

Triage Questions & Answers (April 2021)

1. Does a pending application on a disability claim qualify a Veteran for additional service?
 - a. *Yes. If a Veteran has a pending service-connected disability claim, they are eligible for DVOP services (per VPL 03-14 Change 1).*
2. Should every Veteran look at this information?
 - a. *Yes. Every Veteran accessing an American Job Center should be assessed to determine if they are eligible for DVOP services.*
3. Can mods be made to the form to add additional needs?
 - a. *The form is designed to be one page, front and back. If you wish to add other questions, you should do so on a separate document. Remember that you cannot add more criteria for a DVOP referral than what is defined by Veterans Policy Letters (VPLs). Working with your state agency communications director, You should customize the form with your agency's logo.*
4. Can you expand on the HVRP Title 38 USC definitions of a Veteran?
 - a. *Homeless Veterans' Reintegration Programs Reauthorization Act of 2018 to amend Title 38 establishes new criteria for program eligibility: (a) Homeless Veterans (including veterans who were homeless, but have found housing during the 60-day period preceding the date on which the veteran begins to participate in a program under this section); (b) Veterans participating in the Department of Veterans Affairs supported housing program for which rental assistance is provided pursuant to section 8(o)(19) of the United States Housing Act of 1937 (42 U.S.C. § 1437f(o)(19)) or the Tribal HUD–VA Supportive Housing (Tribal HUD–VASH) program; (c) Indians who are veterans and receiving assistance under the Native American Housing Assistance and Self Determination Act of 1996 (25 U.S.C. § 4101 et seq.); (d) Veterans described in section 2023(e) of this title or any other veterans who are transitioning from being incarcerated; and (e) Veterans participating in the Department of Veterans Affairs rapid rehousing and prevention program authorized in section 2044 of this title.*
5. Is there a question or box that says refer to LVER if the Veteran is a non-SBE?
 - a. *No. If the Veteran does not have an SBE, or is not part of a targeted population, they should be referred to non-JVSG staff for additional services. The LVER's primary role is to work with employers, and on behalf of Veterans in general. LVERs may not directly serve veterans. See VPL 03-14 which defines the roles and responsibilities of the LVER. LVERs may work directly with any AJC partner staff to assist that staff member with placing a specific Veteran in employment.*
6. Does a person who only serves one day of training a refer to DVOP Veteran?
 - a. *If the person was injured on that one day of training, then yes they are eligible for referral to the DVOP.*
7. Is 100% total and permanent disabled?
 - a. *Yes.*
8. Section A – if the person indicates they are a spouse of a Veteran will that person be expected to enter the Veteran's dates of service?
 - a. *No, but they are encouraged to provide that information if they have it.*

9. Do we need a “yes” in Section C along with Vietnam Era Veteran status (in Section B).
 - a. *Yes. Vietnam-era Veterans must meet the eligible veteran status in accordance with 38 U.S.C. 4101(4) and 4211(4), as well as the requirements outlined in VPL 03-19 with honorable discharges to be eligible for DVOP services.*
10. Will the more than 180 day question be moved to the top as that will be the first factor to determine if they are eligible for DVOP services before getting into the other eligibility questions?
 - a. *No. Determining 180 consecutive service days for eligibility is a necessary step for specific criterion, but not all inclusive. For example, TSM eligibility, service connected, Sole Survivorship, those who served in a campaign or conflict, Spouse of missing or detained. Assessing up front if the customer or their spouse served in U.S. Military will help steer the conversation and determine eligibility to most applicable population or SBE.*
11. Section B – do not meet career readiness standards. Will this Vet need to show a DD-2958?
 - a. *Yes – please note the form number has been changed to DD-2648.*
12. Doesn’t a Veteran have to meet the following qualification: First, the person has to have received an honorable discharge, then those who served 180 days or longer, or those who are combat Veterans and those who are service-connected disabled Veterans?
 - a. *No. Determining character of discharge and 180 consecutive service days for eligibility is a necessary step for specific criterion, but not all inclusive. For example, TSM eligibility, service connected, Sole Survivorship, those who served in a campaign or conflict, Spouse of missing or detained. Assessing up front if the customer or their spouse served in U.S. Military and discharge code will help steer the conversation and determine eligibility to most applicable population or SBE.*
13. Shouldn’t Service-Connected disabled go into Section B?
 - a. *No. Section B consists of the “Special Populations” per VPL 03-19. Service-connected disability is considered an SBE per VPL 03-14; the individual must meet the definition of eligible veteran status per 38 U.S.C. 4101(4) and 4211(4) AND have an SBE in order to be eligible for DVOP services (or meet the criteria of the special populations in VPL 03-19). If the individual has a service-connected disability, it does not mean the individual is automatically an eligible veteran per 38 U.S.C. 4211(4). Please note that the eligible veteran status definition (per 38 U.S.C. 4211(4)) pertaining to disability states, “was discharged or released from active duty **because of** a service-connected disability.”*
14. Regarding the Vietnam-Era Veterans, are you saying they do not need to meet the eligible Veteran definition?
 - a. *The Vietnam-Era Veterans still need to meet the definition of eligible veteran. If they meet the eligible veteran status definition and only one day is during the Vietnam era, they are considered a Vietnam-era veteran. Section A will screen out anyone without an honorable discharge. If they have an honorable discharge and served in the Vietnam era (see VPL 03-19), they should be referred to the DVOP.*
15. So if they mark yes in Section B, they don’t need to have 180 days of active duty?
 - a. *Depends on what specific population the customer meets. For instance, Transitioning Service Members are not Veterans and therefore 180 days is not applicable. For section B it is best to ensure eligibility for each category listed. The special populations of*

Veterans aged 18-24 and Vietnam-era Veterans must meet the eligible veteran status as defined in 38 U.S.C. 4101(4) and 4211(4).

16. Is there a list of “conflicts” or “campaigns”?
 - a. *See the lists on the National Archives website: <https://www.archives.gov/personnel-records-center/vso/veterans-preference-and-wartime-service#VetGuideAppendixA> More information is also available from DoD 1348.33-M, Manual of Military Decorations and Awards.*
17. Some of the folks on the call thought they understood that there was going to be a training session from NASWA or NVTI coming out soon that we could use with our front line staff. Did we hear that correctly? Do you know when it might come out? Or was today’s session the training that was envisioned for us to use?
 - a. *NVTI is currently-developing new training that will be online and available upon demand. We hope to have that available by the end of summer, 2021. States have also received a copy of the slide deck used during recent “train-the-trainer” sessions.*
18. I just had a couple of quick questions on section B. I see how a Vietnam era vet can go straight to a DVOP. I mistakenly thought 18-24 year old vets needed to have more than 180 days. I’ve been referencing VPL 03-19. Perhaps you can help steer me and show me where we know that we can skip the active duty over 180 day step.
 - a. *We appreciate the dialog and attention brought to this area. As stated in VPL 03-19, the Secretary determined Veterans aged 18-24 as an additional / Special population. Therefore, once the eligible veteran (definition per 38 U.S.C. 4211(4)) is applicable is determined eligible and is between the ages of 18-24, they do not need an SBE and can be referred directly to a DVOP.*
 - b. *With section B - those are all "special populations" As the VPLs state - for a "veteran" to receive DVOP services, they have to meet the criteria of a significant barrier to employment OR be listed as a special population. Age 18 to 24 is applicable to an eligible Veteran (per VPL 03-19) and a TSM (per VPL 07-14). So long as the transitioning service member who attended a TAP meets one of the special populations; 18-24. RIF, CRS - they do not need to have a significant barrier as described in Section D. One thing to consider as listed in VPL 03-19 and VPL 07-14, a transitioning service member is not considered a veteran.*
19. We do ask customers to self identify when registering on line. Besides the SBE form itself, what are other states doing to identify SP Veterans in this virtual environment?
 - a. *The scope of this project wasn’t to change or make recommendations of changes to anyone’s service delivery model; we recognize that every state is different. This was designed as a tool to make sure that they are asking the questions that need to be answered before a referral is made. We encourage you to reach out to some other states, such as Colorado, Oklahoma and Louisiana, who have a very robust virtual process.*
20. Will these forms be available in other languages?
 - a. *Yes, the form and the flow chart are available in Spanish.*
21. Are states required to retain completed paper triage documents for three years?

- a. *VETS does not have any specific guidance pertaining to the retention of a triage form. States should follow their own policies, as well as ensure the information is captured in case notes and services within the MIS.*