Five Star Service for those who served
Psychosocial Rehabilitation Overview
Mission Statement

• The mission of Psychosocial Rehabilitation Services (PSR) is to provide a supportive, stable and structured program utilizing a community approach to work and residential rehabilitation. Treatment that allows veterans an opportunity to strengthen, identify and maximize their potential based on skills, abilities and rehabilitation needs.
• PSR looks at their needs in relationship to their functioning level.

• The goal of returning this individual to community working and living as independently as possible.

• PSR employs client centered approach to rehabilitation, putting the veterans desires and need first.
• Individualized, originates from anticipated outcomes and considers the total spectrum of needs and obstacles.

• PSR strives to reintegrate the “whole person” back into their respective community utilizing VA services.

• The process is accomplished by providing a collaborative, multi-disciplinary team approach to the reintegration process that is individualized to each veteran.

• The veteran is a proactive member in this process and is a fully functioning participant from the time of submission to discharge.
Psychosocial Rehabilitation Services (PSR) is a component of the Mental Health Strategic Health Group within the Department of Veterans Affairs.

Programs under Psychosocial Rehabilitation Include

- Incentive Therapy (IT)
- Transitional Work Experience (TWE)
- Compensated Work Therapy (CWT)
- Supported Education
- Supported Volunteering
- Supported Employment
PSYCHOSOCIAL REHABILITATION
Vocational and Residential Programs

- Incentive Therapy Program
  - Pre-Employment

- Community Employment

- CWT/Transitional Resident Programs

  - Compensated Work Therapy

  - Supported Employment

  - Transitional Work Experience/Community & VAMC

  - Work Shops

  - Job Coaching

Clinical Services
Skills Training, Skills Development, Job Development, Job Placement and Job Support
OUR CWT/TWE/SE MISSION is:

To provide work skills development through “work therapy” and also community placement assistance for veterans who have, as one of their vocational goals, returning to community work “when ready” and “as soon as possible.”
The mandate for requiring community work "as soon as possible" is born out of research and experience indicating that community reintegration with treatment support in real-life roles is the most beneficial vocational rehabilitation modality for those seeking these kind of services.
PRIMARY PURPOSE OF WORK THERAPY in TWE:

Develop "prevocational skills in order to prepare the veteran for community employment or some other community work opportunity. These "prevocational skills" include:

1. Personal appearance and hygiene
2. Attendance and punctuality
3. Acceptance of Supervision
4. Ability to get along with co-workers
5. Quality of production
6. Work attitude
7. Ability to learn
ADDITIONAL PURPOSES OF WORK THERAPY in TWE:

In addition to the primary purpose of developing pre-vocational skills, TWE can also be utilized to address other psychosocial needs of veterans in order to facilitate the goal of community reintegration. This includes, but is not limited to, the following:

1. To restore and/or develop the ability and motivation for community work;
2. To allow the time needed for the establishment of a stronger recovery program (for Mental Health, Alcohol/Substance Abuse, and/or Physical Rehabilitation); and/or
3. Provide funds in order to overcome the transportation barrier for obtaining community work.
What is Customized/Supported Employment?

It may include employment developed through job carving, self-employment entrepreneurial initiatives, or other job development. Restructuring strategies that result in job responsibilities being customized and individually negotiated to fit the specific needs of each individual with a disability.
Key features of Customized/Supported Employment

- Partnerships between employment resources and supports in the form of integrated treatment team.
- Veterans
- Vocational Specialist
- Employer
- Medial Staff
Key features of Customized/Supported Employment (Continued)

- Dollars that follow the individual providing for creativity and flexibility in the negotiations with employers
- Training moneys available from the Federal and State Government agencies
- The Federal and State Governments tax credits for employers
Customized Employment

*Individualizing the employment relationship between employees and employers in ways that meet the needs of both. It is based on an individual determination of the strengths, needs and interests of the person with a disability. It is also designed to meet the specific needs of each employer.*
Supported Employment

Setting wherein the veteran is an actual employee of the sponsoring company and receives follow up support services from a job coach/employment specialist.
Key process components of Supported Employment

- Rehabilitation is considered an integral component of treatment.
- The goal of Individual Placement and Support (IPS) is competitive employment in integrated work settings.
- Vocational assistance is continuous and based in competitive work experience.
- Follow-along support continues based on individual needs after start of employment.
- Job finding, disclosure, and job supports are based on clients’ preferences choices.
- A multi-disciplinary team approach is used for support.
Veterans’ Workforce Investment Program (VWIP)

Veterans’ Workforce Investment Program (VWIP) is a competitive grant program offered by the Veterans’ Employment and Training Services (VETS) of the U.S. Department of Labor. VWIP-funded programs are intended to meet the workforce investment needs of veterans and to perform outreach and public information activities to develop and promote employment and job training opportunities.
Primary Objectives of the VWIP are:

• Provide services to assist in reintegrating eligible veterans into meaningful employment within the labor force; and

• To stimulate the development of effective service delivery systems that will address the complex problems facing eligible veterans
VWIP Grantees

VWIP grantees provide a range of services directly or through linkages and partnerships with other providers focused on the end goal of enhancing the employability of eligible veterans.
Features & Activity Requirements for Competitively funded VWIP

- Activities to enhance services provided to veterans by other providers of workforce investment activities by federal, state, or local governments.
- Activities to provide workforce investment activities to such veterans that are not adequately provided by other public providers of workforce investment activities; and
- Activities to implement and support outreach and public information activities to develop and promote maximum employment and job training opportunities; and
- Activities to support eligible veterans as part of the process for addressing employment goals including providing supportive services and referrals to necessary treatment services, counseling, and other social services.
Veteran Workforce Investment Program (VWIP) Process

CWT Establishes relationship with VWIP Grantee

CWT Screens Program Participants for Appropriate Referrals

DOL (VWIP) funded Grantee acknowledges CWT referral and notifies DOL/LVER at One Stop Center

VWIP Grantee Develops a Transitional Work (TW) Agreement with CWT for a 3-mnth (max) veteran placement at a Clinically Appropriate Community Based Business of Industry.

DOL/LVER at One Stop Center Authorizes VWIP Funding for Grantee

CWT coordinates the TW Placements with Companies:
- Develops a CWT/TWE Agreement
- Pays Veterans for hours worked
- Case Manages to Veteran
- Bills the company for costs

After VWIP Assignments – CWT assists veteran secure competitive (supported) employment and notifies DOL/VOP about placement
Perry Point Partnership Program (P4)

The United States Department of Veterans Affairs
Maryland Health Care System – Vocational Services and
Disabled Veteran Employment Corporation (DAVE Corp)

Partners in Helping Disabled Veterans Find Meaningful Employment
Presentation Agenda

- Introductions
- Role of VA and DAVE Corp
- Employment Opportunities
- Training Opportunities (VA CWT and DOL)
- Potential Referral of Eligible Veterans
- Next Steps
Introduction – VA/DAVE Corp Partnership

- 20+ Job Orders
- 3 Months
- Zero Fills
- Ready to give up
- Met Tim Landis/VHA

Memorandum of Understanding (MOU)

Between
Department of Veterans Affairs
VA Maryland Health Care System

and

Disabled Veteran Employment Corporation (DAVE Corp)

The parties to this Agreement, Department of Veterans Affairs Vocational Services (VA), VA Maryland Health Care System and DAVE Corp Inc. (DAVE Corp) are hereinafter referred to as the “Parties”.

The Parties agree to form a mutually beneficial relationship whereby the Parties will cooperate in the development, implementation and management of a Vocational Services Initiative (VSI) designed to assist veterans with disabilities in obtaining gainful employment.

The objectives of the VSI are:

- To develop a mutually beneficial relationship between the Parties.
- To provide technical assistance and support to local VA facilities.
- To identify and develop partnerships with local businesses and community organizations.
- To develop and implement employment strategies for veterans with disabilities.
- To provide training and resources to local VA facilities.

The MOU is effective immediately upon signature by the Parties and shall continue until terminated by either Party upon written notice to the other Party.

DAVE Corp shall:

- Provide financial assistance to local VA facilities to develop and implement VSI programs.
- Provide technical assistance to local VA facilities to develop and implement VSI programs.
- Provide training and resources to local VA facilities.

The Parties agree to share information and resources to support the VSI.

The MOU is subject to the terms and conditions contained herein.

Integrating Implementation Plan

Perry Point Partnership Program (P4)

The United States Department of Veterans Affairs
Maryland Health Care System – Vocational Services
and

Disabled Veteran Employment Corporation (DAVE Corp)

Partners in Helping Disabled Veterans Find Meaningful Employment

US Department of Veteran Affairs - Maryland Health Care System - Vocational Services

<table>
<thead>
<tr>
<th>Department of Veterans Affairs - Maryland Health Care System - Vocational Services</th>
<th>Disabled Veteran Employment Corporation (DAVE Corp)</th>
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<tbody>
<tr>
<td>Perry Point VA Medical Center - Rigby 15K</td>
<td>345 N. Queen Street - Suite 306</td>
</tr>
<tr>
<td>Perry Point, MD 21902                                                      +1 (908) 684-7000</td>
<td></td>
</tr>
<tr>
<td>(301) 583-5400                                                             304 583-5400</td>
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</tbody>
</table>

Date: 2/27/06

[Signatures]
Introduction Understanding

VA’s Focus – Helping Individual Vets
- Physical Rehabilitation
- Mental/Emotional Rehabilitation
- Personal Sustainability (Basic Living)
- Assistance & Training
- Work Hardening
- Employment Tools
- Employment Seeking Support

Employer Focus – Investors
- Low Risk
- High Return (Best Value)
- Stability of Operations

<< NOTE: Stovepipe Data - $ + Process Driven>>
<< NOTE: Growing Case Load/Time Impact>>

P4 Markets/Supplies Staff-Manages Interface
- Contract/Employment Platform - Mitigates Risk
- Leverage VA Benefits – Lower Costs/Higher returns
- Database - Promotes Workforce Stability
- Supportive Employment Services
Perry Point Partnership Program – Goals

1. Develop meaningful employment opportunities
2. Provide key information regarding career choices
3. Support both formal and OJT skills training
4. Implement a protected transitional work environment
5. Do all that is required to help disabled vets succeed
Roles of DAVE Corp and the VA

DAVE Corp Tasks
- Lead strategic planning
- Secure funding & resources
- Market existing contracts
- Manage existing contracts
- Secure additional contracts
- Design P4 infrastructure
- Implement P4 infrastructure
- P4 staff training
  - Operational
  - Programmatic

Shared Tasks
- Develop tactical plans
- Implement tactical plans
- Identify funding sources
- Secure resources
- Develop resume’ database
- Support existing contracts
- Identify new opportunities

VA Tasks
- Guide strategic planning
- Locate disabled Vets for staffing
- Support P4 staff on assignment
- Support funding efforts
- Help locate resources
- Guide P4 infrastructure design
- Perform P4 HR services
- P4 staff functional skills training
  - Pre-employment
  - On-going
Defined Roles for DAVE Corp

DAVE Corp Tasks

- Lead strategic planning
- Secure funding & resources
- Market existing contracts
- Manage existing contracts
- Secure additional contracts
- Design P4 infrastructure
- Implement P4 infrastructure
- P4 staff training
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VA Tasks

- Guide strategic planning
- Locate disabled Vets for staffing
- Support P4 staff on assignment
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  - On-going
Shared Roles of VA and DAVE Corp

Shared Tasks

• Develop tactical plans
• Implement tactical plans
• Identify funding sources
• Secure resources
• Develop resume’ database
• Support existing contracts
• Identify new opportunities
Roles of VA and DAVE Corp
Assets & Capabilities of P4 Partners

Each P4 Partner Brings Unique Assets & Capabilities

**VA Maryland Health Care Services - Vocational Services**
- Experienced VA Health Care Professionals
- Expert Knowledge of the VA System
- Network of Government Partners
- Access to Veterans seeking employment
- Access to Government Resources
- Ability to Oversee/Audit/Guide Operations
- Willing to Counsel/Support P4 Vets

**Disabled Veteran Employment Corporation (DAVE Corp)**
- Experienced Business Management Professional
- Expert Knowledge of Marketing
- Network of Private Sector Clients
- Ability to Develop Employment Opportunities
- Access to Private Sector Resources
- Ability to Plan/Manage Contract Operations
- Accepts Responsibility for Contract Performance

Together the P4Team’s integrated performance capabilities exceed the sum of its teaming partners alone
Functioning Together as an “A” Typical Team

- Team’s Contracting Platform
- Experienced Managers
- Small HUBZone Business
- Founded July 2005
- Mgmt Based Task Order Experience

- Team’s Staff Services Provider
- 100+ Years Experience
- 100+ Locations – Nationwide
- Founded 1870
- 15,000+ VHA Ready for Work Labor Pool
Committed to Performance Excellence

Lester D. White & John L. Gilbert
Program Management Experience
80+ Years

US Department of Veterans Affairs
Personnel Management Experience
100+ Years

Committed to Performance Excellence
Employment Opportunities - Overview

- Employment Services
  - Filling Job Orders for direct hires
  - Temp/Temp-to-perm
  - Fill internal job orders
- Government Contracting
  - P4 contracts
    - Direct Awards/Set-asides
    - Competitive Small Biz
    - Partnering with large business government contractors
  - Proposal support services to large government contractors
- Manufacturing/Assemble/Packaging (MAP)
  - MAP Services for third party companies/organizations
  - MAP Services for P4 defined/sponsored products
- Commercial Services
  - Direct Services through P4 to private sector companies
  - Direct Services through P4 to non-government organizations
Employment Services

- Direct Job Orders
- Temp/Temp-to-Perm
- Internal Job Orders

All veterans hired as DAVE Corp Employees – with full benefits
Prime Contractor/Offeror – CLINS 0002 & 0003
Disabled Veteran Employment Corporation (DAVE Corp)

Principal Subcontractor
United States Department of Veterans Affairs
VA – Maryland – Health Care System – Vocational Services
## Example Labor Categories – CLIN0002

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<tr>
<th>ID</th>
<th>Description</th>
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<tbody>
<tr>
<td>C2-1</td>
<td>Miscellaneous Occupations (Not Elsewhere Listed)</td>
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<tr>
<td>C2-2</td>
<td>Safety and Occupational Health Manager</td>
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<td>C2-3</td>
<td>Safety Technician</td>
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<td>C2-4</td>
<td>Park Ranger</td>
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<td>Environmental Protection Specialist</td>
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<td>Security Specialist</td>
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<td>C2-7</td>
<td>Firefighter</td>
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<td>C2-8</td>
<td>Fire Protection Inspector/Specialist</td>
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<td>Security Guard</td>
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<td>Wage and Hour Compliance Specialist</td>
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<td>C2-13</td>
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<td>Management &amp; Program Analyst</td>
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<td>Logistics Management Specialist</td>
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<td>C2-18</td>
<td>Equipment Operator</td>
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<td>C2-19</td>
<td>Equal Opportunity Specialist</td>
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<td>Telecommunications Equipment Operator</td>
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<td>Telecommunications Specialist</td>
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<td>Biological Sciences Services</td>
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<td>C2-23</td>
<td>Biological Science Technician</td>
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<td>C2-24</td>
<td>Forestry Technician</td>
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<tr>
<td>C2-25</td>
<td>Accounting and Budget Services</td>
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### Example Labor Categories – CLIN0003

**Service Category: Administrative/Clerical (CLIN 0003)**

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<td>Security Assistant</td>
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<td>C3-</td>
<td><strong>General Administration, Clerical, and Office Services</strong></td>
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<td>Messenger</td>
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<td>C3-</td>
<td>Clerk</td>
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<tr>
<td>C3-</td>
<td>Information Receptionian</td>
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<tr>
<td>C3-</td>
<td>Mail and File Clerk</td>
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<td>C3-</td>
<td>Correspondence Clerk</td>
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<tr>
<td>C3-</td>
<td>Clerk-Stenographer/Reporter</td>
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<tr>
<td>C3-</td>
<td>Work Unit Supervisor</td>
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<tr>
<td>C3-</td>
<td>Secretary</td>
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<td>C3-</td>
<td>Closed Microphone Reporter</td>
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<td>C3-</td>
<td>Clerk-Typist</td>
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<td>C3-</td>
<td>Office Automation Clerk/Assistant</td>
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<td>C3-</td>
<td>Computer Clerk/Assistant</td>
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<td>C3-</td>
<td>Administrative Officer</td>
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<tr>
<td>C3-</td>
<td>Support Services Supervisor</td>
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<td>C3-</td>
<td>Management and Program Clerk/Assistant</td>
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<td>C3-</td>
<td>Data Transcriber</td>
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<td>C3-</td>
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<td>C3-</td>
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<td>C3-</td>
<td>Telephone Operator</td>
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<tr>
<td>C3-</td>
<td>Communications Clerk</td>
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</table>
Manufacturing/Assemble/Packaging

- MAP for 3rd Party Companies
- MAP Services for P4 defined Products
Commercial Services

- Cleaning Services
- Grounds Crews
- Painting Crews
- Building Trades
- Health Services
Training Opportunities (VA CWT and DOL)

- P4 – Programmatic
- P4 – Accounting
- P4 – TO Bid
- P4 – TO Est./Sch
- P4 – Office
- P4 – Recruiting/Database
- Opportunity = Commercial Work Crews
- Opportunity = MAP Services
<table>
<thead>
<tr>
<th><strong>Contact information for Referral of Eligible Veterans</strong></th>
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<tbody>
<tr>
<td><strong>VHA – Tim Landis</strong></td>
</tr>
<tr>
<td><strong>Web Site:</strong> <a href="http://www.VA.Gov/VETIND">www.VA.Gov/VETIND</a></td>
</tr>
<tr>
<td><strong>E-mails:</strong> <a href="mailto:Timothy.Landis@med.va.gov">Timothy.Landis@med.va.gov</a></td>
</tr>
<tr>
<td><strong>Phone:</strong> 1-800-949-1003 Ext 5725</td>
</tr>
<tr>
<td><strong>Dave Corp</strong></td>
</tr>
<tr>
<td><strong>Web Site:</strong> <a href="http://www.DaveCorp.org">www.DaveCorp.org</a></td>
</tr>
<tr>
<td><strong>E-mails:</strong> <a href="mailto:P4.Staff@DaveCorp.org">P4.Staff@DaveCorp.org</a></td>
</tr>
<tr>
<td><strong>Phone:</strong> 304-596-2425</td>
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</table>
Partners in Helping Disabled Veterans Find Meaningful Employment
Questions and Answers