MY VR

My VR: Changing Business Practices for Client Engagement, Independence, and Empowerment

My VR:

An Internal Client Communication Application

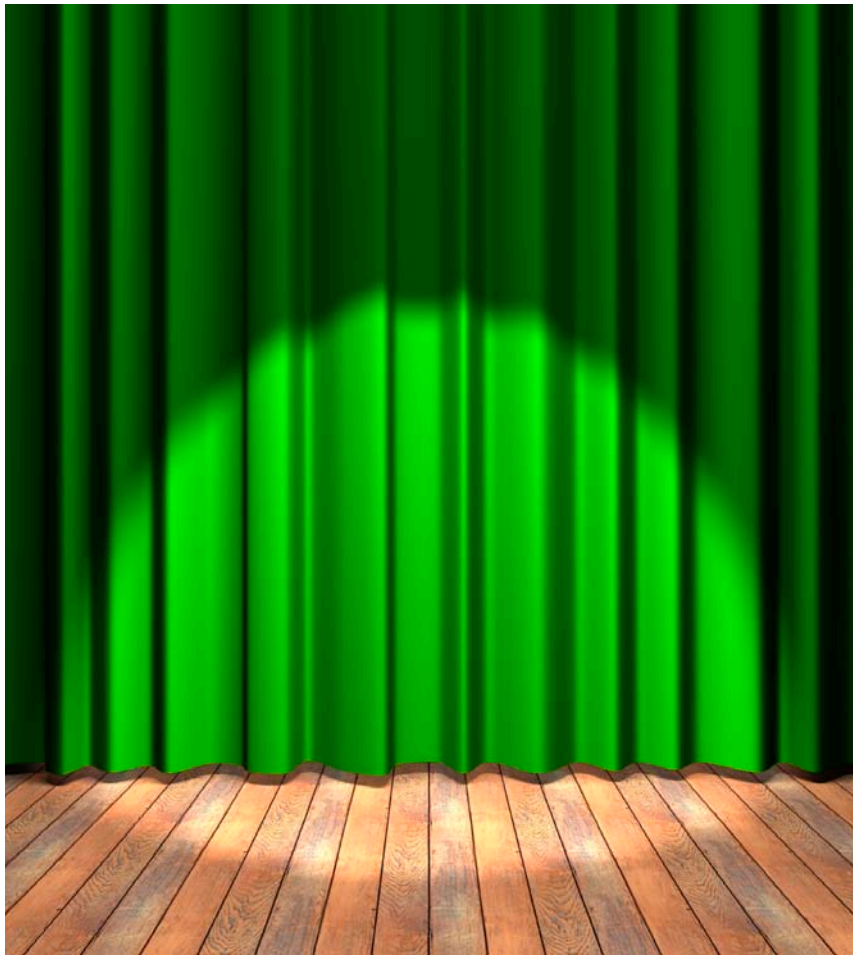
Setting the Stage

Our Vision is to be the
"Agency of Tomorrow"

Reflected in our tag line.

Nebraska VR

Where your future begins

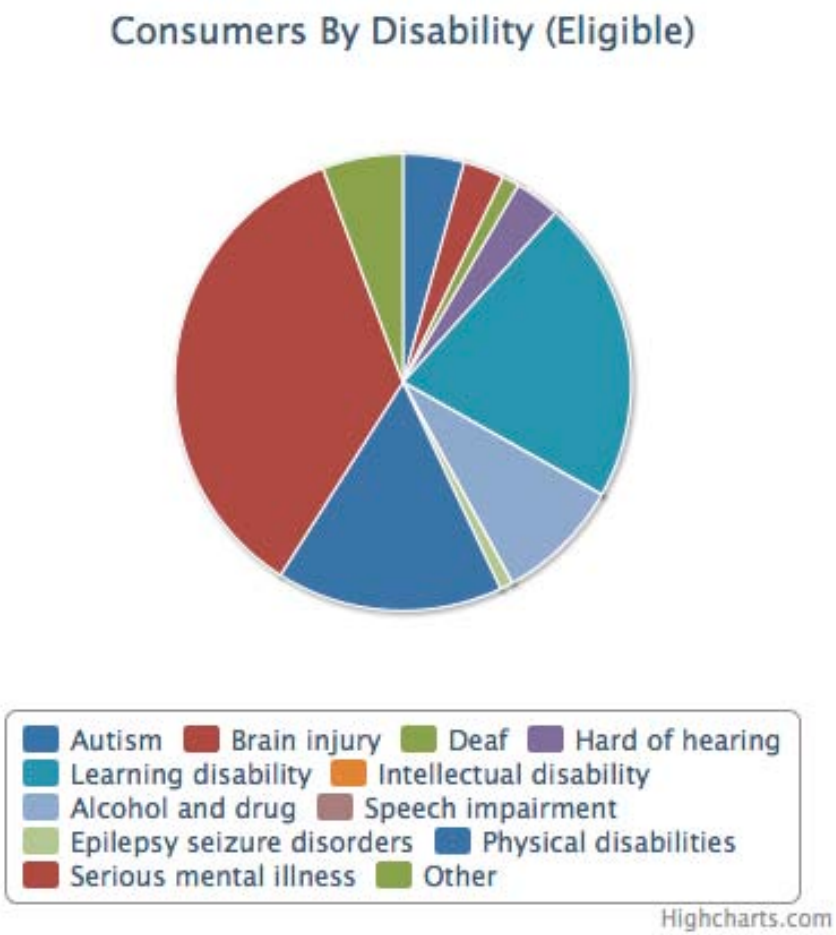


Integrated Technology

- Provided an IPad to every Nebraska VR employee.
- Issued smart phones for texting and mobile internet access.
- Inadvertently, increased our cool factor in the schools where we work with students.

Case Management System Re-Write

- Improved mobile access to client data.
- Includes Data Dashboard for improved access to case load management and a look at federal measures.



Statewide Video Conferencing System

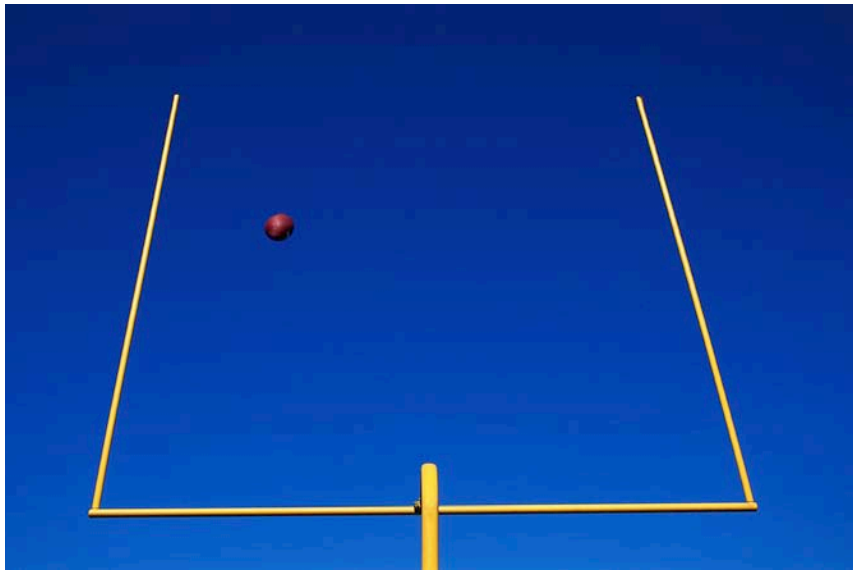
- Client training.
- Communication and introductions for case transfers.
- Staff training and meetings.
- Reduction of travel time that is used to serve clients.

Integrated Social Media

- Invite clients to connect with us on Facebook during the service delivery process.
- Access our professional networks on LinkedIn in Job Placement activities.

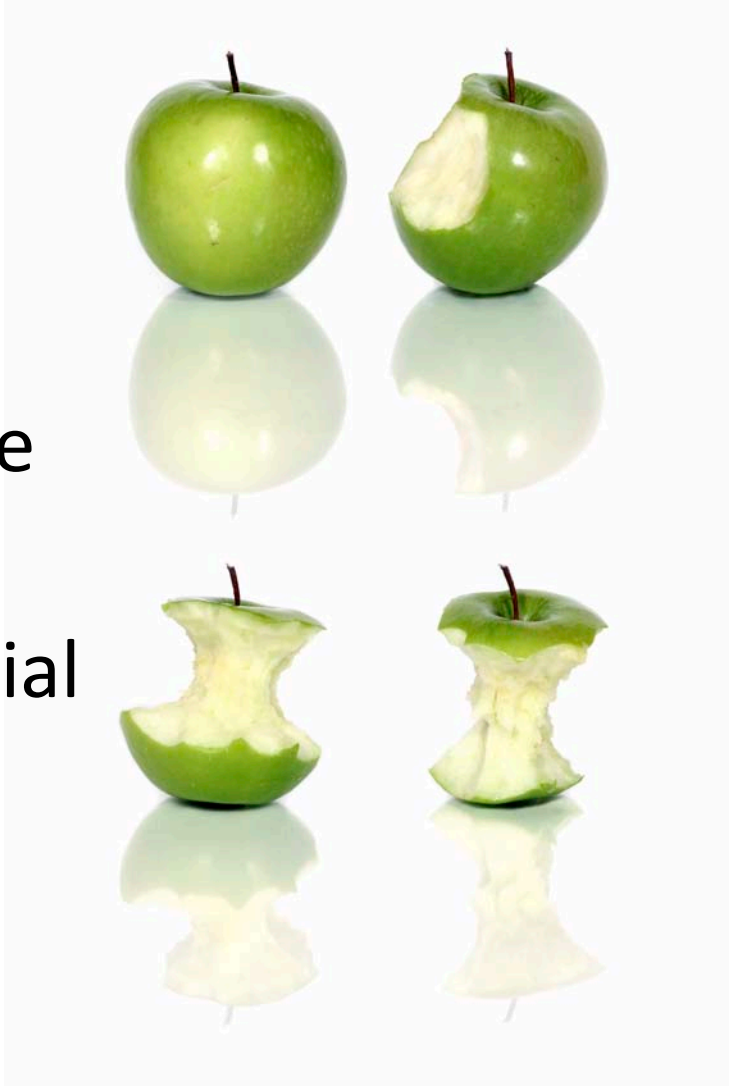
We Set Goals to Increase:

- Client engagement and communication.
- Timeliness of services.
- Accuracy of contact information.
- Client accountability and ownership.
- Concept of partnership.
- Focus on employment.



My VR Core Concept

- Improve efficiency in business process.
- Reconfigure client communication to increase engagement.
- Use an internal secure social media type of application.

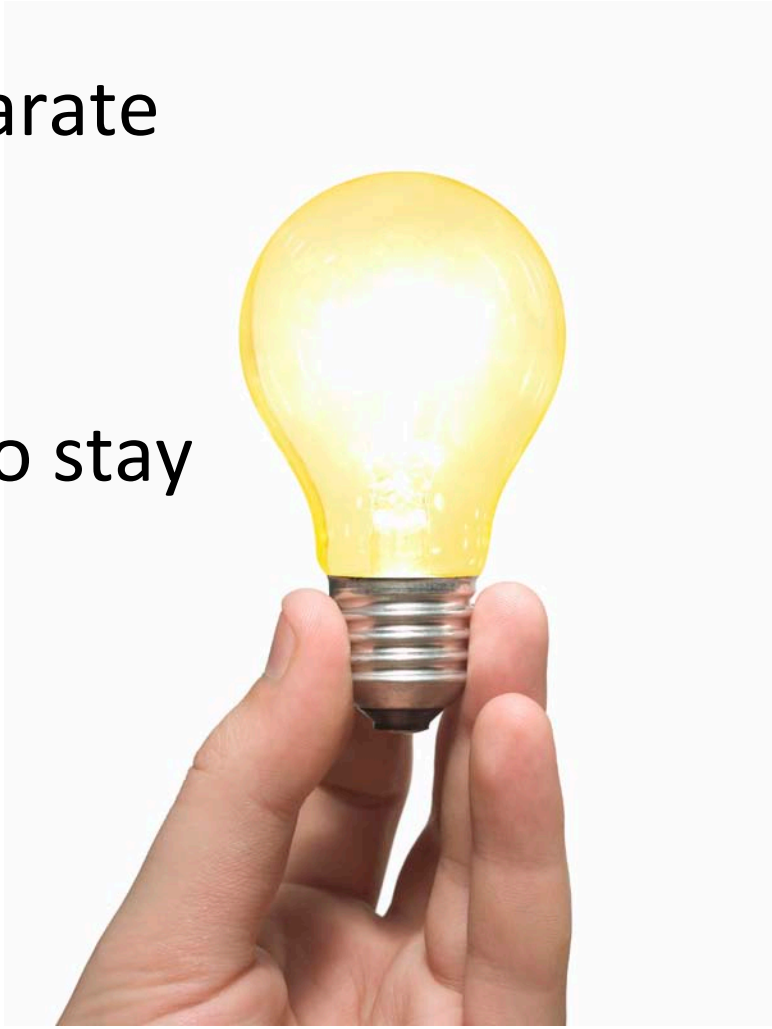


How did we get here?

- Use Fed Ex Days from "Drive" by Dan Pink to promote our values, particularly leadership.
- Examples:
  - Team approach to employer outreach
  - Four day work week
  - Idea of MyVR

Who’s bright idea was this, anyway?

- Staff input from two separate teams at Fed Ex Day.
- Client requests.
- As an agency we desire to stay relevant to clients in a technological world.



Norfolk Team Concept

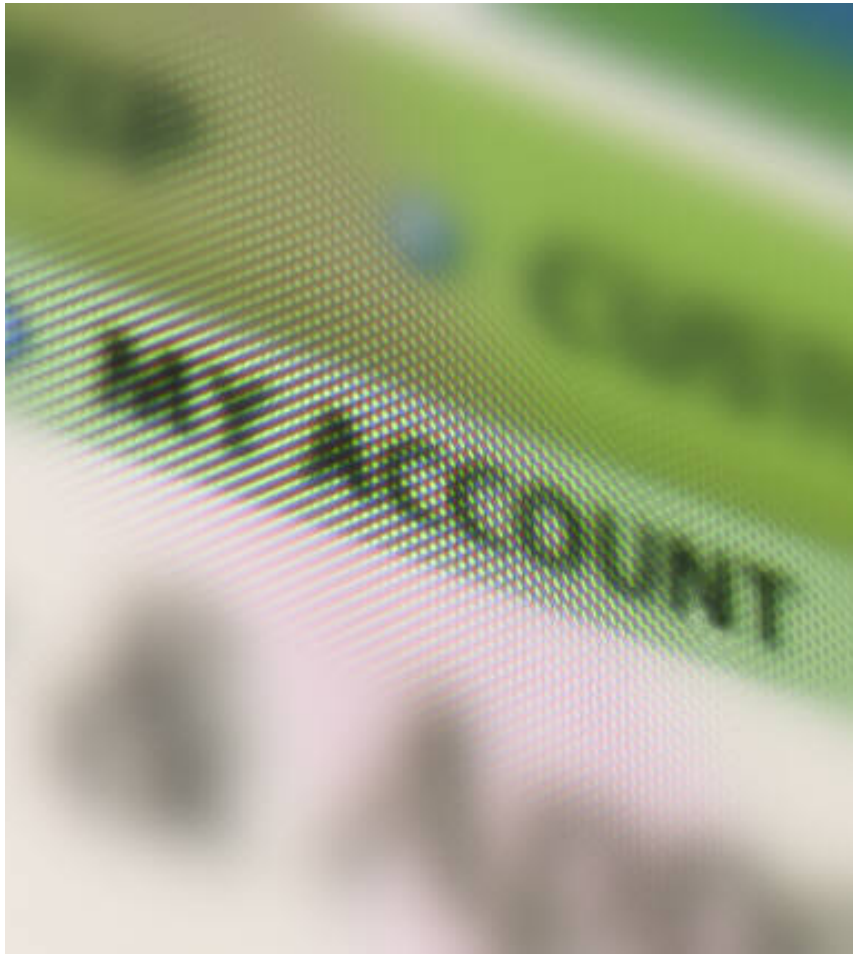
- Develop a confidential web based employment portfolio that can be easily accessed by the client.
- Make client employment information available.
- Integrate a shared message space to enhance communication.

Grand Island Team Concept

- Develop a system where clients can access their case information.
- Receive status updates on their case, including milestones in the VR process, authorization information, etc.

Pre- Development Client Input

- Survey Monkey Survey
- We found that many clients are using technology to access similar applications. (Online banking, social media, etc.)
- Wanted access to their client information in a secure environment.

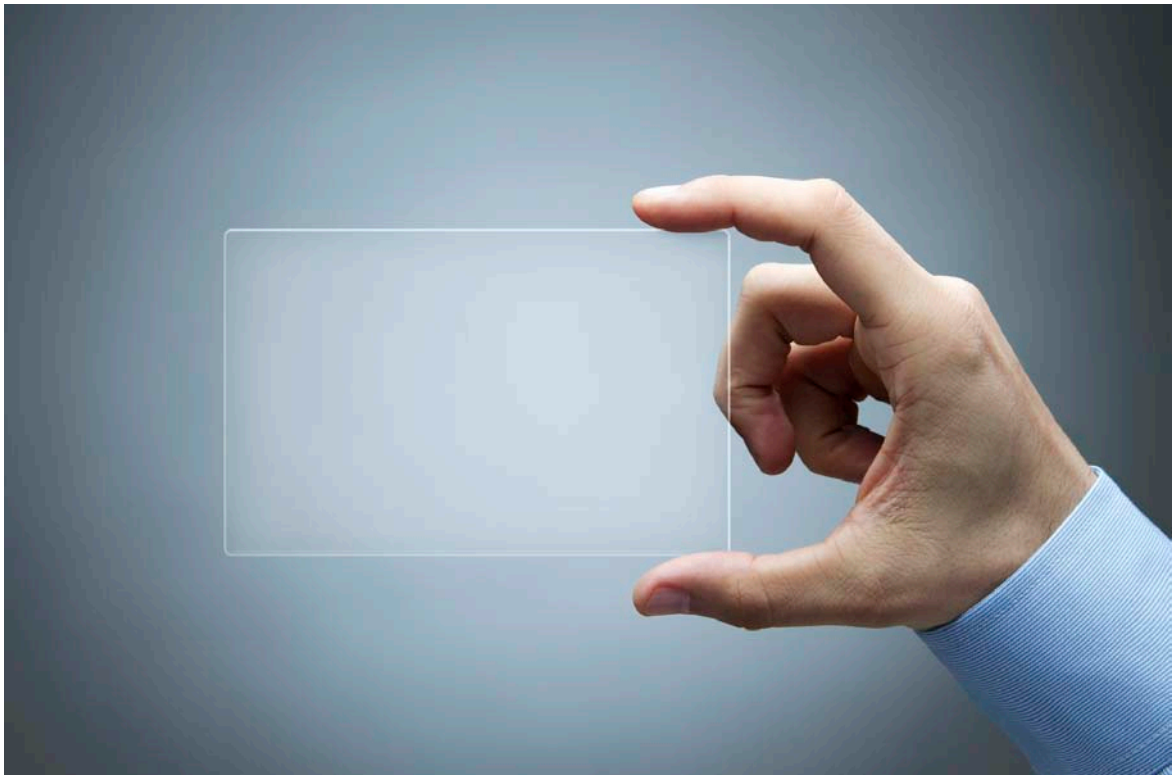


Feature Choices (Kept it Simple)

- Developed an internal client communication application that integrates social media features with access to the Individual Plan for Employment (IPE).
- Sample job applications and resume creation.
- Collection of resources to enhance job search activities.

Feature Choices Support Core Concept

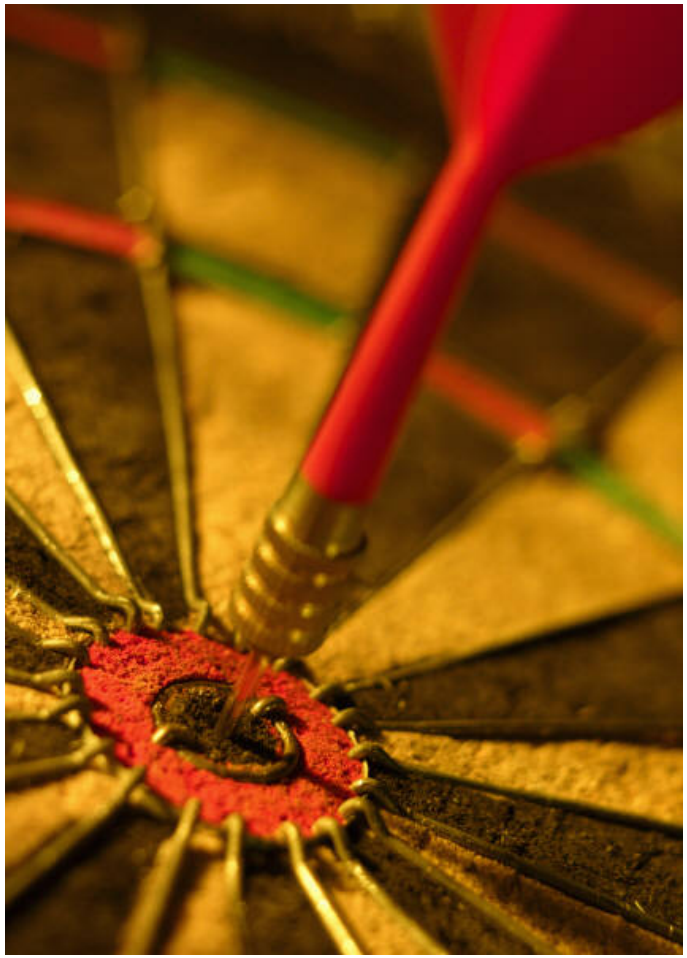
- MyVR allows for greater communication and transparency in services between VR staff and clients.



Development and Deployment Process

- Synthesized staff input with client feedback.
- Hired a contract programmer.
- Produced written instructions for staff and clients.
- Identified 20 clients from each team to participate in pilot.

Evaluation of Effectiveness



- Communication/ engagement – volume.
  - Number of client initiated messages.
  - Number of staff initiated messages.
- Log activity initiated by staff and client.

Evaluation/Measures

- Customer satisfaction survey.
- Staff satisfaction survey.

In the Future

- Compare time in services (planning to successful outcome) with case load average.

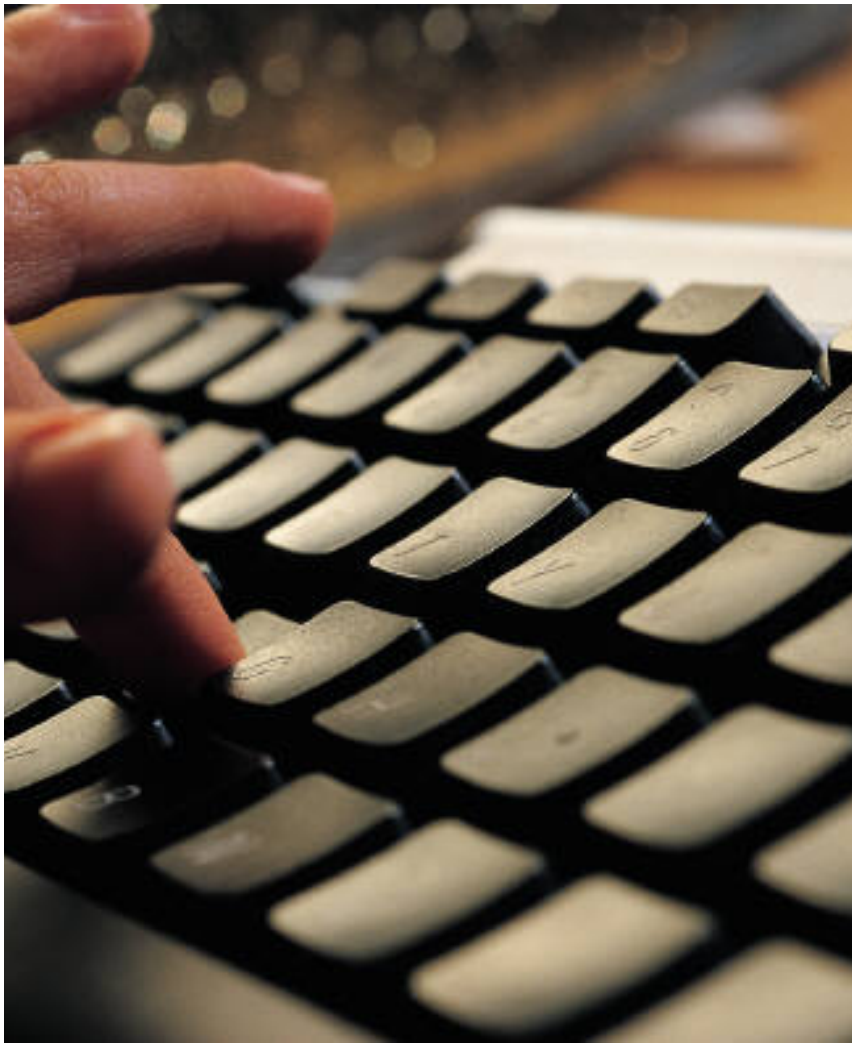
Lessons Learned and Issues

- Availability of phones/ data plans.
- Login issues.
- Consistent project focus.
- Internal communication frequency.
- Version 1 features vs. staff vision.
- Focus on training.

Staff Survey Feedback

- Messaging feature rated very high in quality and usability.
- Would like the ability to text message clients.
- Login was cumbersome on the client side.
- Job Search section needs improvement and is essential to application utility.
- Text message appointment reminders desired.
- Message routing needs to be addressed as client responses are routed to team contact.
- The ability to upload a resume to the application is essential.
- Training and communication will be essential for large scale success.

Client Survey Feedback



- Positive about having another means to keep in touch with staff.
- Liked message feature, reminders, having a telephone.
- Noted ability to quickly respond to staff questions.
- Alternative communication option rated high.
- Appreciated opportunity to improve technology skills with staff help.
- Phone facilitated communication with employers, other agencies, and staff.
  - Used phone for initiating contact via MyVR, sometimes resulted in phone conversations.
- Password changes were cumbersome.

What’s Next?

MyVR Version 2

- **Login:** Improve and simplify login and password changes.
- **My Account (IPE):** Further training recommended.
- **My Job Search(Links and Generic Sample Documents):** Hands on training.
- **My Messages (Message/Notification Routing):** Add text messaging option with the ability to turn on or off text messaging.
- Add calendar feature with Appointment reminders sent via email or text.
- Ability to send group messages. Identify clients by milestone/activity or other criteria (Students) to send standardized messages with personalization.
- **My Job Tools:** Keep the existing initial Application, Resume, Cover Letter with client data populated. Add ability to download (to computer), edit, upload, save versions. Sharing between Client and VR staff essential.
- Scrape job posting: match job goal to identified job openings.

The RTAC Experience

- Great experience.
- Made valuable connections with other states and ICI staff.
- Learned from other states.
- Management model provided a lot of insight.
- Focused on what we do well.