



I. 770 VETERANS
 Veteran/Covered Person Intake Procedures
 Triage of Veterans for One-on-One Intensive Services

II.

To: Job Center Directors, One-Stop Operators
 Program and Services Coordinators, LVERs/DVOPs

From: Patricia H. Mayfield, Labor Commissioner

Reference Jobs for Veterans’ Act Grant Provisions, State Veteran Plan & Title 38

Recession 770 VETERANS’ Memorandum Triage, November 15, 2007

The purpose of this memo is to:

- Establish guidelines at initial client intake to identify and refer veterans and covered persons to the Local Veterans’ Employment Representative (LVER) and Disabled Veterans’ Outreach Program (DVOP) staff for Intensive Services; and,
- Outline the procedure to schedule covered persons for Intensive Services.

1. Background

Since the late 1990’s the Veterans’ Employment and Training Service (VETS) has encouraged the use of **triage** for identifying those covered persons most in need of one-on-one services. In the Solicitation for Grant Applications in 1998, the Veterans’ Employment and Training Service (VETS) defined the **triage** intake concept for One-Stop offices, with the goal of ensuring that covered persons in need of case management services by LVER and DVOP staff be identified. Connecticut’s *Strategic Five-Year State Workforce Investment Plan* and the CT DOL’s Jobs for Veterans Act (JVA) State Plan both specify that a **triage** approach will be used to identify the covered persons registering in the *CTWorks* One Stop Centers who are to receive intensive services from DVOP and LVER staff using a case management model.

In the context of a One-Stop Career Center, VETS defines **triage** as

“The screening of covered persons applicants to determine whether they can best benefit from self-service, facilitated service, including job development and referral, or intensified client-centered services.”

Triage is consistent with the one-stop service delivery model where, unless significant barriers to employment are identified initially, staff first directs clients to Core Services. Clients who are not successful in obtaining employment using Core Services may then be referred to Intensive Services and/or Training as appropriate.

VETS has identified the following groups of covered persons who should be referred to the local Veteran Service Unit (VSU) staff for Intensive Service, formerly Case Management:

- Service-connected disabled veterans (covered persons);
- Veterans who served on active duty during a war or in a campaign or expedition for which a campaign badge has been authorized who have significant barriers to employment;
- Homeless veterans;
- Formerly incarcerated veterans;
- Veterans who may need vocational rehabilitation services or who are currently participating in Chapter 31 programs;
- Newly separated veterans (within 36 months);
- Veterans 18-24 years old for the purpose of WIA Older Youth Training;
- Any veteran with major barriers to employment.

(1) Intake Procedure for Reception Desk – New Registration

The Office for Veterans' Workforce Development (OVWD) will have new signs made for the reception area in each *CTWorks* center advising all individuals who served in the military to identify themselves. (Please inform Terry Brennan at 860 263 6514 as to how many signs you need for your office.)

At the point that the client self-identifies as a veteran or a covered person, the person staffing the reception desk will:

1. Give the client the **Veteran Service Triage** form to complete (sample form attached) along with a **JS-511** or **your local intake form (Only at initial visit)**.
2. Once the individual returns the completed forms, review the forms and make the referral to the Veterans' Service Unit (VSU).
 - A. If a VSU staff member is available, refer the client, along with the completed forms to him or her for service.
 - B. If a VSU staff member is not available or the VSU schedule for that day is full, then an appointment can be made on the VSU schedule in the next available time slot or the veteran may be referred to the OVWD web site to request an appointment via the automated appointment request system on line at www.ctvets.org.

Route the forms to the VSU. If the VSU is not located in the office, fax the Veterans Triage form to the regional VSU. The covered person may be referred to the OVWD web site and to request an appointment via the automated appointment request system on line at www.ctvets.org

Please note that anytime staff members identify clients as covered persons with special needs, they should be referred to the VSU if that has not already been done.

(2) LVER/DVOP Responsibilities

All LVER and DVOP staff will provide an initial assessment in order to determine if the veteran and covered persons needs Intensive Services. The focus will be on covered persons with special employment and training needs, with emphasis on disabled, newly separated, and Operation Enduring Freedom and Operation Iraqi Freedom (OEF/OIF) campaign badge veterans.

After the assessment process, the LVER/DVOP will determine the appropriate level of Intensive Services including referral to other supportive services available through the Connecticut Department of Labor or other *CTWorks* partners and Federal and State Agency.

Veterans and covered persons with moderate to severe barriers to employment will be classified as being **not job ready**. Covered persons deemed **not job ready** would be given an Employment Development Plan (EDP) and occupational guidance and they will receive Intensive Services from both LVER/DVOP specialists. Referrals may be made, as appropriate, to Labor Department Career Development Specialist, the Veterans' Administration (VA) both State and Federal staff professionals, Community Based

Organizations, Veteran Service Organizations or other *CTWorks* partners to assist the covered person in resolving issues that hinder his/her ability to find and maintain gainful employment.

Covered persons in a targeted class (as identified on page 2), whether they are determined job ready or not job ready, will receive Intensive Services at a level determine by the VSU staff.

(a) **CTWORKS Staff Responsibilities**

As required by PL 107-288, the *Jobs for Veterans Act*, and as articulated in the Employment and Training Administration's (ETA's) TEGL No. 5-03, "Implementing the Veterans' Priority Provisions of the *Jobs for Veterans Act*, all covered persons are to receive priority in all U.S. Department of Labor funded employment and training programs. All CT DOL staff in the *CTWorks* offices must, therefore, provide a full range of Labor Exchange services to all covered persons requesting them.

Refer questions regarding this procedure to Terry Brennan at 860 263-6415.

CT Veterans Workforce Development Priority of Service Policy

G. Priority of Service

How veterans are made aware of their priority of service entitlement:

CTDOL's policies and procedures ensure that veterans and eligible spouses will be given priority of service by the local areas for the receipt of employment, Training, and placement services as long as the covered persons otherwise meets the eligibility requirements for participation in the program. CT DOL will ensure that priority of service is implemented throughout the full array of services provided to covered persons by the qualified job training programs. When the veterans' priority is applied in conjunction with another statutory priority, like the Recovery Act's priority for recipients of public assistance and low-income individuals, veterans and eligible spouses who are members of the Recovery Act priority group will receive the highest priority within that priority group, followed by non-veteran members of the Recovery Act priority group.

The Office of Veterans Workforce Development (OVWD) and Labor Commissioner issued a revised Policy Memorandum issued in November, 2007 regarding Veterans' priority (see attached). Along with the new policy memorandum (11-07) training was provided to all One-Stop staff that works with veterans providing intake, job training or counseling services.

In addition, the WIA Administrative Unit issued Administrative Policy 05-06 on April 19, 2005 which required all Workforce Investment Boards to review all of their relevant

policies affected by the requirements of the “Jobs for Veterans Act” and to revise them as necessary to reflect the requirements of this legislation.

In order to identify, inform and deliver services to covered individuals:

- Signs are in One-Stop reception areas asking veterans to identify themselves. These signs also indicate the entitlement of priority of service. At the time of the one-on-one interview *CTWorks* staff reinforces the priority of service entitlement.
- Registration and membership information is recorded in the Connecticut Works Business System (CTWBS).

Note: CTWBS is CT’s Management Information System for tracking and reporting services through the Workforce Investment System

- All laws and regulations pertaining to Priority of services are posted on the Veteran Web site. (www.ctvets.org).
- Most *CTWorks* staff are trained on “priority of service” as well as services available to veterans.
- CTWBS Ad-Hoc reports and utilization of quarterly reports from the LVER’s and DVOP Specialists are used to identify potential performance problems.
- A performance indicator tool has been designed to monitor performance achievement on a quarterly basis.
- Quarterly compliance assistance monitoring is conducted on-site to ensure that the One-Stops are complying with the priority of service provision. When applicable, corrective action will be requested and technical assistance provided.
- Most WIBs, One-Stop Operators and Job Center Directors have been

trained on the Jobs for Veterans Act by NVTI staff.

In addition, with guidance from Employment and Training Administration, the following modifications to State policy, applicable to the State Workforce Agency, local Workforce Investment Boards, and One-Stop Career Centers for all qualified job training programs delivered through the State's workforce system, pursuant to 20 CFR 1010.230 will be made:

A process has been developed to identify covered persons who physically access service delivery points or who access virtual service delivery programs or web sites, in order to provide covered persons with timely and useful information on priority of service. This may include reception through a one-stop, as part of an application process for a specific program, or through any other method by which covered persons express an interest in receiving services, either in-person or virtually.

- **This process will be designed to:**
 - Permit the individual to make known his or her covered person status
 - Permit those qualified job-training programs (Wagner-Peyser, WIA Adult, WIA Dislocated Worker, WIA National Emergency Grant, and Senior Community Service Employment Programs and the Trade Adjustment Assistance Program) to initiate data collection for covered entrants.
 - Not require covered persons to verify their status of an individual as veterans or eligible spouses at the point of entry, unless they immediately undergo eligibility, determination and enrollment in a program.
- **The process for identifying covered persons will ensure that:**

- Covered persons are identified at the point of entry to allow them to take full advantage of priority of service; and
- Covered persons are made aware of:
 - Their entitlement to priority of service;
 - The full array of employment, training, and placement services available under priority of service; and
 - Any applicable eligibility requirements for those programs and/or services.

In accordance with instructions to be issued by the Commissioner in a memo to individual qualified job training programs, all providers will collect and maintain data on covered and non-covered persons who receive services, including individual record data for those programs that require establishment and submission of individual records for persons receiving services.

- **The information collected shall include, but will not be limited to:**
 - The covered and non-covered person status of all persons receiving services;
 - The types of services provided to covered and non-covered persons;
 - The dates that services were received by covered and non-covered persons; and
 - The employment outcomes experienced by covered and non-covered persons receiving services.
- All information will be stored and managed in a manner that ensures confidentiality.

How priority of service will be provided and monitored:

The **CTWorks** business system allows the OVWD Director to monitor the veterans' program activities and services on a monthly basis to ensure that veterans are receiving full and equal consideration and priority for services from all partners in the public labor exchange. CTWBS Ad-Hoc reports and utilization of quarterly reports from the LVER's and quarterly activity reports from the DVOP Specialists will inform the Director in a timely manner regarding potential performance problems. Since CTWBS is, a real-time system data can be obtained daily if necessary.

In consultation with the Director and the Performance Management unit, a performance indicator tool will be designed to monitor performance achievement on a quarterly basis. Compliance assistance monitoring will also be conducted on-site to ensure that the one-stop partners are complying with the priority of service provision. When applicable, corrective action will be requested and technical assistance provided. We will integrate the monitoring of the Veterans program with our monitoring of the other **CTWorks** programs to ensure non-duplication and coordination.