



<p>February 2013</p>	<p>VR Customer Success Begins With G.O.A.L.S.</p>
<p>Workforce Development Resources</p> <ul style="list-style-type: none"> • Customer Guide to Job Placement Services • Individualized Employment Plan (IPE) • NH Works Centers • Job Match System (JMS) • America's Job Bank • Job Fairs & Events • Job Search Assistance • Job Search Tools & Tips • Resume Building Tools • Creative Job Search Guide • Career One-Stop • U.S. DOL Occupational Outlook Handbook 	<p>One of the main objectives for anyone seeking VR services is to become financially independent. Whether this means pursuing employment or launching some level of business activity, it is critical to first identify what the G.O.A.L.S. are in writing.</p> <p>G is for "Get it!"</p> <p>There are many reasons why someone comes to VR for help. Ultimately, however, the main objective is to help them organize their affairs in ways that generate enough income for them to be self-sustaining. Helping them to "Get It" in this regard can be significantly aided by identifying three things; 1) Current financial obligations 2) Current financial sources, and 3) <u>How much more is needed to support ongoing living expenses?</u></p> <p>O is for "Own It!"</p> <p>Helping VR Customers to take ultimate responsibility for making up the difference between expense demands and sources of income is aided by writing down the financial goal on paper and having them sign it as early as possible in the VR Counselor/Customer relationship.</p> <p>A is for "Act on It!"</p> <p>Once both parties are on the same page about how much income is needed, it is now time to "Act on It." This may involve pursuing social services and related income benefits, as well as employment and business ownership. Either way, it is useful to create a list of the action items identified. It is also most helpful to once again, invite the VR Customer to sign the list indicating both their agreement and understanding of what happens next.</p>
<p>Business Development Resources</p> <ul style="list-style-type: none"> • Is Business Ownership Right for Me? • Do I have a valid Business Idea? • What's involved in selling a product/service? • How can I figure out if I can sell enough to make enough? • Who can I talk to about my business ideas? • Who offers help with marketing? • Is Franchising an option for me? • Why plan? 	<p>L is for "Leverage It!"</p> <p>The prior steps can be intimidating and overwhelming for many VR Customers and so this is where you can help to relieve some of the stress by introducing the many support systems and resources that are available to help them achieve their financial objectives and return to some level of independent control over their lives. Resources include numerous workforce and business development tools, programs and people - all resources that you have access to or know someone who does! A representative sampling is introduced in the left hand column.</p> <p>S is for "Succeed!"</p> <p>At the heart of success when pursuing the above approach is continually referring to the original financial goal when meeting with your VR Customer. Often the income level objective can be realistically achieved without needing to pursue an advanced degree or investing in "brick and mortar" facilities. This can be a relief for both the VR Customer and for you!</p> <p>This approach also provides opportunities for the VR Customer to take the lead each step of the way and demonstrate their commitment to attaining the desired level of independent living.</p> <p>We welcome your contact and questions. Thank you.</p>

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