

# DVOP Training

2016

# Working with SBE Veterans

- Only provide services to SBE veterans and eligible spouse.
- Can “talk” to other non SBE veterans cannot provide direct services.
- Treat everyone as you would like to be treated.

# Toolbox Scheduler (issues)

- Lack of planning, (majority of outreach should be planned).
- Same outreach repeated regularly with very little ROI.
- No case notes on employer record or case notes does not communicate what transpired.
- Not connecting at a organizational level.
- Utilizing incorrect schedule type.
- Possible issue of scheduler not matching expense reports.

# Services

- Majority of the services that a DVOP provide must be intensive.
- 90% Intensive service rate.
- Services must be actual services, not just “check the box” in Toolbox.
- There must be clear communication that details what you are doing to help the veteran.

# Case Management (issues)

- Case load not being managed.
- Lack of follow-up.
- Delay from the point when SBE veteran is job ready to when LVER is added as the secondary case manager.
- IEP does not reflect Toolbox.
- No plan in IEP or IEP is brief.
- Lack of service referrals.

# Success Stories

- Requirement of USDOL VETS.
- There must be an actual success.
- DVOP/LVER must have assisted the SBE veteran.
- Success must be document in Toolbox.
- Currently only receiving success stories from the same DVOP and LVER's.

# Goals

- Currently must have two individuals in Local Case Management per month.
- Will change with approval of SOP.
- New goals will be set locally for each AJC by the Regional Manager and Supervisor.
- Goals will consist of Local Case Management load + Success stories.

# Weekly meeting

- Plan outreach with supervisor
  - What's working?
  - What's not working (ROI)?
  - Discuss where you will go, meetings, etc.
- Discuss DVOP case load
- Discuss LVER case load
- Success stories
- Quarterly report
- Special projects

# Administrative

- Cell phones
- IT issues
- Conferences/training

Questions?