



## Policy

<b>SECTION: Veterans</b>	<b>POLICY#020-C0086</b>	<b>PAGE: 1 of 4</b>
<b>TITLE: CSTB's Veterans' Initial Intake Process</b>		<b>EFFECTIVE DATE: 8.20.20</b>
<b>REPLACES: N/A</b>		<b>DATED: N/A</b>

### **DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF**

**PURPOSE:** To provide guidance on the proper procedures relating to the Veterans' Initial Intake process at CSTB.

**BACKGROUND:** In an effort to provide support and assistance with the Jobs for Veterans' State Grant (JVSG) refocusing efforts referenced in Veterans' Program Letter (VPL) No. 03-14 and Training and Employment Guidance Letter (TEGL) No. 19-13, the Florida Department of Economic Opportunity (DEO), with input from U.S. Department of Labor Veterans Employment and Training Service (US DOL VETS), have updated and formalized the Veterans' initial intake process.

#### **POLICY:**

Outlined below is the established CSTB Veterans' initial intake process for eligible veterans and eligible spouses that complies with Title 38, VPL 03-14, and TEGL 19-13:

1. Each comprehensive veteran intake must ensure that:
  - Veterans are identified upon entry to the CSTB center (staff should ask every customer if they have served in the U.S. military).
  - Customers who identify as having served in the U.S. military must complete a Veterans' Intake Form, which can be found on the CSTB website at <https://www.careersourcetampabay.com/wp-content/uploads/2019/10/VetIntake3-12-19.pdf>. Once completed, this form must be provided to the next available CSTB staff member for review.
    - Veteran customers are identified through staff engagement, kiosk sign-in, and the usage of marketing materials.
  - Identified veterans must complete a full WP Registration in Employ Florida.
    - Refer to CSTB Policy Jobseeker Registration, Policy# 019-C0017 for further information on the requirements for jobseeker registration in Employ Florida.

The staff member will review the completed intake form, ensure priority of service (POS) has been provided and properly documented in Employ Florida using either the Automated Veteran Priority of

Service code (089) or the Notification of Veteran Priority of Service code (189) in accordance with the Employ Florida Service Code Guide and CSTB POLICY #020-C0062: Priority of Service. Also, CSTB staff will complete the Participation Information Record Layout to activate WP participation.

2. If the veteran attests to having any significant barriers to employment (SBE) as defined in the WPL's, the CSTB staff member will:
  - Conduct an initial assessment and accurately case note the service in accordance with the Employ Florida Service Code Guide;
  - Ensure the veteran's SBE is documented at the beginning of the case note;
  - Determine if the veteran needs a referral to a Disabled Veteran Outreach Program (DVOP) specialist;
    - i. CSTB staff need to understand the roles and responsibilities of the DVOP Specialist and note that not all SBE veterans will need their services. If the veteran does not want individualized career services from a DVOP specialist, the staff member will document the initial assessment and case note that the veteran did not want services from a DVOP specialist. The staff member will then provide the veteran with the requested services.
3. If SBEs are present and the veteran needs individualized career services from a DVOP specialist, the CSTB staff will enter a case note that the veteran was referred to the DVOP specialist and ensure the veteran is escorted to the DVOP specialist to receive services. The DVOP specialist will:
  - Review the initial assessment case note to ensure all required information is present in accordance with the Employ Florida Service Code Guide.
  - Conduct an objective assessment to help determine which services would best assist the veteran.
  - Decide, in partnership with the veteran, if participating in the case management process is beneficial to the veteran. Per Grant Officer's Memorandum 02-17, case management is defined as receipt of a comprehensive assessment and a written plan, at minimum.

If it is determined that case management is not immediately needed, the DVOP specialist should provide all other pertinent services to assist the veteran to overcome their SBE, and document why the veteran did not receive case management services.

If SBEs are present and the veteran needs individualized career services from the DVOP specialist, but one is not available to assist the veteran, in accordance with Veterans' Program Letter (VPL) No. 03-14, the next available CSTB staff member will provide the requested services. The CSTB staff member must document in the case notes that services were provided by CSTB staff and not a DVOP because the DVOP specialist was not available. At no time should a veteran with SBEs be asked to return at a later date or time due to the unavailability of a DVOP specialist.

Significant Barriers to Employment (SBE) include:

1. A special disabled or disabled veteran;
2. Homelessness as established by the statutory language of the definition in section 103 of the McKinney-Vento Act, as amended by the HEARTH Act. The final rule maintains these four categories. The categories are: (1) Individuals and families who lack a fixed, regular, and

adequate nighttime residence and includes a subset for an individual who resided in an emergency shelter or a place not meant for human habitation and who is exiting an institution where he or she temporarily resided; (2) individuals and families who will imminently lose their primary nighttime residence; (3) unaccompanied youth and families with children and youth who are defined as homeless under other federal statutes who do not otherwise qualify as homeless under this definition; and (4) individuals and families who are fleeing, or are attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member;

3. A recently separated service member who's been unemployed any time within the previous 12 months for 27 or more weeks;
4. An offender who has been released from incarceration;
5. Lacking a high school diploma or equivalent certificate;
6. Low income.

Additional Special Populations include (as defined in VPL 03-19):

7. Veterans aged 18 to 24;
8. Vietnam-era Veterans;
9. Transitioning members of the Armed Forces who have been identified as in need of intensive services (now referred to as Individualized Career Services);
10. Members of the Armed Forces who are wounded, ill, or injured and receiving treatment in military treatment facilities or warrior transition units; and
11. Spouses or other family caregivers of such wounded, ill, or injured members.

### **State and Local Monitoring**

Direct services and activities that are provided by the JVSG staff must be monitored annually for compliance with JVSG requirements by DEO. Additionally, CSTB conducts Wagner-Peyser Veteran monitoring which include services outlined throughout this policy during each program year (PY). CSTB's Internal Program Monitors utilize the DEO Program Monitoring tools to conduct the programmatic reviews.

### **REFERENCES:**

- CSF Administrative Policy #102, Veterans' Initial Intake Process at American Job Centers: [http://www.floridajobs.org/docs/default-source/lwdb-resources/policy-and-guidance/guidance-papers/2019-guidance-papers/adminpol102\\_jvsg-vetsinitintakeprocatajc.pdf?sfvrsn=700b7fb0\\_2](http://www.floridajobs.org/docs/default-source/lwdb-resources/policy-and-guidance/guidance-papers/2019-guidance-papers/adminpol102_jvsg-vetsinitintakeprocatajc.pdf?sfvrsn=700b7fb0_2)
- Employ Florida service Code Guide: <http://www.floridajobs.org/docs/default-source/lwdb-resources/programs-and-resources/wioa/2018-wioa/service-code-guide-072018.pdf?sfvrsn=4>
- Veterans' Program Letter No. 03-14: <https://www.dol.gov/sites/dolgov/files/VETS/legacy/files/VPL-03-14.pdf>
- Veterans' Program Letter No. 03-14, Change 1 <https://www.dol.gov/sites/dolgov/files/VETS/legacy/files/VPL-03-14-Change-1.pdf>
- Veterans' Program Letter No. 03-14, Change 2 <https://www.dol.gov/sites/dolgov/files/VETS/legacy/files/VPL-03-14-Change-2.pdf>

- Training and Employment Guidance Letter No. 19-13  
[https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_19\\_13.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_19_13.pdf)
- Training and Employment Guidance Letter No. 19-13, Change 1  
[https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_19-13\\_Change\\_1.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_19-13_Change_1.pdf)
- Training and Employment Guidance Letter No. 19-13, Change 2  
[https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_19-13\\_Change2.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_19-13_Change2.pdf)
- Title 38  
<https://www.govinfo.gov/content/pkg/CPRT-112HPRT65875/pdf/CPRT-112HPRT65875.pdf>

**INQUIRIES:** Any questions about this policy should be directed to the Chief Operating Office and/ or their designee.