



WS 22-04
November 30, 2022
Basic & Expanded Services, Financial Aid
Expires: Continuing

To: All Contractors

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Subject: Service for Veterans

Purpose

Provide guidance for serving veterans and their families.

This issuance also provides procedures for greeting and screening customers seeking service, whether in person, virtually or via telephone, and referring them to the appropriate staff for assistance.

Eligible veterans and eligible spouses receive priority of service when seeking Workforce Solutions services.

This issuance replaces Issuance WS 15-01 Service for Veterans.

Background

Workforce Solutions career offices have dedicated staff who provide individualized career and training services to eligible veterans and eligible spouses with significant barriers to employment (SBEs), and assistance to employers to help them fill their workforce needs with veterans looking for work.

Disabled Veterans' Outreach Program (DVOP) Specialists, or Veterans Career Advisors, and Combined Positions (CPs) work with eligible veterans and eligible spouses to meet their employment needs. They:

- prioritize the provision of services to:
 - special disabled veterans;
 - other disabled veterans; and

- other eligible veterans as determined by the US Secretary of Labor; and
- are required to outreach:
 - eligible veterans and transitioning service members (TSMs) at US Department of Veterans Affairs (VA) hospitals, military treatment facilities, and warrior transition units; and
 - active-duty service members of the US Armed Forces who are wounded, ill, or injured and receiving treatment in military treatment facilities and warrior transition units.

Local Veterans' Employment Representatives (LVER), or Veterans Employer Liaisons, and CPs coordinate with Employer Service to outreach employers to help veterans gain employment. LVERs advocate for all veterans by participating in appropriate activities, including but not limited to:

- conducting employer outreach,
- planning and participation in job and career fairs,
- conducting job searches and workshops,
- establishing job search groups in collaboration with employers; and
- informing federal contractors of the process to recruit qualified veterans.

LVERs and CPs play an important role in helping develop service delivery strategies for veterans and educating Workforce Solutions staff on current employment initiatives and programs for veterans; and must be included with business services teams conducting employer outreach.

Workforce Solutions staff are **required** to screen, or triage, customers for eligibility for services provided by DVOP Specialists. If the customer is a veteran or eligible spouse, Workforce Solutions staff must complete the [Veteran Eligibility Triage form](#) (triage form) to determine whether the customer meets SBE criteria or is a member of a special priority group. The triage form helps Workforce Solutions staff direct customers to the most appropriate service(s).

Workforce Solutions staff should not refer customers to a LVER.

Eligibility

An eligible veteran or an eligible spouse is determined to meet SBE criteria if they attest to at least **one** of the following:

1. A special disabled or disabled veteran who:
 - is entitled to compensation (or would be entitled to compensation, with the exception of receiving military retired pay) under laws administered by the US Secretary of Veterans Affairs;

- has a disability claim pending with the US Department of Veterans Affairs; or
 - was discharged or released from active duty because of a service-connected disability
2. A homeless individual, as defined in the McKinney-Vento Homeless Assistance Act, as amended
 3. A recently separated service member who in the previous 12 months has been unemployed for 27 weeks or more
 4. An offender, as defined in Workforce Innovation and Opportunity Act (WIOA), who is currently incarcerated or has been released from incarceration
 5. A veteran lacking a high school diploma or equivalent certificate
 6. A low-income individual, receiving public assistance, housing, TANF, SNAP, or other programs

Veterans Triage Training

Workforce Solutions staff must complete the National Veterans' Training Institute's Serving Veterans training (NVTI's Serving Veterans). The training is available in the [Learning Management System \(LMS\)](#) and must be completed:

- by December 31, 2022;
- on an annual basis, in October, each subsequent year; and
- within 30 days of starting employment with Workforce Solutions.

To access the NVTI's Serving Veterans training, staff must:

1. Login into the LMS;
2. Click the dropdown "**Courses**" box and perform a keyword search for "**Veteran Training;**"
3. Enroll into the NVTI Serving Veterans Training;
4. Launch the training and watch the entire video; and
5. Provide a copy of the training completion certificate to the office LISO (see course completion confirmation email).

Action

1. Make sure staff complete the [Veteran Eligibility Triage form](#) to determine whether a customer meets one of the SBE eligibility criteria or is a member of a special priority group.
2. Make sure all staff at every level are aware and understand their roles in serving veterans and their families.

3. Make sure veterans and eligible spouses receive priority of service when seeking Workforce Solutions services.
4. Make sure staff complete the National Veterans' Training Institute's Serving Veterans training by December 31, 2022 and provide a copy of the certificate to the office LISO.
5. Make sure office LISOs maintain a copy of the training certificates and enter the staff's completion information into the LISO database.
6. Make sure the veteran posters are at the office entry and that someone is responsible for making sure they are always well maintained.

Questions

Staff should first ask questions of their managers or supervisors. Direct questions for Board staff through the [Submit a Question](#) link.

Service for Veterans Desk Aid

A. Workforce Solutions Procedures

At the point of entry, all Workforce Solutions staff who serve customers must make **every** effort to identify and refer eligible veterans and eligible spouses who meet any of the significant barriers to employment (SBE) to a DVOP Specialist.

Point of entry for customers can be contact made in person, by phone, email, via Appointy, social media, instant message, or text.

Workforce Solutions staff must:

- Ask the customer, “Have you or your spouse ever served in the US Military?”
 - If no, the customer does not have to complete the triage form
 - If yes, thank them for their service and review the document management system for a completed “**Veterans Eligibility Triage Form**”
 - If the customer has completed the form, proceed with providing the requested service or referring to a DVOP Specialist or CP, **if** desired by the customer
 - If the customer has not completed a triage form, explain the purpose and have them complete the form to determine whether the customer is an eligible veteran, eligible spouse, a transitioning service member, or other family caregiver who has an SBE
 - Upload the triage form to the document management system under the label “**Veterans Eligibility Triage Form**”
 - Refer the customer, including the triage form, who meets any of the following criteria to a DVOP Specialist, if desired:
 - Eligible veteran identified as having an SBE
 - Eligible spouse identified as having an SBE
 - Veteran aged 18–24
 - Vietnam-era veteran, including a “**Veteran of the Vietnam era**” who is an eligible veteran, any part of whose active military, naval, or air service was during the Vietnam era (the period beginning on February 28, 1961, and ending on May 7, 1975)
 - Eligible TSM, as follows:
 - TSMs of the US Armed Forces who have been identified as needing individualized career services
 - Members of the US Armed Forces who are wounded, ill, or injured and receiving treatment in military treatment facilities or warrior transition units

- Service members who have not met Career Readiness Standards, as documented on Form DD-2958, Service Member Career Readiness Standards/Individual Transition Plan, and signed by their commander
- TSMs aged 18–24
- Active-duty service members being involuntarily separated through a service reduction-in-force
- Spouses or other family caregivers, of such wounded, ill, or injured service members

For all customers, Workforce Solutions staff must:

- Determine the purpose of the visit, phone call, or electronic communication; and
- Update their WorkInTexas application, including Wagner Peyser, as necessary

In instances where a DVOP Specialist or CP is not available or when a veteran or eligible spouse does not meet any of the SBEs, Workforce Solutions staff must provide the customer with individualized career services to meet their employment needs.

B. Resources for Veterans

1. Translating Military Skills

If a veteran needs assistance with translating military skills to civilian terms, you may use the following websites:

- <https://www.onetonline.org>
- <http://www.military.com/veteran-jobs/skills-translator/>
- www.taonline.com

2. Other Job Search Engines

Workforce Solutions staff can utilize websites outside of WorkInTexas to assist veterans with additional resources to find gainful employment. The following websites are helpful search engines:

- <https://www.indeed.com/>
- www.careerbuilder.com
- www.linkedin.com
- www.ziprecruiter.com
- www.simplyhired.com
- www.careersite.com
- www.employment911.com
- www.snagajob.com

3. State Applications

Workforce Solutions staff should stress the importance of completing the state application which allows the veteran an opportunity to see any matching state jobs. These jobs give preference to veterans and tend to have more included benefits than most other positions. Inform the veteran or eligible spouse on the different steps to searching WorkInTexas for state employment.

4. Recording History of Services

All Workforce Solutions staff should summarize their conversations in TWIST Counselor Notes when assisting a veteran or eligible spouse.

5. Unemployment Insurance

A recently released veteran (within 12 months of release of active duty) should complete the following steps to file for unemployment insurance benefits:

- File for benefits via phone or internet
- Fax the “Member Copy” of the 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.

6. Veteran Request DD-214

If a veteran requests a DD-214, Workforce Solutions staff should attempt the following actions:

- Refer to the www.archives.gov/veterans/military-service-records website.
- Refer to their nearest Veterans Service Officer to receive assistance.

Note: For quicker access to their DD-214, it is recommended that veterans file the "Member Copy" with the County Clerk's office where they reside.

7. Veterans Entrepreneur Programs

- www.tvc.texas.gov/entrepreneurs
- vep@tvc.texas.gov

8. VA Education Benefits Information

- Post 9/11 – expires 15 years after date of discharge
- Montgomery GI Bill – expires 10 years after date of discharge
 - To apply online, visit www.ebenefits.va.gov
- **Hazelwood Act** – does not expire! This applies to the veteran who enlisted in the military while living in Texas. State supported schools only: University of Houston and Texas Southern University
 - To apply, visit <https://www.tvc.texas.gov/education/hazlewood/>

9. 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

FAQs

1. **Who do I contact if I want to file a VA Compensation Claim?**
 - Contact the Texas Veterans Commission Claims Coordinator: Richard Pallaneza - 713-383-2756

2. **My spouse died recently. What survivor benefits am I entitled to receive?**
 - Refer to the Federal Benefits for Veterans, Dependents and Survivors Guide at http://www.va.gov/opa/publications/benefits_book/2014_Federal_Benefits_for_Veterans_English.pdf

3. **Where can I obtain legal advice?**
 - The VA Hospital has a free legal clinic each Friday from 2-5 PM.

4. **My GI Bill benefits have expired. Are there other ways to receive educational training?**
 - Disabled veterans may be entitled to Vocational Rehabilitation; Workforce Solutions has scholarships for high demand occupations; Trade and Labor Unions offer free apprenticeships.
 - Texas Veterans Commission – Houston Veterans Education Staff
Anthony Williams, Program Specialist
Ph: 281-414-9738
Email: Anthony.williams@tvc.texas.gov

5. **What veteran support agencies help with rent, utilities, etc.?**
 - Call 211 for referral information
 - Immediate Housing needs:
 - US Veterans Administration - www.va.gov/HOMELESS/index.asp
 - Salvation Army - <https://www.salvationarmyusa.org/usn/serve-veterans/>
 - Star of Hope
 - <https://www.sohmission.org/our-services/women-and-family-development-center/>
 - <https://www.sohmission.org/our-services/mens-development-center/>