# VETERANs’ supplemental STUDY OF

# the WIA GOLD STANDARD EVALUATION

**Case File Review**

LWIA/American Job Center: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Site Visitor Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Customer First Name: *\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

**Customer Status:** DW Adult (can check both)

### Background: Veteran Status and Other

* When was this customer on active duty? When was he/she most recently discharged? (For covered spouse, why/when did the spouse become eligible?)
* What was this customer’s rank at discharge? (Or: What was the last rank of the spouse who created eligibility?)
* What documentation was provided to verify the customer’s eligibility? At what point(s) in the process was it requested and provided?
* What is the customer’s educational background?
* What is his/her history in the civilian labor market?

### Services

* Is there any evidence that the customer received POS? Please describe.
* Where is this customer in the customer flow process?
	+ Has an IEP been developed? If so, what are the customer’s goals?
	+ Is the customer working with a counselor on a training plan?
	+ Does the customer have an approved training plan? If so, describe.
		- If the customer is in training, are there grade reports in the file? Is there information on the ITA?
* Who has met with the customer? Differentiate between LVER/DVOP, WIA, and ES case manager staff. How many times?
* For this customer, in what ways did staff at the American Job Center –LVER/DVOP, WIA, and ES--coordinate delivery of service or implementation of POS?
* What assessments, (if any), has the customer completed? Were they completed, and feedback given, online, in person, or some other way? How were those assessments used to determine appropriate services?
* What key barriers, (if any) does the customer face?
* Is the customer co-enrolled in any other programs? If yes, which ones?
* What other services has the customer accessed prior to this meeting?
	+ Workshops? Which ones?
	+ Supportive services? What types? How many times?
	+ Other?
* Has the customer been denied any services to which he was referred?