

VRIS UPDATE

Referral Chapter - New Orientation Video Use Effective 6/10/2014 Number 392

SUMMARY OF UPDATES

This VRIS update provides guidance on how to implement the new Orientation video.

IMPLEMENTATION STRATEGIES:

1. Discontinue the use of the old Orientation flip charts and PowerPoint. Return flip charts to Sandy Ham by June 30, 2014.
2. Bookmark the new Orientation video on the community computers and staff computers/iPads.
3. Welcome letter has been revised to include the link to the new Orientation video online.
4. Collect email addresses at time of Referral. The Marketing Team has created a Constant Contact Welcome Letter email that can be forwarded to potential applicants that includes the necessary information. All staff will receive an email with the Constant Contact Welcome Letter that can be forwarded to referrals.
5. If the referral does not have access to the internet explain they will have the opportunity to view the new 5 minute Orientation video in the office before their appointment.
6. Or the Specialist can show the new Orientation video at the beginning of their appointment with the referral.
7. When a referral arrives for the first meeting confirm they have watched the new Orientation video and if they haven't set them up at one of the Community Computers or let specialist know to show it at the beginning of their appointment.
8. Share this new Orientation video link with our Referral Sources so they can offer referrals the opportunity to learn about VR before they meet with our staff.

VRIS POSTING

[Referral Chapter](#)

[Welcome Letter](#)

[Referral Checklist](#)

New: [Constant Contact Welcome Letter email](#)

FORMS REVISED/ADDED

Welcome Letter - Revised
Referral Checklist - Revised
Constant Contact Welcome Letter email - NEW

QE2 UPDATE

VR Orientation Assessment Service – Staff Person – identify the staff person who confirmed the referral watched the video or set up a computer/iPad for the referral to view the video.

MONITORING REQUIREMENTS

1. Staff who are responsible for sending out information to referrals assure that information on how to view the Orientation Video is included and if not able to view before their appointment that they will have the opportunity to view the video when they arrive to the VR Office.
2. When referrals arrive for their first meeting staff assure they have viewed the Orientation Video and if not have them view it before they meet with a specialist or notify the specialist they will need to show the video.
3. Bookmark the new Orientation Video on Community/Computer Lab Computers.
4. Discontinue the use of the old VR Orientation Flip Charts – return them to Sandy Ham by June 30, 2014.
5. Discontinue the use of the old VR Orientation PowerPoint and remove from staff computers/iPads.

TEAM COMMUNICATION

Discuss the use and implementation of the new Orientation Video at a team meeting.

LEADERSHIP CONTACT

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