survey Monkey was used to collect and analyze the responses. We also reached out to employers who had terminated in the past year. We did not get any response back from these former employers.

Highlights of results:

- 100% of the businesses reported they would recommend our recruiting and training services to another business.
- 88% agree that hiring a supported employee has benefited their teams and supported diversity in the workplace.
- 79% value “ongoing support”
- 66.6% value “training support.”

What primary benefits did you gain by hiring through Trillium (Select all that apply)?

Answered: 26 Skipped: 0



Quotes that demonstrate the primary reason businesses hired through Trillium:

“We are always in need of good talent.”

“Qualified Candidates.”

“To help support people with disabilities and our community.”

“To get more specialized training and mentorship to my employee who needs extra care.”

Quotes that demonstrate the value Trillium and supported employment is bringing to businesses:

“Helped us get to tasks that needed regular attention.”

“Provides valued office support and completes "rainy day" projects.”

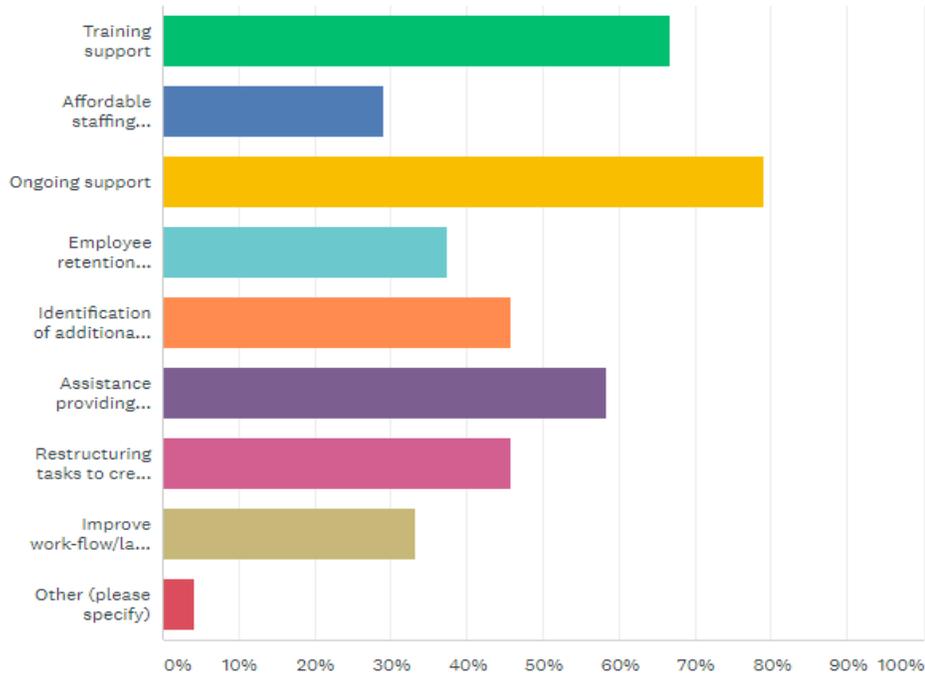
“Our employee [through Trillium] has been a great asset to our team.”

“Our ethos stems from helping our community. We believe that partnering with Trillium and employing the under-employed or disadvantaged in our community not only furthers that goal but brings benefit to both the employee and to our business. We have hired several Trillium employees with great success. The coaching programs to help bring in a client and get them familiar with their role and duties takes pressure off the hiring manager at first, and allows for a great transition to full time, independent employment that can be a long-term placement.”

“Community "Give Back" and internal opportunities for growth, diversity, inclusion and team building.”

What value has Trillium brought to you as an employer? (Select all that apply)

Answered: 24 Skipped: 2



Quotes that provide feedback on areas we do well:

“We do open competitive recruitments for our Supported Employment openings, allowing all job coaching agencies to apply with their clients. The employees that we have hired through Trillium have been the best match for our openings. They and their job coaches have been very well prepared for our interview processes.”

“Trillium professionals were committed to creating or arranging for training or task aids to ensure our supported employee was a successful performer.”

“Trillium staff have already been and continue to be terrific. They are flexible, innovative, and approachable. I very much appreciate working with our job coach and our Trillium client.”

“The quality of their assisted candidates. You do a very good job of matching up skills with jobs.”

“Trillium job coaches have done a great job through COVID-19 by helping us maintain contact with our Supported Employees, and by coming in to train/retrain when we assign new tasks based on how the work has changed.”

“Communication is important, the last two job coaches have been good at identifying needs and helping both parties succeed in the employee's performance.”

“Increased morale for the staff who work with our supported employees.”

“Team morale. Everyone enjoys having them on the team.”

“Outstanding communication from the job coach.”

Quotes that provide feedback on areas we can improve:

“Support health and safety policies, consider virtual job coaching etc.”

“For particular employees, closer coaching would be helpful. Some of the employees are not fitting into the organization, but it is going unnoticed by the coaches.”

“By making sure the individual you support is aware and educated on how to protect themselves.”

What can you recommend we add to our message as we approach other businesses about hiring a supported employee during COVID and beyond?

“Trillium is a business partner. This is not a "staffing agency" or a "temp agency". This is an entirely new way of looking at staffing, with a new business model that allows for diversification, efficiencies, retention, and increased morale. Trillium provides the training and the ongoing support for the new employee.”

“The support that you are willing to provide to help everyone be successful; willing to work on different solutions for problems.”

“Having a job coach to help ensure protocols are met would be important to us.”

“I would assure the businesses that the employees will understand the restrictions of COVID. Let them know that their consultant will be available to help if needed.”

“Tell of your success stories.”

“I would assure the businesses that the employees will understand the restrictions of COVID. Let them know that their consultant will be available to help if needed.”

Is your business willing to be an advocate and/or allow us to conduct tours with stakeholders, etc.?

Answered: 25 Skipped: 1

