

The Role of Intensive Services Coordinators/Points of Contact within the VR&E Program



Presenters



Nilsa Gonzalez

Intensive Services Coordinator
OK Employment Security Commission

- Served in the Army for 13 years and is a graduate of the VR&E program and holds an MBA from Columbia College with a specialization in Human Resource Management
- Has held various roles including Human capital Manager, HR Specialist, Hiring Coordinator, Safety Manager, and DVOP Specialist
- For the last five years, she has been dedicated to supporting veterans through the Oklahoma JVSG program
- In her current role she advocates for the improvement of Veteran Employment Programs in Oklahoma



Randy Leffel

Intensive Services Coordinator
MI Veterans Employment Services

- Dedicated to serving veterans and promoting their employment opportunities
- In his current role, he effectively manages employment outreach programs tailored to provide targeted veteran populations with comprehensive support
- Actively served in the Michigan Army National Guard for 20 years, retired as a Sergeant Major
- Enjoys outdoor activities, such as camping, hiking, and bicycling



Aleshia Thomas-Miller

ADVET
VETS

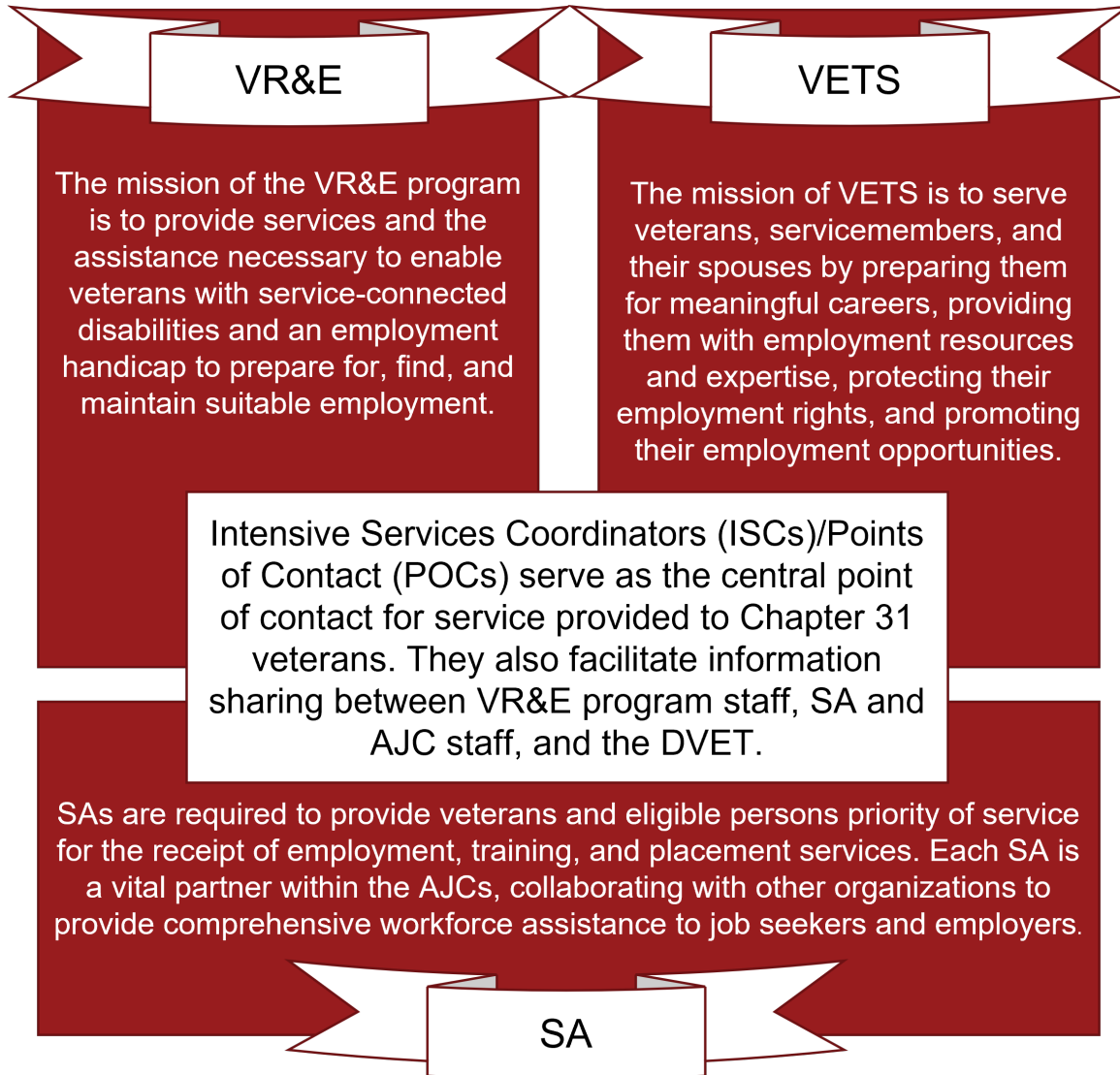
- Assistant Director with DOL VETS in the state of Virginia since 2015
- Provides oversight of the JVSG program facilitated through VA's AJCs
- Serves on the National VETS-VRE JWG, which streamlines processes and procedures for the advancement, improvement, and expansion of employment opportunities to VR&E participants
- Formerly served as an ISC and DVOP specialist
- U.S. Army Veteran

Overview

- Summarize the role of the Intensive Services Coordinator/Point of Contact
- Identify steps taken by the Intensive Services Coordinator/Point of Contact during the Labor Market Information (LMI) and Employment Services (ES) referral process

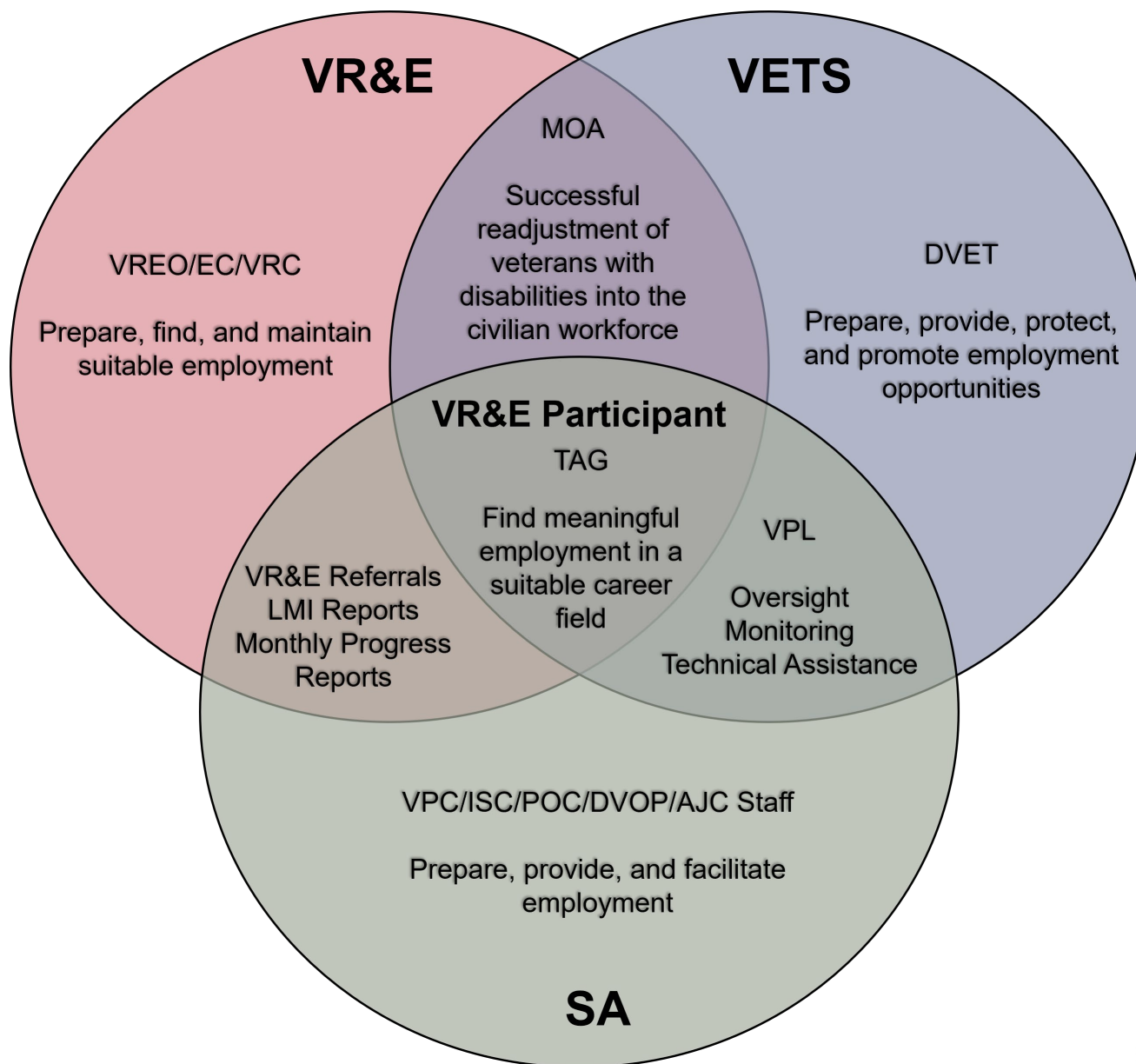
Veteran Readiness and Employment (VR&E) Program Partnership

Partnership



- **VETS** – Veterans’ Employment and Training Service
- **SA** – State Agency
- **AJC** – American Job Center
- **DVET** – Director for Veterans’ Employment and Training

Partnership, Continued



Technical Assistance Guide: Intensive Services Coordinator or Point of Contact

What is an Intensive Services Coordinator (ISC)/Point of Contact (POC)?

- The central point of contact for services provided to VR&E participants and serves as the coordination point to communicate information between VR&E and the State Agency (SA)
- Facilitates the dissemination of information to, and compiles information from, Disabled Veterans' Outreach Program (DVOP) specialists and other AJC staff who serve VR&E participants
- Might be out-stationed at the VA Regional Office
 - Regardless of physical location, will be supervised by the SA

Roles and Responsibilities

Technical Assistance Guide (TAG)

- Meet with Veteran Readiness and Employment Officer (VR&EO)/Designee and Director for Veterans' Employment and Training (DVET)/Designee quarterly to discuss best practices and areas of improvement to ensure effective coordination for program success
- Receive referrals and facilitate the assignment of DVOP/AJC staff to provide labor market information (LMI) and employment services to VR&E participants
- Monitor and assess services provided to VR&E participants by the DVOP/AJC staff

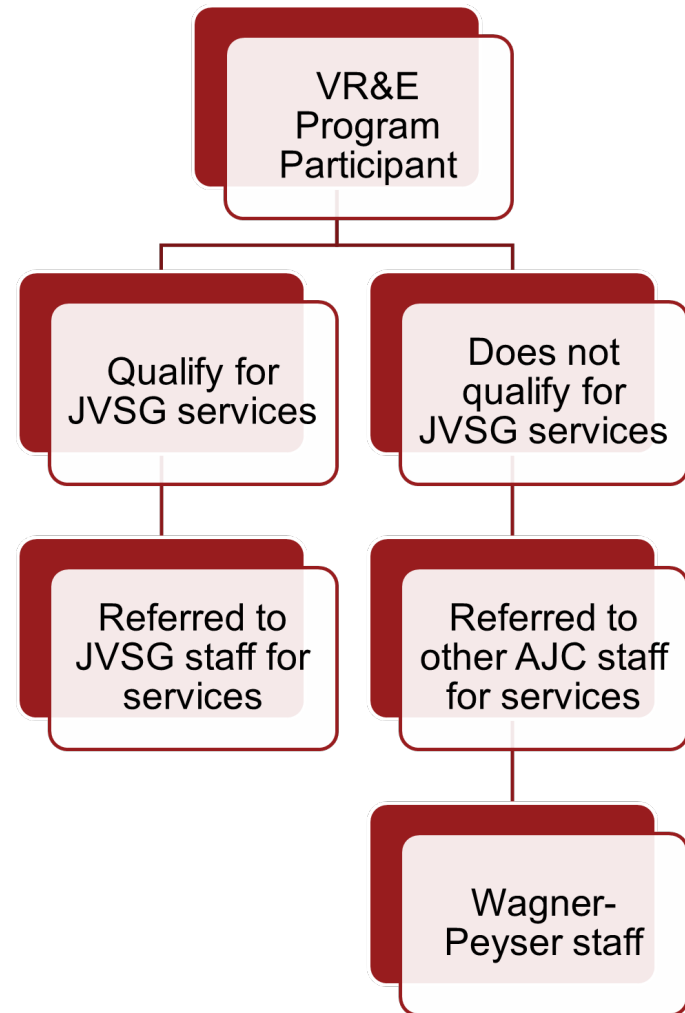
Technical Assistance Guide (TAG), Continued

- Consult with the referring Employment Coordinator (EC)/Vocational Rehabilitation Counselor (VRC) on next steps to be taken when VR&E participants are unresponsive, uncooperative, or fail to participate for at least 45 days
- Ensure all VR&E referrals are captured to resolve common concerns regarding referrals and for accountability, monitoring, and auditing purposes as it relates to VETS

Referrals

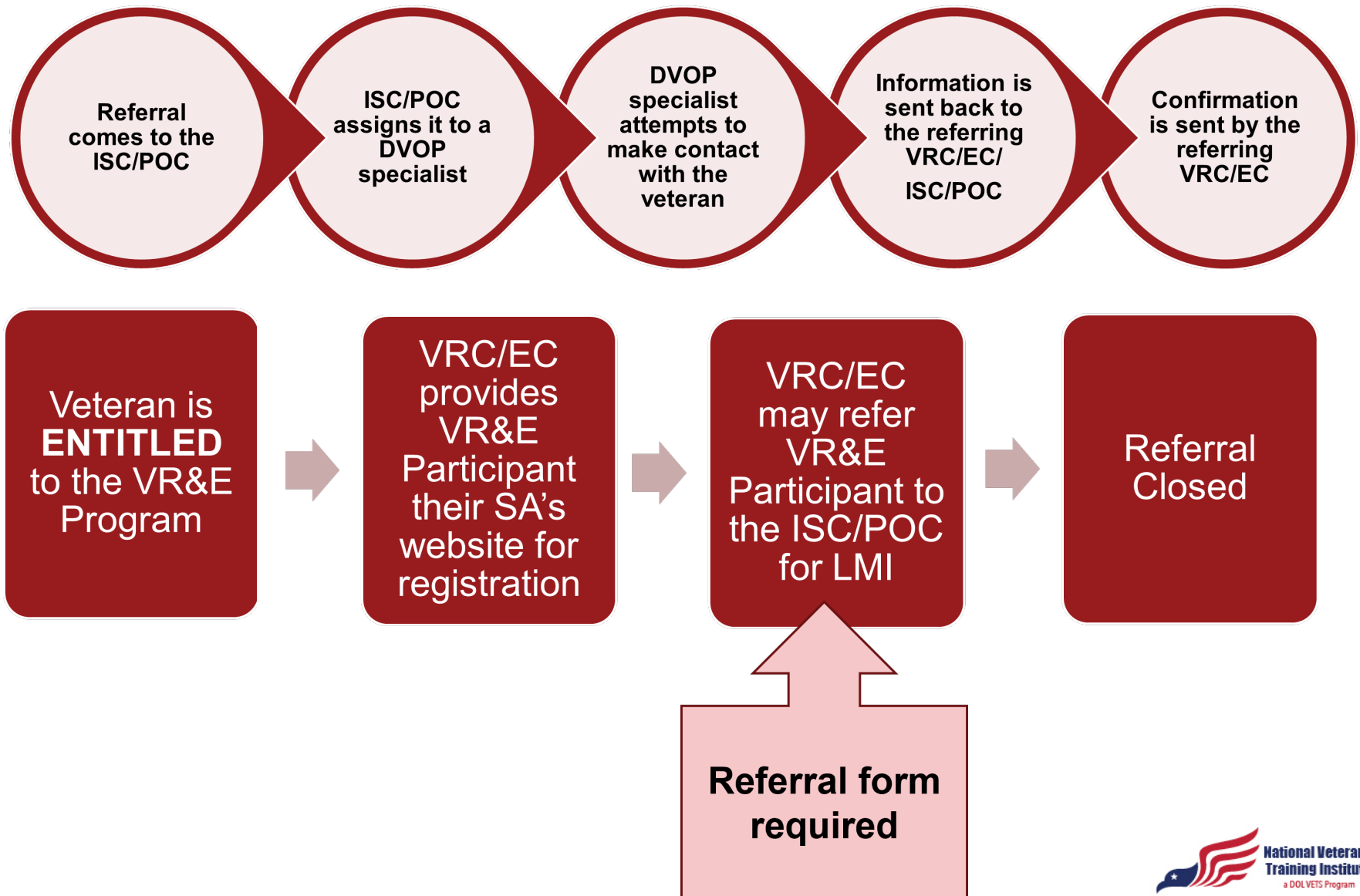
Priority of Service

- At least one day of active military service is required to qualify for priority of service at an AJC for all Department of Labor (DOL) funded programs
- Not everyone in the VR&E program is eligible for JVSG services
 - Less than 180 days of active military service, not medically discharged
 - Dishonorable discharge



For more information about Priority of Service, check out NVTI's [webinar](#) and their [JVSG Primer](#)

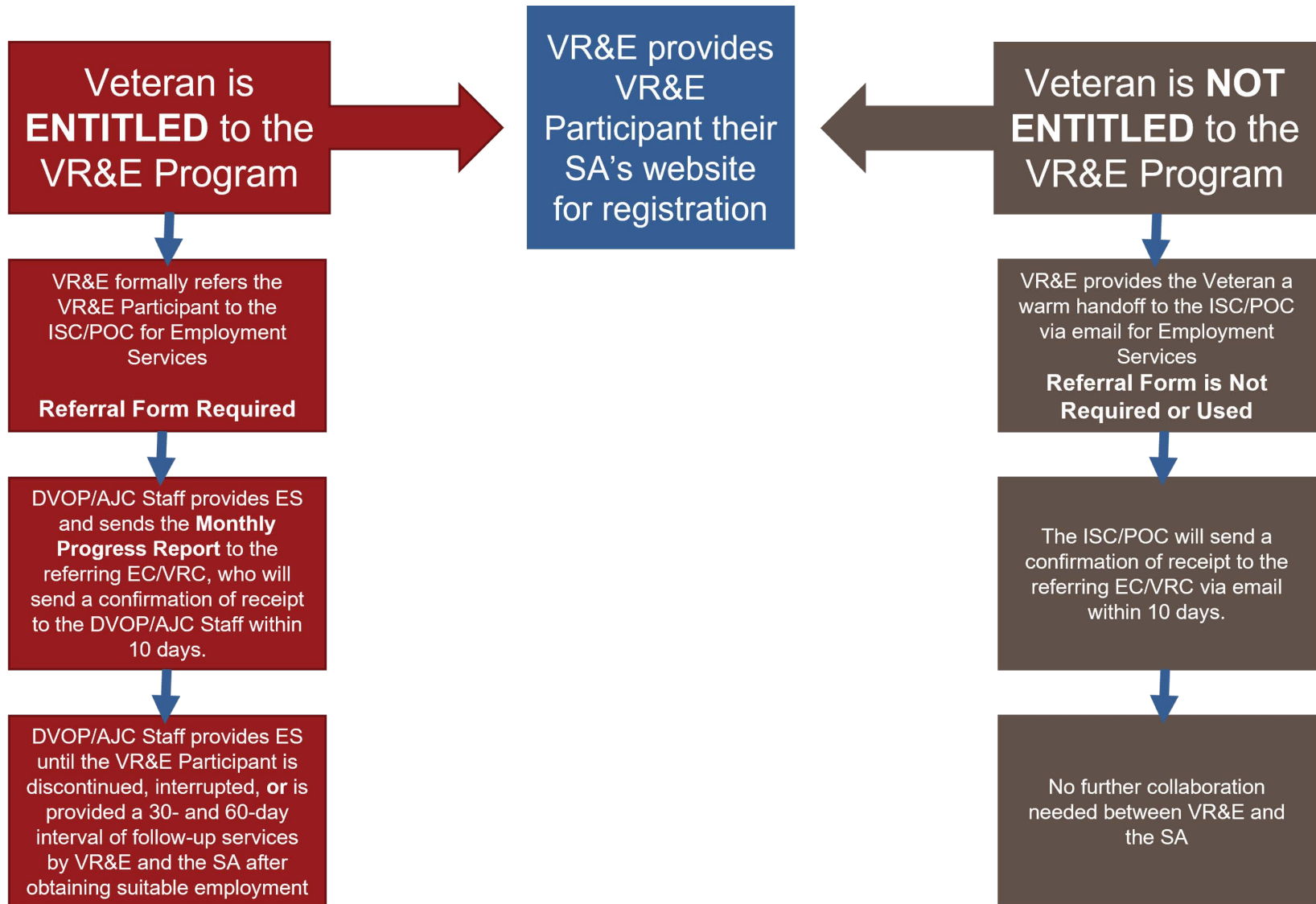
VR&E Referral Process for Labor Market Information (LMI)



LMI Referrals

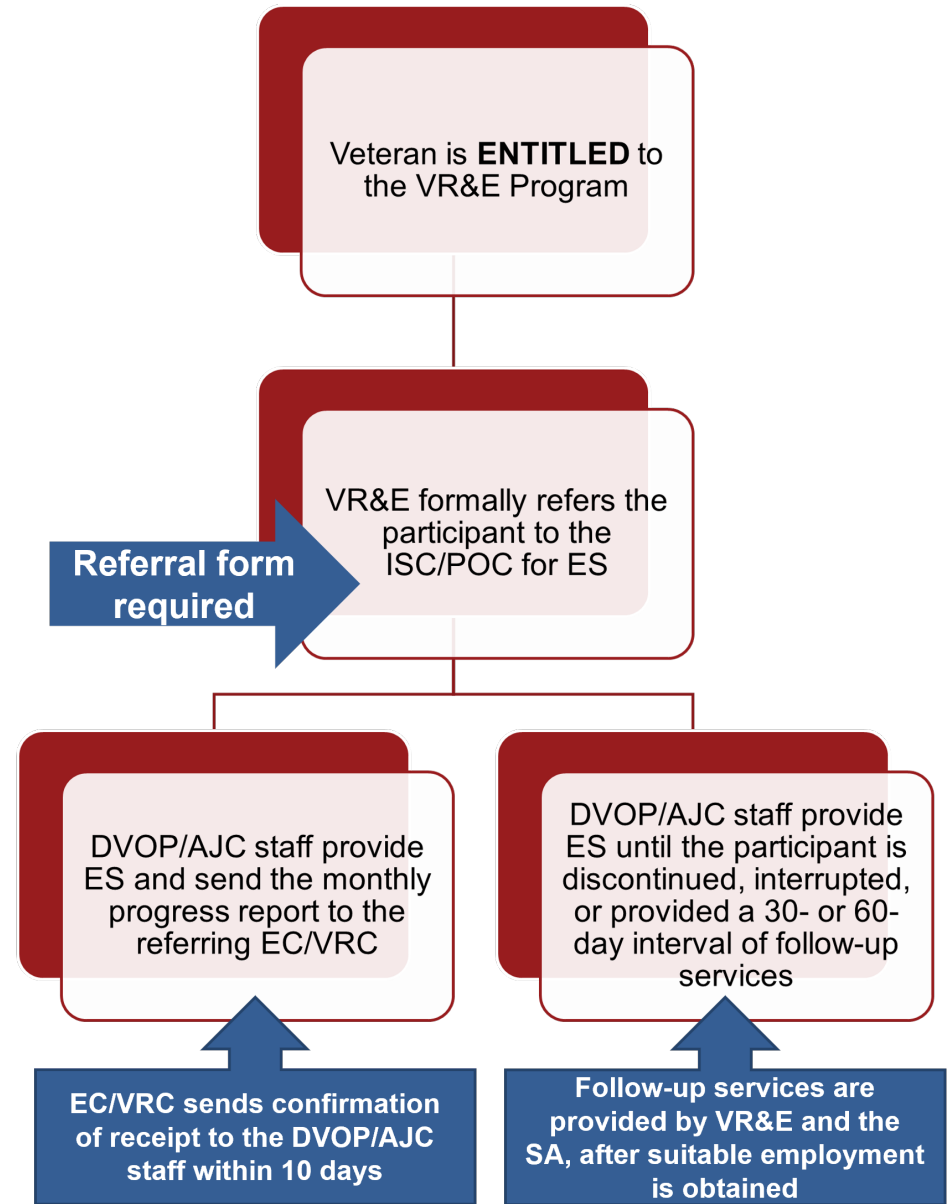
- VRC/EC may refer VR&E participants to the SA for LMI and Employment Services (ES) as part of their rehabilitation planning
- Determine where that referral will go
 - Referral goes to the DVOP specialist or appropriate AJC staff in the area assigned
 - Within 10 days of receipt, the DVOP specialist/AJC staff will make a minimum of 3 documented attempts to contact the VR&E participants
 - Each state may modify this timeline to require contact with the veteran sooner than 10 days
- Open-close process

VR&E Referral Process for Employment Services (ES)



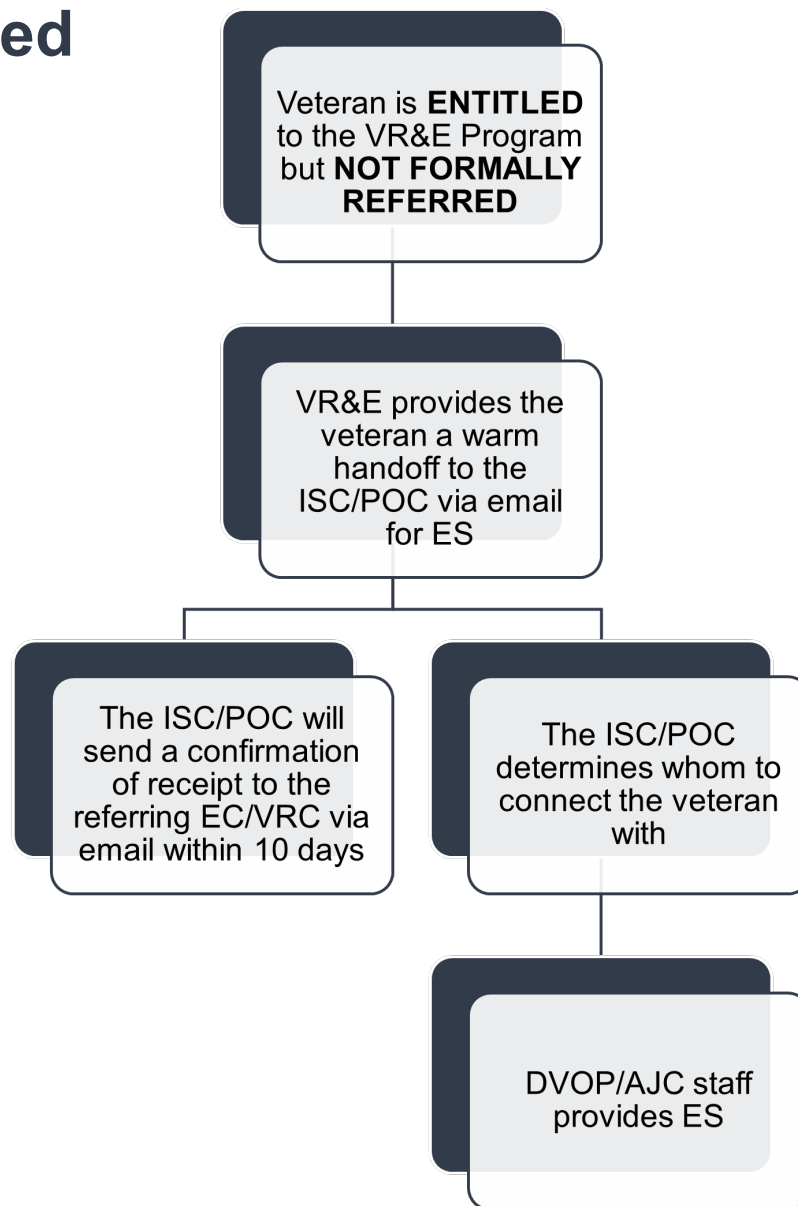
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- If contact with the participant is successful, DVOP/AJC staff will provide job search assistance within the case management framework
- If contact is unsuccessful, DVOP/AJC staff informs the referring VRC/EC and ISC/POC to collaborate on the next steps
- Monthly Progress Reports should also be sent to the ISC/POC
 - Reports are due by the 10th of the month



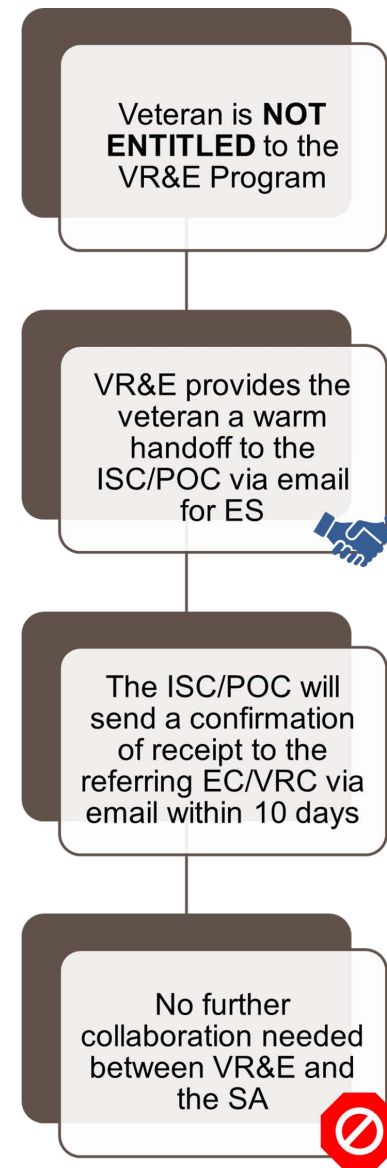
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- Typically, in a training program or in school
- May need a full-, or part-time job or a job to supplement income
- Stop-gap, a referral is not required, instead it is a warm handoff via email
- DVOP specialists/AJC staff should serve the participant as they would any other veteran with an SBE



Not Entitled

- This path is followed when the veteran is **not** entitled to VR&E Program services but is still interested in employment services
- EC/VRC provides their SA's website for registration and refers the veteran to the SA for ES
- Referral is not required
- ISC/POC determines whom to connect the veteran with



Problems and Practices

Some Problems and Practices



Non-contact/participation

- **Three** attempts within the first **ten** days
 - Escalate to ISC/POC to initiate contact
- Sometimes contact information is incorrect



Timely communication
about clients



Monthly progress reporting



What are some challenges you've encountered as an ISC/POC? What strategies have helped you overcome those struggles?

Stop Gap Success Story

The veteran was referred to the DVOP for a Stop Gap referral from the VR&E program. He wanted assistance with obtaining employment while in school. The veteran was referred to Easterseals Crossroads because of his homelessness barriers and to Operation Job Ready Veterans for further support services. He needed assistance to revise his resume, job search, obtain information/apply to Child Care, and overcome his barriers. I provided employment services, supportive services assistance, and mentoring and with the collective effort from all parties, he was able to obtain employment in September 2022, and is making \$17.46 an hour. The veteran didn't want his case closed until after a month just in case he needed further services and assistance because of his barriers and because he was working as a federal employee at the DFAS location in Indianapolis, IN.

LMI Success Story

A veteran was referred to me from the VR&E program to conduct a LMI. The veteran wanted to finish his bachelor's degree and wanted to receive his master's degree in history. He knew of a position that was available where he could possibly be hired as a Historian. We tried to get him hired as a historian with the State of Indiana, but the position required a master's degree. The veteran wanted out of his current position, which was a good-paying job but offered no benefits, and he hated his working hours. I was able to assist the veteran with getting hired as a DVOP specialist with the State of Indiana. The veteran enjoys his pay at \$18.72 an hour but is more excited about his benefits and retirement. He plans to retire with the State of Indiana and continue his master's degree in history.

Case Management Success Story

I've assisted an SBE veteran with obtaining employment by providing case management services. The veteran was a referral from the VR&E program and needed case management services to obtain employment. She moved from Louisiana to Indiana in April of 2021 and was referred to the JVSG program in November 2021. We have been working together to achieve her employment goals and to get back into the VR&E program. The veteran received her cosmetology license through the VR&E program in Louisiana, but because of disabilities that hinder her in that profession, this was not a sustainable profession. I assisted the veteran by providing supportive services referrals, (Operation Job Ready Veterans and the County Veteran Services Officer), employment services, and the foundation to hopefully get her back into the VR&E program. The veteran has successfully accomplished each of her goals and objectives – she has obtained employment and received approval for the VR&E program to further her education and career path. She also hopes to start her educational journey in the fall to obtain a bachelor's degree in Biology, to become a Biological Science Technician or a Clinical Laboratory Scientist or a Clinical Coordinator. Since April 4th, the veteran has been employed as a Program Coordinator for the Indiana Department of Veterans Affairs and is making \$30,082.00 a year. She enjoys her Indiana State job and is very gracious to have it.



**Please share some success stories
you have experienced.**

Resources

List of Resources

NVTI Resources	Additional Resources
<ul style="list-style-type: none">• 9633: Serving Veterans Enrolled in the Chapter 31 Program• 9630: Veterans Benefits Online• 9610: Career Coaching for Special Populations course series• 9620: Advanced Case Management• Making Careers Happen for Veterans: Community of Practice• Serving Veterans microlearning videos• NVTI Podcasts• Priority of Service Webinar• JVSG Primer	<ul style="list-style-type: none">• VR&E Eligibility• How to apply for VR&E• Memoranda of Understanding• VR&E Fact Sheet

Questions?