

**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?