

## Eligibility and Intake Triage Process



Under the Jobs for Veterans State Grant (or JVSG) program, states are required to assess, or “triage,” customers for potential eligibility for Disabled Veterans' Outreach Program, or DVOP, services. DVOP specialists may only serve Eligible Veterans and Eligible Spouses with a Significant Barrier to Employment, or be in an additional population identified by the Secretary of Labor to be eligible for DVOP services.

In this video, we'll:

- Discuss why this assessment happens.
- Walk through the eligibility and intake triage process, and
- Discuss the services that can be offered to those who are not eligible to work with a DVOP specialist.



Not everyone who visits an American Job Center is eligible for DVOP services. The VOW to Hire Heroes Act of 2011 and Title 38 prohibit DVOP specialists from performing non-veteran-related duties. Triaging customers to determine potential eligibility for DVOP services ensures that states stay in compliance with federal policy, and helps intake staff direct customers to the most appropriate services to help them.



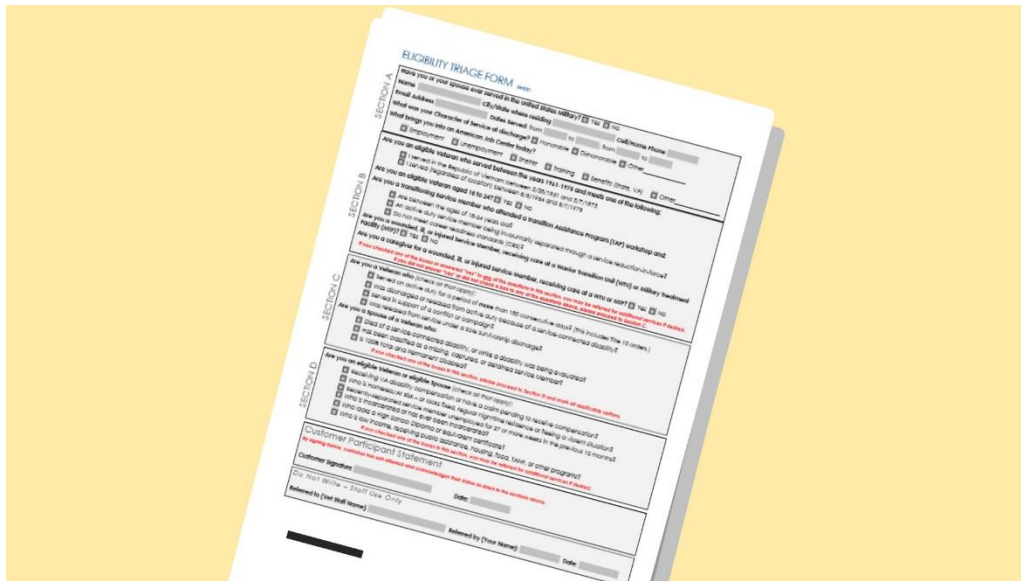
Each American Job Center has its own procedures for completing the intake process. A receptionist, intake staff member, or the next available staff person can make an initial assessment of the customer's needs and eligibility. However, a DVOP specialist may not perform the initial intake duties.

Intake staff will ask the customer what brings them into the center. Not everyone will be seeking employment assistance: some may be there to reset their password, or to take GED classes, or to file for

unemployment. In such cases, the staff member should refer them to the resource or support person that will best help them.

Just as important is to determine veteran status. Many people with military service do not identify as veterans, so rather than asking if the customer is a veteran, the staff member should ask if they or their spouse has ever served in the US military.

If yes, they should be directed to complete the eligibility form. The form will identify whether they are seeking employment assistance and whether they are eligible for DVOP services.



The Eligibility Triage Form is a one-page, double-sided document with four sections. The back side of the document includes definitions for the terms used in the form. While we'll be taking a look at the printed document, note that in some states, the triage process is completed electronically.

The customer should complete the sections in order to determine their eligibility. To respect privacy, the questions on the form should not be read aloud to the customer in a public area.

The first section, Section A, identifies whether the person or their spouse has served in the United States Military, their contact information, dates served, Character of Service at discharge, and what brings them into the American Job Center. Many people do not identify as veterans for a number of reasons, which is why the first question asks specifically about military service. If the customer or their spouse does not have military service or indicates a dishonorable discharge, the assessment is complete. They are not eligible for DVOP services and may be referred to other center services. Otherwise they should proceed to Section B.

Section B of the form identifies additional eligible populations. These include:

- Vietnam Era Veterans, or eligible veterans whose active military service was during the Vietnam era;
- Veterans aged 18 to 24;
- Transitioning members of the Armed Forces who have attended a Transition Assistance Program and have been identified as in need of individualized career services must meet the following criteria:
  - Between the ages of 18 and 24
  - Are active duty service members being involuntarily separated through a service reduction-in-force, or
  - Do not meet career readiness standards (CRS)
- Eligible Transitioning Service Members, or members of the Armed Forces who are wounded, ill, or injured and receiving treatment in a warrior transition unit or military treatment facility;
- and Caregivers of Wounded Transitioning Service Members, including family members or non-family members who live with and provide care to a Wounded Transitioning Service Member.

If the customer identifies with any of these eligible populations, the assessment is complete and they may be referred to DVOP services. Otherwise, they should proceed to Section C.

Section C of the form identifies whether the customer is an eligible veteran or eligible spouse.

Eligible veterans include those who:

- Served on active duty for more than 180 consecutive days, including Title 10 orders;
- Were discharged or released from active duty because of a service-connected disability;
- Served in support of a conflict or campaign;
- Or were released from service under a Sole Survivorship discharge.

Eligible spouses are the spouses of a veteran who:

- Died of a service-connected disability;
- Have been classified as a missing, captured, or detained service member for a total of more than 90 days;
- Or have a total and permanent disability resulting from a service-connected disability.

If the customer does *not* identify as an eligible veteran or spouse, the assessment is complete. While they are not eligible for DVOP services, all veterans and some spouses are still eligible for Priority of Service for all USDOL-funded employment and training services. If the veteran served at least one day of active duty and did not have a dishonorable discharge, they are covered under Priority of Service.

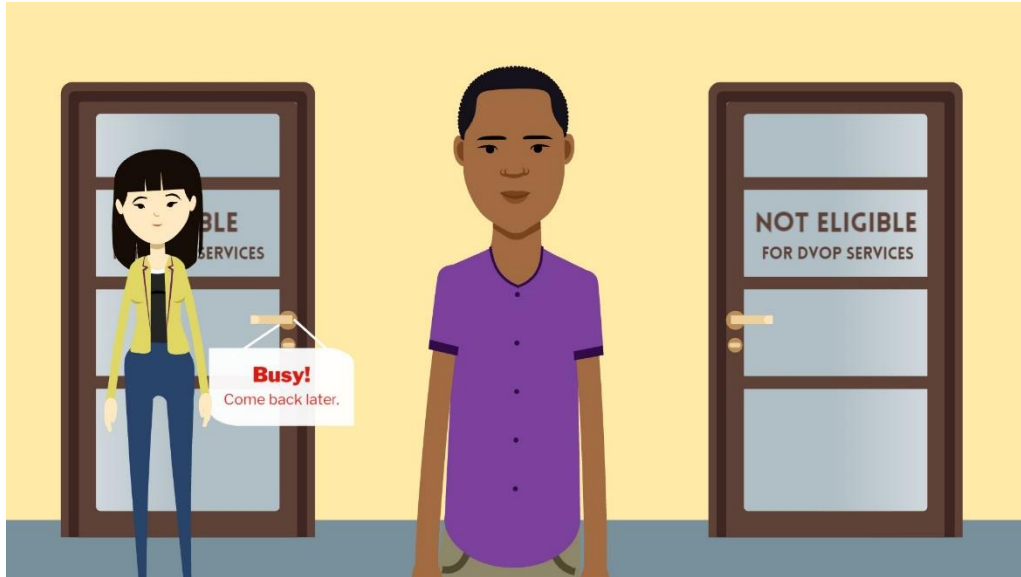
If the customer *does* identify as an eligible veteran or eligible spouse, they should proceed to Section D.

Section D of the form identifies Significant Barriers to Employment. These include:

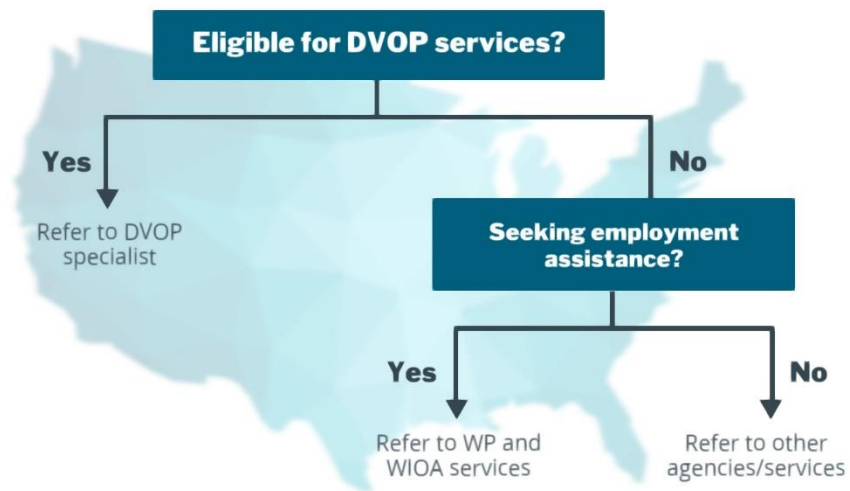
- Receiving VA disability compensation or having a pending VA disability claim;
- Being homeless or at risk of being homeless, lacking regular nighttime residence or fleeing a violent situation;
- Being a recently separated service member unemployed for 27 or more weeks in the previous 12 months;
- Being incarcerated or having been released from incarceration;
- Lacking a high school diploma or equivalent certificate;
- And being low-income, with a total family income below the poverty line or 70% of the Lower Living Standard Income Level.

If the Eligible Veteran or Eligible Spouse identifies a Significant Barrier to Employment, they may be referred to DVOP services.

Customers are encouraged to sign or initial the participant statement at the bottom of the form. However, this is not mandatory. The assessment relies on self-attestation, meaning the customer's statement is all that is needed without requiring verification.



If a customer is potentially eligible for DVOP services, they are referred to a DVOP specialist. If a DVOP specialist is not available, the customer should work with another staff member who provides individualized career services, and be referred to a DVOP specialist for additional services.



Not everyone will qualify for DVOP services, however. It is the staff's responsibility to help engage those individuals in other center services and connect them to staff who can best assist them. No customer should be turned away.

Those not eligible for DVOP services who are seeking employment assistance can be referred to other employment services under Wagner-Peyser and the Workforce Innovation & Opportunity Act. For those not seeking employment assistance, staff should find out what brings the customer to the center and connect them to the appropriate agencies or services, such as the VA, or unemployment or Social Security benefits.



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This video, Eligibility and Intake Triage Process, was brought you by the National Veterans' Training Institute in partnership with the National Association of State Workforce Agencies Veterans Affairs committee.

An infographic of the triage process and a sample Eligibility Triage Form can be downloaded from the NVTI Microlearning webpage.

To learn more about staff responsibilities in an American Job Center, consider enrolling in course 9635: A Day in the Life of JVSG Staff in an American Job Center, located on the NVTI Class Descriptions webpage. If you have any questions, reach out to your supervisor or state coordinator.