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DEPARTMENT OF LABOR AND EMPLOYMENT

WORKFORCE DEVELOPMENT PROGRAMS

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Category: Veterans
Subject#: Veteran Triage Policy and Intensive Veteran Services (VS) Program.
Source: Federal
Revise/Replace: 04-18-V
Contact: Workforce Development Programs Director
Distribution: Managers, Employment & Training Staff, Workforce Region Directors
Colorado One-Stop System Policy Guidance Letter: 06-01-V
Date: January 30, 2006

I. REFERENCE(S) :

- A. Public Law (PL) 107-288 (Jobs for Veterans Act)
- B. U.S. Department of Labor Veterans Employment and Training Service, Veteran Program Letter (VPL) 03-07
- C. U.S. Department of Labor Employment and Training Administration ET Handbook Number 406
- D. U.S. Department of Labor Employment and Training Service Training and Employment Guidance Letter (TEGL) 28-04.

II. PURPOSE:

- A. To give all staff guidance on the Veteran Triage Process.
- B. To give all staff guidance on when to refer veteran customers to Veteran Grant Staff.
- C. To insure Disabled Veteran Program (DVOP) Specialists are the primary providers of staff assisted services to disabled veteran customers.

III. BACKGROUND:

- A. The implementation of Common Measures changed the manner in which veterans fall into Performance Measures, from two quarters after the quarter of enrollment to one quarter after program exit.

- B. PL 107-288 amended U.S.C. Title 38, Chapter 41, making the primary duties of a DVOP to provide intensive services to veterans in the following order of priority:
1. Special Disabled Veterans.
 2. Other Disabled Veterans.
 3. Other eligibles to include economically and educationally disadvantaged veterans and those with barriers to employment.
 4. The Assistance Secretary Veterans Employment and Trainings Service (ASVET) has also made Recently Separated, Transitioning Service members to include active duty, Guard and Reserve, homeless and formerly incarcerated veterans a priority to receive assistance.
- C. VPL 03-04, paragraph VI, B, states: "DVOPs and LVERs may provide services to all veterans that are entitled to their services according to U.S.C. Title 38, but their efforts should be concentrated to those veterans most in need of their assistance" (see paragraph III, B, above).
- D. U.S.C. Title 38 defines a veteran as a person who:
1. Served on active duty for a period of more than 180 days and was discharged or released with other than a dishonorable discharge.
 2. Was discharged or released from active duty because of a service-connected disability regardless of the length of service.
 3. As a member of the a reserve component under an order to active duty pursuant to section 12301(a), (d) or (g), 12302, or 12304 of Title 10, served on active duty during a period of war or in a campaign expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge.
- E. Other Eligible persons may receive services from DVOP and LVER staff. U.S.C. Title 38 defines Other Eligibles as the spouse of any service person who:
1. Died of a service-connected disability.
 2. Is listed as missing in action, captured, or forcibly detained by a foreign government or power.
 3. Has a permanent total service-connected disability or died while a disability so evaluated was in existence.

F. VPL 03-04, paragraph VI, A, also authorizes DVOP and LVERs to serve Transitioning Service Members. A Transitioning Service member is defined as:

1. A service member within 12 months of separation of service (non-retiree).
2. A service member within 24 months of retirement from military service.

IV: POLICY/ACTION:

- A. According to VPL 03-07, attachment II, paragraph II, E, DVOP and LVER staff is assigned to supplement and not supplant the duties of One Stop staff. All One Stop personnel are responsible to serve veteran customers who are eligible for their programs and services.
- B. In order to insure DVOPs and LVERs serve those veterans in most need of staff intensive one-on-one assistance, regions and Rural Consortium sub-regions may initiate a local Triage policy of their own design.
- C. Triage Policies must accomplish the following:
 1. Permit DVOPs and LVERs to serve those veterans described in paragraph III above.
 2. Allow for enough applicant flow to DVOPs and LVERs so they can meet performance objectives set by their supervisor.
- D. WFCs may refer the following veterans directly to DVOPs and LVERs for assistance: disabled veterans, transitioning service members and recently separated veterans and veterans who request to meet with a DVOP or LVER.
- E. Wagner-Peyser staff is encouraged to refer Veteran customers to Veteran Grant Staff if they learn a veteran is disabled, economically or educationally disadvantaged, homeless, or has a barrier to employment, or will need the following services:
 1. Vocational Guidance
 2. Frequent staff-assisted job search assistance and referrals
 3. Job Development Services
 4. Referrals to Supportive Services
- E. Candidates for enrollment in Intensive Services under the Veteran Services Program (VS) include:
 1. Disabled veterans.

2. Non-disabled veterans and other eligibles that have a barrier to employment.
 3. Educationally and economically disadvantaged veterans.
 4. Homeless Veterans.
 5. Recently Separated and Transitioning Service Members.
- F. A barrier to employment is defined as any characteristic(s) that hinders a veteran's hiring, promotion or participation in the labor force. Identification of barriers will vary by location and labor market.
- G. Educationally and economically disadvantaged is defined locally and will vary by location and market.
- H. DVOPs will use a case management approach to deliver staff-assisted Intensive Services. Case management services are defined as:
1. **Vocational Guidance (VG):** Recommending a course of action and providing suggestions and advice to job seekers which will assist them in making vocational decisions or selecting employment and training opportunities.
 2. **Job Development (JD):** The process of contacting employers to find job openings, internships, OJTs or secure an interview for a veteran when the workforce center has no suitable openings currently on file.
 3. **Job Referral:** Issuing a veteran an appropriate job referral
 4. **Referral to Supportive Services (RS):** Referring a veteran to supportive services such as but not limited to:
 - a. State or Federal Voc Rehab
 - b. County Veteran Service Officer
 - c. Referral to any agency providing assistance that does not include training or employment.
 5. **Referral to WIA Training (RW) TAA/NAFTA (RT),** or any federally funded training program such as:
 - a. WIA
 - b. Other federal training
 - c. Educational Services

- d. On-the-Job training
 - e. On-the-job training with apprenticeship
 - f. On-the-job training with classroom training
 - g. On the job training with other institutional training
- I. For each veteran enrolled in VS, the Intensive Service case manager will:
- 1. Develop and maintain an Employment Development Plan (EDP) dated the day the veteran was enrolled in VS.
 - 2. Document the veteran is entitled to receive Intensive Services from grant staff by entering an IA into the veteran's F8 services screen dated the same day as VS enrollment.
 - 3. Provide a minimum of one **case management service** a month (see paragraph H).
 - 4. Enter a corresponding F10 note for each service documented on the F8 services
 - 5. Document on the F10 note page the reason for termination.
 - 6. Follow up with VS exited clients who Entered Employment at **90, 180 and 270 days after exit.**
- J. The construction and maintenance of hard copy files will be at the discretion of each individual DVOP unless dictated otherwise by local policy.
- 1. Use of electronic files and EDPs are permitted for the Veteran Intensive Service (VS) Program unless prohibited by local policy.
 - 2. Hard copy files are required for the Incarcerated Veterans Transition Program (IVTP). Construction and maintenance of files will be by local policy, but at a minimum include the documentation required to validate program eligibility i.e., DD214 and proof of incarceration.
 - 3. IVTP files will be retained for three years after close-out of the IVTP grant.
 - 4. Closed hardcopy VS files may be destroyed after the documented 270 day follow-up.

V. IMPLEMENTATION DATE:

Immediately

VI. INQUIRIES:

Please direct inquiries to Tim Amthor at 303-318-8821.

Thomas J. Looft
Director

Examples of Barriers to Employment

1. Lack of job search skills
2. Requires job search assistance
3. UI Profile client or Reemployment Grant eligible (i.e., likely to exhaust his/her UI benefits because of declining occupation, declining industry or education).
4. Money
5. Phone
6. Transportation
7. Clothing
8. Housing
9. Experience-over qualified - under qualified
10. Education-not enough - too much
11. Job Goal - no goal - unrealistic goal
12. Legal Issues - felony convictions - jail time, child support
13. Health - physical restrictions - environmental limits - accessibility
14. Dental - appearance - pain - overall wellness
15. Disability Issues - adaptation to disability - career

- changes
16. Work History - gaps - short term jobs - job retention - unsure on dates
 17. Personality - attitude - rigid - limiting beliefs - behavior - authority - anger - anti-social - borderline
 18. Drugs/Alcohol/Gambling
 19. Job Search Skills - organization - application - resume - interview - follow-up tracking
 20. Job Retention Skills - good practices - plan B-exit strategy
 21. Family Issues - roles - day care - identified patient - overtime limits
 22. Learning problems - read - write - math
 23. Systems Dependent
 24. Mental Health - emotional - depression - stress - anxiety - PTSD
 25. Low Intellectual Functioning
 26. Medications - zoned out - feel good/go off - changes
 27. Confidence - self-esteem
 28. Bad References
 29. Isolation - no support, no networking contacts
 30. Fear - failure - last chance
 31. Discrimination - age - race - sex - disability - old hippies
 32. Communication - verbal - written - telephone
 33. Negotiation Skills
 34. Lacks Assertiveness - doesn't meet own needs, shows little or no respect for others
 35. Poor labor market
 36. New to area
 37. Motivation - burn out - learned helplessness
 38. Potential loss of benefits
 39. Judgment - problem solving-decision making skills
 40. Appearance - hygiene - breath
 41. Need to be understood - terminal honesty
 42. Unique personal issues - geographic restrictions - holidays - religious observances
 43. Motivation - initiative - follow through