Nebraska VR's MyVR Client Engagement Application Staff Instructions

About the Application

This client communication application integrates social media features to allow for greater communication and transparency in services between Nebraska VR staff members and clients. The priorities in development were to keep it simple, promote engagement and empower clients.

The first step is to identify clients to participate in the MyVR Application Pilot.

Criteria for Client Participation in MyVR

- **Norfolk**: At least 20 clients that have developed an Individual Plan for Employment (IPE) with Nebraska VR counselor.

  Pilot participants should be distributed across counselor caseload. 75% of cases would be clients who want jobs now or are in active job search, 25% would be clients with short or long term training plans

- **Grand Island**: At least 20 clients that have been made eligible for VR services

  Pilot participants should be distributed across counselor caseload. Up to 20% of cases could be High School seniors.

Clients will participate in training or show competence in the use of the application and express an interest in using MyVR for communication with counselor/team contact as well as for job search activities.

Counselor/team contact and client will agree to a schedule of contacts (e.g. monthly for students in college; weekly for clients in active job search)

MyVR clients are **required** to have an email address to participate in the pilot. In some cases, you may need to help clients set up an account.

Outline for My VR Client Participation Discussion

Do you have an email address?

If no, would you like help setting up an email account on Yahoo, Gmail, or Hotmail.

If no, not a pilot candidate.

If yes, are you comfortable using a computer or smart phone? Do you have online accounts for banking or social media?

If no, are you interested in learning?

If yes, do you have a smart phone and plan or internet access?

If no, Nebraska VR will buy a Smart phone and plan from Shopko. Phones are $80 dollars. Cell plans are $50 per month, to be paid month to month for up to 6 months.

If yes, Nebraska VR can pay up to $25.00 per month for up to 6 months. Client would need to provide documentation of their existing smart phone or internet bill. If bill is not in their name, staff would need to note on the copy of bill. Copy should be filed in case file.

Norfolk(after plan): To be paid in QE2 by allowance Other Services, Other Assistance.

Grand Island(before plan): To be paid in QE2 by allowance Assessment Support, Other Assistance.

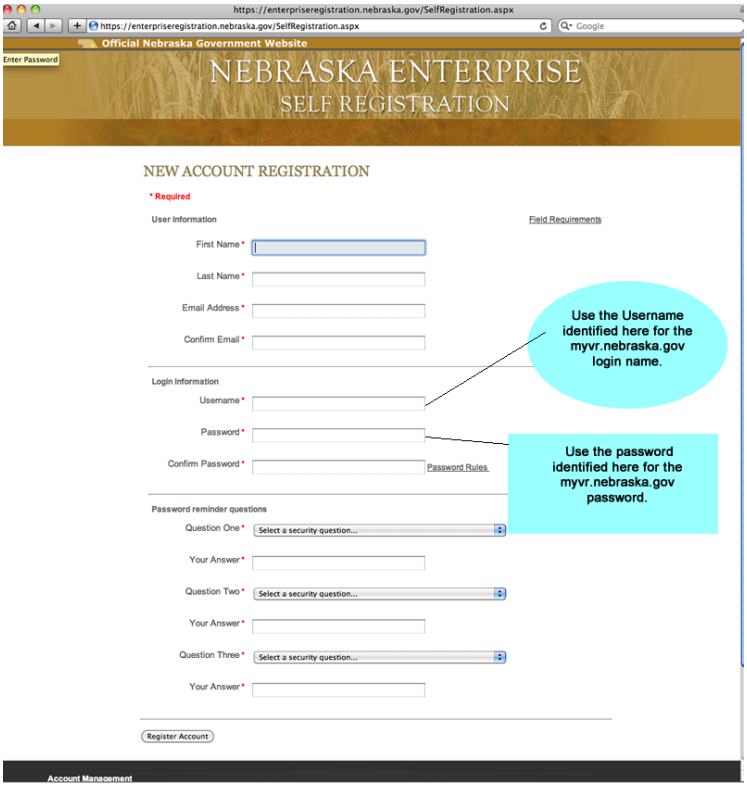
Client agrees to “Criteria for client participation in MyVR”. (See above.)

Client has developed an Individual Plan for Employment (IPE) with counselor (In the case of Grand Island pilot, client has been made eligible for VR services)

Help Client Set Up a Citizen Login

Access to MyVR is managed by the State of Nebraska and requires that a client have a Nebraska Enterprise citizen login. The following is the link for new account registration.

https://enterpriseregistration.nebraska.gov/SelfRegistration.aspx

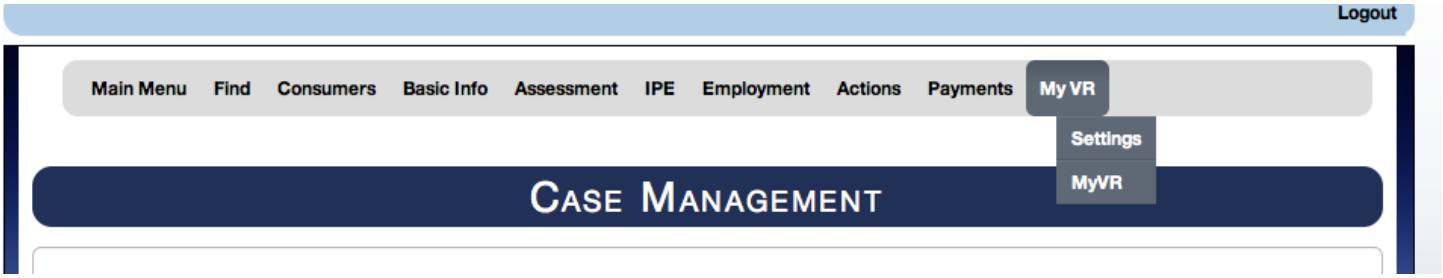


Assist the client as much as necessary to set up the new account on the Nebraska Enterprise self registration site. Remember that you should not be the keeper of the password for the client. The citizen login is used to access other state agency applications.

If the client should need to reset their password, direct them to https://enterpriseregistration.nebraska.gov/PasswordReminder.aspx

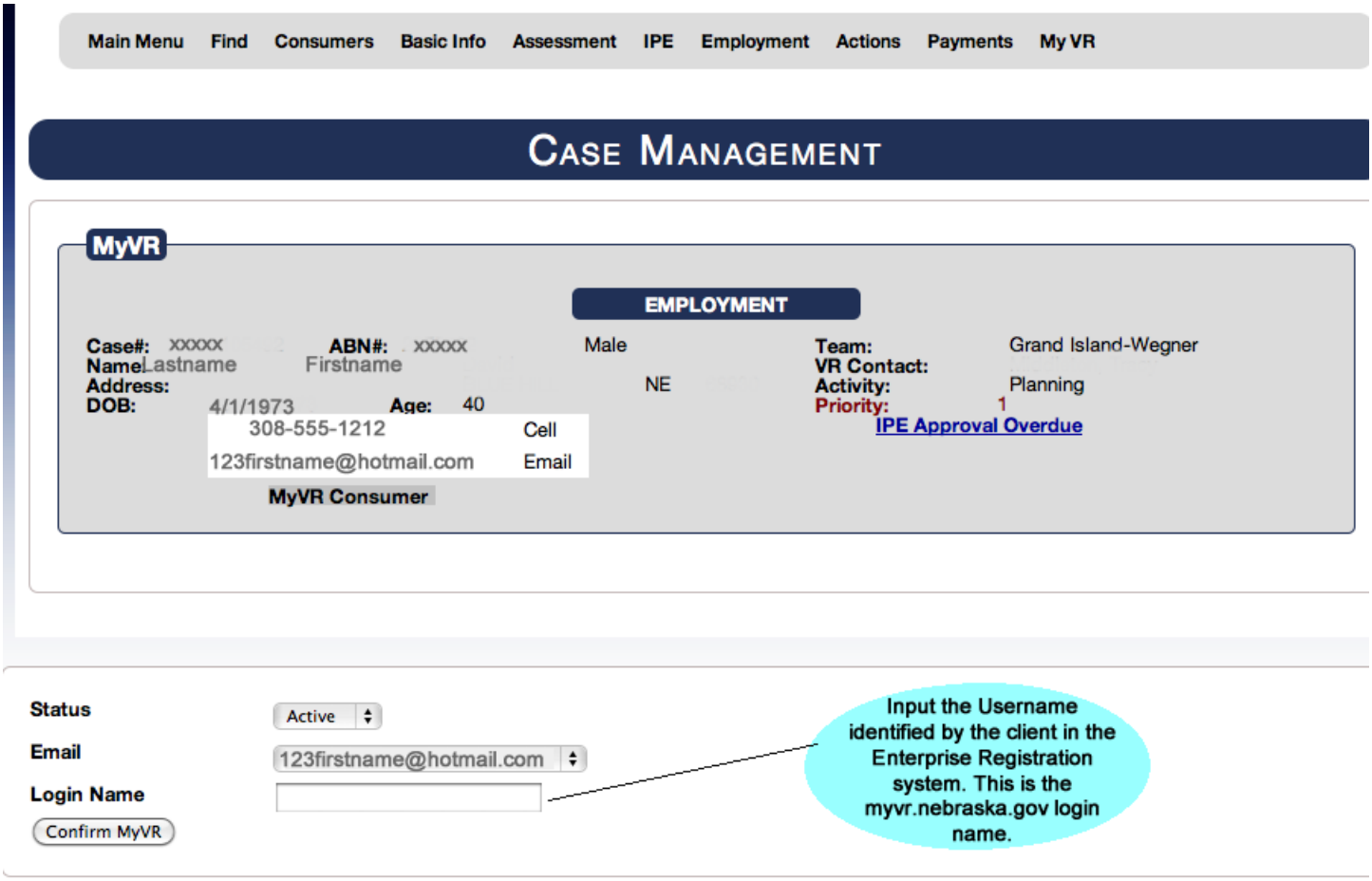
Identify MyVR Client in QE2

First, verify that the consumer has an email address entered on the Basic Info section of QE2. Next, go to the MyVR Settings tab.



If no email address is entered, you will not be able to navigate to the MyVR settings screen.

Then, change the status on the drop down menu to “Active”, identify the email address the client wants to use for communication, and input the Username the client set up in the State of Nebraska’s Enterprise registration in the Login Name field.



Note it is important for clients to share their unique username for the login field as this is what allows for access to MyVR.

MyVR Login

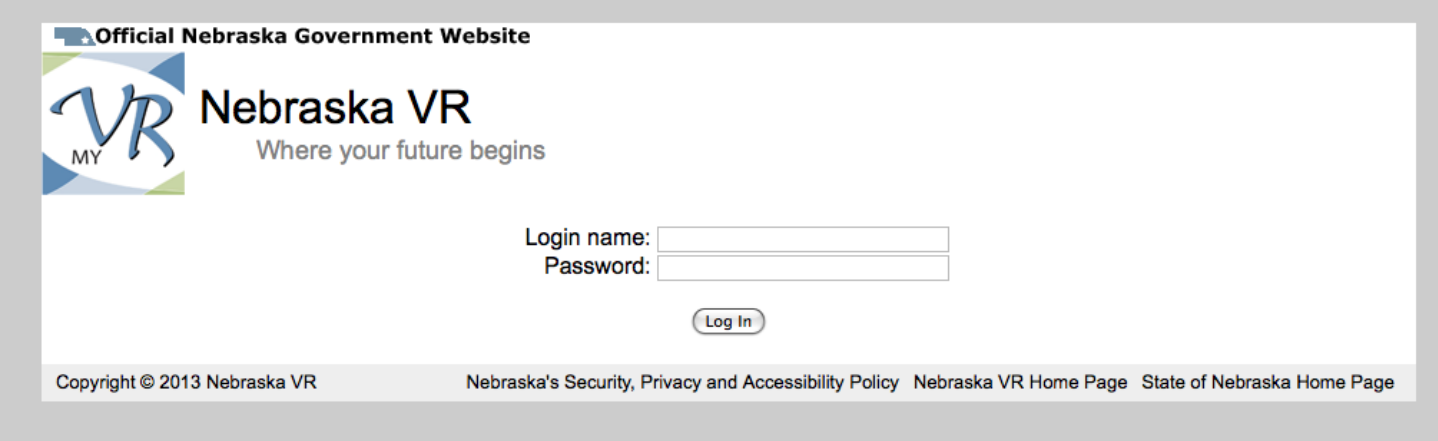
Share with the clients that the MyVR will be active the day after the client is identified as a MyVR client in QE2. The MyVR application imports key elements of the QE2 client record in an overnight script. The login for MyVR can be found at http://myvr.nebraska.gov/.

Nebraska VR staff from the Norfolk-Griffin team and both Grand Island teams can login using their VRIS/QE2 username and password.

For MyVR Client

The application can be viewed from a computer browser or from devices with small screens like smart phones and tablets. The views differ slightly but the Information and features are the same.

The Login



Once logged in, clients will see navigation to the 4 main sections of MyVR:

- My Messages: Send and receive messages with your team contact that can be accessed by the whole team.
- My VR Account: Edit contact information, view demographics, and information collected during IPE development.
- My Job Search: Links and tips for job search.
- My Job Tools: Resume, application, cover letter samples.

Client Home Screen

Official Nebraska Government Website

myvrconsumertest logout

Nebraska VR

Where your future begins

My Messages (3 unread messages)
Receive appointment reminders, authorization updates, status updates, job leads, and check ins from Nebraska VR staff. Keep in touch with counselor, ask questions about services and your Individual Plan for Employment (IPE), give job search updates.

My VR Account
Update contact information. View demographic, VR Case, Employment History, and Personal History.

My Job Search
Links to job resource websites, Nebraska VR job search guidance, practice interview questions, and tips.

My Job Tools
Sample job applications, resumes, and cover letters with client information collected during the IPE development process. Samples are available for download and editing.

Unread Messages (3)

Mark As Read
Type: Message from Counselor
Date: 09/17/2013
Hello, there is a job in your future.

Mark As Read
Type: Task Note Added
Date: 09/12/2013
There was a task note added to your MyVR record on 9/11/2013. You can see the task note on the MyVR Account page in the VR Case tab.

Mark As Read
Type: Status Change
Date: 09/07/2013
There was a status change to your MyVR record on 9/6/2013. You can see the change on the MyVR Account page in the VR Case tab.

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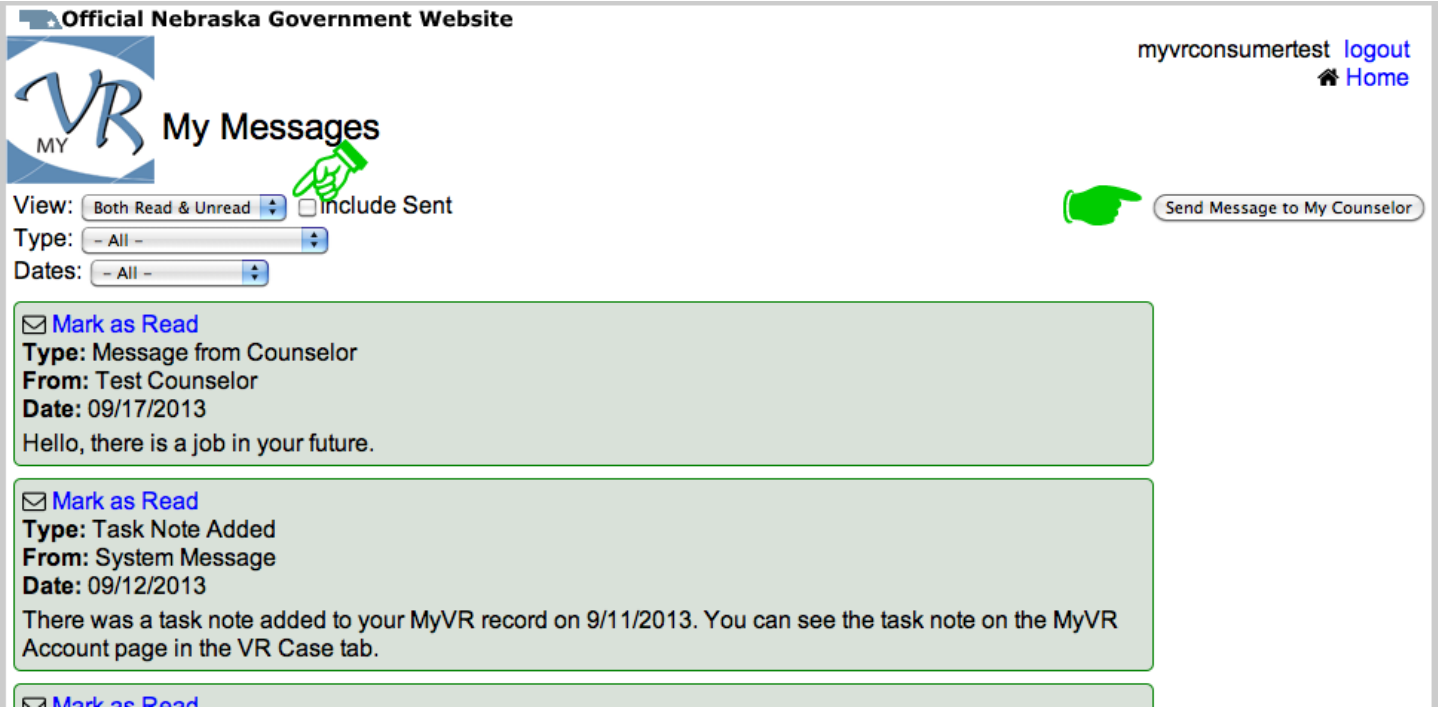
My Messages: Send and receive messages with your team contact that can be accessed by the whole team.

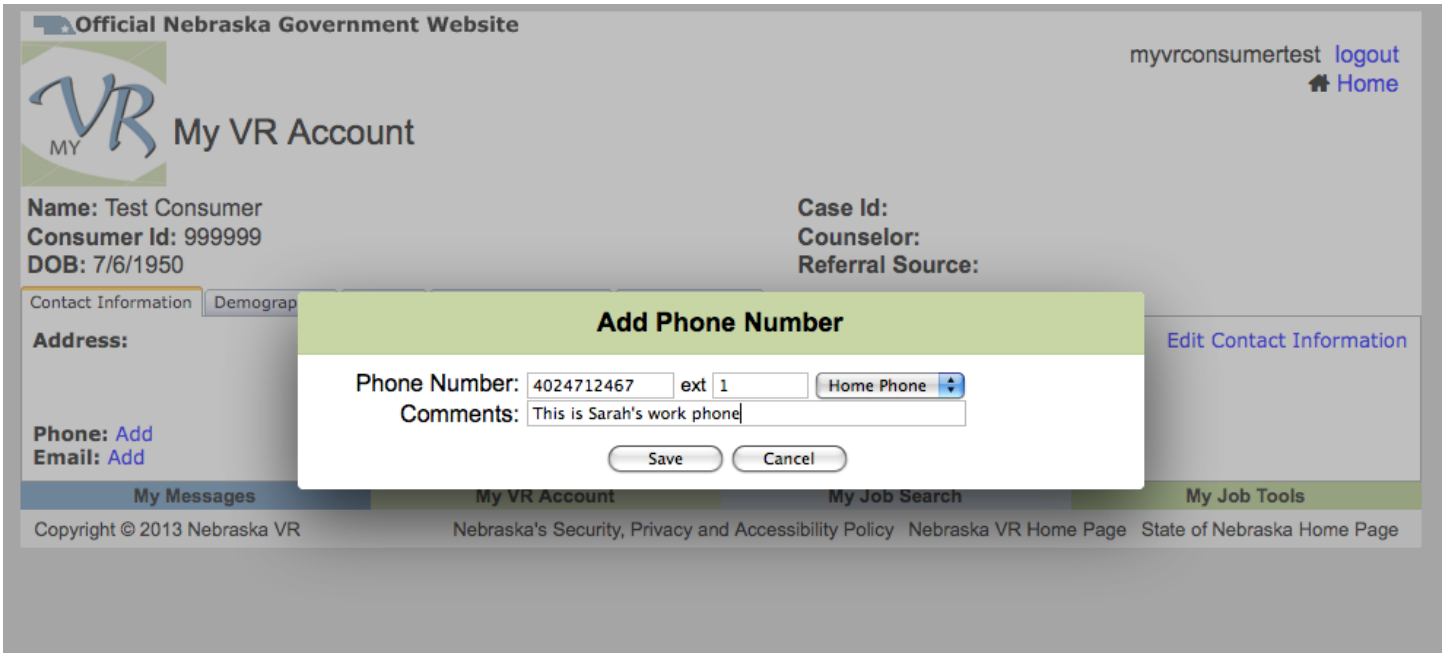
Clients can use the drop down menus to include or exclude sent messages, read and unread messages, view by type and date. They can also send messages to their counselor from the button on the right.



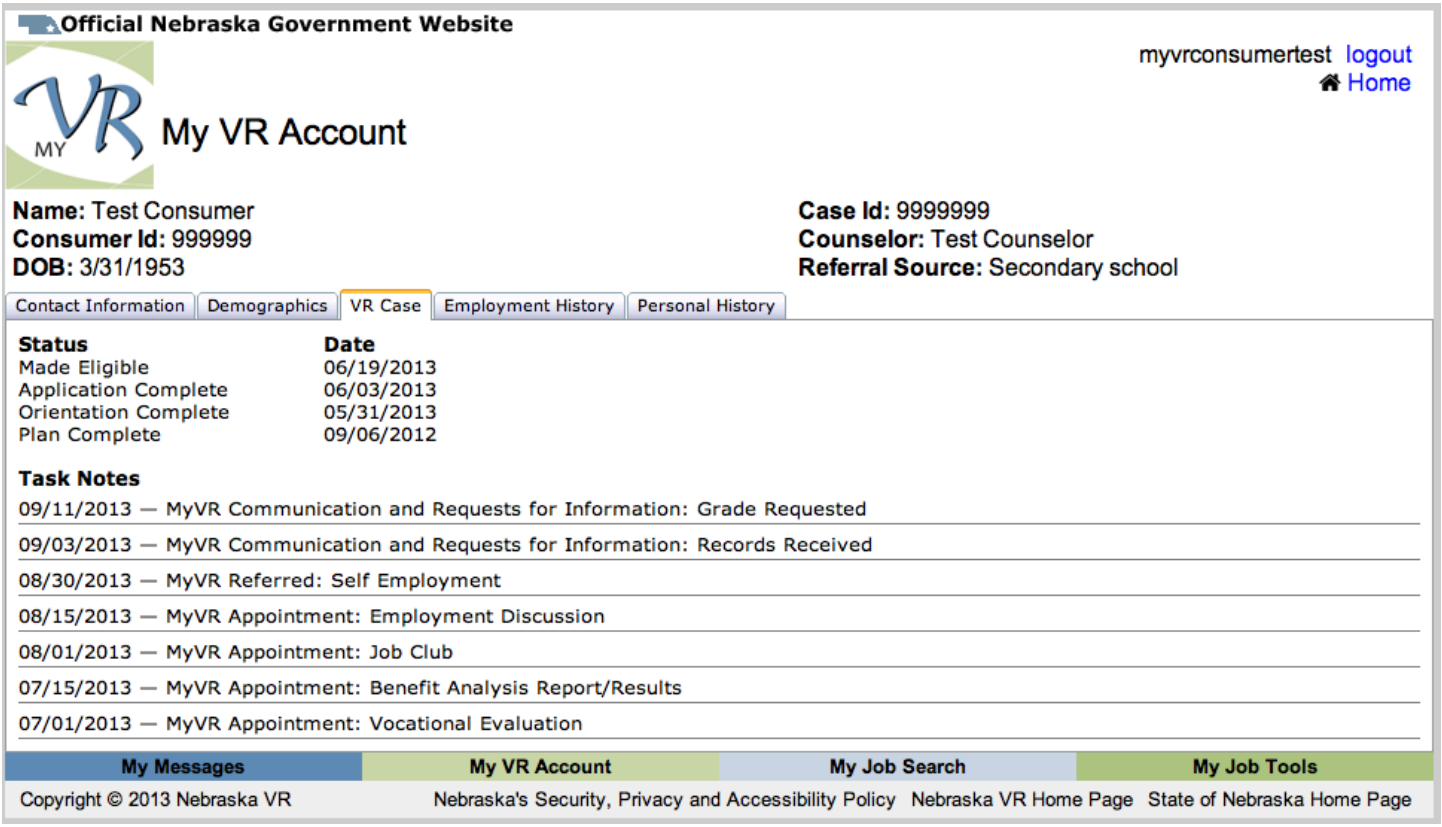
Example message from web browser view.

My VR Account: Edit contact information, view demographics, and information collected during IPE development.

From the Contact Information tab, clients can make requests for updates to their address, phone number, and email. Email notification of these requests will be sent to the team contact and the message will be viewable by team members in the MyVR application. Requests require an acceptance or rejection on the MyVR Settings tab in QE2.

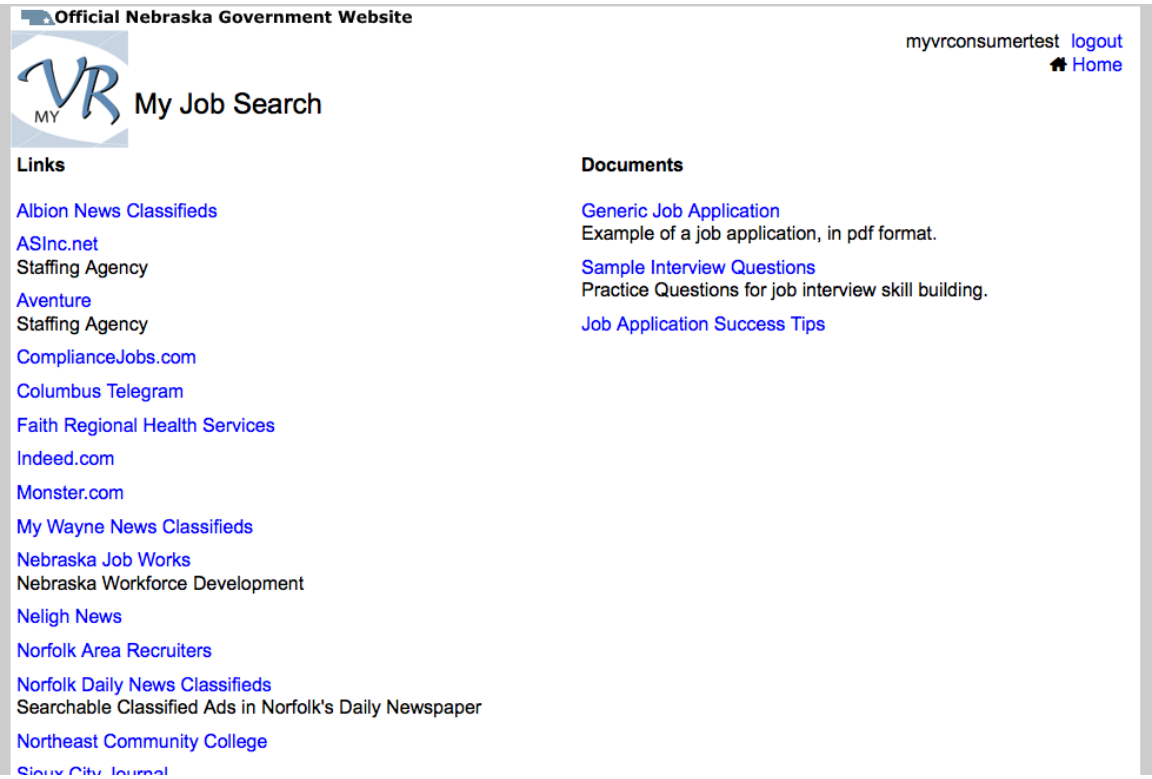


There are several tabs of information for the client to explore. The VR Case tab is information generated from QE2 that represents status updates and documentation to task notes.



My Job Search: Links and tips for job search.

This section is a collection of links to external job search resources as well as a place for us to post documents produced in house for the benefit of the clients job search.



My Job Tools: Resume, application, cover letter samples.

There are three documents, populated with the client information that can be downloaded to the clients device and edited. These job search tools are a place to start for resumes, cover letters and applications. We can add additional documents as they become available.

In addition, like each section of MyVR there is navigation to logout or return to the home screen. Near the bottom of each page there is navigation to each of the 4 main sections of the MyVR application.

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Home

My Job Tools

Download a Sample Document

Resume_sample.docx

Sample Cover Letter
A sample cover letter, filled in with your personal information.

Application.docx

My Messages | My VR Account | My Job Search | My Job Tools

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The following are screen shots of similar screens mentioned previously as they would be viewed from a mobile device or small tablet.

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Home

My Messages

Send Message to My Counselor

View: Only Unread ☐ Include Sent

Type: – All –

Dates: – All –

No messages found matching the selection criteria.

My Messages | My VR Account | My Job Search | My Job Tools

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Home

My Messages

Send Message to My Counselor

View: Only Unread ☐ Include Sent

Type: – All –

Dates: – All –

Hello Nebraska VR Counselor,
I worked on my resume by would like
to stop by to get some help with my
cover letter. Do you think we could
get together tomorrow at the office?

Send Cancel

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Home

My VR Account

Name: Test Consumer
Consumer Id: 999999
DOB: 7/6/1950
Case Id:
Counselor:
Referral Source:

Identification Contact Information Demographics
VR Case Employment History Personal History

My Messages	My VR Account	My Job Search	My Job Tools

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My Job Search

Links

Albion News Classifieds

ASInc.net
Staffing Agency

Aventure
Staffing Agency

ComplianceJobs.com

Columbus Telegram

Faith Regional Health Services

Indeed.com

Monster.com

My Wayne News Classifieds

Nebraska Job Works
Nebraska Workforce Development

Neligh News

Norfolk Area Recruiters

Norfolk Daily News Classifieds
Searchable Classified Ads in Norfolk's Daily Newspaper

Official Nebraska Government Website

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Home

My Job Tools

Download a Sample Document

Resume_sample.docx

Sample Cover Letter

A sample cover letter, filled in with your personal information.

Application.docx

My Messages	My VR Account	My Job Search	My Job Tools

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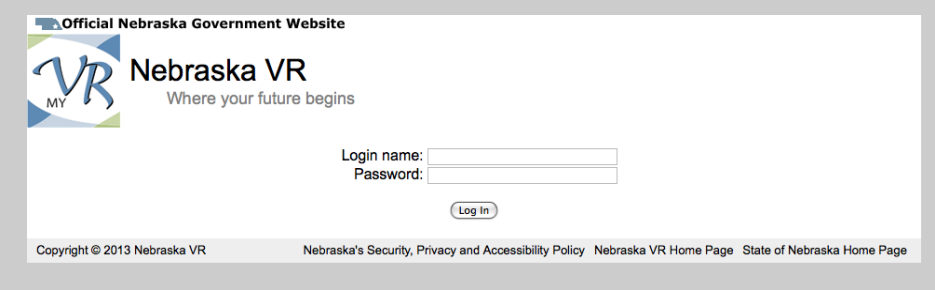
For MyVR Staff Member

The login for MyVR can be found at http://myvr.nebraska.gov/.

Nebraska VR staff from the Norfolk-Griffin team and both Grand Island teams can login using their VRIS/QE2 username and password.

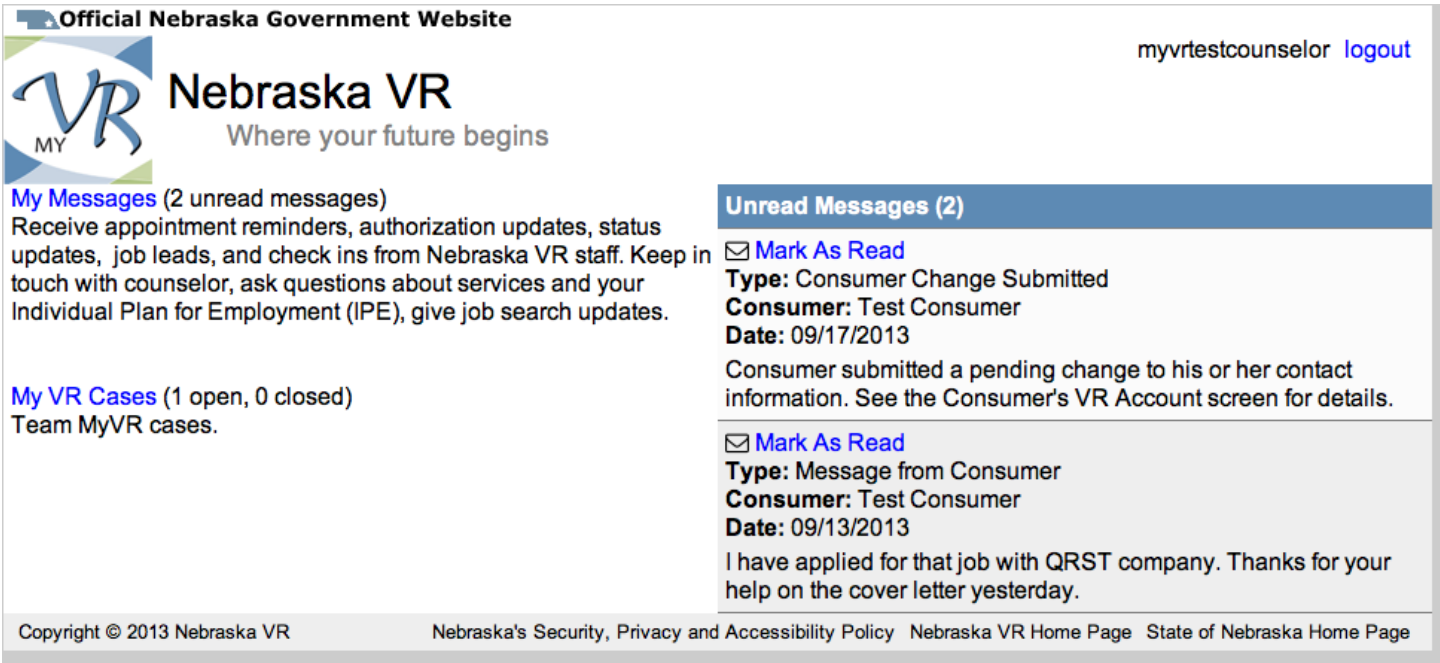
Email notification that a message has been sent or a request to change contact information will go to the team contact identified in QE2. However, all staff members on the team can view and respond to client messages from the MyVR application. This will allow you to work in teams and back each other up when the team contact is on leave.

The Login



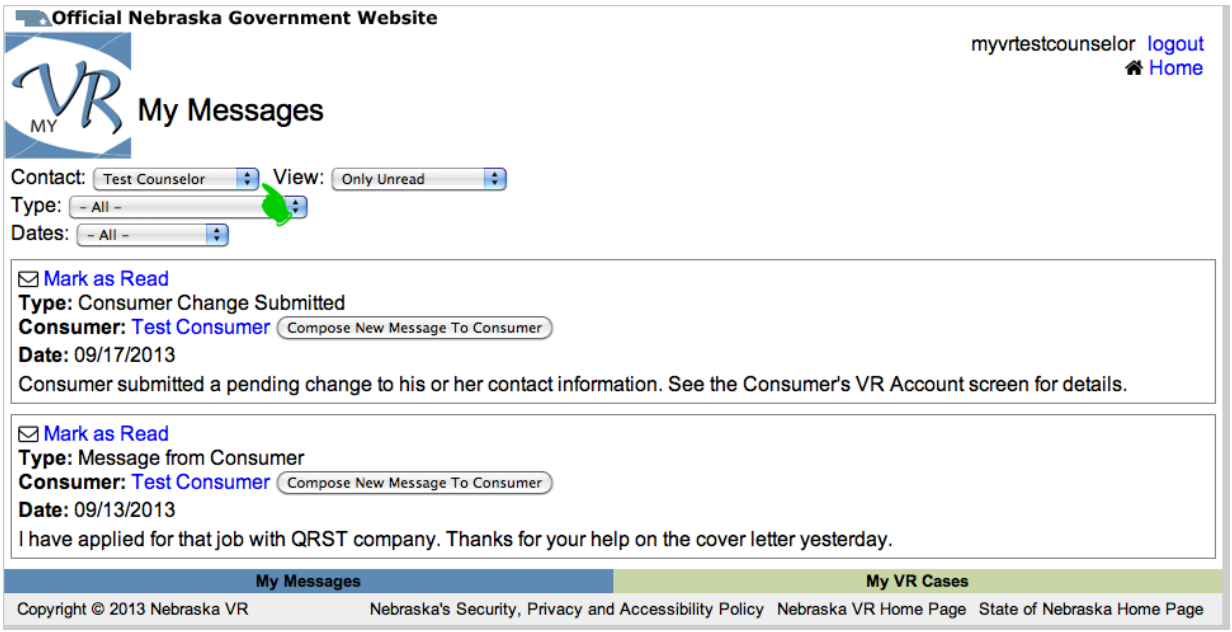
Once logged in, staff members will see navigation to the 2 sections of MyVR:

- My Messages: Send and receive messages with your team contact that can be accessed by the whole team.
- My VR Case: Navigate to see information viewable to client which includes contact information, view demographics, and information collected during IPE development. See links and tips for job search and download copies of My Job Search Tool sample resume, cover letter and application populated with client information.

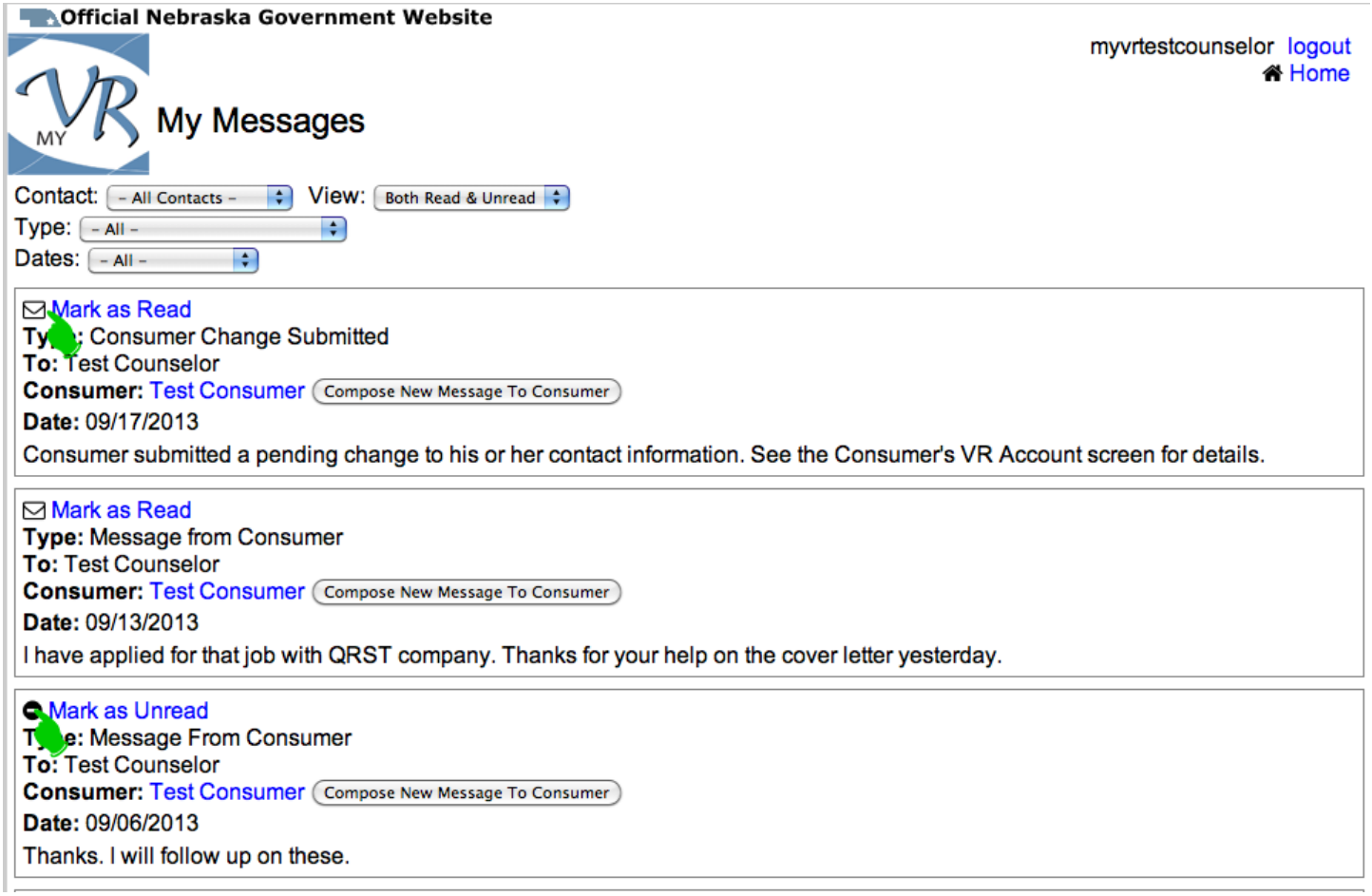


My Messages

Use the drop down menus to view your messages or for a team member. Click “Compose New Message to Consumer” to respond.

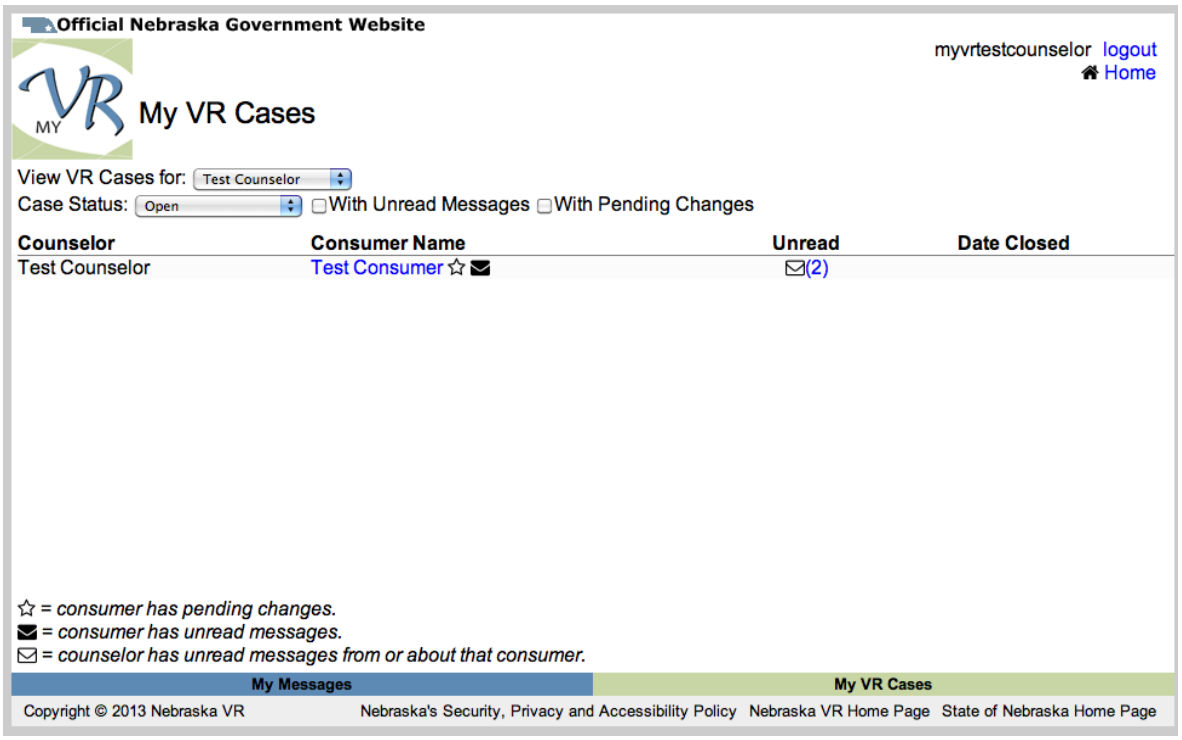
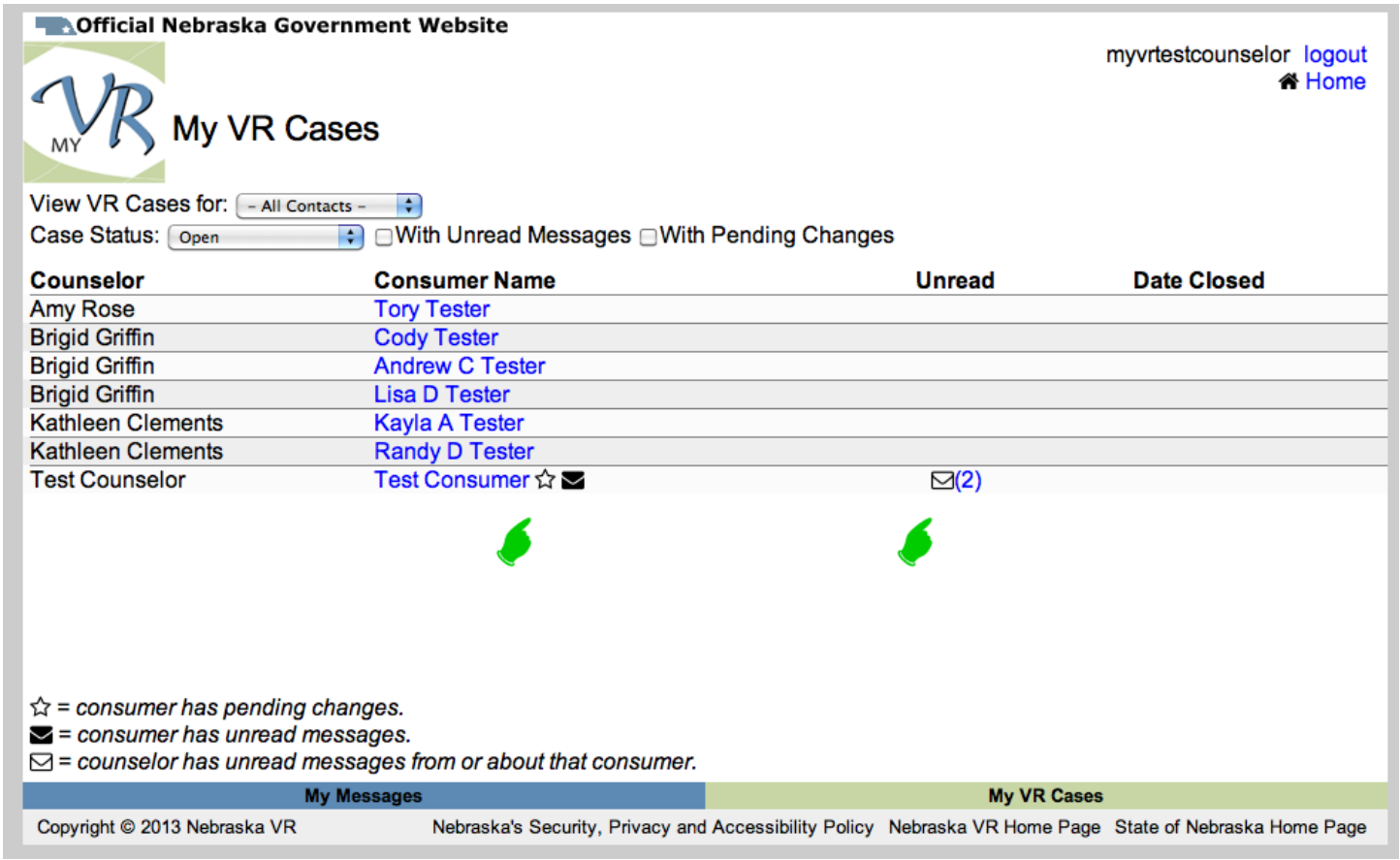


You can mark as read or unread with a click. Note the icon change upon click.



My VR Cases

Use the drop down boxes to view the VR cases for yourself or all of your team. Click the consumer name to view the information available to them on the MyVR Account tab. See above.



See which clients and counselors have unread messages.