

Service Group A: Initial Assessments/Evaluations

COMPLETE INITIAL EVALUATION

A-1 Complete Initial Evaluation: The Initial Assessment shall provide the VR&E counselor with sufficient information about the Veteran's prior education, work history, military experience, and the vocational impact of disabilities in relation to the work environment/requirements to support a determination of entitlement. The initial assessment shall also provide collaborative vocational exploration; analysis of transferable skills; evaluation of interests, aptitudes, and abilities; exploration of labor market conditions; and collaboration with the Veteran in the development of a draft rehabilitation plan leading to determination of feasibility to achieve a vocational goal, entry into suitable employment, and/or maximum independence in the community. The VA may order portions of an initial assessment as listed below, and the Contractor must meet the specified timeframes. Note that combined services below do not equal an initial assessment, but represent some aspects of the entire assessment. The average number of hours to complete an initial assessment is eight (8).

Narrative Format (shall include, but is not limited to)

Contractor company name/address/phone

Referral Source:

Veteran Name:

VA File (Last 4):

Address:

Name of Evaluator:

Date of Assessment:

Location of Assessment:

Veteran History / Demographics

This section will develop and provide information on the Veteran's background in order to identify those factors that helped to shape his or her vocational personality and current circumstances. This section will provide a complete understanding of the Veteran's current vocational needs. The information provided will be used by a VA counselor to determine whether an employment handicap exists, the existence of a serious employment handicap and information on the feasibility of attaining a vocational objective. Additionally, this information will be used in developing a plan that will outline the services the Veteran will require to overcome any such employment handicap. Supportive documents may be requested and included in the file, such as college transcripts, DD Form 214, resumes, etc. The items below are not an exhaustive list. The counselor should use his or her professional judgment and further develop any areas that are relevant to the vocational evaluation.

Presentation

- Did the Veteran arrive on time?
- What was his or her appearance and behavior?

- Was rapport easily established?
- Was the Veteran cooperative & willing to answer all questions in an open manner?
- Did the Veteran have difficulty completing any necessary paperwork?

Current Family & Living Situation

- Current address and phone number(s)
- How long has the Veteran resided in the area? What reasons brought the Veteran to the area? Does he/she plan on staying?
- Marital status. Number of prior marriages, if divorced
- Number and ages of children
- Does the Veteran's spouse work outside of the home? If yes, list occupation, employer & salary.
- Does the Veteran have dependable transportation? What are the Veteran's reasons for applying for vocational rehabilitation services?
- Are there any disincentives to vocational rehabilitation success, such as medical treatment eligibility, individual unemployability status, an active Workman's Compensation claim or Social Security Disability Income (SSDI)?
- Is there any negative legal history to include arrests, incarceration or bankruptcies?

Educational Background

- Did Veteran graduate from high school? If yes, when & where? Does Veteran have a GED? When?
- What kind of grades did Veteran receive in school? If grades were low, why?
- What were the Veteran's most Favorite subject and least favorite subject?
- Did the Veteran enjoy school? If not, why not?
- Did Veteran participate in any extracurricular activities or clubs?
- Has the Veteran received vocational training? What kind, when? Are these skills transferable? If yes, how, and relate to the labor market. If no, why not? Does the Veteran possess or need any certifications or licenses?
- Is there a history of a learning disability or special education classes?
- College information – transcripts or grade reports.
- Is Veteran currently enrolled in school? If yes, where and for what degree program? What is the reported GPA?
- Has the Veteran had his or her military experience evaluated for possible college credit? If yes, how much credit was awarded and by which school?
- Is the Veteran eligible for any other VA educational program such as Montgomery GI Bill (MGIB), Veterans Educational Assistance Program (VEAP), or Post 9-11 GI Bill effective 8-1-09?
- Has the Veteran ever used any of his or her VA educational benefits?
- Has the Veteran ever completed any on-line classes?
- Does the Veteran own his or her own computer?
- What is the Veteran's computer skill level, and what applications is he/she familiar with?

Military History

- When and where did the Veteran join the military?
- Branch of service; highest rank achieved; date of discharge
- Type of discharge. If medical separation – how much severance pay was received?
- Job title(s) and description of duties. Include any duty positions.
- Favorite and least favorite assignment
- Is the Veteran a current member of the National Guard or a Reserve unit? Do they plan to join?

Work History

- What is the Veteran's employment background before the military and since leaving the military?
- Is the Veteran currently employed? If so, what is their job title, employer, salary, job duties?
- Is the job consistent with the Veteran's interests, aptitudes and abilities?
- Does the job aggravate any of the Veteran's disabilities? If so, please elaborate.
- Has the Veteran missed any time from their current job? If so, how much and why? Does the Veteran have documentation of this or can he/she obtain it if needed?
- Has the Veteran requested any special accommodations in order to perform their job duties?
- If unemployed, he or she registered with the State Workforce Office?
- Is the Veteran receiving unemployment compensation?
- What job search activities has the Veteran completed?
- Does the Veteran have any transferable job skills? If so, what are they?
- Can the Veteran return to work with a former employer? If not, why not?
- Could the Veteran return to work in the same job with another employer if accommodations were made? What accommodations are needed?
- Does the Veteran have well-developed job seeking skills and a resume?

Transferable Job Skills

- Include a transferable skills analysis based on current industry standards.
- Are there any unexplained gaps in employment? If so, please explain.
- What vocational skills and other personal attributes has the Veteran acquired?
- Does the Veteran have good verbal communications skills? If not, please elaborate, i.e., speech impediment, or heavy foreign accent?
- Would the Veteran make a good interview impression? If not, why not?
- How motivated does the Veteran appear to be in seeking and maintaining employment?

Financial Situation

- What are the Veteran's financial resources? List current sources of income for Veteran and spouse, i.e., retirement pay, VA disability, unemployment compensation, SSDI, child support, military severance pay, etc).

- Is the Veteran able to meet his or her monthly financial obligations on current level of income?
If not, why not? How much extra each month will he or she need?
- Will the Veteran have to work if approved for a training program?
- Has the Veteran ever filed for bankruptcy? If yes, when, amount and what type of chapter?

Disabling Conditions: Functional Strengths & Weaknesses

This section should discuss the functional, social, and vocational impairments caused by the Veteran's service connected and non-service connected conditions. Include any negative attitudes toward the disabled that the Veteran has experienced. Information will include whether the Veteran has overcome or compensated for any limitations such as "learned to write with non-dominant hand following injury."

Physical & Mental Disabilities

- List the Veteran's service connected disabilities, history of injury or disease.
- Is the Veteran's condition improving, worsening, or is it stable?
- Do any of the conditions fluctuate so as to cause absenteeism or reduced work performance?
- Has Veteran been laid off or fired from employment? What reason for the dismissal did the employer give? What is the subjective assessment of the reason he or she was fired or laid off from his or her point of view?
- Has the Veteran been unemployed for a lengthy period of time? Why?
- Can the Veteran explain his or her mental health diagnosis and HOW it affects him or her? Is the Veteran willing to openly discuss his or her current and past mental health issues? When was the onset of the illness? Are there any known triggers or situations he or she avoids?
- Does the Veteran have a history of substance abuse? Has he or she been in treatment? Elaborate.
- If diagnosed with TBI, has the Veteran received treatment or tests? If so, what treatment or tests?
- Does the Veteran use a PDA or similar device? For what reason?

Medications

- List medications the Veteran is currently taking.
- Is the Veteran working with medical providers to get medications adjusted?
- Are there recent changes in the Veteran's medication
- If he or she is not taking prescribed medications, what is the reason?

Psychosocial Adjustment

- How does the Veteran feel about his or her disabilities and their limitations
- Does the Veteran admit to anger, frustration or similar problems?
- If so, what kind of problems has this caused in the Veteran's family, work or social life?
- What does he or she do to control these types of problems?

- Is he or she on medication for these problems?
- Is the Veteran getting better or worse? What exacerbates the problem(s)?
- If the Veteran has a TBI, then has he or she had a Neuropsychological evaluation? Is one needed?
- What are the Veteran's sleep patterns?
- Do medications or lack of sleep interfere with early morning functioning? How?
- Who or what are the Veteran's social support systems?
- Has the Veteran received in-patient treatment? For what? When?
- Is the Veteran active in any religious, social or other organizations?
- Does the Veteran volunteer with any organization
- What are the Veteran's hobbies or leisure time activities?

Current Treatment

- What treatment does the Veteran currently receive other than medication?
- Is the Veteran scheduled to undergo any future surgeries? If so, when, and how long would be the recovery period be?
- Is the Veteran being treated by the local VA Medical Center? If not, by whom? How do we contact his or her primary care provider, VA or civilian?
- Does the Veteran participate in AA or a similar group? PTSD Group? Has he or she refused to participate?

Functional Limitations

- How is the Veteran limited in function as a result of his or her disabilities?
- What prosthetics or assistive devices does the Veteran utilize to overcome functional limitations?
- Has the Veteran had to relearn activities or learn to use a different body part?
- What kinds of work activities or work environments would aggravate the Veteran's conditions?
- How severe is each limitation?
- How well does the Veteran compensate for or avoid the limitation?
- What corrections or adaptations have been made or could be made to improve residual abilities?
- Does the Veteran's disability cause a negative employer attitude even when the functional limitation is minimal? If yes, please describe.
- Does the Veteran need or use any prosthetic devices or sensory aids?

Summary

Provide a synthesis of the information above outlining a well-reasoned approach to overcoming the identified problems. This may include recommendations for additional assessments prior to developing a long-term vocational goal. Some examples of this are: Neuropsychological Evaluation, Functional Capacity Evaluation, Work Adjustment training, Work Hardening training or a vocational evaluation that includes work tasks. Strengths should be identified and how or what the Veteran overcame as well as the Veteran's support system. Information in the summary should help reveal the personal characteristics of the Veteran and include the Veteran's attitude toward family, friends, employment, and life in general.

Assessment of Interests, Aptitudes and Abilities

This section will identify the assessment instruments used, state the results, and provide impressions of the Veteran's vocationally significant personality traits. Assessment results will be used during the rehabilitation planning process to identify the need for remediation or basic skills. The possibility of a learning disability should also be discussed, if identified.

Testing Instruments Used – List each instrument separately.

- Enclose materials from all administered tests.
- Explain the purpose of each test.
- Explain results of each test as they relate to the Veteran's stated interests, aptitudes, abilities and functional limitations.
- Explain the vocational significance of each test result to include any recommendations for remediation or basic skills classes.

Vocational Exploration

This section should address the Veteran's stated and measured interests, aptitudes and functional limitations as they relate to the selection of a suitable vocational goal.

Career Goals

- What are some appropriate vocational goals (including the Veteran's stated goal) which match the Veteran's interests, aptitudes, and abilities for which there is a reasonable labor market?
- What is his other stated vocational objective? What is the reason they chose this Vocational Goal?
- How much experience, training and knowledge does the Veteran have regarding the stated vocational objective? Is it a realistic expectation that they could reach the goal?
- How well does the stated career field match with the Veteran's personality and temperament?
- If the Veteran's SCD would be aggravated by the self-chosen vocational objective, state how the job would aggravate his or her disabilities based on job duties.
- Could the Veteran work in the self-chosen vocational objective with accommodations? What accommodations would he or she need?
- Could the Veteran work in the vocational objective, if selective job placement were provided?
- Identify jobs where the Veteran could work with selective placement.
- What training would be necessary for the Veteran to gain an entry-level position in the field?
- Identify possible service providers and training establishments.
- Will the Veteran need any remediation?

Labor Market Information

- Are the Veteran and Contractor able to identify employers who hire people to work in his chosen vocational objective within commuting distance from his home? If not, is the Veteran willing to relocate?
- Does the Veteran have a good understanding of the scope of duties for the selected career field and the career ladder?
- Discuss possible uses for completed education and training. What industries or employment opportunities exist for a person who has completed the training for this goal?
- List any materials used during the vocational exploration process i.e., Occupational Outlook Handbook, college catalogs, Department of Labor statistics.

Summary & Recommendations

This section should contain a summary of the services provided. It may also include the need for further vocational exploration services, and the counselor's overall impression of the Veteran. If the Veteran's disabilities appear to be so severe that rehabilitation through employment is not likely at this time, the counselor should so state and identify services that may either increase the Veteran's independence or better prepare him for employment in the future. Through collaboration with the Veteran in the development of a draft rehabilitation plan leading to determination of feasibility to achieve a vocational goal, entry into suitable employment, and/or maximum independence in the community. A draft rehabilitation plan, including a vocational goal, intermediate objectives to achieve the goal, facilities identified to provide services if applicable, estimated timeframes for starting and completing each objective, and any other relevant details will be prepared for review by the VA Vocational Rehabilitation Counselor.

Signature/credentials of Rehabilitation Counselor

TRANSFERABLE SKILLS ANALYSIS

A-3 Transferable Skills Analysis – Shall include an analysis of the Veteran's current physical capacity, along with worker traits, intellectual level and personal characteristics shown by testing as well as the Veteran's work and educational history in comparison to the characteristics and demands of specific jobs. The Analysis shall also outline transferable skills for direct employment or skills that may be built upon for future employment. The average time to complete a transferable skills analysis is two (2) hours.

Narrative Format (may include, but not limited to)

Contractor company name/address/phone

Referral Source:

Veteran Name:

VA File (Last 4):

Address:

Name of Evaluator:
Date of Assessment:
Location of Assessment:

A Veteran is considered to have skills that can be used in other jobs, when the skilled or semiskilled work activities he/she did in past work can be used to meet the requirements of skilled or semi-skilled work activities of other jobs or kinds of work. This depends largely on the similarity of occupational significant work activities among different jobs.

The transferability of a Veteran's skills is most probable and meaningful among jobs in which the same or a lesser degree of skill is required (Specific Vocational Preparation), the same or similar tools and machines are used (Work Fields), and the same or similar raw materials, products, processes or services are involved (Materials, Products, Subject Matter, and Services).

The Transferable Skills Analysis will be based on the following U.S. Department of Labor publications: D.O.T. (Dictionary of Occupational Titles), C.O.J. (Classification of Jobs), GOE (Guide for Occupational Exploration), SOC (Selected Characteristics of Occupations defined in the Dictionary of Occupational Titles) and the O*NET. Software programs based on these publications/references will be considered acceptable resources for completing the analysis.

Transferable Job Skills

- Include a transferable skills analysis based on current industry standards.
- Are there any unexplained gaps in employment? If so, please explain.
- What vocational skills and other personal attributes has the Veteran acquired?
- Does the Veteran have good verbal communications skills? If not, please elaborate, i.e., speech impediment, or heavy foreign accent?
- Would the Veteran make a good interview impression? If not, why not?
- How motivated does the Veteran appear to be in seeking and maintaining employment?

Signature/credentials of Rehabilitation Counselor

VOCATIONAL EVALUATION

A-2 Vocational Evaluation: Shall include medical, educational, and vocational history, including identification of functional capacity for work, barriers to employment, and assessment of transferable skills; vocational testing to include assessment of academic functioning, interests, aptitudes, and abilities and review the test analysis, results, and implications with the veteran. The average number of hours to complete a vocational evaluation is five (5).

Suggested Narrative Format (shall include, but is not limited to)

Contractor company name/address/phone
Referral Source:
Veteran Name:

VA File (Last 4):

Address:

Name of Evaluator:

Date of Assessment:

Location of Assessment:

Veteran History / Demographics

This section will develop and provide information on the Veteran's background in order to identify those factors that helped to shape his or her vocational personality and current circumstances. This section will provide a complete understanding of the Veteran's current vocational needs. The information provided will be used by a VA counselor to determine whether an employment handicap exists, the existence of a serious employment handicap and information on the feasibility of attaining a vocational objective. Additionally, this information will be used in developing a plan that will outline the services the Veteran will require to overcome any such employment handicap. Supportive documents may be requested and included in the file, such as college transcripts, DD Form 214, resumes, etc. The items below are not an exhaustive list. The counselor should use his or her professional judgment and further develop any areas that are relevant to the vocational evaluation.

Presentation

- Did the Veteran arrive on time?
- What was his or her appearance and behavior?
- Was rapport easily established?
- Was the Veteran cooperative & willing to answer all questions in an open manner?
- Did the Veteran have difficulty completing any necessary paperwork?

Current Family & Living Situation

- Current address and phone number(s)
- How long has the Veteran resided in the area? What reasons brought the Veteran to the area? Does he/she plan on staying?
- Marital status. Number of prior marriages, if divorced
- Number and ages of children
- Does the Veteran's spouse work outside of the home? If yes, list occupation, employer & salary.
- Does the Veteran have dependable transportation? What are the Veteran's reasons for applying for vocational rehabilitation services?
- Are there any disincentives to vocational rehabilitation success, such as medical treatment eligibility, individual unemployability status, an active Workman's Compensation claim or Social Security Disability Income (SSDI)?
- Is there any negative legal history to include arrests, incarceration or bankruptcies?

Educational Background

- Did Veteran graduate from high school? If yes, when & where? Does Veteran have a GED? When?
- What kind of grades did Veteran receive in school? If grades were low, why?
- What were the Veteran's most Favorite subject and least favorite subject?
- Did the Veteran enjoy school? If not, why not?
- Did Veteran participate in any extracurricular activities or clubs?
- Has the Veteran received vocational training? What kind, when? Are these skills transferable? If yes, how, and relate to the labor market. If no, why not? Does the Veteran possess or need any certifications or licenses?
- Is there a history of a learning disability or special education classes?
- College information – transcripts or grade reports.
- Is Veteran currently enrolled in school? If yes, where and for what degree program? What is the reported GPA?
- Has the Veteran had his or her military experience evaluated for possible college credit? If yes, how much credit was awarded and by which school?
- Is the Veteran eligible for any other VA educational program such as Montgomery GI Bill (MGIB), Veterans Educational Assistance Program (VEAP), or Post 9-11 GI Bill effective 8-1-09?
- Has the Veteran ever used any of his or her VA educational benefits?
- Has the Veteran ever completed any on-line classes?
- Does the Veteran own his or her own computer?
- What is the Veteran's computer skill level, and what applications is he/she familiar with?

Military History

- When and where did the Veteran join the military?
- Branch of service; highest rank achieved; date of discharge
- Type of discharge. If medical separation – how much severance pay was received?
- Job title(s) and description of duties. Include any duty positions.
- Favorite and least favorite assignment
- Is the Veteran a current member of the National Guard or a Reserve unit? Do they plan to join?

Work History

- What is the Veteran's employment background before the military and since leaving the military?
- Is the Veteran currently employed? If so, what is their job title, employer, salary, job duties?
- Is the job consistent with the Veteran's interests, aptitudes and abilities?
- Does the job aggravate any of the Veteran's disabilities? If so, please elaborate.
- Has the Veteran missed any time from their current job? If so, how much and why? Does the Veteran have documentation of this or can he/she obtain it if needed?
- Has the Veteran requested any special accommodations in order to perform their job duties?

- If unemployed, he or she registered with the State Workforce Office?
- Is the Veteran receiving unemployment compensation?
- What job search activities has the Veteran completed?
- Does the Veteran have any transferable job skills? If so, what are they?
- Can the Veteran return to work with a former employer? If not, why not?
- Could the Veteran return to work in the same job with another employer if accommodations were made? What accommodations are needed?
- Does the Veteran have well-developed job seeking skills and a resume?

Financial Situation

- What are the Veteran's financial resources? List current sources of income for Veteran and spouse, i.e., retirement pay, VA disability, unemployment compensation, SSDI, child support, military severance pay, etc).
- Is the Veteran able to meet his or her monthly financial obligations on current level of income?
If not, why not? How much extra each month will he or she need?
- Will the Veteran have to work if approved for a training program?
- Has the Veteran ever filed for bankruptcy? If yes, when, amount and what type of chapter?

Disabling Conditions: Functional Strengths & Weaknesses

This section should discuss the functional, social, and vocational impairments caused by the Veteran's service connected and non-service connected conditions. Include any negative attitudes toward the disabled that the Veteran has experienced. Information will include whether the Veteran has overcome or compensated for any limitations such as "learned to write with non-dominant hand following injury."

Physical & Mental Disabilities

- List the Veteran's service connected disabilities, history of injury or disease.
- Is the Veteran's condition improving, worsening, or is it stable?
- Do any of the conditions fluctuate so as to cause absenteeism or reduced work performance?
- Has Veteran been laid off or fired from employment? What reason for the dismissal did the employer give? What is the subjective assessment of the reason he or she was fired or laid off from his or her point of view?
- Has the Veteran been unemployed for a lengthy period of time? Why?
- Can the Veteran explain his or her mental health diagnosis and HOW it affects him or her? Is the Veteran willing to openly discuss his or her current and past mental health issues? When was the onset of the illness? Are there any known triggers or situations he or she avoids?
- Does the Veteran have a history of substance abuse? Has he or she been in treatment? Elaborate.
- If diagnosed with TBI, has the Veteran received treatment or tests? If so, what treatment or tests?
- Does the Veteran use a PDA or similar device? For what reason?

Medications

- List medications the Veteran is currently taking.
- Is the Veteran working with medical providers to get medications adjusted?
- Are there recent changes in the Veteran's medication
- If he or she is not taking prescribed medications, what is the reason?

Psychosocial Adjustment

- How does the Veteran feel about his or her disabilities and their limitations
- Does the Veteran admit to anger, frustration or similar problems?
- If so, what kind of problems has this caused in the Veteran's family, work or social life?
- What does he or she do to control these types of problems?
- Is he or she on medication for these problems?
- Is the Veteran getting better or worse? What exacerbates the problem(s)?
- If the Veteran has a TBI, then has he or she had a Neuropsychological evaluation? Is one needed?
- What are the Veteran's sleep patterns?
- Do medications or lack of sleep interfere with early morning functioning? How?
- Who or what are the Veteran's social support systems?
- Has the Veteran received in-patient treatment? For what? When?
- Is the Veteran active in any religious, social or other organizations?
- Does the Veteran volunteer with any organization
- What are the Veteran's hobbies or leisure time activities?

Current Treatment

- What treatment does the Veteran currently receive other than medication?
- Is the Veteran scheduled to undergo any future surgeries? If so, when, and how long would be the recovery period be?
- Is the Veteran being treated by the local VA Medical Center? If not, by whom? How do we contact his or her primary care provider, VA or civilian?
- Does the Veteran participate in AA or a similar group? PTSD Group? Has he or she refused to participate?

Functional Limitations

- How is the Veteran limited in function as a result of his or her disabilities?
- What prosthetics or assistive devices does the Veteran utilize to overcome functional limitations?
- Has the Veteran had to relearn activities or learn to use a different body part?
- What kinds of work activities or work environments would aggravate the Veteran's conditions?
- How severe is each limitation?
- How well does the Veteran compensate for or avoid the limitation?
- What corrections or adaptations have been made or could be made to improve residual abilities?

- Does the Veteran's disability cause a negative employer attitude even when the functional limitation is minimal? If yes, please describe.
- Does the Veteran need or use any prosthetic devices or sensory aids?

Assessment of Interests, Aptitudes and Abilities

The report will identify the assessment instruments used, state the results, and provide impressions of the Veteran's vocationally significant personality traits. Assessment results will be used during the rehabilitation planning process to identify the need for remediation or basic skills. The possibility of a learning disability should also be discussed, if identified.

Testing Instruments Used – List each instrument separately.

- Enclose materials from all administered tests.
- Explain the purpose of each test.
- Explain results of each test as they relate to the Veteran's stated interests, aptitudes, abilities and functional limitations.
- Explain the vocational significance of each test result to include any recommendations for remediation or basic skills classes.

Summary

Provide a synthesis of the information above outlining a well-reasoned approach to overcoming the identified problems. This may include recommendations for additional assessments prior to developing a long-term vocational goal. Some examples of this are: Neuropsychological Evaluation, Functional Capacity Evaluation, Work Adjustment training, Work Hardening training or a vocational evaluation that includes work tasks. Strengths should be identified and how or what the Veteran overcame as well as the Veteran's support system. Information in the summary should help reveal the personal characteristics of the Veteran and include the Veteran's attitude toward family, friends, employment, and life in general.

Signature/credentials of Rehabilitation Counselor

VOCATIONAL EXPLORATION

A-4 Vocational Exploration: A collaborative effort between counselor and client that considers transferable skills, impact of disability condition and residual functioning, vocational testing results, labor market conditions and demands, assistive technology and job modifications, need for services to improve independence in the home and community, and other factors. Note that testing and transferable skills analysis may be required as a part of this package in some cases. Vocational Exploration shall result in the joint development of a draft rehabilitation plan (IWRP, IEEP, and IEAP). The average time to complete a vocational exploration is four (4) hours.

Narrative Format (shall include, but is not limited to)

Contractor company name/address/phone

Referral Source:

Veteran Name:

VA File (Last 4):

Address:

Name of Evaluator:

Date of Assessment:

Location of Assessment:

Vocational Exploration

This section should address the Veteran's stated and measured interests, aptitudes and functional limitations as they relate to the selection of a suitable vocational goal.

Career Goals

- What are some appropriate vocational goals (including the Veteran's stated goal) which match the Veteran's interests, aptitudes, and abilities for which there is a reasonable labor market?
- What is his other stated vocational objective? What is the reason they chose this Vocational Goal?
- How much experience, training and knowledge does the Veteran have regarding the stated vocational objective? Is it a realistic expectation that they could reach the goal?
- How well does the stated career field match with the Veteran's personality and temperament?
- If the Veteran's SCD would be aggravated by the self-chosen vocational objective, state how the job would aggravate his or her disabilities based on job duties.
- Could the Veteran work in the self-chosen vocational objective with accommodations? What accommodations would he or she need?
- Could the Veteran work in the vocational objective, if selective job placement were provided?
- Identify jobs where the Veteran could work with selective placement.
- What training would be necessary for the Veteran to gain an entry-level position in the field?
- Identify possible service providers and training establishments.
- Will the Veteran need any remediation?

Labor Market Information

- Are the Veteran and Contractor able to identify employers who hire people to work in his chosen vocational objective within commuting distance from his home? If not, is the Veteran willing to relocate?
- Does the Veteran have a good understanding of the scope of duties for the selected career field and the career ladder?
- Discuss possible uses for completed education and training. What industries or employment opportunities exist for a person who has completed the training for this goal?

- List any materials used during the vocational exploration process i.e., Occupational Outlook Handbook, college catalogs, Department of Labor statistics.

Summary & Recommendations

This section should contain a summary of the services provided. It may also include the need for further vocational exploration services, and the counselor's overall impression of the Veteran. If the Veteran's disabilities appear to be so severe that rehabilitation through employment is not likely at this time, the counselor should so state and identify services that may either increase the Veteran's independence or better prepare him for employment in the future.

Signature/credentials of Rehabilitation Counselor

VOCATIONAL TESTING (INDIVIDUAL & GROUP)

A-5(a) Vocational Testing (individual): When ever Vocational Testing (individual) is required it shall include assessment of academic functioning, interests, and aptitudes. Scored, interpreted test results and raw test materials shall be provided to the VA along with relevant testing related behavioral observations within seven (7) calendar days of testing. The average number of hours to complete a vocational evaluation is three (3) hours.

A-5(b) Vocational Testing (group): Additional veterans may be added, under this service, to referral A-5(a) above, for the purpose of constituting a group testing session. Additional veterans added shall be priced at a per-veteran rate for testing materials, scoring and document preparation only. The cost of time for proctoring the tests will have been included in the cost of the service A-5(a) above. Referrals under this service will only be made as an add-on to a referral for Service A-5(a). The average number of hours to score and document testing results for additional veterans is one (1) hour per veteran. Scored, interpreted test results and raw test materials shall be provided to the VA along with relevant testing related behavioral observations within seven (7) calendar days of testing. Group size shall not exceed 12.

Narrative Format (shall include, but is not limited to)

Contractor company name/address/phone

Referral Source:

Veteran Name:

VA File (Last 4):

Address:

Name of Evaluator:

Date of Assessment:

Location of Assessment:

Assessment of Interests, Aptitudes and Abilities

The report will identify the assessment instruments used, state the results, and provide impressions of the Veteran's vocationally significant personality traits. Assessment results will be used during the rehabilitation planning process to identify the need for remediation or basic skills. The possibility of a learning disability should also be discussed, if identified.

Testing Instruments Used – List each instrument separately.

- Enclose materials from all administered tests.
- Explain the purpose of each test.
- Explain results of each test as they relate to the Veteran's stated interests, aptitudes, abilities and functional limitations.
- Explain the vocational significance of each test result to include any recommendations for remediation or basic skills classes.

Signature/credentials of Rehabilitation Counselor

Service Group B: Case Management

INTENSIVE CASE MANAGEMENT

B-2 Intensive Case Management - This category of services includes Veterans who need substantial assistance to achieve rehabilitation goals and/or those in short term rehabilitation programs, such as certificate training programs, extended evaluation programs, etc. Personal contact must be made on a frequent basis to ensure close monitoring of progress and quick response to need for services, interventions, or referrals. At least one personal contact per month (no more than 30 days between each meeting) must be face-to-face. Monthly reports will also document on-going intervention as needed. The average hours per month to provide intensive case management is two (2).

Narrative Format (shall include, but is not limited to)

Contractor company name/address/phone

Referral Source:

Veteran Name:

VA File (Last 4):

Address:

Dates Seen: Current _____ Next Scheduled _____

In-person meeting: Yes No

Counselor:

This section's content includes current rehabilitation services activities, progress toward successful completion of the goals and objectives, assessment of progress through in-person meetings, objective progress reports, subjective input by the Veteran and/or family members, and other appropriate input depending upon the rehabilitation service setting. It will also present personal, socio-economic, family, and medical issues that the Chapter 31 participant is experiencing.

The services report will address circumstances that affect the Chapter 31 participant's ability to succeed with his or her goals, and will identify resources that will improve successful completion of the rehabilitation plan.

Review of Plan

The report narrative will be expansive enough to comprehensively address the overall plan, progress toward goals and objectives, incremental accomplishments, any urgent needs for additional services, complications that may interfere with the plan's progression, and subjective input from the Veteran. Refer requests to change plan goal, and/or incremental objectives to the VR&E Vocational Rehabilitation Counselor.

- Plan Goal
- How do the provided services contribute to the accomplishment of the objectives?

- Progress toward accomplishing objectives (fragment, unclear)
- What is the anticipated completion date?
- Facility – rehabilitation, medical, assessment programs
- Monthly plan review and changes Yes No
- Annual plan review and changes Yes No
- Change in enrollment status (increase/decrease in rate of pursuit)
- Readiness to return to plan (following a period of interruption)
- Supply/equipment needs
- Transportation
- Legal issues that may interfere with progression
- Physical or mental health issues that may interfere with progression

Personal

The report narrative will document the Veteran’s contact information and address personal issues the Veteran is experiencing.

- Confirm mailing and e-mail address, phone number, and any updates/changes.
- Change in dependents – (if Ch 31 subsistence allowance is payable, follow procedures for adding/removing dependents)
- Change in address
- Overall living arrangements
 - Satisfactory/unsatisfactory – explain with details
 - Housing accommodations – use of VHA HISA grant; use of VBA Special Adapted Housing grant; community resources for accommodations
 - In-house assistance – schedule, provider, service (i.e., home health, personal care attendant, etc.)
 - Does the Veteran feel safe in his/her home and community – explain with details – alert VR&E of any potential danger situation
- Is the Veteran experiencing any personal or family adjustment problems?
- Is the Veteran encountering any physical stamina or strength problems?
- Is the Veteran experiencing any memory, concentration or communication problems?
- Does the Veteran require help in moving around in his/her home and/or community?
- Does the Veteran feel a need, and have the interest and the ability to improve his/her level of physical activity and personal fitness?
- Is the Veteran socially isolated?
- Does the Veteran wish to be more socially active?
- Are there any architectural barriers in the Veteran’s home?
- Other

Financial

The narrative scope of report will identify any financial issues that may affect the Veteran’s ability to participate in a program of rehabilitation and/or live independently. It will identify state, federal, and community resources to mitigate financial problems. It will assess need for more in-depth financial counseling assistance and available resources.

- Sufficient finances to pay for housing, food, utilities, commuting, childcare, etc.
- Sufficient finances to support lasting maintenance costs of assistive technology or accommodation devices
- Other

Medical

This report will address the impact of service-connected and non-service-connected disabilities on the Veteran's ability to progress toward goals and objectives. It will identify the need for referral for medical support services (VA Medical Center), and identify the need for rehabilitation support and/or accommodations.

- Need for medical/psychiatric care
- Urgent medical needs
- Rehabilitation medicine needs (i.e., Occupational Therapy, Physical Therapy, Speech Therapy, etc.)
- Accommodation needs
 - Available through training institution
 - Available through medical facility
 - Available through rehabilitation facility

Recommendation

A timely report is necessary to ensure that Chapter 31 participants receive all of the rehabilitation resources they are entitled to. Needs that are identified during the monthly and annual rehabilitation assistance meeting must be documented and communicated to VR&E Vocational Rehabilitation Counselors as quickly as possible to ensure that the Veteran's benefits are administered in a timely and accurate manner, that vendor payments are made on schedule, and that support services are acquired when needed.

The case management report should include any specific recommendation for VA follow-up i.e., tools, equipment, specific licensure/certification, uniforms, subsistence allowance, personal follow-up, support services referrals. Additionally, information regarding vendor (school/training facility/service provider, etc.) costs and payments will be addressed in the narrative. Specific documents will be attached to the report, and VR&E will be notified of any issues requiring immediate VA action. The assessment from case management will include recommendations regarding accomplishment of objectives; interruption from the plan, and reasons for interruption such as relocation, medical, and other issues that arise and impact the Veteran's Chapter 31 services. Issues requiring action by VA must be referred immediately. If the Veteran has completed all goals, or as many as he/she will be able to complete, provide a recommendation for case closure as "Rehabilitated" to the VR&E Vocational Rehabilitation Counselor.

Signature/credentials of Rehabilitation Counselor

INTERRUPT FOLLOW-UP SERVICES

B-3 Interrupted Follow-Up Services – This category of services is provided to Veterans who need ongoing follow-up services during a period of medical or other interruption to ensure that service needs are met. Frequency of contact is dictated by Veteran needs and circumstances. This level of service requires a minimum of at least one monthly verbal contact (no more than 30 days between each contact). More frequent contact by phone and/or e-mail is recommended. Face-to-face contacts are preferred, but not required. If attempts to provide verbal and/or face-to-face contact are unsuccessful, documentation will reflect follow-up by mail and other appropriate avenues. Billing for this package will be considered if the file demonstrates sufficient effort for follow-up; however, failure of the Veteran to cooperate must be staffed with the VA at least monthly for consideration of payment beyond the first 30 days when the Veteran is not cooperating. The average number of hours per month to provide follow-up services is one (1).

Narrative Format (shall include, but is not limited to)

Contractor company name/address/phone

Referral Source:

Veteran Name:

VA File (Last 4):

Address:

Dates Seen: Current _____ Next Scheduled _____

In-person meeting: Yes No

Counselor:

This section's content includes current rehabilitation services activities, progress toward successful completion of the goals and objectives, assessment of progress through in-person meetings, objective progress reports, subjective input by the Veteran and/or family members, and other appropriate input depending upon the rehabilitation service setting. It will also present personal, socio-economic, family, and medical issues that the Veteran is experiencing.

The services report will address circumstances that affect the Veteran's ability to participate in rehabilitation programming, and will identify resources that will improve successful completion of the rehabilitation plan.

Review of Plan

The report narrative will comprehensively address the overall plan, progress toward goals and objectives, incremental accomplishments, any urgent needs for additional services, complications that may interfere with the plan's progression, and subjective input from the Veteran. Refer requests to change plan goal, and/or incremental objectives to the VR&E Vocational Rehabilitation Counselor.

- Plan Goal
- How do the provided services contribute to the accomplishment of the objectives?

- Progress toward accomplishing objectives (fragment, unclear)
- What is the anticipated completion date?
- Facility – rehabilitation, medical, assessment programs
- Monthly plan review and changes Yes No
- Annual plan review and changes Yes No
- Change in enrollment status (increase/decrease in rate of pursuit)
- Readiness to return to plan (following a period of interruption)
- Supply/equipment needs
- Transportation
- Legal issues that may interfere with progression
- Physical or mental health issues that may interfere with progression

Personal

The report narrative will document the Veteran’s contact information and address personal issues the Veteran is experiencing.

- Confirm mailing and e-mail address, phone number, and any updates/changes.
- Change in dependents – (if Ch 31 subsistence allowance is payable, follow procedures for adding/removing dependents)
- Change in address
- Overall living arrangements
 - Satisfactory/unsatisfactory – explain with details
 - Housing accommodations – use of VHA HISA grant; use of VBA Special Adapted Housing grant; community resources for accommodations
 - In-house assistance – schedule, provider, service (i.e., home health, personal care attendant, etc.)
 - Does the Veteran feel safe in his/her home and community – explain with details – alert VR&E of any potential danger situation
- Is the Veteran experiencing any personal or family adjustment problems?
- Is the Veteran encountering any physical stamina or strength problems?
- Is the Veteran experiencing any memory, concentration or communication problems?
- Does the Veteran require help in moving around in his/her home and/or community?
- Does the Veteran feel a need, and have the interest and the ability to improve his/her level of physical activity and personal fitness?
- Is the Veteran socially isolated?
- Does the Veteran wish to be more socially active?
- Are there any architectural barriers in the Veteran’s home?
- Other

Financial

The narrative scope of report will identify any financial issues that may affect the Veteran’s ability to participate in a program of rehabilitation and/or live independently. It will identify state, federal, and community resources to mitigate financial problems. It will assess need for more in-depth financial counseling assistance and available resources.

- Sufficient finances to pay for housing, food, utilities, commuting, childcare, etc.
- Sufficient finances to support lasting maintenance costs of assistive technology or accommodation devices
- Other

Medical

This report will address the impact of service-connected and non-service-connected disabilities on the Veteran's ability to progress toward goals and objectives. It will identify the need for referral for medical support services (VA Medical Center), and identify the need for rehabilitation support and/or accommodations.

- Need for medical/psychiatric care
- Urgent medical needs
- Rehabilitation medicine needs (i.e., Occupational Therapy, Physical Therapy, Speech Therapy, etc.)
- Accommodation needs
 - Available through training institution
 - Available through medical facility
 - Available through rehabilitation facility

Recommendation

A timely report is necessary to ensure the Veteran receives all of the rehabilitation resources needed. The report will include recommendations regarding accomplishment of objectives; interruption from the plan, and reasons for interruption such as relocation, medical, and other issues that arise and impact the Veteran's Chapter 31 services. Issues requiring action by VA must be referred immediately.

If the Veteran has completed all goals, or as many as he/she will be able to complete, provide a recommendation for case closure as "Rehabilitated" to the VR&E Vocational Rehabilitation Counselor.

Signature/credentials of Rehabilitation Counselor

STANDARD CASE MANAGEMENT

B-1 Standard Case Management - This category includes Veterans pursuing long-term training programs who are in need of on-going support toward achievement of employment goals. Personal face-to-face contact must be made at least once per school term or more frequently if the Veteran's circumstances dictate. The school term is defined by the training facility. Average face-to-face contact is once every 4 months, with routine support provided in an ongoing manner. The average number of hours per month for standard case management is one and a quarter (1.25).

Narrative Format (shall include, but is not limited to)

Contractor company name/address/phone

Referral Source:

Client:

VA File (Last 4):

Address:

Case Number:

Dates Seen: Current _____ Next Scheduled _____

In Person Meeting: Yes No

Counselor:

This section's content includes current Rehabilitation Services activities; progress toward successful completion of the goals and objectives of the rehabilitation plan; assessment of progress through grade reports, training reports, and other appropriate input depending upon the rehabilitation service setting; presenting issues; and personal/socio-economic/family/medical issues that the Ch 31 participant is experiencing.

The case management report will address training circumstances that affect the Ch 31 participant's ability to succeed with his/her training and employment goals, and identify resources that will improve successful completion.

Review of Rehabilitation Plan

The report narrative will be expansive enough to comprehensively address the overall rehabilitation plan, evaluate the progress toward achieving goals and objectives, and document incremental accomplishments and readiness for employment. Additionally, the report will highlight any urgent needs for additional services, outline any complications that may interfere with plan progression, and describe any subjective input from the Veteran. The following list of items is not all-inclusive, but represents the types of items the report will contain:

- Vocational Goal
- Progress toward accomplishing objectives
- Anticipated Completion Date
- Facility
- Semester/Term Review and discussion of any changes
- Annual Review of entire rehabilitation plan and discussion of any potential changes
- Change in enrollment status (increase/decrease in rate of pursuit)
- Readiness to return to school enrollment (following a period of interruption)
- School enrollment certification
- Grade report
- Supply/equipment needs
- Transportation
- Legal issues that may interfere with progression
- Physical or mental health issues that may interfere with progression

If employed, the report will identify the job title, company name, position description, start date, and salary. It will also describe how the position relates to the Ch 31 participant's vocational rehabilitation plan. If the Veteran is working part time, is it part of his future goals or employment to supplement his overall income? Is the employment suitable?

Any requests to change employment goals and/or incremental objectives will be referred to the VR&E Vocational Rehabilitation Counselor.

Employment information

- Employer
- Job Title and Position Description
- Location
- Point of Contact
- Wages
- Hours of work
- Compensation (pay and benefits)
- Start-work date

Personal Data

Confirm mailing and e-mail address, phone number, and any updates/changes.

- Change in dependents – procedures for adding/removing dependents on Ch 31 subsistence allowance
- Change in address
- Other

Financial

Identify any financial issues that may affect the Veteran's continued job search and employment. Identify state, federal, and community resources that may help mitigate financial issues. Assess the need for more in-depth financial counseling assistance and apply available resources as necessary.

- School Financial Aid
- Subsistence Allowance
- Other educational programs
- Sufficient finances to pay for housing, food, utilities, commuting, childcare, etc.

Medical

Address the impact of service-connected and non-service-connected disabilities on the Veteran's ability to progress toward goals and objectives. Identify the need for referral for medical support services (VA Medical Center). Identify the need for rehabilitation support and/or accommodations.

- Need for medical/psychiatric care
- Urgent medical, dental or visual needs
- Rehabilitation medicine needs (i.e., Occupational Therapy, Physical Therapy, Speech Therapy, etc.)
- Accommodations
 - Available through training institution
 - Available through medical facility
 - Available through rehabilitation facility

Employment Readiness Assessment

Assess each Veteran who is pursuing employment through a Ch 31 rehabilitation plan for job readiness during rehabilitation assistance case management meetings. Narrative will address whether the Veteran is ready to begin an employment search prior to development of employment assistance plan. Capture the Veteran's subjective input regarding suitability of employment and whether he/she identifies a need for additional services.

- Has the Veteran acquired competitive work skills?
- Will the Veteran participate in an internship, volunteering or paid employment which will relate in some way to the ultimate employment goal?
- Are there employers in the local/distant labor market?
- What barriers to employment exist?
- Are additional training, licensure, certification, tools, equipment, etc., necessary to achieve job readiness?
- Is adjustment to the rehabilitation plan needed to meet current job market demands?
- Are accommodations needed to meet current job market demands?

Recommendation

A timely report is necessary to ensure that Ch 31 participants receive all of the rehabilitation resources they are entitled to. Needs that are identified during the semester/term and annual rehabilitation assistance meetings must be documented and communicated to VR&E Vocational Rehabilitation Counselors as quickly as possible to ensure that the Veteran's benefits are administered in a timely and accurate manner, and that support services are acquired when needed.

The rehabilitation assistance case management report should include any specific recommendations for VA follow-up (i.e., tools, equipment, specific licensure/certification, uniforms, subsistence allowance, personal follow-up, support services referrals). Additionally, information regarding vendor's (school/training facility/service provider, etc.) costs and payments will be addressed in the narrative.

Specific documents will be attached to the report, and VR&E will be notified of any issues requiring immediate VA action. The case management assessment will include recommendations regarding job readiness and development of Individualized Employment

Assistance Plan, interruption from Individualized Written Rehabilitation Plan, relocation for training or employment, and other issues that arise and impact the Veteran's Ch 31 services.

Signature/credentials of Rehabilitation Counselor

Service Group C: Employment Services

EMPLOYMENT SERVICES FOLLOW-UP

C-3 Stage 3: Follow-up services – continued follow-up and guidance is required until the Veteran achieves “rehab ready” status, meaning that the Veteran has maintained employment for at least 60 days with no adjustment issues for traditional employment or one year for self-employment or contract jobs. At least one meeting will be conducted face-to-face during each 30 day period.

Completed cases: Follow-up reports detailing adjustment, services provided, and additional service needs will be submitted no later than 30 days following initial job placement and monthly (no more than 30 calendar days) until the Veteran is declared rehabilitated by VA or the VA requests case closure. A final summary report will be submitted within 15 days of the conclusion of services.

The average number of hours per month for Follow-up Services is one (1).

Reports: For Stage 3, twice monthly progress reports shall be delivered to the VA by the 15th and 30th of each month (15th and 28th in February) in accordance with the M28R manual. A final summary report shall also be submitted at the conclusion of services to be received within 15 days. Meetings with Veterans shall occur as specified in the stages outlined above, with job readiness services continuing throughout as needed.

Narrative Format (shall include, but is not limited to)

Contractor company name/address/phone:

Referral Source:

Client:

VA File (Last 4):

Address:

Dates Seen:

Counselor:

Personal

Confirm mailing and e-mail address, phone number, and any updates or changes.

Financial

Monitor the 30-day period from beginning of Job Ready Status for job search or employment. The narrative scope of report will include an assessment of each -30-day period of job search or employment adjustment and a recommendation to VR&E for payment of the Employment Adjustment Allowance (EAA) after the first and second 30-day period. Identify any financial issues that may affect the Veteran’s continued job search/employment. Identify state, federal, and community resources to mitigate financial problems.

Medical

Address the impact of service-connected and non-service-connected disabilities on the job search if unemployed, or adjustment to employment if employed. Identify any need for a referral for medical support services to the VA Medical Center. Identify any changes in Veteran's disability rating.

Job Search/Employment Adjustment Assessment

If the Veteran is unemployed, the report narrative must include current Job Services activities, employment barriers, progress toward employment, assessment of effectiveness of job search strategies and activities, presenting issues, and personal/socio-economic/family/financial/medical issues that the Veteran is experiencing. The report will identify any assistance provided by Contractor, DVOP and other entities. Ensure the Veteran is registered on www.benefits.va.gov for Chapter 31 employment resources and information.

If the Veteran becomes unemployed, notify the VR&E Vocational Rehabilitation Counselor or Employment Coordinator immediately. The case management services report will address job and labor market circumstances that affect his or her ability to identify suitable job opportunities and access employers, and identify resources that will improve success of the job search.

Employment information

If the Veteran is employed, the report narrative will identify the job title and position description, and will describe how the position relates to the Veteran's vocational rehabilitation plan. The report will address whether this is a suitable occupation for the Veteran. Has the Veteran overcome barriers to employment? Identify specifics. Identify whether there are residual issues that need to be addressed for full adjustment to suitable employment. Capture the Veteran's subjective input regarding suitability of employment and whether he or she identifies a need for additional services. The report will also address the Veteran's adjustment to the job, and identify any accommodation or other needs if applicable.

- Employer:
- Job Title and Position Description:
- Address:
- Point of Contact:
- Wages:
- Hours of work:
- Compensation (pay and benefits):
- Start-work date:

The report narrative will include information on how the Veteran secured the employment (i.e., referred by an agency), any employer incentives used, whether the Veteran is employed full or part time, accommodations needed for employment or adjustment to employment, tools, equipment, and certification required of the position, and subjective input from the Veteran.

The report narrative will outline the Veteran's job performance, any problems and/or issues associated with employment, the employer's satisfaction with the Veteran, and the Veteran's satisfaction with the employment, including any actions taken to resolve problems and/or issues and the expected outcomes as a result of the actions.

Recommendation

A timely report is necessary to ensure that Chapter 31 participants receive all available employment services. Needs that are identified during the 30-day employment follow-up must be documented and communicated to VR&E Vocational Rehabilitation Counselors as quickly as possible to ensure that EAA payments are approved on schedule and employer incentives are applied, such as Work Opportunities Tax Credit.

The Employment Services case management report should include any specific recommendation for VA follow-up i.e., tools, equipment, specific licensure or certification, uniforms, employer adjustment allowance, personal follow-up, support services referrals.

Continue follow-up under Chapter 31 guidelines for an additional 30 days. The assessment from case management will include recommendations regarding file closure with a declaration of rehabilitated after 60 days of continual employment without the need for further assistance or intervention.

Schedule 60-day follow-up. Identify any services, support or resources needed for sustained employment.

Signature/credentials of Rehabilitation Counselor

JOB READINESS ASSESSMENT

C-1 Stage 1: Job Readiness Assessment: The Contractor shall complete the job readiness assessment within 30 calendar days after Contractor receipt of the referral for job readiness assessment services. The job readiness assessment will be conducted via at least one face-to-face meeting with the Veteran and shall address the Veteran's job readiness skills in the following areas: job seeking skills; interview skills; application preparation skills; disability disclosure and self-advocacy skills; knowledge of labor market conditions; realistic job/salary expectations; quality of resume or need for assistance to refine resume; and approach to job search process. The average number of hours to complete a Job Readiness Assessment is two (2).

Reports: The report shall be delivered within 7 calendar days of the initial appointment.

Narrative Format (shall include, but is not limited to)

Contractor company name/address/phone:

Referral Source:

Client:

VA File (Last 4):

Address:

Dates Seen:

Counselor:

The following elements should be included in the job readiness assessment:

- **Evaluate Résumé**
- **Assess Local Labor Market Relative to the Veteran's Skill**
- **Evaluate the Veteran's Job Ready Factors**
- **Assess Job Seeking and Interview Skills**
- **Provide Job Seeking Skills**

Evaluate Résumé

[Is résumé targeted to the vocational goal of the Veteran's vocational rehabilitation plan?](#)

[Is résumé format the best fit for the Veteran's situation?](#)

[Is the résumé well-written?](#)

Is résumé targeted to the vocational goal of the Veteran's vocational rehabilitation plan?

- If training was provided under an IWRP, ensure that training, education, knowledge, new and transferrable skills, and abilities are reflected in the résumé.
- If training was **NOT** provided under an IWRP, ensure that any previous or applicable training, education, knowledge, transferrable skills, and abilities are highlighted and related to the employment goal under the IEAP.
- The résumé may need to be tailored for a specific job announcement.

Is résumé format the best fit for the Veteran's situation? Ideally, résumés should be one page in length and two pages at most.

- **Functional résumé:** Skills-based résumé that is not in date order. Use the functional résumé format if the Veteran:
 - Has a gap in his or her work history.
 - Is reentering the workforce after a long period.
 - Has frequently changed jobs.
 - Is transitioning to a new career.
- **Chronological résumé:** Work experience résumé that is in descending date order. This is a good format to use if the Veteran has a lot of experience and/or good career progression and is seeking employment in the same or similar career field.

- **Combination résumé:** A hybrid of the functional and chronological résumé. Use this when you want to highlight Veteran's skills, accomplishments, abilities in a functional manner and also include a chronological work history.

www.benefits.va.gov has a resume building tool, which is an option for the Veteran, VRC and EC. The Veteran's resume should be posted on www.benefits.va.gov to be available to employers.

Is the résumé well-written?

- Does the résumé contain key words that are applicable to the Veteran's job goals?
- Key words are industry specific and show the Veteran has the skills necessary to do the job. Review job announcements, trade magazines, and other resources to ensure that key words are used in the résumé. For example, an IT person's résumé would have key words such as hardware, software, routers, networking when answering the IT Assistant classified ad below.

Suggested steps to assess the Veteran's skills as they relate to labor market demands:

1. Obtain current occupational information about the desired job.
2. Review local labor market trends for the desired job.
3. Determine if there is a demand for the desired job in the area where the Veteran lives or find out if he/she is willing to commute/move.
4. Verify that the Veteran's skills are adequate for local labor market demands. Examine Veteran's:
 - Current degrees
 - Certifications
 - Licensure
 - Other experience or skills required in addition to goal-specific criteria

What resources and tools are available to determine occupational and market trends?

- www.benefits.va.gov [Occupational Outlook Handbook](#)
- [O*Net Online](#)
- [OASYS Occupational Database](#)
- [Bureau of Labor Statistics](#)
- [Department of Labor's Veterans' Employment & Training Service \(VETS\)](#)
- [Disabled Veterans' Outreach Program \(DVOP\)](#)
- [Local Veterans Employment Representative \(LVER\) Program](#)
- [Career One-Stop Centers and/or State Workforce Agency](#)
- [Guide for Occupational Exploration \(GOE\)](#)

Is the Veteran's physical appearance suitable for the occupation?

- **Attire:** Does the Veteran have the appropriate clothing to interview for the specific job?

- Dark-colored suit for professional job
- Khaki slacks and golf shirt for industrial-type job
- Hygiene: Must be neat, clean, and well-groomed.
- Dental: Ensure fresh, clean oral hygiene.
- Tattoos: Ensure that tattoos are covered.
- Piercings: Remove visible body and tongue jewelry other than appropriate earrings.

Does the Veteran possess suitable motivation/attitude for work?

- Work history/background: Past work history is an indicator of future motivation and performance.
- Appropriate body language
- Confidence/self-esteem
- Perceived barriers to employment:
 - Does the Veteran view him/herself as disabled and unable to work?
 - Or does he/she see him/herself as able-bodied and able to work?
- Follow through: Can the Veteran follow through with vocational tasks, "next steps"?
- Expectations (realistic and/or unrealistic):
 - Does the Veteran think that he/she will start in management making unrealistic wages?
 - Does he/she understand the wages, tasks, position/ job title for the career he/she is seeking?
- Dependability/reliability: Does the Veteran:
 - Keep appointments?
 - Arrive in a timely manner?
 - Maintain lines of communication?
 - Prepare for appointments?
 - Display proactive behavior?
- Ability to get along well and work with others:
 - Does the Veteran have appropriate work and personal references?
 - Does the Veteran have any negative behavioral or anger management issues?

What types of criminal convictions can be barriers to employment?

- Registered sex offender Internet crimes (child pornography, identity theft, etc.)
- Driving Under the Influence/ Driving While Intoxicated (DUI/DWI)
- Felonies
- Certain misdemeanors can include:
 - Contributing to the delinquency of a minor
 - Drunk in public
 - Domestic violence
 - Discharge of a firearm

(Know that you need to determine the status of a Veteran's probation/parole.)

Are there any occupations from which the Veteran may be barred due to legal history?

When seeking employment in some fields, certain crimes may be potential barriers to employment. These crimes may include, but are not limited to:

- Financial crime: The Veteran may not be able to work in financial industry.
- Sex offender: The Veteran may not be able to work in child protective services, many educational environments, etc.
- Drug charge: The Veteran may not be able to work in medical fields.
- Gun charge: The Veteran may not be able to work in law enforcement/security.

Review Health and Environmental Issues

Is the Veteran's current health a barrier to employment?

Is the Veteran currently medically and psychologically stable?

•

- Pending medical interventions (pending surgeries, substance abuse treatment, psychological interventions, medication management, pain management)
- Unmet/untreated health needs (dental, vision, medical, mental health)

Are there environmental barriers that would interfere with employment?

- Mobility issues
- Need for workplace or home accommodation
- Ramp, grab bars, roll-in shower, etc.
- Need for assistive devices

Review Geographic and Transportation Issues

Are there geographic barriers to employment?

- Inability/unwillingness to relocate
- Unreasonable commuting distance
- Lack of viable local labor market: urban vs. rural

Are there transportation barriers to employment?

- Access/availability: Does the Veteran have a mode of transportation (personal/public) to get to work?
- Reliability: Is the transportation reliable?
- Cognitive/physical impairments: Does the Veteran need assistance to get to and from work?
- Does the Veteran need travel training?
- Environmental barriers: Is the mode of transportation and/or route accessible?
- Medications: Does medication affect the Veteran's ability to travel to and from work?

Review Family Care and Habitation Issues

- Does the Veteran need a flexible work schedule or particular work hours/days in order to care for elder, child, or spouse?
- Is habitation a barrier to employment?
- Homeless
- Domiciliary
- Transitional/ halfway housing

Review Financial Issues

- **Are financial issues a barrier to employment?**
 - Social Security and/or retirement benefits
 - Change in compensation benefit rate
 - Cost/expense of travel
 - Cost/expense of attire
 - Credit history
 - Credit worthiness
- **What is the status of the Veteran's benefits?**
 - VA Disability Claim
 - Social Security (SSDI, SSI)
 - Workers compensation
 - VA pension

Assess Job Seeking and Interview Skills

- [Does the Veteran know how to identify potential employers and employment resources?](#)
- [Does the Veteran have effective interview skills?](#)
- [How does the Veteran prepare for a performance-based interview?](#)

Ensure the Veteran knows how to:

- Identify the Hidden Job Market (HJM). The HJM is a system through which employees, trusted associates, or recruiters can make referrals, or the job candidate may contact the employer directly – even though a job announcement has not been made.
- Use various medium to access employment opportunities (internet, trade journals, newspapers, company bulletin boards, school career centers, job fairs, etc.).
- Utilize VR&E's employment website, www.benefits.va.gov.
- Utilize other employment-related internet resources.
- Access services available through [Department of Labor's Veterans' Employment & Training Service \(DOL-VETS\)](#), [Disabled Veterans' Outreach Program \(DVOP\)](#), and [Local Veterans Employment Representative \(LVER\) Program](#).
- Identify related occupational titles, suitable related employment/employers.
- Find and use the preferred application method for particular career fields.

Does the Veteran have effective interviewing skills?

The following tables list critical skills vital for the effectiveness of the Veteran's interview.

Presentation Skills

Nonverbal	Verbal
Does the Veteran do the following: <ul style="list-style-type: none"> ▪ Smile? ▪ Nod when appropriate? 	Does the Veteran do the following: <ul style="list-style-type: none"> ▪ Use appropriate tone of voice?

<ul style="list-style-type: none"> ▪ Make eye contact? ▪ Shake hands firmly? ▪ Display appropriate posture (i.e. relaxed and not slouched)? ▪ Present an air of confidence? 	<ul style="list-style-type: none"> ▪ Use proper grammar? ▪ Speak clearly?
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Communication Skills

Oral	Written
Has the Veteran developed skill-based/performance-based responses to interview questions?	Can the Veteran fill out an application?
Can the Veteran qualify his/her work experience in terms the potential employer can understand?	Can the Veteran complete a federal application, including rating factors/Knowledge, Skills, and Abilities (KSAs)?
Does the Veteran know how to give answers that concisely answer the interviewer's question?	Can the Veteran provide a concise written sample in a short time?
Does the Veteran know if or when to disclose information about his/her disability?	Does the Veteran know how to write a thank you note?
Can the Veteran adequately articulate potential problems and accommodation needs?	
Does the Veteran know how to ask questions as well as respond to questions?	
Does the Veteran know how to negotiate salary?	
Does the Veteran know how to summarize/ask for the job?	
Does the Veteran know how to ask for follow-up?	

How does the Veteran prepare for a performance-based interview?

Performance-Based Interviewing (PBI), also known as competency-based or behavioral interviewing, is a selection process that incorporates interviewing techniques and interview design with criteria essential to high performance in a job.

Because the past is often a reliable predictor of the future, PBI focuses on detailed accounts of critical incidents from the candidate's life, careers, and employment together with information specific to the technical and performance skills required.

As the interviewee recounts specific experiences, for example how he/she dealt with an irate customer, the interviewer compares this Veteran's response to the expectations of the specific job. Through this method, the interviewer gains an accurate sense of the interviewee's skill, ability, and knowledge.

Provide Job Seeking Skills

Does the Veteran have a formal job search plan?

- A formal job search plan is a targeted job search for a specific goal that includes:
 - Identification of specific employers and/or positions
 - Application to specific employers and/or positions
 - Tracking of job search efforts, including maintaining job logs with information about employers, contact person, position applied for, key skills needed.
 - Follow-up activities (appropriate contact with employers such as thank you notes, etc.)

Does the Veteran require any additional services to be competitive in the job market?

- Accommodations, such as assistive technology or home modifications
- Tools of the trade
- Supplies
- Education
 - Degrees
 - Selected courses
 - Certifications
 - Licensure

Recommendation

A timely report is necessary to ensure that Chapter 31 participants receive all available employment services. Needs that are identified during employment services must be documented and communicated to VR&E Vocational Rehabilitation Counselors as quickly as possible.

Signature/credentials of Rehabilitation Counselor

JOB READINESS AND JOB PLACEMENT SERVICES

C-2 Stage 2: Job Readiness and Job Placement Services: The Contractor shall meet individually with the Veteran to provide individualized job readiness services within 14 calendar days after Contractor's receipt of the referral for job readiness services and continue to provide case-specific services throughout the job search phase. The following job readiness services may be required by the Contractor to assist the Veteran in preparing for the job search phase of his or her program, with the specific job readiness program tailored to each individual Veteran's needs:

Job Readiness Services: The Contractor shall provide direct services necessary to assist the Veteran with job readiness, in accordance with the Veteran’s rehabilitation plan. Services include:

- Training in interview skills, including mock interviews and feedback, and scheduling of employer information interviews and feedback;
- Résumé preparation services and assistance in preparing example “template” job applications, cover letters, and follow-up letters;
- Provide training and assistance to the Veteran to understand local labor market to make an informed vocational choice. This includes salary and benefit information, and job education/experience requirements;
- Provide training to the Veterans on how to identify suitable job openings, and how to schedule interviews; and
- Provide training on disability awareness, for appropriate disclosure of disability information, including how to effectively self-advocate for reasonable accommodations, services, and equipment.

Job Placement Services: The Contractor shall provide direct services necessary to assist the Veteran in entering suitable employment, in accordance with the Veteran’s rehabilitation plan. Services include:

- Scheduling job interviews, providing job leads, and follow-up services with employers to facilitate hiring actions and successful job placement;
- When necessary, accompany Veterans on job interviews, assist with the identification of required job accommodations;
- Make recommendations to VR&E for supplies or services specifically required for the Veteran to secure and maintain suitable employment.
- The Contractor will meet face-to-face with Veterans being provided job placement assistance at least once during each 30 day period or more frequently if the Veteran’s situation dictates; the Contractor shall provide at least five documented and viable job leads (unless fewer are approved by VA and thus noted on referral form) and follow-up each week; and corresponding reports that document job placement activity of both the Contractor and Veteran, to be received at VA by the 15th and 30th of each month (15th and 28th in February).

The average number of hours per month for Job Readiness Development and Job Placement Services is eight (8).

Narrative Format (shall include, but is not limited to)

Contractor company name/address/phone:

Referral Source:

Client:

VA File (Last 4):

Address:

Dates Seen:

Counselor:

Job Readiness Development shall describe services provided to address barriers/challenges identified in the job readiness assessment, including (see job readiness assessment):

- **Résumé**
- **Local Labor Market Relative to the Veteran's Skill**
- **Veteran's Job Ready Factors**
- **Job Seeking and Interview Skills**

Direct Services necessary to assist the Veteran in entering suitable employment, in accordance with the Veteran's rehabilitation plan. Services include:

- Scheduling job interviews, providing job leads, and follow-up services with employers to facilitate hiring actions and successful job placement;
- When necessary, accompany Veterans on job interviews, assist with the identification of required job accommodations;
- Develop viable job leads through direct actions such as cold-calling;
- Job placement follow-up services to ensure a smooth transition into the job market; as necessary, provide more extensive follow-up prior to declaration of "rehab-ready" to ensure stability on the job;
- Make recommendations to VR&E for supplies or services specifically required for the Veteran to secure and maintain suitable employment;
- The Contractor will provide at least five documented and viable job leads (unless fewer are approved by VA and thus noted on referral form) and follow-up each week; and corresponding reports that document job placement activity of both the contractor and Veteran, to be received at VA by the 15th and 30th of each month (15th and 28th in February).

Recommendation

Recommendations should include actions needed for further services based on adjustment and job placement services provided during each 15 day period. Contractor will also include an assessment of each 30-day period of job search or employment adjustment and a recommendation to VR&E for payment of the Employment Adjustment Allowance (EAA) after the first and second 30-day period.

A timely report is necessary to ensure that Veteran receives all appropriate employment services. Needs that are identified during employment services must be documented and communicated to VR&E Vocational Rehabilitation Counselors as quickly as possible to ensure that EAA payments are approved on schedule and employer incentives are applied, such as Work Opportunities Tax Credit.

The report should include any specific recommendations for additional VA services and/or VA follow-up that will support the Veteran obtaining or sustaining suitable employment (i.e., tools, equipment, specific licensure or certification, uniforms, employer adjustment allowance, personal follow-up, support services referrals), as well as recommendations regarding file

closure with a declaration of rehabilitated after 60 days of continual employment without the need for further assistance or intervention.

Signature/credentials of Rehabilitation Counselor