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## DEPARTMENT OF LABOR AND EMPLOYMENT

WORKFORCE DEVELOPMENT PROGRAMS

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Category: Veterans
Subject: Vocational Rehabilitation & Employment (VR&E) Requirements
Source: Federal - USDOL/VETS
Revise/Replace: 11-05-V
Contact: State Intensive Services Coordinator (ISC) Dave Alred
Distribution: All Directors, Managers; Workforce Regional Field Directors, One-Stop Directors, Workforce Development Programs and Administrative Staff to include: Disabled Veterans Program Specialists (DVOPs), Local Veterans Employment Representatives (LVERs), and Employment Service (ES) professionals
Colorado One-Stop System Policy Guidance Letter: 11-07-V
Date: April 13, 2011

**I. REFERENCES :** Title 38, Chapters 31 and 41 United States Code ; Public Law 107-288, Jobs for Veterans Act; Veterans Program Letter 01-09: National Implementation of the Department of Veterans Affairs Vocational Rehabilitation and Employment and Veterans' Employment & Training Service Partnership Project; MOU dated July 7, 2008, between the Vocational Rehabilitation and Employment Division of the Denver Regional office of the Department of Veterans Affairs, USDOL / Veterans Employment and Training Service, Colorado, and the Colorado State Workforce Agency; Technical Assistance Guide dated December 2008.

**II. PURPOSE:** To establish the process of referring veterans with service connected disabilities from the Veterans Affairs (VA) Vocational Rehabilitation program to the USDOL / VETS program for job search assistance and other workforce development services.

**III. BACKGROUND:** The referenced laws and MOU mandate closely coordinated vocational rehabilitation and job placement services to service-connected disabled veterans who are referred between Vocational Rehabilitation and Employment (VR&E) Service of the U.S. Department of Veterans Affairs (VA), Veterans Employment and Training Service (VETS) of the U.S. Department of Labor (USDOL), and federally funded State Workforce Agency partners (SWA). A Memorandum of Understanding has been agreed to by all parties to work together to help veterans with service-connected disabilities to obtain stable, gainful, and satisfying employment.

**IV. Policy/Action:** The following procedures shall be adhered to when referring Chapter 31 veterans from the VA VR&E program to the USDOL / VETS program. When the veteran seeks services from the VA VR&E program, there are four possible process tracks, as follows:

**Track I:** The veteran attends one of the weekly VA VR&E Program Orientation Meetings and is

given an overview of the program and what services are available to them through this program, along with a briefing on the services available to them through the USDOL / VETS program. VR&E counselors determine the veteran's entitlement to the Chap. 31 program. If the veteran is determined not entitled for the VR&E program, he is to be referred to the Intensive Services Coordinator (ISC), who will provide VETS program services and provide contact information for vet staff assigned to the workforce center nearest to where the veteran resides. **This is not a Chapter 31 referral.**

**Track II:** The veteran attends one of the weekly Program Orientation Meetings and if determined entitled, the VR&E counselor has the veteran sign VA Form 3288, *Request for and Consent to Release of Information from Claimant's Records*. The VR&E counselor and the ISC then assess whether the veteran is job ready. If the veteran is determined job ready, the VR&E counselor develops a Rehabilitative Plan for employment services only. The veteran is to be referred to the ISC for registration and employment services, which include assigning the veteran to the next available Job Search Workshop facilitated by the ISC. The ISC in turn will refer the veteran to the regional DVOP assigned to assist Chapter 31 veterans, and the DVOP will place the veteran into case management. The regional LVER is to be included in all correspondence as an information addressee. The ISC will then track the assistance given to the veteran until suitable employment is found.

**Track III:** The same as Track II, but in this case the veteran is found to be not job ready. On this track, the VR&E counselor develops the Rehab Plan. If the counselor determines that, the veteran requires employment during rehab, i.e., while the veteran is receiving some type of training or education, the veteran is referred to the ISC for registration and employment services, to include the ISC's Job Search Workshop. The ISC will refer the veteran to the regional DVOP and the referral letter will indicate "***Transitional job during training***". The DVOP will case manage the veteran and as in Track II, the ISC will track the assistance given to the veteran.

**Track IV:** The same as Tracks II and III, but in this case the veteran does not require job assistance while receiving training/education assistance. Once the training/education assistance is completed, the VR&E counselor will complete the job readiness assessment, and forward the referral letter to the ISC. The ISC will provide services as outlined in Tracks II and III and forward to the regional DVOP for case management services.

**NOTE: The process tracks are diagrammed in the attachment to this PGL: Chapter 31 Veteran Referral Process Flow**

## **V. Responsibilities:**

**VR&E Counselor:** Determines entitlement to the Chap. 31 program. The counselor assesses whether veteran is job ready or not, develops and implements the Rehab Plan, and refers the veteran to the ISC for job search assistance. The counselor makes the final decision on whether the veteran has obtained suitable employment.

**ISC:** The ISC assists the VR&E counselor with job ready assessments, ensuring the veteran is registered in ConnectingColorado.com; assigning the veteran to the ISC's Job Search Workshop

and referring the veteran to the regional DVOP assigned to assist Chapter 31 veterans. The ISC also tracks the services provided to the veteran and reports quarterly to the USDOL / VETS DVET on the status of the veterans being assisted.

**LVER :** The regional LVER will be the point of contact that the ISC will notify if questions arise as to the services being provided by the DVOP to the veteran. The LVER will designate one DVOP per region to handle all Chapter 31 veteran referrals.

**DVOP :** The designated DVOP for each region will send a receipt for referral email to the ISC and attempt to contact the Chapter 31 veteran referred to them within 5 working days. The DVOP will also contact the veteran's VA VR&E counselor within 5 working days and introduce themselves. (It is the intent of this PGL to start direct communications between VA VR&E counselors and assigned DVOPs. Along with the referral letter, the DVOP will receive the VA VR&E counselor's employment plan.) The DVOP will implement this plan to assist the veteran with the employment goal that the VA VR&E counselor and veteran have established. It is **mandatory** that the DVOP document, on the F-10 screen, the date the DVOP received the VA VR&E referral letter and employment plan, the dates the initial contacts were made with the Chap. 31 veteran and VA VR&E Counselor, all monthly updates from DVOP to VA VR&E Counselor, and all services provided to the veteran.

The above documentation will be reviewed at least monthly by the Regional LVER and the ISC and any deficiencies will be reported to the respective CDLE Regional Director. If during the initial assessment or during any phase of assistance, the DVOP has a question as to the employment goal, they should immediately contact the VA VR&E counselor for clarification. It is strongly recommended that the flow of information between counselor and DVOP be more frequent than the mandatory once a month update. Communicating only once a month will be viewed as providing minimal assistance.

**VI. REALifelines:** The ISC will be the point of contact for all REALifelines (RLL) veterans, who wish to receive assistance through the VA VR&E program. The RLL Coordinator will contact the ISC, who in turn, will contact the RLL veteran and provide assistance in applying to the VA VR&E program. For all other assistance, the RLL Coordinator will contact the appropriate DVOP in accordance with PGL 09-02-V.

**VII. Implementation Date:** Immediately upon receipt of this program letter.

**VIII. Inquiries:** Questions should be directed to the ISC, David Alred, at (303) 914-5549 or email Dave.Alred@state.co.us.

**IX. Expiration Date:** When superseded or rescinded.

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