

The Evolution of the Business Services Team in DVR-WI

- In 2009, DVR WI develops a strategy to use ARR A resources to promote and fund OJTs
 - DVR individuals and teams achieve increased direct connection with employers, confidence, job attainment/retention success
- In January 2010, a group of DVR leaders rally to consider ways to capitalize on recent success
 - Summary:
 - ***DVR recognizes we serve dual customers; our DVR consumers and the employers who hire them. We want to further develop our capacity to connect directly with employers, develop a model of services wherein employers are partners in the VR process, and ensure we offer services/products that employers need.***
 - ***DVR has a business need to develop and maintain effective, progressive ways to provide information about our program and services to employers and to learn about their business needs.***
 - ***DVR needs to work directly with employers to connect qualified DVR job seekers to job opportunities.***
 - ***DVR has a business need to demonstrate a professional presence when engaging in outreach to employers, and to create and maintain a business/work culture that promotes and values employer partnership as an integral part of the VR process.***
- The group agreed that next steps would include:
 - Review other states' practices
 - Gather ideas and information from DVR teams.
 - Evaluate what DVR has done in the past, what we are doing now, and the effectiveness of those activities
 - Review research regarding employer's needs and business practices
- In 2011, DVR WI kicked off our Statewide Business Services Team
 - Led by Tom Draghi, DVR Director/WDA 7 and Patti Johnson, DVR Director/WDA1
 - Includes team reps from all WDAs, SLT members
 - Meets monthly via videoconference; maintains SharePoint site
 - Recently rolled out BST strategic plan
- Strategic Plan Highlights
 - Web page design/
 - Informational materials design
 - Talent survey
 - Staff training, coaching
 - Develop data collection/reporting techniques that promote job connection
 - Develop method to document, share, follow up on employer/business contacts
 - Share and celebrate successes and stories
 - Develop team expectations for success