

## **Department of the Navy, Disabled Veterans Assistance Phone Line**

### **Mission:**

The Department of Navy 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, this phone line is to support our Disabled Veterans of Operation Iraqi Freedom (OIF), Operation Enduring Freedom (OEF), 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 Department of the Navy, 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 of our scope.

### **Implementation:**

The **assistance phone line** has been set-up. The phone number is **(800) 378-4559** and will be staffed by a Human Resources Specialist. If the specialist 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 email address implemented where our target group can directly communicate with Human Resource Specialists via email if they prefer. In addition to the phone line and email address, information will be posted on our website at <http://www.donhr.navy.mil/>. Once these two additional methods of communicating with our disabled veterans have been deployed you will be notified by email.

### **To support our mission:**

To support our mission, a Human Resources Specialist will take a case management approach with each caller. What this means is:

- Our focus group will receive customized service depending on his or her needs.
- We will track the focus group from initial call through employment, which includes a follow up six months after employment.
- We will also implement a system to record and capture our progress with accomplishing our mission.

### **How can you help:**

In order to accomplish this mission successfully, we need your support. Some of the areas that your command or activity could provide support would be through:

- Review of your Disabled Veterans Affirmative Action Plan (DVAAP) to ensure that it includes active recruitment as well as ensures proper consideration is given to our focus group.

- Identification of jobs that could be filled by our focus group.
- Updating managers of the many programs available to them in the placement of candidates from our focus group.

**Your Support is Appreciated**

If you have any questions on this program or would like to know more about how you can support the Disabled Veterans Assistance Phone Line, please contact Mr. George Mendoza directly at (360) 315-8124 (DSN: 322-8124) or email at [George.Mendoza@navy.mil](mailto:George.Mendoza@navy.mil).

Thank you in advance for your support.

V/r,

Victoria R. Zafft  
HRSC,NW