



**POLICY  
NUMBER 102**

## **Administrative Policy**

<b>Title:</b>	Veterans' Initial Intake Process at American Job Centers		
<b>Program:</b>	Wagner-Peyser / Jobs for Veterans State Grant Program		
<b>Effective:</b>	July 22, 2019	<b>Adopted:</b>	July 22, 2019

### **I. PURPOSE AND SCOPE**

The purpose of this policy is to provide Local Workforce Development Boards guidance on the Veterans' initial intake process.

### **II. BACKGROUND**

In an effort to provide support and assistance with the Jobs for Veterans' State Grant (JVSG) refocusing effort 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.

### **III. AUTHORITY**

[Title 38, United States Code \(38 USC\)](#), Chapters 31 and 41

Veterans' Program Letter (VPL) [No. 03-14](#): Expansion and Clarification of Definition of Significant Barriers to Employment for Determining Eligibility for the Disabled Veterans' Outreach Program (DVOP)

Training and Employment Guidance Letter (TEGL) [No. 19-13](#): Jobs for Veterans' State Grant (JVSG) Program Reforms and Roles and Responsibilities of American Job Center (AJC) Staff Serving Veterans.

#### IV. LOCAL OPERATING PROCEDURES

Local Operating Procedures (LOPs) help local areas further define and clarify how programs will be operated locally and are unique to each Local Workforce Development Board (LWDB). Each LWDB must develop LOPs to address and implement a veterans' intake process that complies with [Title 38](#), [VPL 03-14](#), and [TEGL 19-13](#).

1. Each LWDB must develop a comprehensive veteran intake process that ensures:
  - Veterans are identified upon entry to an American Job Center (AJC) (reception 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 (see Attachment A – Veterans' Initial Intake Template). Once completed, this form must be provided to the next available AJC team member for review;
  - The AJC team 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](#);
2. If the veteran attests to having any significant barriers to employment (SBE) as defined in the VPLs, the AJC team 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 DVOP specialist;
    - AJC 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 AJC team member will document the initial assessment and case note that the veteran did not want services from a DVOP specialist. The AJC team 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 AJC team member 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 a 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 AJC staff member will provide the requested services. The AJC staff must document in the case notes that services were provided by an AJC 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 DVOP specialist's unavailability.

## **V. STATE AND LOCAL MONITORING**

Direct services and activities provided by the Jobs for Veterans' State Grant (JVSG) staff must be monitored annually for compliance with JVSG requirements by DEO. DEO will monitor the requirements outlined in this policy and the local board's operating procedures.

## **VI. DEFINITIONS**

1. **Initial Assessment** – An evaluation of a jobseeker's skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps) and supportive service needs.
2. **Individual Employment Plan** – An individualized career service plan that is developed jointly between staff and jobseeker, summarizes the jobseeker's strengths, barriers, services needed and/or provided, and educational and employment goals. It also includes short and long-term goals and a planned series of action steps to achieve these goals.
3. **Individualized Career Service** – These types of services include: comprehensive and specialized assessments of skill levels and service needs; development of an individual employment plan to identify employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve the employment goals; group counseling; individual counseling and career planning; and short-term prevocational services that may include development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.
4. **Objective Assessment** – A more intensive assessment than an initial assessment that is utilized to collect specific information regarding a customer's service needs, goals, interests, academic levels, abilities, aptitudes, supportive service needs, and measures barriers and strengths.
5. **Priority of Service** – means that veterans and eligible spouses are given priority over non-covered persons for the receipt of employment, training, and placement services provided under a qualified job training program. Priority means that veterans and eligible spouses are entitled to precedence over non-covered persons for services. A veteran or an eligible spouse either receives access to a service earlier in time than a non-covered person or, if the resource is limited, the veteran or eligible spouse receives access to the service instead

of or before the non-covered person. Please note, based on [VPL 07-09](#) and [TEGL 10-9](#), veterans and eligible spouses seeking to participate in programs with specific eligibility criteria must meet all the basic conditions identified as a requirement for participation in that program to be considered eligible for: a) enrollment in the program; b) receipt of priority for enrollment in the program; and c) priority for receipt of services.

6. Significant Barriers to Employment (SBE) – For veterans to be eligible to work with a DVOP specialist, they must meet the criteria for having a SBE or be designated as a special population.

SBEs 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

## **VII. REVISION HISTORY**

This policy updates and replaces the [Veterans' Initial Intake at CareerSource Centers Memorandum](#), dated May 23, 2014.

## **VIII. ATTACHMENTS**

[Attachment A – Veterans' Intake Form](#) (Template) – Intended as a sample form only. LWDBs can customize as long as the required data elements are included.

**IX. RESOURCES**

[Employ Florida Service Code Guide](#)

[Training and Employment Guidance Letter No. 19-13](#)

[Training and Employment Guidance Letter No. 19-13, Change 1](#)

[Training and Employment Guidance Letter No. 19-13, Change 2](#)

[Training and Employment Guidance Letter No. 20-13](#)

[Training and Employment Guidance Letter No. 20-13, Change 1](#)

[Training and Employment Guidance Letter No. 20-13, Change 2](#)

[Veterans' Program Letter No. 03-14](#)

[Veterans' Program Letter No. 03-14, Change 1](#)

[Veterans' Program Letter No. 03-14, Change 2](#)

[Veterans' Program Letter No. 03-19](#)