| LVER/DVOP Function: | Delaware JobLink DJL Functions: | Area |
| --- | --- | --- |
| Following LE Orientation or initial assessment per LE #1, which includes an explanation of veterans’ services available, staff should ask if anyone is a veteran and would like to speak with the DVOP/LVER. See guidelines below for DVOP/LVER determination.Or a veteran can be referred at any time by LE staff based on the below DVOP/LVER case management guidelines.If the veteran states they would like to speak with a DVOP/LVER, the business card of the DVOP/LVER is given to the veteran and they are told to contact the DVOP/LVER within two business days. **DVOP/LVER case management guidelines:**In order to effectively and efficiently facilitate the services to veterans, the DVOP and LVER staff will focus on staff-assisted services to meet the needs of economically or educationally disadvantaged veterans with barriers to employment. So, not every veteran has to see or speak to vet staff. The client has the option of seeing the vet rep or other staff. However, If the client asks questions particular to vet services, like military disability or benefits, they should always be referred to vet staff. | 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”.** Also, LE staff will notate the decision in the LE program note following the assessment interview or LE orientation. | One Stop**Core** |
| Veteran contacts the DVOP/LVER.  |  DVOP/LVER should schedule the initial interview with veteran within 14 days. An 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. The veteran will be notified at this point by the DVOP/LVER that they need to provide documentation of their veteran status and disability (if any). The documentation of the veteran status has to be rec’d by the DVOP/LVER prior to submitting the file for approval/review by the Manager.  | LVER/DVOP |
| Initial appt: When the DVOP/LVER begins to interview a veteran, they will review the demographics page with the veteran. The DVOP/LVER will determine if the veteran is in need of case management services based on the criteria listed in the DVOP/LVER case management guidelines. If it is determined that the veteran is not in need of case management services, the DVOP/LVER will document this in DJL. | If it is determined that they are not a veteran, the DVOP/LVER will need to notify the manager or E&T Administrator. The manager or E&T Administrator will need to go to the DEMOGRAPHICS PAGE and DEMOGRAPHICS SNAPSHOT to change the veteran information. 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.  | LVER/DVOP |
| Complete an Assessment Interview **and** an assessment-employability planning or an individual employability development plan (this should automatically assign the client to specific DVOP/LVER’s. The DVOP/LVER who is working with the veteran will assign the veteran to “my cases”. Schedule a follow-up appointment to complete the EDP within 14 days.  | All veterans 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/LVER. For example, DVOP/LVER John Doe would use participant group **VETS-JD**. A unique participant group will be assigned to each DVOP/LVER. Also the provider name should be entered as **“VETS”.** Add Service **–Assessment Interview** Enterin the **Service & Training (S&T) Plan** – be sure to enter the correct “participant group” based **VETS**-then your first and last initials.The **estimated and actual start and end** **dates** should be the date the assessment interview was completed.Add Service **Individual Employment Plan Development** Enterin 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”.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. Enter updates and next scheduled appt time/date in **the Program Notes** section on the **Program Details** screen. | LVER/DVOPLVER/DVOP |
| 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.   | Enter **Employment Plan (EDP)** for initial EDP, sections 1, 2, 4, 7&11 are mandatory. (see EDP policy for more details) Enter updates and next scheduled appt time/date in **the Program Notes** section on the **Program Details** screen.  | LVER/DVOP |
| **Veteran Folder** is sent to Manager | Manager will **Approve,** or **Deny** the caseafter reviewing it for veteran’s eligibility and completeness of EDP. The manager will notate in the **Program Notes** section on the **Program Details** screen if the plan is approved or denied.  | AOM |
| Plan is approved by manager: Confirm veteran start date. Services must be provided at least bi-weekly.Services can include; referral to GED/ABE, Basic Computer, Job Club, referral to WIA orientation, Job referral, job development. | Go into the existing Assessment**/Planning Service** and insert an Actual End Date and change Status to Completed. Add Service – **case management services (DVOP/LVER) –** enter in the **S&T Plan** with Actual Start Date of (Estimated end date 45 days in future). Select In- Progress for Status.Add other LE services as they occur. For example the DVOP/LVER adds **Referral to Supportive Services** each time a supportive service referral is made. 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. | LVER/DVOP |
| Complete contacts while client is in Job Search and Placement Assistance. | Enter updates in **the Program Notes** section on the **Program Details** screen. | LVER/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).**  | LVER/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** | LVER/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. | LVER/DVOP |

**DVOP’s Role**

The DVOP will provide services to veterans with a service-connected disability, veterans enrolled in or who have completed training or education under the Department of Veterans Affairs (VA) Vocational Rehabilitation and Employment (VR & E) Program, and veterans who have significant barriers to employment (homeless etc..). With this clientele, the DVOP will do a great deal of case management and will be in contact with many veteran and other service agencies.

**LVER’s Role**

The LVER staff will provide services to veterans who served on active duty during a war or in a campaign or expedition for which a campaign badge or expeditionary medal has been authorized; recently separated veterans, including demobilized National Guard/Reservists, transitioning service members and their spouses; and incarcerated veterans. With this job ready clientele, the LVER will maintain a close working relationship with employers. In carrying out this responsibility, they will work cooperatively with the Business Services team.

Updated: 3/3/2011, 9/29/2011