

Recommendations for Enhanced Policy & Practice
Proposed by the WSRC to DVR
Based on Data from the Council's Customer Satisfaction Surveys
April 11, 2007

RECOMMENDATION 1:

Insure that VR services recommended by counselors or vendors are aligned to support the customer in attaining his or her job objective;

RECOMMENDATION 2:

Encourage counselors to communicate how specific services support the attainment of the job objective;

RECOMMENDATION 3:

Strengthen the existing practice of advising customers about the role of the Client Assistance Program by consistently reminding customers of their rights when conflicts or bottlenecks emerge;

- ***Suggested Enhanced Practice**—Produce a postcard addressed to the CAP that VRCs and RTs have on hand when working with a customer. In instances when a customer encounters difficulty in the VR process he or she could sign the post card authorizing follow-up from CAP.*

RECOMMENDATION 4:

Develop a proactive (prerelease) waitlist management strategy that supports the Division and its customers to be in a better position to succeed;

- ***Suggested Enhanced Practices**—1. Support DVR Staff to provide enhanced Information and Referral Services. 2. Reevaluate the role of no cost services for customers on the waiting list.*

RECOMMENDATION 5:

Create a greater number of mechanisms within the VR process to insure that job placement is consistent the job objective and customer choice.

RECOMMENDATION 6:

Support co-location of DVR Counselors in high schools;

RECOMMENDATION 7:

Establish a discrete mechanism within DVR to support career path planning.