

Employment Services (Labor Exchange)
 Service Delivery Process Policy
 LE Policy 3 Jobs for Veterans Act Employment Services Case Management-
 Revised 09/24/2015

<p><u>DVOP case management guidelines:</u></p> <p>Disabled Veterans’ Outreach Program (DVOP) Specialists provide intensive services and facilitates placements to meet the employment needs of veterans with significant barriers to employment (SBE), prioritizing service to special disabled veterans, other disabled veterans, and other categories of veterans in accordance with priorities determined by the Secretary of Labor. See definition of SBE.</p>		
<p>Following LE Orientation video and review of registration, staff should ask only an eligible veteran with a SBE or eligible spouse or other covered person, if they would like to speak with a DVOP. Additionally, the veteran is immediately referred to a DVOP, (DVOP is given name and PID of veteran)</p> <p>Or a veteran can be referred at any time by staff based on a veteran having an SBE.</p> <p>If the veteran with a SBE is unable to meet with the DVOP immediately or if the DVOP is not available, the veteran is given the business card of the DVOP. They are told to contact the DVOP within two business days.</p>	<p>In order to document the referral, LE staff will go to Service/Training Plan in DJL, click “Service Quick Entry”, and select service type “Referral to veteran’s services”.</p> <p>NOTE: Individual s cannot be referred to DVOP unless they are registered in DJL and it is determined they are eligible to see the DVOP.</p> <p>Also, LE staff will notate the decision in the LE program note following the LE orientation or other service.</p>	<p>AJC REG/RR Staff</p>

Employment Services (Labor Exchange)
 Service Delivery Process Policy
 LE Policy 3 Jobs for Veterans Act Employment Services Case Management-
 Revised 09/24/2015

<p>Veteran connects with the DVOP.</p>	<p>DVOP should schedule the initial interview with veteran within 14 days. A program note is entered in DJL noting the day of the call and the date of the initial appointment in the Program Notes section on the Program Details screen.</p> <p>The veteran will be notified at this point by the DVOP that they need to provide documentation of their veteran status.</p> <p>The documentation of the veteran status has to be rec'd by the DVOP prior to submitting the file for approval/review by the Manager.</p>	<p>DVOP</p>
<p>Initial appt: When the DVOP begins to interview a veteran, they will review the demographics page with the veteran. The DVOP will determine if the veteran is in need of or eligible for veteran case management services based on prioritizing veterans and eligible spouses with SBE. If it is determined that the veteran is not in need of case management services, the DVOP will document this in DJL.</p>	<p>If it is determined that they are not a veteran, the DVOP will need to notify the manager. The manager will need to go to the DEMOGRAPHICS PAGE and DEMOGRAPHICS SNAPSHOT to change the veteran information.</p> <p>Enter updates in the Program Notes section on the Program Details screen. If the veteran will not be provided case management services, this will be explained in the program note.</p>	<p>DVOP</p>
<p>Complete an Assessment Interview and an assessment-employability planning or an individual employability development plan (this should automatically assign the client to specific DVOP. The DVOP who is working with the veteran will assign the veteran to "my cases".</p>	<p>All services that are entered at this point should be entered in the Service & Training Plan by choosing "add a service" then selecting "service type", "participant group" should be VETS- then first then last initial of DVOP. For example, DVOP John Doe would use participant group VETS-JD. A unique participant group will be assigned to each DVOP. Also the provider name</p>	<p>DVOP</p>

Employment Services (Labor Exchange)
 Service Delivery Process Policy
 LE Policy 3 Jobs for Veterans Act Employment Services Case Management-
 Revised 09/24/2015

<p>Schedule a follow-up appointment to complete the EDP within 14 days.</p>	<p>should be entered as “VETS”.</p> <p>Add Service –Assessment Interview</p> <p>Enter in the Service & Training (S&T) Plan – be sure to enter the correct “participant group” based VETS-then your first and last initials.</p> <p>The estimated and actual start and end dates should be the date the assessment interview was completed.</p> <p>Add Service Individual Employment Plan Development</p> <p>Enter in the Service & Training (S&T) Plan – be sure to enter the correct “participant group” based on your first and last initials. Service should reflect “in-progress”.</p> <p>The estimated and actual start dates should be the same as the Eligibility date. The estimated end date should be 15 days in the future.</p> <p>Enter updates and next scheduled appt time/date in the Program Notes section on the Program Details screen.</p>	<p style="text-align: center;">DVOP</p>
<p>Complete the EDP within 14 days and schedule a follow-up appt. Do not have the veteran sign the plan until the review is complete by the Manager.</p>	<p>Enter Employment Plan (EDP) for initial EDP, sections 1, 2, 4, 7 & 11 are mandatory. (see EDP policy for more details)</p> <p>Enter updates and next scheduled appt time/date in the Program Notes section on the Program Details screen.</p>	<p style="text-align: center;">DVOP</p>

Employment Services (Labor Exchange)
 Service Delivery Process Policy
 LE Policy 3 Jobs for Veterans Act Employment Services Case Management-
 Revised 09/24/2015

<p>Veteran Folder is sent to Manager</p>	<p>Manager will Approve, or Deny the case after reviewing it for veteran's eligibility and completeness of EDP.</p> <p>The manager will notate in the Program Notes section on the Program Details screen if the plan is approved or denied.</p>	<p>AOM</p>
<p>Plan is approved by manager: Confirm veteran start date.</p> <p>Services must be provided at least bi-weekly. At a minimum, one Service per month must be face to face. Services can include; referral to GED/ABE, Basic Computer, Job Club, job referral, job development.</p> <p>EDP must be reviewed monthly for additional services or activities.</p>	<p>Go into the existing Assessment/Planning Service and insert an Actual End Date and change Status to Completed.</p> <p>Add Service – case management services (DVOP) – enter in the S&T Plan with Actual Start Date of (Estimated end date 45 days in future). Select In-Progress for Status.</p> <p>Add other LE services as they occur. For example the DVOP adds Referral to Supportive Services each time a supportive service referral is made.</p> <p>Note: Quick services will not be used. Also, any individual that does not have a service with a 90 day period is exited and is included in the calculation of performance.</p> <p>Note: See definition of Individual Career Services.</p> <p>Monthly: Enter in the Service & Training (S&T) Plan Add Service Individual Employment Plan Development-Review</p> <p>The estimated and actual start and end dates should be the date the EDP review was completed.</p>	<p>DVOP</p>

Employment Services (Labor Exchange)
 Service Delivery Process Policy
 LE Policy 3 Jobs for Veterans Act Employment Services Case Management-
 Revised 09/24/2015

Complete contacts while client is in Job Search and Placement Assistance.	Enter updates in the Program Notes section on the Program Details screen.	DVOP
Confirm Job or Training placement. If veteran is placed in training with DET and has an approved training plan and DET case manager, veteran is followed for first 90 days of approved training/education.	Enter job placement details under the Job Placement Link on the Case Details Screen. Add Service – Follow-Up Services – Enter in S&T Plan Achieved Day 1 Outcome . The estimated start, actual start, estimated end and actual end are the same date which is the first day of employment. Or when employment is discovered more than 29 days after it began, a date no more than 29 days prior to the data entry date. For example: if employment starts 1/1/2011, but is discovered and data entered 3/1/2011, the Day 1 would be 1/31/2011 (which is 29 days prior to 3/1/2011).	DVOP
Obtain verification of day 1, 30, 60 and 90 Days of Employment or Training placement.	Add Service – Enter in the S&T Plan Follow-Up Services –Achieved Day 1 Outcome , Follow-Up Services – Achieved Day 30 Outcome , Follow-Up Services – Achieved Day 60 Outcome and Follow-Up Services – Achieved Day 90 Outcome as appropriate. Note: The estimated start, actual start, estimated end and actual end are the same date	DVOP
Nothing	System generates Exit -90 days after the last entered estimated end or actual end date of last service (typically Job Search and Placement Assistance) if no other activity is inputted.	
Place wage or training information in folder.	Complete Outcome and Wages Information on the Program Detail Screen . Complete exit questions.	DVOP

Employment Services (Labor Exchange)
Service Delivery Process Policy
LE Policy 3 Jobs for Veterans Act Employment Services Case Management-
Revised 09/24/2015

Definition of Significant Barriers to Employment (SBE)

An eligible veteran or eligible spouse is determined to have a SBE if he or she attests to belonging to at least one of the six criteria below;

1. A special disabled or disabled veteran, as those terms are defined in 38 U.S.C § 4211(1) and (3); Special disabled and disabled veterans are those:
 - who are entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary of Veterans' Affairs; or,
 - were discharged or released from active duty because of a service-connected disability;
2. Homeless, as defined in Section 103(a) of the Stewart B. McKinney Homeless Assistance Act (42 U.S.C. 11302(a)); (*see additional definitions*)
3. A recently-separated service member, as defined in 38 U.S.C § 4211(6), who has been unemployed for 27 or more weeks in the previous 12 months, i.e. the term of unemployment over the previous 12 months remains 27 weeks; however, *the requirement of 27 consecutive weeks is eliminated.*
4. An offender, as defined by WIOA Section 3 (38), who is currently incarcerated or has been who has been released from incarceration, i.e. the expanded definition of SBE includes any eligible veteran or eligible spouse who is currently or was formerly incarcerated by removing the *within last 12 months requirement. See additional definitions*
5. Lacking a high school diploma or equivalent certificate; or
6. Low-income as defined by WIOA Section 3 (36), see LE Form # 12.

Other categories determined by the Secretary of Labor

Effective 4/10/2014: Any veteran ages 18 to 24

Effective 9/26/2014:

- transitioning members of the Armed Forces who have been identified as in need of intensive services;
- members of the Armed Forces who are wounded, ill, or injured and receiving treatment in military treatment facilities or warrior transition units; and
- the spouses or other family caregivers of such wounded, ill, or injured members.

Employment Services (Labor Exchange)
Service Delivery Process Policy
LE Policy 3 Jobs for Veterans Act Employment Services Case Management-
Revised 09/24/2015

LVER's Role

Local Veterans' Employment Representatives (LVER) -- the LVER's duties:

- (1) conduct outreach to employers in the area to assist veterans in gaining employment, including conducting seminars for employers and, in conjunction with employers, conducting job search workshops and establishing job search groups;

Minimum standard outreach:

- a. 3 days outreach per week
- b. 5 job orders per week

- (2) facilitate employment, training, and placement services furnished to veterans in a State under the applicable State employment service delivery systems.

- (3) meet with veteran jobseekers recommended by other AJC staff for referral to specific employment opportunities.

- (4) if available, "greet" veterans who come into an AJC, but solely *for the purpose of explaining the services that are offered at the AJC and introducing a veteran to the appropriate staff member that will help them*

Additional definitions:

42 U.S. Code § 11302 - General definition of homeless individual

(a) In general

For purposes of this chapter, the terms "homeless", "homeless individual", and "homeless person" means-

- (1) an individual or family who lacks a fixed, regular, and adequate nighttime residence;
- (2) an individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
- (3) an individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including hotels and motels paid for by Federal, State,

Employment Services (Labor Exchange)
Service Delivery Process Policy
LE Policy 3 Jobs for Veterans Act Employment Services Case Management-
Revised 09/24/2015

or local government programs for low-income individuals or by charitable organizations, congregate shelters, and transitional housing);

(4) an individual who resided in a shelter or place not meant for human habitation and who is exiting an institution where he or she temporarily resided;

(5) an individual or family who—

(A) will imminently lose their housing, including housing they own, rent, or live in without paying rent, are sharing with others, and rooms in hotels or motels not paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, as evidenced by—

(i) a court order resulting from an eviction action that notifies the individual or family that they must leave within 14 days;

(ii) the individual or family having a primary nighttime residence that is a room in a hotel or motel and where they lack the resources necessary to reside there for more than 14 days; or

(iii) credible evidence indicating that the owner or renter of the housing will not allow the individual or family to stay for more than 14 days, and any oral statement from an individual or family seeking homeless assistance that is found to be credible shall be considered credible evidence for purposes of this clause;

(B) has no subsequent residence identified; and

(C) lacks the resources or support networks needed to obtain other permanent housing; and

(6) unaccompanied youth and homeless families with children and youth defined as homeless under other Federal statutes who—

(A) have experienced a long term period without living independently in permanent housing,

(B) have experienced persistent instability as measured by frequent moves over such period, and

(C) can be expected to continue in such status for an extended period of time because of chronic disabilities, chronic physical health or mental health conditions, substance addiction, histories of domestic violence or childhood abuse, the presence of a child or youth with a disability, or multiple barriers to employment.

Employment Services (Labor Exchange)
Service Delivery Process Policy
LE Policy 3 Jobs for Veterans Act Employment Services Case Management-
Revised 09/24/2015

Offender: WIOA Section 3 (38),

(38) OFFENDER.—The term “offender” means any adult or juvenile—

(A) who is or has been subject to any stage of the criminal justice process, for whom services under this Act may be beneficial; or

(B) who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.

INDIVIDUAL CAREER SERVICES – A DVOP specialist provides Individual Career Services and facilitates placement to meet employment needs of veterans. Such Individual Career Services affect Performance Targets and include the following:

1. Comprehensive and specialized assessments of the skill levels and service needs , which may include –
 - a. Diagnostic testing and use of other assessment tools; and
 - b. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
2. Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve their employment goals, including the list of, and information about, eligible training providers;
3. Group and/or individual counseling and mentoring;
4. Career planning (e.g. case management);
5. Financial literacy services;
6. Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training, in some instances pre=apprenticeship programs may be considered as short-term pre-vocational services;
7. Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment;

Employment Services (Labor Exchange)
Service Delivery Process Policy
LE Policy 3 Jobs for Veterans Act Employment Services Case Management-
Revised 09/24/2015

8. Out-of-area job search assistance and relocation assistance; and
9. English language acquisition and integrated education and training programs.

Updated: 3/3/2011, 9/29/2011, 6/26/2014, 7/30/2014, 8/29/2014, 10/30/2014, 2/25/2015, 9/24/2015