Delaware National Guard

Memorandum of Understanding

SIGNING

U.S. Department of Veterans Affairs, Veteran Benefits Administration (VBA)
U.S. Department of Veterans Affairs, Veteran Health Administration (VHA)
U.S. Department of Veterans Affairs Vet Center
United States Department of Labor Veterans Employment and Training Service (VET)
Delaware Department of Labor, Division of Employment and Training (DET)
Delaware Department of Labor, Division of Vocational Rehabilitation (DVR)
Employer Support of the Guard and Reserve (ESGR)

September 26, 2007
MEMORANDUM OF UNDERSTANDING
BETWEEN
DELAWARE ARMY AND AIR NATIONAL GUARD

AND the following individual providers:

U.S. DEPARTMENT OF VETERANS AFFAIRS, VETERAN BENEFITS ADMINISTRATION, WILMINGTON, DE (VBA)

U.S. DEPARTMENT OF VETERANS AFFAIRS, VETERAN HEALTH ADMINISTRATION (VHA)

U.S. DEPARTMENT OF VETERANS AFFAIRS VET CENTER

UNITED STATES DEPARTMENT OF LABOR VETERANS EMPLOYMENT AND TRAINING SERVICE (VET)

DELAWARE DEPARTMENT OF LABOR, DIVISION OF EMPLOYMENT AND TRAINING (DET)

DELAWARE DEPARTMENT OF LABOR, DIVISION OF VOCATIONAL REHABILITATION (DVR)

EMPLOYER SUPPORT OF THE GUARD AND RESERVE (ESGR)
The purpose of this Memorandum of Understanding (MOU) is to establish a partnership and to define the mutually agreed upon requirements, expectations and responsibilities of the VBA, VHA, VETS CTR, VETS, DET DVR and ESGR (collectively the "Agencies"). This agreement will augment the ongoing, comprehensive effort to ensure the needs National Guard members and their families during the reintegration and readjustment process as a result of any mobilization that supports the war on terrorism (generally referred to as the Global War on Terrorism – GWOT) are met. This agreement will focus primarily on "post active-duty" and deal with problems and issues military members and their families often face several months or years following active military service.

Community Outreach

All agencies entering into this MOU agree to assist in reducing the impact DELAWARE communities and their members may experience upon the return of deployed Guardsmen and Reservist. These agencies will also assist in educating DELAWARE communities in recognizing and responding to the difficulties our military members and families may encounter post mobilization.

All agencies entering into this agreement should have a representative at all Reintegration Trainings and Benefits Expos. Representatives of these organizations agree upon the following standards of care.

Standard of Care

DELAWARE National Guard Point of Contact (NGPOC)

DELAWARE National Guard will provide a point of contact to the above mentioned agencies. The NGPOC will be the Delaware State Transition Assistance Advisor which will be a local one source to assist members in accessing Veterans Affairs benefits and healthcare services can be reached at (302) 326-7180 during the hours of 7:00 AM and 4:30 PM Monday thru Friday. During non-business hours and weekends, a NGPOC can be reached by phone by contacting (302) 897-6354.

Veterans Benefits Administration (VBA) Point of Contact (VBAPOC)

VBA will provide a point of contact to the Delaware National Guard State Transition Assistance Advisor. The POC is Paul Comstock, VSCM at the VA Regional Office, Wilmington, DE. Mr. Comstock will be available Monday through Friday from 8:00 AM to 5:00 PM at (302) 993-7201. The purpose of this contact will be to respond to inquiries for information on VA services and to provide assistance with all emergency situations the Delaware State Transition Assistance Advisor deems necessary. During non-business hours and weekends, the VBAPOC can be reached by phone at (302) 284-8510.
Veterans Healthcare Administration (VHA) Point of Contact (VAMC Wilmington POC)

VHA (VAMC Wilmington) will provide a point of contact to the DELAWARE National Guard State Transition Assistance Advisor. The POC will be Barry Emerson and can be reached at (302) 994-2511, ext. 4105. The POC will be available Monday through Friday from 8:00 AM to 4:30 PM. The purpose of this contact will be to respond to inquiries for information on veterans’ health services and to provide assistance with all emergency situations the Delaware State Transition Assistance Advisor deems necessary. During non-business hours and weekends, a POC can be reached by phone by contacting (302) 633-5209.

VET Center Point of Contact (VETSPOC)

The VET Center will provide a point of contact to the DELAWARE National Guard State Transition Assistance Advisor. The POC will be Mark A. Kaufki, Ed.D., Team Leader, Vet Center Eric Young, GWOT Outreach Worker, and can be reached at (302) 994-1660. The POC will be available Monday through Friday from 8:00 AM to 5:00 PM. The purpose of this contact will be to respond to inquiries for information on VET Center services and to provide assistance with all emergency situations the Delaware State Transition Assistance Advisor deems necessary. The VET Center refers all emergency cases after normal business hours to the VA Hospital.

U.S. Department of Labor, Veterans Employment and Training Service (USDOL/VETSPOC)

VET will provide a point of contact to the DELAWARE National Guard State Transition Assistance Advisor. The POC will be the State Director for VET (DVET) who, can be reached at (302) 761-8138. The POC will be available Monday through Friday from 9:00 AM to 4:00 PM. The purpose of this contact will be to respond to inquiries for information on VET' services and to provide assistance with all emergency situations the Delaware State Transition Assistance Advisor deems necessary.

USDOL/VET
4425 N. Market Street
Annex Building, Suite 108
Wilmington, DE 19809
Phone: (302) 761-8138
Fax: (302) 761-4676
Delaware Department of Labor, Division of Employment and Training (DETPOC)

DET will provide a point of contact to the DELAWARE National Guard State Transition Assistance Advisor. The DETPOC will be Lori A. Reeder, Director, DET. She can be reached at (302)761-8129, Monday through Friday from 8:00 am to 4:30 pm. The purpose of this contact will be to respond to inquiries for information on DE DOL Employment and Training services and to provide assistance with all emergency situations the Delaware State Transition Assistance Advisor deems necessary.

DE DOL DET  
4425 North Market Street  
Wilmington, DE 19809-0858  
Phone: (302) 761-8129  
Fax: (302) 761-6617

Delaware Department of Labor, Division of Vocational Rehabilitation (DVRPOC)

DVR will provide a point of contact to the DELAWARE National Guard State Transition Assistance Advisor. The DVRPOC will be Ed Tos, Deputy Director, DVR, and can be reached at (302)761-8275. The POC will be available Monday through Friday from 8:00 am to 4:30 pm. The purpose of this contact will be to respond to inquiries for information on DE DOL Vocational Rehabilitation services and to provide assistance with all emergency situations the Delaware State Transition Assistance Advisor deems necessary.

DE DOL DVR  
4425 North Market Street  
Wilmington, DE 19802  
Phone: (302) 761-8275  
Fax: (302) 761-6611

Employer Support of Guard and Reserve (ESGRPOC)

ESGR will provide a point of contact to the DELAWARE National Guard State Transition Assistance Advisor. The ESGRPOC will be Soren Thomassen and can be reached at (302) 326-7582. The ESGRPOC will be available Monday through Friday from 9:00 AM to 3:00 PM. The purpose of this contact will be to respond to inquiries for information on ESGR services and to provide assistance with all emergency situations the Delaware State Transition Assistance Advisor deems necessary.
The DELAWARE National Guard

The DELAWARE National Guard will notify all participants 30 - 60 days in advance of all Reintegration Trainings and Benefits Expos. The expected date, location, time, and number of participants will be included in the notification.

The National Guard will provide the Department of Veterans Affairs, VBA copies of military medical records in a timely manner to help VBA process veterans' claims.

VA BENEFITS AND ENTITLEMENTS

* Data Sharing

VBA and the DELAWARE National Guard will enter into a limited data sharing agreement to ensure all DELAWARE National Guard veterans receive a letter from the Governor, The Adjutant General, and the Director of DELAWARE Commission of Veterans Affairs thanking them for their service and encouraging them to seek their various veteran benefits and entitlements. This agreement will be made possible through the Certificate of Release or Discharge from Active Duty (DD Form -214) that VBA receives on all service members upon separation from active duty and return to DELAWARE. VBA will construct and maintain the database and the DELAWARE National Guard will assist in verifying the accuracy of the data. It is anticipated that several follow up letters will be sent by VBA to each returnee to ensure every opportunity is provided to access VA health care, claims assistance, employment services, and mental health services.

* Claims Assistance

VBA will work to provide claims assistance services at the time and location determined by the DELAWARE National Guard. The VBA national accredited service officer in cooperation with the LAS from the VBA will be responsible for providing information on all VA benefits and entitlements and will assist with filing claims for benefits.

* Communication Plan

All of the listed agencies will work with the DELAWARE National Guard to ensure the DELAWARE National Guard and the Family Readiness Network is fully aware of the assistance and services outlined in this MOU.

MENTAL HEALTH SERVICES

There are many sources of mental health care available to veterans returning from deployment in Operation Enduring Freedom, Operation Iraqi Freedom, and other mobilizations in support of the Global War on Terrorism. Each service entity below offers overlapping, yet unique services for the deployment needs of DELAWARE National Guard veterans, and family members. Veterans suffering from post-deployment stress problems, such as PTSD, depression, or substance use, are likely qualified for services in many settings. We are asking that VA publicize its wide variety of mental health services and their
locations, such as the VA hospital, Community Based Outpatient Clinics and Vet Center across the state of DELAWARE which are skilled at considering the needs of each individual seeking assistance, and making referrals as needed. Therefore, entry at any point in this service network should lead to the best treatment option possible for a given veteran. Services for family members may be more limited to specific programs. VHA does not cover family services.

The VA Medical Center has a Transition Program Manager to assist the National Guard serviceperson in obtaining mental health care at the facility. Please contact the Transition Program Manager by phone or come by the medical facility for a face-to-face meeting. Please bring a copy of the DD 214 which shows OIF/OEF service.

Wilmington VAMC, Acting Transition Program Manager
Sarmite Tyus – (302) 994-2511, ext. 4810

Mental Health Services Offered by the VA Medical Center are:

1. Outpatient mental health services, including specialized services for women veterans and psychosocial rehabilitation services.
2. Referral services are available for inpatient hospitalization for stress disorders related to traumatic combat stress exposure, general mental health conditions related to overseas deployment, and residential treatment.

The phone number and address for mental health clinic follow:

VAMC 1601 Kirkwood Highway, Wilmington, Delaware 19805

The following services are available by calling (302) 994-2511 ext. 5311

- Outpatient Substance Abuse
- Outpatient Mental Health
- Outpatient PTSD
- All referral services

VA Medical Services

VA will publicize their wide variety of medical services and their locations. Current law allows the VA to provide medical care for all service connected injuries to National Guard servicepersons who have returned from OIF/OEF for two years from the date of separation.

Each VA Medical Center has a Transition Program Manager to assist the National Guard serviceperson in obtaining health care or mental health care at each facility. Please contact the Transition Program Manager by phone or come by the medical facility for a face-to-face meeting. Please bring a copy of the DD 214 which shows OIF/OEF service.
VA Readjustment Counseling Service - Vet Centers
Vet Centers will provide:

1. A briefing upon request from the Family Program office.
2. Readjustment counseling to eligible veterans.
3. Counseling related to combat and sexual trauma, including assessment, individual and group therapy.
4. Treatment may include the veteran and his/her family members.
5. Bereavement services are available to certain family members such as mothers, fathers, siblings, and grandparents.
6. Referral to VA Medical Center and VA Regional Office for specialized treatment and benefits assistance.
7. Post-deployment briefings offered secondary to deployment as part of the Post Deployment Health Risk Assessment (PDHRA) program.
8. Emergent need and referral services for medical services and or mental health care.

DELAWARE Vet Center 1601 Kirkwood Highway Wilmington, DE 19805
(302)994-1660

EMPLOYMENT SERVICES

United States Department of Labor, Veterans' Employment and Training Service (VETS)

The Assistant Secretary of Labor for Veterans' Employment and Training (ASVET), on behalf of the Secretary of Labor for the United States Department of Labor, is statutorily responsible for the administration of USERRA, as well as other laws and programs that deal with employment and training of veterans. The ASVET's responsibilities are carried out through VETS, which is responsible for providing assistance and conducting formal investigations involving both private and public employers, including Federal executive agencies. With support of the Solicitor of Labor (SOL), VETS provides technical assistance to ESGR, and may referral cases to the Department of Justice for litigation.

The Director, Veterans' Employment and Training (DVET) for State of DELAWARE, acting for the Secretary of Labor for the United States Department of Labor, administers the law and takes the lead role in providing assistance to any person or employer by conducting formal investigations of USERRA complaints. In addition, the DVET has oversight of the Transition Assistance Program (TAP) offered to all Department of Defense personnel and their spouses. TAP provides information on current resume, interviewing and networking techniques for the transitioning service member, guard, reserve or spouse.
The DVET also ensures priority of service is provided to veterans (and to some spouses) qualifying under Title 38, United States Code USC for all federally funded employment and training programs.

The DVET’s office shall provide pre-deployment USERRA briefings, Transition Assistance Program (TAP) instruction and Veteran Employment and Training information to Department of Defense active duty personnel and to members of the DELAWARE National Guard and Reserves. VETS, ESGR and the DELAWARE Army and Air National Guard will work together to achieve consistency in USERRA informational materials and briefings. VETS, ESGR and the DELAWARE Army and Air National Guard will ensure service men and women not returning to their previous place of employment have the opportunity to attend a TAP seminar. VETS, DELAWARE Commission on Veterans’ Affairs, VBA, and the DELAWARE Army and Air National Guard will work together to ensure qualified veterans are aware of Vocational Rehabilitation and Employment programs offered to disabled veterans through the VA and DELAWARE Department of Commerce under Title 38 USC.

Delaware Department of Labor, Division of Employment and Training, DET

A) Local Veterans Employment Representative (LVER) and Disabled Veterans Outreach Program (DVOP) staff will provide and facilitate a full range of employment and training services to meet the needs of eligible veterans, especially newly separated and transitioning military personnel. These services will be provided either on site or referred to DELAWARE Department of Labor Division of Employment and Training One Stop Center. Services may include a combination of self-service, facilitated self-service, group services, one-on-one services and/or referral to supportive services. Disabled veterans and veterans with barriers to employment will be case managed by DVOPs. Examples of employment and training services may include:

1. Job Developments and job referrals
2. Vocational guidance
3. Labor market information; and/or
4. Referrals to training and supportive services.

B) DVOP staff will develop outreach programs in cooperation with VBA, VA Vocational Rehabilitation and Employment, and with employers to ensure maximum assistance will be provided to Guard members.

Delaware Department of Labor, Division of Vocational Rehabilitation, DVR

The Division of Vocational Rehabilitation (DVR) will provide vocational rehabilitation services for eligible veterans with disabilities. Vocational Rehabilitation services will be provided under an individualized plan for employment, with the guidance of a qualified vocational rehabilitation counselor, and include:
1. Evaluation and assessment;
2. Guidance and counseling;
3. Job development and placement;
4. Physical and mental restoration services;
5. Education and training services;
6. Rehabilitation Technology goods and services;
7. Independent Living services;
8. Maintenance and transportation expenses;
9. Information and referral;
10. Interpreter services and personal assistant services;
11. Mental health services.

Employer Support of the Guard and Reserve

Employer Support of the Guard and Reserve is a Department of Defense organization under the control of the Assistant Secretary of Defense for Reserve Affairs. ESGR will provide free education, consultation and if necessary mediation for employers of Guard and Reserve employees.

The undersigned agree to make every effort to provide professional and seamless service delivery to returning DELAWARE National Guard members and/or their family members. Efforts are underway to enhance the current funding levels in order to make as many treatment resources available as will be needed. The expressed goal of these services is to minimize the impact of war upon the DELAWARE National Guard member and family members, and to encourage the members' use of all services and benefits which may assist to create the best post-deployment adjustment possible.
The undersigned agree to make every effort to provide professional and seamless service delivery to returning Delaware State members of the Reserves and National Guard and/or their family members. Efforts are underway to enhance the current funding levels in order to make as many treatment resources available as will be needed. The expressed goal of these services is to minimize the impact of war upon the Delaware Reserve or National Guard member and family members, and to encourage the member's use of all services and benefits which may assist to create the best post-deployment adjustment possible.

Francis D. Vavala  
Major General  
The Adjutant General

David Ham  
Colonel  
USP&FO Delaware

Thomas B. Sharp  
Secretary of Labor

Steven P. Gallerizzo  
Acting Director  
Delaware VA Medical Center

Paul Comstock  
Veterans Service Center Manager

Mark Kaufki, Ed.D  
Vet Center

Joseph Viskocil  
Delaware ESGR State Chairman

Joseph Hortiz, Regional Administrator  
United States Department of Labor/VET