



Policy

SECTION: Veterans	POLICY#020-C0086	PAGE: 1 of 9
TITLE: CSTB's Veterans' Initial Intake Process	EFFECTIVE DATE: 8.20.20	
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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.

The JVSG enables the hiring of Disabled Veteran Outreach Program (DVOP) specialists and Local Veteran Employment Representative (LVER) staff to provide employment services to veterans. JVSG is but one component of an umbrella of programs that are required by law to ensure veterans receive quality employment and training services. The JVSG staff fill a niche in that overall set of services for veterans and must be used to provide specialized services for specific segments of the veteran population, in accordance with current U.S. Department of Labor (DOL) Veteran Program Letters (VPL).

CSTB's Veterans' Initial Intake Process Policy outlines the requirements of CareerSource Florida's Administrative Policy #102 Veteran Intake at Career Centers dated June 9, 2021.

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.

Individuals determined eligible for DVOP specialist services must immediately be referred to a DVOP specialist. Individuals who are not found to be eligible must be provided services by the first available qualified and appropriate staff member. In instances where a DVOP specialist is not available, individuals who would normally be served by DVOP specialists must be served by the next available qualified and appropriate Career Services staff member. Services to SBE and special population veterans must not be delayed or postponed due to the unavailability of a DVOP specialist.

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.

Eligible Veteran and Spouse

In accordance with CSTB's Priority of Service – WIOA & Veterans Policy # 020-C0062 all individuals referred to, and/or who received services from DVOP specialists, meet the definition of eligible veteran or eligible spouse. Individuals that meet the definition of one of the special population groups, as described in this policy, are exempt from this requirement and may be served by a DVOP specialist regardless of their status as an eligible veteran or eligible spouse.

- a) Eligible veteran means a veteran who meets any of the following:
 - a. Served on active duty for a period of more than 180 days and was discharged or released with a character of service other than dishonorable;
 - b. Was discharged or released from active duty because of a service-connected disability;
 - c. Was discharged or released from active duty by reason of a sole survivorship discharge; or
 - d. As a member of a reserve component under an order to active duty, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with a character of service other than dishonorable.
- b) Eligible spouse means the spouse of any of the following:
 - a. A veteran who died of a service-connected disability;
 - b. A member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - i. Missing in action;
 - ii. Captured in the line of duty by a hostile force;
 - iii. Forcibly detained or interned in the line of duty by a foreign government or power;
 - c. A spouse of any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or
 - d. A spouse of any veteran who dies while a total, service-connected disability was in existence.

Significant Barriers to Employment (SBE) and Special Populations

In addition to meeting the definition of eligible veteran or spouse, LWDB must ensure individuals referred to and/or who receive services from a DVOP specialist qualify under one of the following categories:

1. A special disabled or disabled veteran;

- a. A veteran of the U.S. military, ground, naval or air service who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary of Veterans Affairs or was discharged or released from active duty because of a service-connected disability. This category of SBE is not applicable to non-veteran, eligible spouses.

This category also includes special disabled veterans, which are defined as veterans who have been rated at thirty (30) percent disabled or more, or rated at ten (10) or twenty (20) percent disabled in the case of a veteran who has been determined under Title 38, U.S.C. 3106 to have a serious employment barrier.

Veterans who have a pending disability claim with the U.S. Department of Veterans Affairs qualify for DVOP services under this category, as the LWDB must assume the decision for the veterans' claim will be in the affirmative.

2. Homelessness;

- a. As defined in Title 42, U.S.C. 11302(a) and (b), the definition of homeless for the purpose of determining eligibility for DVOP services include eligible veterans and spouses:
 - i. Who lack a fixed, regular, and adequate nighttime residence;
 - ii. With a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
 - iii. Who is living in a supervised publicly or privately operated shelter designated to provide temporarily living arrangements (including hotels and motels paid for by the Federal, State, or local government programs for low-income individuals or by charitable organizations, congregate shelters, and transitional house);
 - iv. Who resides in a shelter or place not meant for human habitation and who is exiting an institution where he or she temporarily resided;
 - v. Who is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions in the individual's or family's current housing situation, including where the health and safety of children are jeopardized, and who have no other residence and lack the resources or support networks to obtain permanent housing.
 - vi. Veterans and eligible spouses who:

1. Will immediately lose their housing, including housing they own, rent, or live in without paying rent, are sharing with others, and rooms in hotels or motels not paid for by the Federal, State, or local government programs for low-income individuals or by charitable organizations, as evidenced by:
 - a. A court order resulting from an eviction action that notifies the individual or family that they must leave within 14 days;
 - b. Having a primary nighttime residence that is a room in a hotel or motel and where they lack the resources necessary to reside there for more than 14 days; or
 - c. Credible evidence indicating that the owner or renter of the housing will not allow the individual or family to stay for more than 14 days, and any oral statement from an individual or family seeking homeless assistance that is found to be credible.
2. Have no subsequent residence identified; and
3. Lack the resources or support networks needed to obtain other permanent housing.

3. A recently separated, long-term unemployed;

A veteran who has been separated from military service within the past three years and who has been unemployed for 27 or more weeks, in the previous 12 months. The total unemployed weeks may be non-consecutive. This category is not applicable to non-veterans or eligible spouses.

4. Offender;

An offender, as defined by WIOA Section 3 (38), is an individual who is currently incarcerated or who has been released from incarceration at any time.

NOTE: Individuals who were previously incarcerated but were later determined innocent or has changes dismissed are also eligible under this category.

5. Lacking a high school diploma or equivalent certificate;

Eligible veterans or spouses who lack a high school diploma or equivalent.

The Florida Department of Education (DOE) provides for the award of a standard high school diploma, with no testing requirement, to eligible veterans who meet the following criteria:

- Left a public or non-public school located in any state prior to graduation and entered the armed forces of the United States;
- Is a current resident of the state of Florida or was previously enrolled in any high school in this state or was a resident of the state of Florida at the time of death; and
- Was honorably discharged from the armed forces of the United States.

6. Low Income;

As defined by WIOA Section 3 (36), low income means an individual who:

- a) Receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 month has received, assistance through:
 - a. Supplemental Nutrition Assistance Program (SNAP); or
 - b. Temporary Assistance for Needy Families (TANF) program; or
 - c. Supplemental security income program; or
 - d. State or local income-based public assistance.
- b) Is in a family with total family income that does not exceed the higher of:
 - a. The poverty line; or
 - b. Seventy (70) percent of the Lower Living Standard Income Level (LLSIL).

7. Special Population: Veterans Ages 18- 24

Veterans who are between the ages of 18 to 24 at the time of application.

8. Special Population: Vietnam Era Veterans

The term “veteran of the Vietnam era” means an eligible veteran whose active military, naval, or air service was between August 5, 1964 and May 7, 1975 (regardless if the individual had ever been stationed or served (in-country) in the Republic of Vietnam).

In the case of a veteran who physically served in the Republic of Vietnam, the date range is expanded to the period between February 28, 1961 and May 7, 1975.

9. Special Population: Transitioning Service Members, Capstone

Transitioning service members are assessed on Career Readiness Standards (CRS) by unit commanders during Capstone sessions. Capstone sessions are offered to transitioning service members to help them make adequate preparations for post-military careers before they leave active duty.

When a service member is assessed as not meeting CRS, the commander then facilitates a “warm handover” of the service member to a staff member or DVOP specialist for individualized career services. For each transitioning service member, unit commanders evaluate and document CRS and readiness for transition to civilian employment on the member’s DD eForm 2648 – Service Member Pre-Separation/ Transition Counseling and Career Readiness Standards eForm for Service Members Separating, Retiring, Released from Active duty (REFRAD).

10. Special Populations: Transitioning Service Members Ages 18-24

Transitioning service members who are between the ages of 18 to 24 at the time of application.

11. Special Population: Transitioning Service Members Reduction in Force

Transitioning service members who are being separated from active U.S. military service due to a reduction in force.

12. Special Population: Military Treatment Facility and Warrior Transition Unit

Members of the Armed Forces who are wounded, ill, or injured and receiving treatment in a Military Treatment Facility (MTF), also known as military hospitals, or Warrior Transition Unit (WTU), also known as Soldier Recovery Units; and the spouses or other family caregivers of such wounded, ill, or injured members.

Employ Florida (EF) Recording

The provision of the veteran intake screening for DVOP eligibility must be recorded in EF using service code 159 (Initial Intake Screening – DVOP Services) and include a case note that aligns with the requirements prescribed in the EF Service Code Guide. Service code 159 (Initial Intake Screening – DVOP Services) does not trigger nor does it extend participation.

An initial assessment, as recorded by EF service code 102 (Initial Assessment) must no longer be used solely to determine eligibility for DVOP services. The purpose of the intake screening is to refer those individuals who are eligible for DVOP specialist services without delay. The first service from the DVOP specialist will be an objective assessment to determine service level needs.

The staff member conducting the veteran intake must, in addition to providing the intake screening, ensure priority of service has been explained to covered persons in accordance with CSTB Priority of Service – WIOA and Veterans Policy #020-C0062.

Exceptions

Veterans referred by certain partner organizations, or engaged during planned DVOP specialist outreach, upon verification of their eligible veteran/ person status, may immediately be referred to, or served by (in certain circumstances) the DVOP specialist. Additionally, the DVOP specialist may make initial remote contact to veterans who have completed an Employ Florida registration and self-attested to having an SBE and/or are designated as a special population veteran. The exceptions to the **veteran intake policy include:**

1. Outreach

DVOP specialist are required to conduct outreach to areas where veterans congregate in order to engage SBE and special population veterans. If a DVOP specialist engages with a veteran during planned outreach, the DVOP may evaluate the veteran for JVSG eligibility and, if eligible, immediately provide individualized career services. The DVOP specialist must record a case note in the participant's objective assessment that states the veteran was initially engaged during outreach and record EF service code 117 in the individual's Wagner Peyser program application in accordance with the EF Service Code Guide. If the DVOP specialist engages a non-eligible veteran during outreach, the DVOP specialist will refer the individual to a non-JVSG staff member to assist with any required services.

2. Employ Florida (EF)

The intake screening categories are an integrated function of the State's case management and online labor exchange system, Employ Florida. The system's individual registration and Wagner-Peyser program application capture information from the individual that indicates eligibility for DVOP services. Individuals who meet the eligible veteran or spouse criteria with

an SBE, or who are designated as a special population, are identified by an SBE icon below their name.

DVOP specialists may be the initial, remote contact for eligible SBE and special population veterans and spouses who have registered in EF for the purpose of explaining and promoting available career center services, including JVSG services. This remote contact must be recorded in EF in the form of a case note. If the individual presents at the career center for employment services as a result of the DVOP specialist's contact efforts, the individual may be immediately referred to the DVOP specialist. The DVOP must record a case note in the participant's objective assessment that states the veteran was initially engaged as a result of targeted, EF outreach.

3. Veteran Readiness and Employment Program, Chapter 31

The Veteran Readiness and Employment program, formally known as Vocational Rehabilitation and Employment (VR&E), is a joint collaboration between the U.S. Veteran's Administration (VA) and the Florida Department of Economic Opportunity (DEO) to provide employment services to disabled veterans who have completed, or are about to complete, their VR&E-funded education. All veterans participating in the VR&E program are disabled veterans; therefore, they meet the SBE requirement for DVOP services.

4. Homeless Veteran Reintegration Program

The Homeless Veterans' Reintegration Program (HVRP), authorized by Title 38, U.S.C., Chapter 20, is an employment focused competitive grant program of the Department of Labor, Veterans' Employment and Training Service (DOL-VETS), and is the only federal grant to focus exclusively on competitive employment for homeless veterans.

In accordance with Veteran Program Letter (VPL) 03-16, HVRP grantees must ensure HVRP veterans are co-enrolled with their local career center. Co-enrollment means the HVRP participant must receive, at minimum, one program-funded service from the LWDB. This may be accomplished by having Wagner-Peyser or other non-JVSG staff assist the veteran with the following:

- a) Notification of priority of service;
- b) Orientation to available programs and services in the career center;
- c) Employ Florida account registration assistance;

Ensuring the HVRP grantee's five-digit grant number is entered in the veteran tab of the veteran's Employ Florida Wagner-Peyser Program Application,

EF service code 189 (Notification of Priority of Service) does not trigger program participation for the purpose of performance reporting. This process is to ensure the veteran referred by HVRP is not enrolled in the LWDB's performance unless he/she is interested in receiving workforce services.

After the veteran has been informed of priority of service and all available workforce programs, and if the HVRP veteran meets the definition of an eligible veteran/person, he/she may be referred immediately to the DVOP for services, if desired. If the HVRP veteran is requesting

employment services and does not meet the definition of an eligible veteran, they must be served by the first available nonJVSG career center staff member.

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: [adminpol102_jvsg-veteranintake-at-careercenters---final-06092021.pdf \(floridajobs.org\)](http://www.floridajobs.org/docs/default-source/lwdb-resources/programs-and-resources/wioa/2018-wioa/service-code-guide-072018.pdf?sfvrsn=4)
- 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
- Training and Employment Guidance Letter No. 19-13, Change 1 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
- 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 Policy & Performance Officer, Director of Programs and/ or their designee.