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The NET: National Employment Team

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Partners Building Bridges - SCD 2008



Model State Plan

- Develop partnerships that will maximize provision of services, employment opportunities and self-sufficiency.
- Support and promote the efforts of employers who are committed to recruitment, hiring, retention and advancement of employees with hearing loss.



“Begin with the End in Mind” A Foundational Principle of VR and The NET



The NET Vision Statement

To create a “one company” approach to serving business customers through a national VR team that specializes in employer development, business consulting and corporate relations.



National VR – Business Network

The NET

Benefits by customer category:

- **Business** will have direct access to the qualified candidates and support services provided by State VR agencies on a national basis.
- **VR consumers** will have access to national employment opportunities and career development resources.
- **State VR agencies** will have a national system for sharing employment resources, best practices and business connections.



The NET: VR's Customer Driven System

- **Dual Customer Focus**
- **Customer Driven**
- **National in Scope**
- **VR as One Company**
- **Easily Accessible Network**
 - **Points of Contact**
 - **VA Employment Coordinators**
 - **Community Partners**
- **Leveraging the Strengths of a National System at the Local Level**



VR as a Customer Driven System: Our Challenges

- **Business vs. Employers**
- **Careers vs. Jobs**
- **Employer Relations and Business Development vs. Placement and Job Development**
- **Qualified vs. Job Ready**



The NET: Working with a Business Customer

- **Business: understanding the company as a whole**
- **Business Needs: local, multi-state, national**
- **Multiple points of entry**
- **Matching VR services to business customer need**

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The NET: VR Business Services Defined by Business Customers

- **Pre-Employment**
 - Internships
 - Training
- **HR/Staffing**
 - Recruitment & Promotion
 - Benefits & Compensation
 - Retention Supports
 - Employee Advisory Services
- **Accommodations**
 - Work Site Assessment
 - Assistive Technology
- **Staff Training**
 - Disability Awareness
 - ADA/Employment Laws
- **Diversity Programs**
- **EEOC/Affirmative Action**
- **Universal Design**
 - Contracts
 - Facilities
 - Assistive Technology
 - Information Technology
- **Financial Supports**
 - WOTC
 - Barrier Removal
- **Legal & Compliance**
 - Labor Relations
 - Policy Development
 - Risk Management
- **Product Development**
- **Customer Service**
- **Marketing & Outreach**



The Bottom Line for Business Customers

- To work with the national VR network through a single point of contact – easy access to the system
- The foundation of the network must be:
 - Trust
 - Responsiveness
 - Deliverability
 - Consistency
 - Quality
 - Sustainability



CSAVR Strategic Plan VR- Business Network

Strategic Plan Based on Customer Needs:
1) Business; 2) VR Agencies; 3) Consumers

Communication Strategy

Marketing and Outreach

Business Development

Training and Technical Assistance

Evaluation/ Evidence Based Best Practice



The Bottom Line: It's All About Relationships

“All things being equal, people want to do business with their friends.”

“All things being not quite so equal, people **STILL** want to do business with their friends.”

Jeffrey Gitomer, Little Black Book of Connections

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