

MEMORANDUM

DATE: October 30, 2013
TO: Regional Workforce Board Executive Directors
FROM: Lois A. Scott, Bureau Chief, One-Stop and Program Support
SUBJECT: Wagner-Peyser, New Chapter 31 Veterans Identification Code and Case Management Protocol



During a recent review of veteran files conducted by the United States Department of Labor Veterans Employment and Training Service (USDOL VETS), it was discovered that some Vocational Rehabilitation and Employment Services (VR&E) referrals had not been properly managed or documented. To assist with the management of these cases, a new service code, VRE, has been added to the Employ Florida Marketplace (EFM). The VRE code should be used to identify Chapter 31 veterans who have been referred by VR&E to seek job placement and referral services at the One-Stop Career Center. The code is only an identifier to track and monitor activities provided to this population and does not trigger participation.

Upon receipt of the veteran's information from VR&E, staff first must check EFM for an existing registration/application.

- If the veteran has an open application, add the VRE code to the veteran's Activity History/Service Plan.
- If the veteran has exited the system, maintain a hard copy file of the referral with written case notes describing actions taken to contact the veteran. Once the veteran becomes a participant, add the VRE code to the Activity History/Service Plan.
- If the veteran has never been registered in EFM, maintain a hard copy file with written case notes describing actions taken to contact the veteran. Once the veteran responds and services are provided, create a registration in EFM and add the VRE code.

As a reminder, VR&E cases are required to be case managed. Please follow the case management procedures outlined below:

- Once the veteran reports to the One-Stop for services, provide an initial or objective assessment and record service code 102, *Initial Assessment*, or code 203, *Objective Assessment Summary*, on the Activity History/Service Plan.
- Upon completion of the assessment, 1) record service code 128, *Ch. 31 Vocational Rehab – Case Management Vets Only*, and 2) develop an employability plan and record service code 205, *Develop Service Strategies*, in the Activity History/Service Plan.
- Conduct job development and placement activities with the veteran in accordance with the VR&E plan. Inform the VR&E coordinator or case manager of any difficulties regarding efforts to assist the Chapter 31 veteran obtain employment. These difficulties may include the inability to contact the veteran after several attempts, missed appointments, etc.
- Make contact with the assigned Chapter 31 veterans at least monthly.
- Contact the VR&E coordinator monthly, or more often if needed, to provide progress notes about the veteran.

If you have any questions, please contact Shawn Forehand at Shawn.Forehand@deo.myflorida.com.

LAS/dm