

Department of the Navy (DON) Disabled Veterans Assistance Phone Line

Mission:

The DON has established a Disabled Veterans Assistance Phone Line to provide employment and referrals for our returning disabled service members, recently medically retired service members, and their spouses. Specifically, the Phone Line supports disabled veterans of Operation Iraqi Freedom, Operation Enduring Freedom, and all disabled veterans of other conflicts, campaigns, and wars.

Our primary mission is to assist our target group (returning disabled service members, recently medically retired service members, and spouses) in their search for employment opportunities with the DON, as well as with other federal and state agencies.

Our secondary mission is to provide resource and referral assistance to our target group. Referrals include, but are not limited to, the Veterans Administration, Department of Labor, and other Department of Defense agencies for the purpose of meeting and addressing needs that are outside our scope.

Implementation:

The Phone Line has been set-up. The phone number is **(800) 378-4559** and will be staffed by a Human Resources Specialist (HRS). If the HRS is unavailable to take the call, the caller will receive a reply within one business day.

In addition to the Phone Line, there will be an e-mail address implemented where our target group can directly communicate with the HRS via e-mail if they prefer. In addition to the Phone Line and e-mail address, information will be posted on our website at <http://www.public.navy.mil/donhr/Pages/Default.aspx>.

- Callers will receive customized service depending on his/her individual needs.
- Callers will be tracked from initial call through employment---including a follow up six months post-employment.
- System will be implemented to record and capture progress toward mission accomplishment.

To Support Our Mission:

To support our mission, an HRS will take a case management approach with each caller. This means that:

How Can You Help?:

We need your support to successfully accomplish this mission. Commands and activities can provide support through:

- Reviewing your Disabled Veterans Affirmative Action Plan to ensure it includes active recruitment and proper consideration for the target group.
- Identifying jobs that could be filled by the target group.
- Updating managers regarding programs available to them for placement of candidates from the target group.