1. We asked ourselves--What can we do to make our DVR counselors' jobs easier so they can close out our clients as being successfully employed quicker and easier?
2. We identified one supervisor and two of her counselors with whom things were going well in three of our 64 counties with addressing our clients' physical needs.
3. We requested time on the program during DVR's annual statewide meeting to educate all their Colorado supervisors and counselors about who CAP is and how we can assist them with closing out their farm/ranch clients as self-employed DVR clients. We made it clear that when DVR and CAP worked together, there were many benefits to our mutual clients, to DVR, and to CAP. We presented plaque awards to recognize the DVR supervisor and her two counselors for their successes working with CAP to serve the needs of their clients.
4. By recognizing these three DVR employees, soon other "newer" DVR employees who had no memory of the hostile relationship between DVR and CAP started calling us to refer their farm/ranch clients to us and initiated working with us.
5. We asked the DVR Director to appoint a state-level DVR counselor to work with all our ranch/farm DVR/CAP clients to facilitate the process toward success. We invited our state-level DVR counselor to join our CAP Advisory Committee in regular meetings.
6. So now things run much smoother with our 7-10 DVR/CAP clients out of 70-105 CAP clients that we serve each year.