



Using Excellent Service, Every Consumer, Every Time (E-3) to Increase Opportunities for Competitive, Integrated Employment for Students and Youth with Disabilities

What is the level of evidence?

This practice was identified by Rehabilitation Research & Training Center for Evidence-Based Practice in Vocational Rehabilitation (RRTC-EBP VR), and has been labeled by NTACT as a Promising Practice. *More information on NTACT's process for identifying effective practices is available here: [NTACT's Effective Practices](#).*

What is the practice?

Excellent Service, Every Consumer, Every Time (E-3) is a consumer service attitude and service delivery approach. It has a dual focus, with consumers with disabilities and employers both sharing the focus of service delivery.

Where is the best place to find out how to do this practice?

The Special Issue from the Journal of Vocational Rehabilitation is available through the website of the RRTC-EBP-VR here:

<http://content.iospress.com/download/journal-of-vocational-rehabilitation/jvr708?id=journal-of-vocational-rehabilitation%2Fivr708>

You may also correspond with the RRTC-EBP-VR <http://research2vrpractice.org/contact/> to request more detailed information from the original author regarding implementation of this practice.

References used to establish this evidence base:

Del Valle, R., Leahy, M. J., Sherman, S., Anderson, C. A., Tansey, T., & Schoen, B. (2014). Promising best practices that lead to employment in vocational rehabilitation: Findings from a four-state multiple case study. *Journal of Vocational Rehabilitation*, 41, 87-98.

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