

Recovery & Employment Assistance Lifelines

REALifelines is a new approach to ensuring that wounded and injured service members and their families get the support they need to be successful and competitive as they return to the homes and lives they left in service to our country and the cause of freedom.

REALifelines is a growing program that is adding resources at the federal, state and local level and which has been implemented with a professional presence at Walter Reed Army Medical Center, and Bethesda National Naval Medical Center to provide service members and their families with:

- 1) Quick and efficient access to job and career services.
- 2) Professional, personalized assistance for service members and their families.
- 3) Referral to career and support services in their home towns.
- 4) Information and tools that will improve their knowledge and understanding about career options, education, employment and training services.
- 5) No forms for them to fill out, no thresholds for them to meet.

No Hassels. Just Hope.

Delivering Care in a new way

Our frontline staff are at the core of our operation. They are highly trained, friendly, and effective public servants who are fully prepared to assist throughout the transition process, but especially at the start when identifying barriers and devising solutions is most critical to assuring a smooth transition and return to success and competitiveness.

Supporting the frontline staff is a multi-disciplinary team of industry experts in workplace accommodation, and an impressive network of workforce development specialists and federal partners operating out of One Stop Service Centers found in nearly every hometown across the nation.

REAL Connections for service providers and employers

If you are a service provider or employer seeking to hire or help: become a REALifeline for our nation's returning heroes by contacting the Department of Labor at 1-866-4-USA-DOL and ask to speak with a representative at the Veterans' Employment and Training Service.

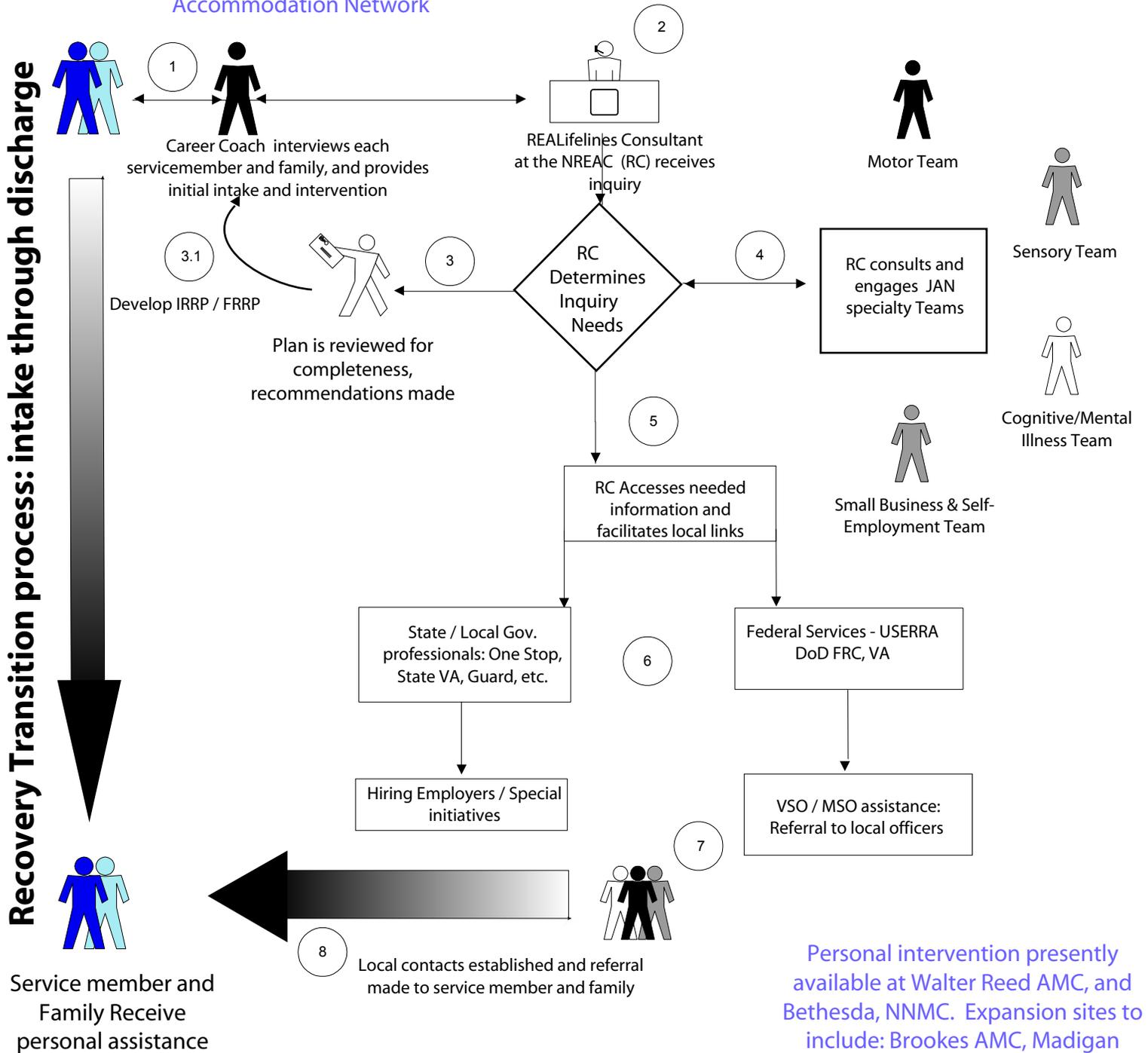
REAL Help for Families and Servicemembers

Soon, transitioning wounded and injured servicemembers and their families will have access to a dedicated recovery and employment assistance line that will provide the same personal service now available at a growing number of military medical transition points.

Until then, if you are a wounded or injured service member facing the challenges of returning to previous employment or entering the workforce for the first time and are not presently located at Walter Reed or Bethesda you can still get professional assistance close to home by calling 1-877-US2-JOBS.

SUCCESS: NO LIMITATIONS

National Recovery & Employment Assistance Center as presently operated by the Job Accommodation Network



Local Career Centers ★ Job Training ★ Workplace Accommodation ★ Employment Counseling ★ Job Referral

For Service Providers

Real Tips

If you are contacted by a REALifelines Consultant:

- a. Ask for the Individual Recovery and Reemployment Plan and become familiar with it
- b. Be certain to clarify what specific services and assistance is desired
- c. If you are not confident in your ability to help, help find a person who can
- d. Expect to receive a follow-up call on case progress

The REALifelines Consultant can help you:

- a. Think about the whole person and plan solutions accordingly
- b. Take into account potential rehabilitation and treatment schedules
- c. Understand the influence of combat-related stress in the workplace
- d. Identify local resources for finding solutions to workplace accommodation barriers
- e. Connect servicemembers and their families who are moving out of your area to professionals and resources in their intended geographic destination

When following up with returning injured or a family member:

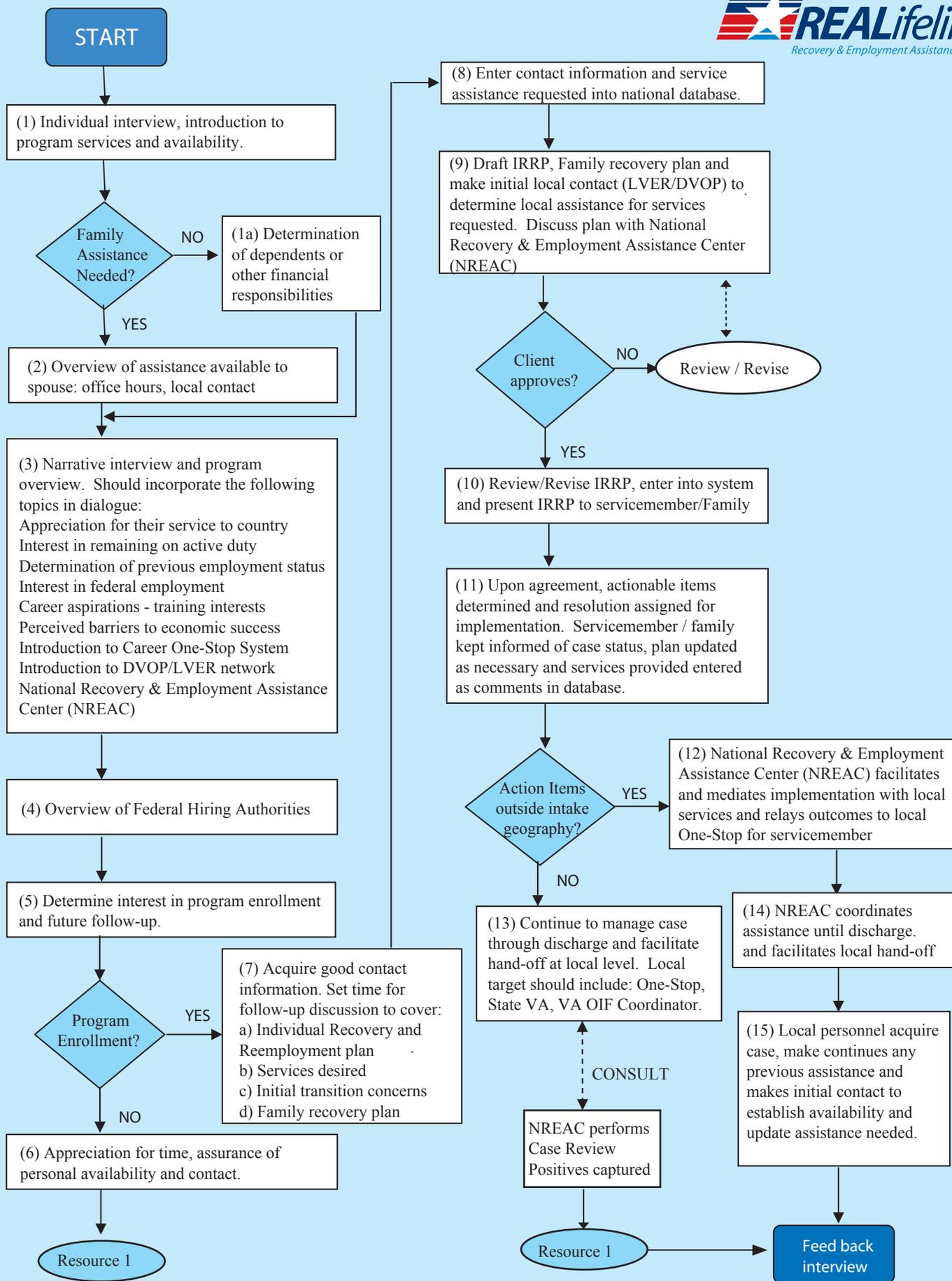
- a. Treat these service members and families as a first priority
- b. Be certain to convey a deep appreciation for their service to our country
- c. Take into account potential rehabilitation and treatment schedules
- d. Be certain to track their intended geographic destination and contact information
- e. Maintain good documentation on service provided
- f. Do not try to serve all their needs on your own
- g. Never assume that a web page or brochure is good enough
- h. If you have questions or need more detailed assistance, call the National Recovery and Employment Assistance Center at 1-866-WORK-VET

If you are interviewing a wounded or injured service member for the first time, be sure to address the following topics:

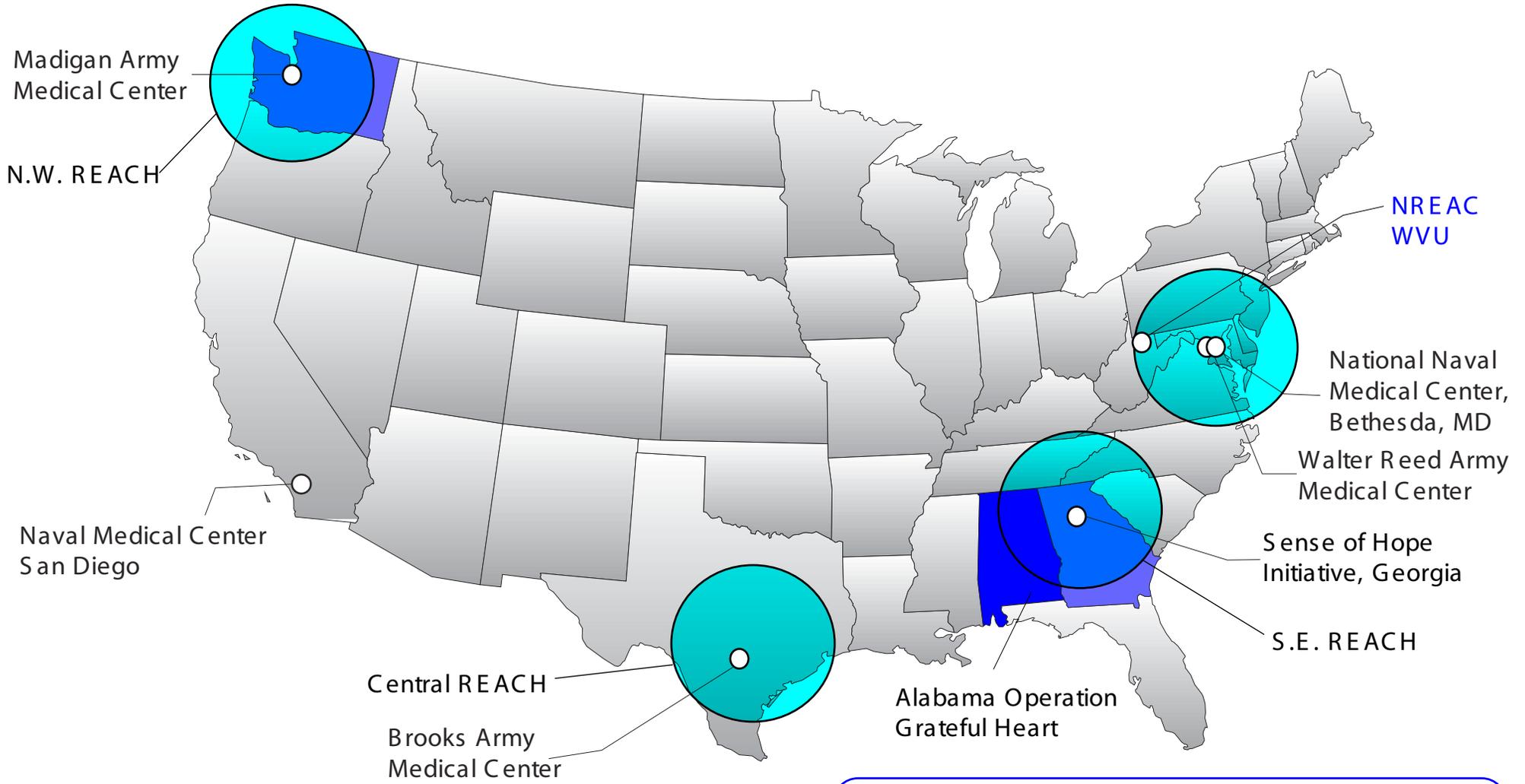
- a. Interest in remaining on active duty
- b. Determination of previous employment status
- c. Interest in federal employment
- d. Career aspirations - training & education interests or plans
- e. Determination of interest in program enrollment and future follow-up
- f. Knowledge of Vocational Rehabilitation and Employment benefits
- g. Geographic destination and contact information
- h. Interest in enrollment within the One Stop Career Center system.
- i. Interest in resume distribution to interested employers
- j. Interest in Transition Assistance Program attendance
- k. Perceived barriers to economic success
- l. Specific services and assistance desired
- m. Initial transition concerns
- n. Overview of Federal Hiring Authorities
- o. Introduction to the Career One-Stop System
- p. Introduction to DVOP/LVER network

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REALifelines Strategic Site Location Map



NREAC - National Recovery & Employment Assistance Center

REACH - Regional Employment Assistance Collaboration Hub

-  - Indicates Official State Program
-  - Intended Regional Hub Site
-  - Targeted Medical Transition Center