**Desk Aid**

**Providing Workforce Services to Veterans**

**Interviewing/Assessing Veteran Customer**

**For the purpose of this guidance, a Veteran is an individual who meets the definition of a veteran or an eligible spouse of a veteran.**

**Background**

Workforce Solutions staff, primarily Employment Counselors, will provide services to Veterans who:

* Do not qualify for referral to a DVOP (Veteran Employment Representative) for assistance or;
* Should be referred to a DVOP, but a DVOP is unavailable or;
* Are waiting to see a DVOP, but the veteran customer chooses to see other Workforce Solutions staff.

Veterans always have first priority for service.

**Providing quality services to Veterans**

**Referral to Staff**

* If a veteran customer self identifies that one or more factors on the Veteran Identification Flyer apply, refer the customer to a DVOP.
* If the DVOP is not available, give the customer the option to make an appointment to see the DVOP, wait until the DVOP is available, or visit with another Workforce Solutions staff.
* If the veteran customer self identifies that none of the factors on the greeter flyer apply, refer the customer to the next available Workforce Solutions staff.

**Interim Procedures:**

* Many veteran customers are accustomed to getting assistance from veteran staff in our offices (DVOP and LVER). A customer may insist seeing veteran services staff even though none of the factors on the Veteran Identification Flyer apply.
* Greeters should allow the customer to see the veteran services staff. The veteran services staff will explain the new rules to the customer and personally escort the customer to other Workforce staff for services.

**Workforce staff providing services to Veterans**

In addition to providing basic service to ensure the WIT application is updated, Veteran customers will need additional information updated

* **Work History**: Recently released and/or those with little work history should have their military duties entered in the work history (see "Translating Military Skills" section below).
* **Education/Training**: Enter the military training/occupation in this area.

**Other Job Search Engines**

Workforce staff can go to other websites outside of WIT to assist the veteran with more resources to find gainful employment. The following websites are a few that have proved to be helpful search engines:

[www.indeed.com](http://www.indeed.com)

[www.simplyhired.com](http://www.simplyhired.com)

[www.nettemps.com](http://www.nettemps.com)

[www.careersite.com](http://www.careersite.com)

[www.employment911.com](http://www.employment911.com)

[www.careervoyager.com](http://www.careervoyager.com)

[www.snagajob.com](http://www.snagajob.com)

If the veteran needs help with resources in the surrounding area, Workforce staff should provide a list of those resources used by the center and/or the DVOP.

**State Applications**

Workforce staff should stress the importance of filling out the state application which would allow the veteran an opportunity to see any matching state jobs. These jobs give preference to veterans and tend to have more benefits included than most other positions. Inform the veteran on the different steps to searching workintexas.com for state employment.

**Recording History of Services**

All Workforce staff should maintain a summary on what occurred when providing services to the veteran customer (TWIST Counselor Notes). The continuous record of services will help staff keep up to date on the services to the veteran.

**OTHER AREAS OF VETERAN CUSTOMER INTEREST**

**Translating Military Skills**

If a veteran is trying to find resources to assist with translating military skills to civilian terms go to the following websites:

1. [www.onet.com](http://www.onet.com) ;
2. [www.cool.army.mil](http://www.cool.army.mil) - Army/Navy
3. <http://www.military.com/veteran-jobs/skills-translator/>
4. [www.taonline.com](http://www.taonline.com)

**Unemployment Insurance**

If the Veteran is a **recently release veteran (within 12 months of release of active duty),** provide them with the information on filing for benefits.

* Upon completion of filing for benefits by phone or internet
* Fax member 4 copy of DD 214 to 512-322-2875
* Contact UCX claims at : 866-229-6362

All other eligible veterans will follow the normal procedures for filing for unemployment insurance benefits.

**Veteran request DD214**

If a veteran is requesting a DD-214, the EC should attempt the following actions:

1. Refer to the [www.archives.gov/veterans/military-service-records/](http://www.archives.gov/veterans/military-service-records/) website.
2. Refer to their nearest Veteran Service Officer to receive assistance.
3. Ensure they file for the "Member Copy 4" which shows their discharge status.

**Veterans Entrepreneur Program**

* [**www.tvc.texas.gov/entrepreneur-program**](http://www.tvc.texas.gov/entrepreneur-program)
* [**vep@tvc.texas.gov**](mailto:vep@tvc.texas.gov)

**VA Education Benefits information**

1. **Post 9/11** – expires 15 years after date of discharge
2. **Montgomery GI Bill** – expires 10 years after date of discharge
   * To apply: online: [www.ebenefits.va.gov](http://www.ebenefits.va.gov)
3. **Hazelwood Act** – does not expire!! This applies to the veteran who ENLISTED in the military while living in Texas. State supported schools only (U of H, Texas Southern)

* To apply:
  + [www.tvc.texas.gov/Hazlewood-act.aspx](http://www.texas.gov/Hazlewood-act.aspx)
  + Provide handout

**VA Benefit Claims Information**

Texas Veterans Commission Claims

VA Regional Office

6900 Almeda Rd

Houston, TX 77030

713-383-2756

Office hours 7:30am – 4:00 pm

[HOUSTON@tvc.texas.gov](mailto:HOUSTON@tvc.texas.gov)

**FAQ’s**

1. **Who do I contact if I want to file a VA Compensation Claim?**
   1. Contact the Texas Veterans Commission Claims Coordinator. (Provide list of names and phone numbers)
2. **My spouse just recently expired. What survivor benefits am I entitled to receive?**
   1. Provide the Survivor Benefits Handbook for specifics.
3. **Where can I obtain legal advice?**
   1. The VA Hospital has a free legal clinic each Friday from 2-5PM.
4. **My GI Bill benefits have expired. Are there other ways to receive educational training?**
   1. DV may be entitled to Vocational Rehabilitation; Workforce Solutions has scholarships for high demand occupations; Trade and Labor Unions offer free apprenticeships.
   2. Provide the list of TVC education coordinators.
5. **What Veteran Support agencies provide assistance for rent, utilities, etc.?**
   1. (See “Welcome Home” Returning Veterans’ Guide to Community Resources list.)
   2. Call 211 for referral information
   3. Immediate Housing needs
      1. US Vets (males) –\*requires DD214 gov. issued ID
      2. Salvation Army (temporary)
      3. Star of Hope (males + families)
   4. For additional assistance on any question(s) contact a Veteran representative for assistance.