

REAL Success



NASWA Conference
September 20, 2007
Hartford, CT



Assuring the success of returning OEF/OIF wounded
and injured servicemembers



Veterans'
Employment &
Training Service



Overview

1. Overview of the REALifelines Program
2. Program Mechanics – Referral Process
3. Main Resources
4. Discussion



REALifelines

*Recovery &
Employment
Assistance
Lifelines*





Program Purpose

This program seeks to support the economic recovery and reemployment of those OEF/OIF transitioning wounded and injured service members and their families by identifying barriers to employment or reemployment and addressing those needs."





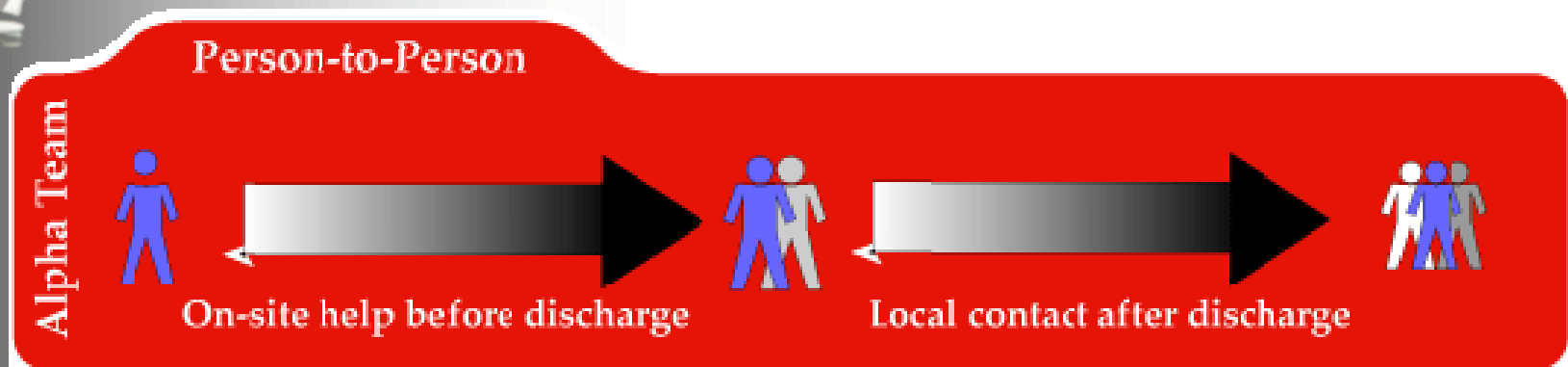
Program Goals

- Professional, personalized intervention for service members and their families during recovery and rehabilitation.
- Early access to job and career service professionals in their home towns prior to and upon discharge.



Mechanics I

- Direct early intervention prior to discharge
- Gateway to Labor systems and services
- Identify individual and family economic, career and training needs
- Beginning of case management process





Present Locations

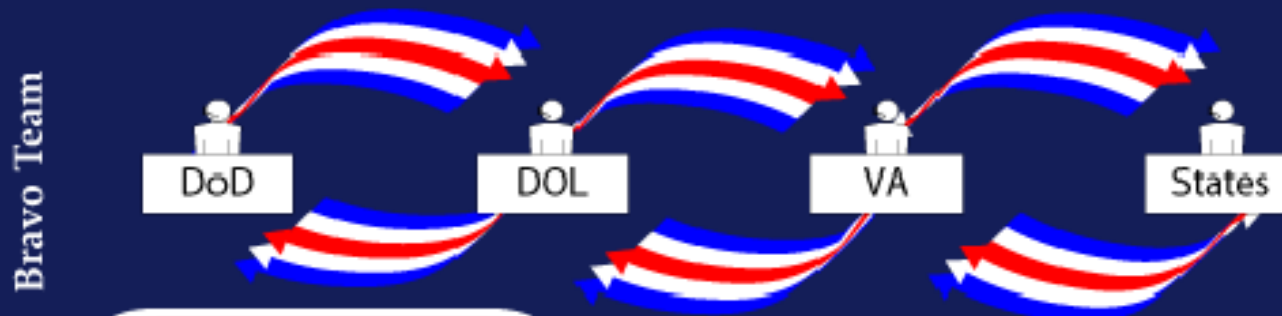
- Walter Reed Army Medical Center
- National Naval Medical Center (Bethesda)
- Brooke Army Medical Center
- Madigan Army Medical Center
- Tripler Army Medical Center
- Balboa Navy Hospital
- Ft. Carson, CO, Quantico, Ft. Dix, Ft, Drum, Eisenhower Army Hospital, Camp Pendleton
- * Expanding to integrate outreach to Medical Hold Companies and CBOCH



Mechanics II

- National referral to local services
- Direct job matching and employer recruitment

Follow-up / Referral



Data Sharing
National Referral
Follow-up
System Integration
Technical Assistance

Employer Liaison
Joint Operations

Job Accommodation Network: 1-866-WORK-VET
MSIJSOC: 1-888-774-1361



Local Connections

- REALifelines relays servicemember information through the DVET to the state.
- A proven Best Business Practice is – the State identifies a single coordinator to monitor action and provide follow-up to DVET
- Information provided will include case work to date and contact information.
- Each referral should be fully case-managed.



Establishing a State Initiative



Success: No Limitations



REALifelines

- Designate a REALifelines coordinator.
- Brush-up Case Management Skills
- Support each Hire by educating employers
- Begin to identify employers seeking to hire wounded/injured, evaluate the skills they need in their workforce and match the wounded veterans to those Skills .



REALifelines

- Assure Part time or full time Coverage of Medical Holding Companies and Community Based HealthCare Organizations depending on the need
 - Develop state policy for enrollment and providing DVET with follow up on case management of clients

Reaching Out



Veterans'
Employment &
Training Service
Office of Disability
Employment Policy



We have found that...

- these men and women and their families need to know they're the first priority;
- they like to know their sacrifices and their service to our country is appreciated;
- their rehabilitation and treatment schedules must be acknowledged;
- their physical relocation from place to place needs to be tracked; and,



We have also found that...

- documentation is needed on services provided and placements achieved in each location where they are served.
- no individual can satisfy all a person's needs on their own;
- referrals solely to a web page, to a brochure, or to a workstation are not good enough service;
- the service member's barriers and needs should be clearly determined;
- the best way to ensure success is for everyone to be apprised of case progress; expect a phone call; and,
- no professional should ever be reluctant to ask for help...



Initial Questions

- How much case work has been completed?
 - Job Offers? Case File?
- How much time do you have?
 - When will service member be discharged?
- What specific assistance do your clients need?
 - Training? Referrals? Accommodation?



Understanding the need

- What are their Career Aspirations – training / education plans?
- Interest in federal employment?
- Knowledge of VA Vocational Rehabilitation benefits?
- Intended geographic destination and contact information?
- Interest in state workforce system enrollment?



Understanding...

- Previous employment status?
- Interest in Transition Assistance Program attendance?
- Interest in national resume distribution?
- Perceived barriers to economic success?
- Specific services and assistance desired?
- Interest in future follow-up and program enrollment?



What to ask... (some answers)

- What are your Career Aspirations – training / education obtained and planned?
- Knowledge of VA Vocational Rehabilitation benefits?
- Intended geographic destination and contact information?
- Career interests



Also find out . . . (other info points)

- Previous employment/current economic status?
- Interest in Transition Assistance Program attendance?
- Interest in national resume distribution?
- Perceived barriers to economic success?
- Specific services and assistance desired?
- Interest in future follow-up and program enrollment?



Topics to Cover

- Federal Hiring Authorities for Disabled Veterans
 - Ensure that both the wounded veterans and the employers are aware web sites which explain these programs.
(www.dol.gov; www.opm.gov)
- Introduction to the One Stop Career Center System
- Introduction to the role of DVOP / LVER and Federal VETS staff.
- Toll Free Assistance numbers!



Success: No Limitations