

Service for Veterans Desk Aid

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, social media, instant message, text, or when scheduling an appointment.

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
- Complete their WorkInTexas.com registration, including their Wagner Peyser application, 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.

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.com 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.com for state employment.

4. Recording History of Services

All Workforce Solutions staff should summarize their conversations in case 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/>