

Veterans' Services Navigator Training Hand-Outs

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VETERANS' INTAKE FORM (VIF)

****CONFIDENTIAL****

(SECTIONS 1-3 MUST BE COMPLETED BY VSN)

Date: _____

Client Name: _____

Last four of SSN: _____

SECTION 1

E-mail: _____

Phone: _____

Reason for today's visit:

All below items must be checked as confirmation of completion.

<input type="checkbox"/> Registered in CalJOBS SM	<input type="checkbox"/> Completed CalJOBS SM profile
<input type="checkbox"/> Completed résumé	<input type="checkbox"/> Verified RTW documents

SECTION 2

Check all that apply to client:

<input type="checkbox"/> Disabled/special disabled: (Receiving VA Compensation)	<input type="checkbox"/> Homeless
<input type="checkbox"/> Recently separated service member and unemployed (27+ weeks)	<input type="checkbox"/> Released from incarceration (within last 12 months)
<input type="checkbox"/> Lacking high school diploma or equivalent certificate	<input type="checkbox"/> Low income
<input type="checkbox"/> Veteran age 18 to 24 years old	<input type="checkbox"/> Gold Card (Post 9/11)
<input type="checkbox"/> Eligible Spouse (with SBE)	<input type="checkbox"/> Eligible Person: (see instructions)

(If any above are checked, client is referred to DVOP for services – DVOP see page 2)

Does the eligible veteran, eligible spouse or eligible person want services from a DVOP? Yes ☐ No ☐

SECTION 3

After eligibility determined, check off the remaining applicable process as confirmation of completion.

1. Client referred to DVOP ☐

<input type="checkbox"/> Enter service code 101-Orientation and 102-Initial Assessment into client's CalJOBS SM file.
<input type="checkbox"/> Add case note titled, "VSN Vet Intake-REF'D TO DVOP"
<input type="checkbox"/> Print and sign name below. Forward intake sheet to DVOP.

2. Client directed to Wagner-Peyser, partner services or provided referrals ☐

VSN, check applicable items:

<input type="checkbox"/> Currently in school	<input type="checkbox"/> Currently employed
<input type="checkbox"/> Applied/receiving UI/DI benefits , If yes, circle UI or DI	<input type="checkbox"/> Need to update work skills

Check off the remaining applicable process as confirmation of completion.

<input type="checkbox"/> Enter service code 101-Orientation and 102-Initial Assessment into client's CalJOBS SM file.
<input type="checkbox"/> Add case note titled, "VSN Vet Intake-INITIAL"
<input type="checkbox"/> Print and sign name below. Forward intake sheet to designated program manager.

VSN PRINT NAME

VSN SIGNATURE

Notes:

After determining appropriate level of service, check off the remaining applicable process as confirmation of completion.

DVOP must record service code 203-Objective Assessment into all clients CalJOBSSM file, then select the applicable client status below, then proceed accordingly:

- 1. Other eligible client?** (as defined by the Secretary) Yes ☐ No ☐

	If yes, enter in case note per instructions and proceed to question #2.
	If no, proceed to question #2.

- 2. Complete Objective Assessment** ☐ (Required for all clients that are referred by VSN)

	(VIP client) Add case note titled, "Assessed – Assigned" and proceed to complete IEP.
	(Deferred IEP client) Add case note titled, "Assessed – Deferred IEP".
	Print and sign name below. Forward copy of intake sheet to designated program manager.

- 3. Client directed to Wagner-Peyser, partner services or provided referrals** ☐

	Add case note titled, "Assessed – Not Assigned"
	Print and sign name below. Forward copy of intake sheet to designated program manager.

DVOP PRINT NAME

DVOP SIGNATURE _____

Notes:

[illegible]

Managers Initials: _____

Date Received: _____

VETERANS' INTAKE FORM INSTRUCTIONS

The Veterans' Intake Form (VIF) is a standardized Employment Development Department (EDD) form used to assist the Veterans' Services Navigator (VSN) to properly screen all veterans and potential eligible clients and determine the proper service delivery that the client is eligible to receive. The VIF will also ensure that a consistent statewide process and procedure is being followed within the EDD in order to properly serve our veterans, eligible spouses, and other eligible clients as defined by the Secretary.

- Section 1 through Section 3 are to be completed by the VSN.
- Section 4 is to be completed by the Disabled Veterans Outreach Program (DVOP) specialist.

SECTION 1:

This section must be completed by the VSN to obtain specific information and requirements from veterans and/or potential eligible clients as follows:

- Full name.
- Last four digits of Social Security number. (Assist with pulling up client's CalJOBSSM file.)
- E-mail address.
- Phone number (including area code).
- Reason for today's visit:
 - Provide brief description of services/assistance the veteran/potential eligible client is requesting. If additional writing space needed, use notes section. Continue completing form to further assist with determining where to properly route client.

VSN will check off the following to confirm the veteran or potential eligible client has:

- Registered in CalJOBSSM.
 - If not, it must be completed in order to proceed forward.
- Completed CalJOBSSM profile.
 - If not, it must be completed in order to proceed forward.
- Completed résumé in CalJOBSSM.
 - If not, it must be completed in order to proceed forward.
- Provided right to work documents.
 - Verify right to work (RTW) documents. Refer to the Attention All Job Seekers, [DE 8401 Rev. 7 \(9-12\)](#) brochure for acceptable RTW documents.
 - If not, documents must be provided in order to proceed forward.

SECTION 2:

This section is to be used to determine if the veteran or potential eligible client is an eligible veteran, eligible spouse, or an eligible person. This section will also be utilized to determine if the eligible veteran or eligible spouse has a Significant Barrier to Employment (SBE). In return, the VSN must determine if the client qualifies to be immediately referred to a DVOP specialist for continued intensive services or will be best served by the Wagner-Peyser, partner services or provided referrals.

Eligible veteran is defined as a person who:

- a) Served on active duty for a period of more than 180 days and was discharged or released with other than a dishonorable discharge;
- b) Was discharged or released from active duty because of service-connected disability;
- c) Was a member of a reserve component under an order to active duty, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized, and was discharged or released from such duty with other than a dishonorable discharge;
- d) Was discharged or released from active duty by reason of a sole survivorship discharge.

VSN must check the applicable field(s) specific to client to determine if the:

- Client can self-attest or has been identified as having **at least one** SBE as listed below:
 - Has **at least one** of the six [Significant Barrier to Employment \(SBE\)](#):
 1. Disabled/Special Disabled: Receiving VA Compensation (defined in 38 U.S.C. § 4211(1) and (3); A special disabled or disabled veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation); or were discharged or released from active duty because of a service connected disability.
 2. Homeless (defined in Section 103(a) of the Stewart B. McKinney Homeless Assistance Act (42 U.S.C. 11302(a).)
 3. Recently separated service member and unemployed 27+ weeks (defined in 38 U.S.C. § 4211(6).)
 4. Released from incarceration/offender within last 12 months (as defined by WIA / WIOA Section 101(27)).
 5. Lacking high school diploma or equivalent certificate.
 6. Low income.

If a client does or does not have an SBE, proceed to the next box, Veteran age 18 to 24 years old.

- Veteran age 18 to 24 years old?
 - If the veteran is age 18 to 24 years old, the veteran is automatically eligible for DVOP services. Proceed and answer the question that states, "Does the eligible veteran, eligible spouse, or eligible person want services from a DVOP?"
 - If no, proceed to the next box to determine if client has a Gold Card.
- Veteran is a Gold Card (Post 9/11) service member?
 - If the veteran has a Gold Card, the veteran must also self-attest to having at least one out of the six SBE's as listed above. Once an SBE has been noted, the client is now eligible for DVOP services. Proceed to the question that states, "Does the eligible veteran, eligible spouse or eligible person want services from a DVOP?"
 - If no, proceed to the next question to determine if client qualifies as an Eligible Spouse.
- Client is an Eligible Spouse with an SBE?
Qualifies as a result of one of the following:
 - a) Is missing in action.
 - b) Has been captured in the line of duty by a hostile force.
 - c) Has been forcibly detained or interned in the line of duty by a foreign government or power.

- d) Has been deemed totally disabled resulting from a service connected disability, as evaluated by the Department of Veterans Affairs (VA).
 - e) Has died while a disability was in existence. A spouse whose eligibility is derived from a living veteran or service member would lose his or her eligibility if the veteran or service member were to lose the status that is the basis for the eligibility (e.g. if a veteran with a total service-connected disability were to receive a revised disability rating at a lower level). Similarly, for a spouse whose eligibility is derived from a living veteran or service member, that eligibility would be lost upon divorce from the veteran or service member.
- If client qualifies as an Eligible Spouse, and has a self-attest or identified SBE (as described previously), proceed to the next question that states, “Does the eligible veteran, eligible spouse, or eligible person want services from a DVOP?”
- If client does qualify as an Eligible Spouse, and does not have a self-attest or identified SBE (as described previously), proceed to the next box to determine if client meets the definition of an Eligible Person.
- If client does not qualify as an Eligible Spouse but has a self-attest or identified SBE, proceed to the next box that states. Eligible Person to determine if client meets the definition of an Eligible Person.
- If client does not qualify as an Eligible Spouse and client does not have a self-attest or identified SBE, proceed to the next box that states, Eligible Person to determine if client meets the definition of an Eligible Person.
- Client is an Eligible Person?
An Eligible Person is defined by the Secretary as being a person that is one of the following:
 - a) Transitioning members of the Armed Forces who have participated in the Transition Assistance Program and have been identified as in need of intensive services.
 - b) Member of the Armed Forces who is wounded, ill or injured and receiving treatment in military treatment facilities or warrior transition units.
 - c) Self-attested family caregivers of wounded, ill, or injured members that are receiving treatment in military treatment facilities or warrior transition units.
- If client does qualify as an Eligible Person, the client is automatically eligible for DVOP services. Proceed to the question that states, “Does the eligible veteran, eligible spouse or eligible person want services from a DVOP?”
- If client does not qualify as an eligible person, proceed to section 3.

Does the eligible veteran, eligible spouse, or eligible person want services from a DVOP?

- If yes and the eligible veteran, eligible spouse or eligible person qualifies to receive services from a DVOP specialist, the VSN must proceed to section 3, number 1, to complete the process and procedures to refer the client to the DVOP.

- If no and the eligible veteran, eligible spouse, or eligible person does not want to receive services from a DVOP specialist, the VSN must proceed to section 3, number 2, to complete the process and procedures to refer the client to Wagner-Peyser/partner service(s) or provide referrals.
- If yes and the non-eligible veteran, non-eligible spouse, or non-eligible person does not qualify to receive services from a DVOP specialist, the VSN must proceed to section 3, number 2, to complete the process and procedures to refer the client to Wagner-Peyser, partner services or provide referrals.
- If no and the veteran or eligible spouse does not have a self-attest or identifiable SBE in order to qualify to receive services from a DVOP specialist the VSN must proceed to section 3, number 2, to complete the process and procedures to refer the client to Wagner-Peyser, partner services or provide referrals.

SECTION 3:

This section is to be used by the VSN to support the best service delivery option that the client is being directed to. This section will also ensure that a consistent statewide service delivery process is being followed.

After a decision is made, the VSN must select one of the following questions and check off the remaining applicable process as confirmation of completion:

1. Client referred to DVOP?
 - If no, proceed to question number 2.
 - If yes, enter service codes 101-Orientation and 102-Initial Assessment into the clients CalJOBSSM file.
 - Add case note titled, "VSN Vet Intake-Ref'd To DVOP." The system will auto-populate the following statement: "Referred to DVOP for the following reasons:". Explain the reason(s) why the veteran, eligible spouse or eligible person was referred to the DVOP.
 - Print and sign name. Forward intake sheet to designated DVOP.
2. Client directed to Wagner-Peyser, partner services or provided referrals?

The VSN will use the below four areas to make further determinations based on their local field office process to ensure the client is being referred to sufficient resources and programs.

 - Currently in school.
 - If this box is checked, the VSN can determine the client's work availability and if the client is seeking full-time or part-time employment.
 - Currently employed.
 - If this box is checked, the VSN can determine if the client is looking for full-time or part-time employment or possibly underemployed.
 - Applied or receiving Unemployment Insurance (UI) or Disability Insurance (DI) benefits.
 - If this box is checked, the VSN can determine if the client may possibly be eligible for DVOP services based on low-income criteria under SBE. If client is receiving UI, the client may need California Training Benefits information. If client is receiving DI, the client is possibly not available for work, but may be able to attend training. Circle

which benefit was applied for or is receiving (UI or DI) and proceed to the next question.

- Need to update work skills.
 - If this box is checked, the VSN can determine if the client needs to be referred to local training provider to update/improve their skills to become employable.

Check off the remaining applicable process as confirmation of completion.

- The VSN is to enter service codes 101-Orientation and 102-Initial Assessment into client's CalJOBSSM file.
- Add case note titled, "VSN Vet Intake-INITIAL." The system will auto-populate the following statement: "Referred to Wagner-Peyser staff and/or provided referrals for the following reason:" The VSN is to include reason(s) why the eligible veteran, non-eligible veteran, eligible spouse, eligible or non-eligible person was not referred to the DVOP specialist and list direction client routed and/or services/referral(s) provided.
- Print and sign name. Forward intake sheet to designated program manager.

SECTION 4:

This section is to be used by the DVOP specialist to ensure that a consistent statewide service delivery method is being followed. The section will also be used as a guide to further assess if the client is eligible to be a Veterans Intensive Program (VIP) client, a Deferred Individual Employment Plan (IEP) client, or a client that will further benefit from services provided by the Wagner-Peyser, partner services or referrals.

1. Other eligible client? (as defined by the Secretary)
 - If yes, the DVOP must enter into clients CalJOBSSM file a case note titled "Eligible - VPL 01-14". The system will auto-populate the following statement: Client is eligible for DVOP Services as described in VPL 01-14 as follows:" and note how the eligible person qualified and proceed to question #2.
 - If no, proceed to question #2.
2. Completed Objective Assessment (OA).
 - It is mandatory that an OA is completed on all clients that are referred to the DVOP by the VSN.
 - The DVOP must record service code 203-Objective Assessment into the clients CalJOBSSM file, select one of the following service delivery determination questions and check off the remaining applicable process as confirmation of completion:

The DVOP must determine that the eligible client will be best served as a:

a) VIP client:

- VIP clients are clients that will have an Individual Employment Plan (IEP) completed immediately after the OA and will benefit extensively from a case managed service delivery method performed by the DVOP.
- If VIP client eligible, check the box, and go to the appropriate CalJOBSSM section of the clients file to add a case note.
 - Choose the case note template titled "Assessed – Assigned".
 - The system will auto-populate the following statement: "Assigned self to veteran/ eligible clients file due to client meeting eligibility criteria and/or SBE identified."
 - Proceed to CalJOBSSM system to complete the IEP.
- Skip next box (Deferred IEP Client) and proceed to the next box.

- Check off box, “Print and sign name below. Forward copy of intake sheet to designated program manager.”

b) Deferred IEP client:

- Deferred IEP clients are those veterans, eligible spouse or eligible person that are not going to receive an IEP immediately following the OA for the following reasons:
 1. Client does not have the time to have an IEP completed on the same day as the OA and a follow-up appointment is scheduled for the client to come back for the intensive service.
 2. Client is found to have extensive SBE’s that will deter the DVOP from being able to complete the IEP immediately after the OA.
 3. Client is found to benefit from other applicable intensive services in order to further prepare for an IEP to be completed in the future. The intensive services provided to client will assist in the preparation to enroll client into the VIP program in the future.
 - If client is a Deferred IEP client, check the box and enter in service code 203 for the Objective Assessment.
 - Go to the appropriate CalJOBSSM section of the client’s file to add a case note.
 - Choose the case note template titled “Assessed – Deferred IEP”.
 - The system will auto-populate the following statement: “Clients IEP has been deferred for the following reason:”, then DVOP must add reason.
 - Check off box, “Print and sign name below. Forward copy of intake sheet to designated program manager.”
2. Client directed to Wagner-Peyser, partner services or provided referrals?
- After the DVOP enters in service code 203 for the Objective Assessment and the DVOP deems that the eligible client will be best served by the Wagner-Peyser staff or partner services.
 - Case note titled, “Assessed – Not Assigned” (use only if veteran, eligible spouse or eligible person will not be receiving intensive services from DVOP). The system will auto-populate the following statement: “Unable to provide additional intensive services to veteran/eligible client for the following reasons:”
 - Print and sign name below. Forward a copy of the intake sheet to designated program manager.

Notes:

- This area can be used at the VSN or DVOP discretion.

Managers:

The bottom right hand corner of the VIF is to be used as confirmation of receipt of the intake form. Upon receipt, please initial and date the day the VIF is received from the VSN or DVOP. Please ensure the following:

1. Manager is to review the VIF no later than 14 days after VIF is received from VSN or DVOP specialist.
2. The VIF is to be reviewed and delegated to appropriate staff for veteran, eligible spouse, and eligible person follow-up.
3. VIF retention is two years. Please follow local field office procedures for storing forms.

These efforts will support the follow-up efforts used to keep the clients engaged in EDD services and assist with fulfilling common measures.



Veterans' Services Navigator (VSN) Frequently Asked Questions (FAQs)

General Information:

The term “customer”, as used in the VSN training and the FAQs, is defined as an individual who self attests to being a military veteran or other eligible person, seeking employment services through the America’s Job Center of CaliforniaSM (AJCC) system.

Veterans' Services Navigator

Q: Does the VSN require a separate VSN veteran password?

A: No. The VSN uses their assigned Wagner-Peyser password.

Q: Does the CalJOBSSM résumé have to be active to continue the VSN process?

A: Yes. Current policy dictates that the CalJOBSSM résumé must be active.

Q: Does the VSN help the customer complete their CalJOBSSM profile which includes the CalJOBSSM résumé?

A: It is the customer’s responsibility to complete their CalJOBSSM profile and résumé. However, AJCC staff can help facilitate this requirement based on local office policy.

Q: At what point does the VSN ask for the Department of Defense, DD-214?

A: The VSN screening process does not require a customer to provide a DD-214. Customers self-attest to meeting veteran status.

Q: What does the VSN tell a customer who insists on meeting with a Disabled Veterans’ Outreach Program (DVOP) specialist?

A: Staff should explain to customers that all AJCC staff are able to provide information and services to customers. However, they must go through a screening process to be determined eligible for a referral to a DVOP specialist for employment services.

Q: Can a VSN act as a DVOP Specialist and provide DVOP services?

A: No. A VSN can provide services to customers, but cannot be a case manager.

Q: Does the VSN make copies of the Right-to-Work (RTW) documents and attach them to the Veterans’ Intake Form (VIF)?

A: No. A check box on the VIF confirms the RTW documents have been verified.

Q: How does the VSN enroll a caregiver into CalJOBSSM?

A: The caregiver self-registers in CalJOBSSM prior to being referred to the VSN. Please note that a caregiver, the same as any AJCC customer, can be assisted by an AJCC staff member to complete the self-registration.

Veterans' Intake Form (VIF)

Q: Why does section one of the VIF only require the last four digits of the customer's Social Security number?

A: The CalJOBSSM system allows staff to search for a customer record using the last four digits of the customer's Social Security number and their last name.

Q: As an AJCC partner, do I have access to CalJOBSSM to complete the VIF?

A: All partner staff members have access to CalJOBSSM. A request should be made to the EDD AJCC management who will facilitate the process to obtain CalJOBSSM access for partner staff.

Q: How should offices order the VIF, DE 8183?

A: EDD staff can submit orders through the EDD warehouse.

Q: When should AJCC staff begin using the VIF?

A: AJCC staff should begin using the VIF immediately. Offices may download a "sample" copy that has been provided by the Veterans Program Support Specialist (VPSS) until orders are received.

Q: Who completes the VIF?

A: The VSN completes sections one through three of the VIF, not the customer.

Q: What happens after the manager receives the completed VIF?

A: The manager has 14 calendar days from the day they receive the VIF to review it. The completed VIF shall be filed in a location where the program manager or office manager can easily access them.

Screening Process

Q: Who ensures the customer's four required elements are completed before the customer can be referred to the VSN for screening?

A: The AJCC reception or resource room staff will ensure all four elements are completed. If any of the four elements are missing, the customer cannot be referred to the VSN. If the four elements are verified, the customer can be referred to the VSN for screening.

Q: Must the customer register with CalJOBSSM in order to go through the VSN screening process?

A: Yes.

Q: How long should the VSN screening process take?

A: This will vary with each customer. The VSN should take the necessary time to accurately complete the VIF, so the appropriate referral is made.

Q: Does the VSN need to verify actual veteran status?

A: No, the customer can self-attest to their veteran status.

Q: Can the VSN refer a customer directly to a DVOP without using the VIF?

A: No. All customers must go through the VSN screening process to determine eligibility for DVOP services.

Q: Does the customer have to complete the 18-step CalJOBSSM résumé to be referred to the DVOP?

A: A customer must have a résumé with at least one job objective and one work history. If the customer is referred to a DVOP, he or she will help the customer complete a marketable résumé. The VSN verifies the customer's CalJOBSSM registration and résumé during the screening process.

Q: If a customer goes to an AJCC and only wants County Veterans' Service Officer (CVSO) services or Unemployment Insurance (UI) information, must they go through the VSN screening process?

A: No. Customers are able to request either service without having to complete the VSN screening process.

Q: If there is a returning customer who has previously completed the VSN screening process but was not referred to a DVOP, will they have to complete the screening process again?

A: Yes. The customer's circumstances may have changed. Therefore, the customer may be eligible to receive different services based on the VSN's screening.

Disabled Veterans Outreach Program (DVOP) Specialist

Q: Why don't all veterans get DVOP services?

A: Per Veterans' Program Letter (VPL) 03-14, DVOPs only serve customers who meet the criteria for one of the specified target groups or have at least one of the Significant Barriers to Employment (SBE). The Department of Labor (DOL) has determined that customers who fit into these categories are most in need of grant-provided services.

Q: If a VSN is not available, can a DVOP serve as the VSN?

A: No. A DVOP may not serve as a VSN. However, any AJCC staff can serve as a VSN.

Q: Who should assist customers, eligible for DVOP services, if there is no DVOP on site at their AJCC?

A: For those AJCCs without a full-time or part-time DVOP, customers should be referred to another workforce program to meet his or her needs. The customer should be informed that he or she will still be able to receive intensive services from other programs within the AJCC on a priority basis. Customers may also be referred to another AJCC where a DVOP is available.

Q: How do we locate our nearest DVOP specialist?

A: The EDD Office Locator, on the EDD website, can assist in locating offices that have DVOPs available by zip code, city, or address.

Q: If a veteran is a Deferred Individual Employment Plan (IEP) customer and the DVOP provides intensive services, should the DVOP still assign the customer into his or her caseload?

A: No. If the DVOP determination is not to complete an IEP after completing the Objective Assessment (OA), the DVOP would record the OA and refer the customer back to Wagner-Peyser for services.

Q: Is the DVOP the only staff person who conducts an OA?

A: Yes.

Definitions and Eligibility

Q: What is the definition of a recently separated service member?

A: An individual who was separated from the military within the last 36 months.

Q: Please clarify the Significant Barrier to Employment (SBE) regarding the recently separated service member and the unemployment timeframe.

A: This SBE requires two criteria to be met for a referral to a DVOP. The customer must be a recently separated service member (within 36 months or less) and has been unemployed for 27 or more consecutive weeks in the previous 12 months.

Q: What specific criteria does a customer have to meet to be considered an Eligible Spouse?

A: To be referred to a DVOP, the spouse of a veteran must have at least one SBE. In addition, the veteran to whom the spouse is married must also meet specific criteria defined in Veterans' Program Letter (VPL) 03-14. Refer to VPL 03-14 and the VIF instruction sheet.

Q: Is a wounded warrior considered a veteran?

A: No. A person is only a veteran when they receive a DD-214.

Q: What is the definition of a veteran?

A: An individual who served on active duty for more than 180 days and was discharged or released from duty with other than a dishonorable discharge, or was discharged or released due to a service-connected disability. For the complete definition, refer to the VIF instruction sheet.

Q: Please clarify the difference between the spouse of a veteran with an SBE and the Eligible Spouse who is a caregiver.

A: See the DE 8183A, VIF instruction sheet, for detailed definitions.

Q: If the veteran has a 100 percent service connected disability, is the spouse required to have an SBE?

A: Yes. The spouse needs to self-attest to having an SBE.

Q: What is the difference between a disabled veteran and a special disabled veteran?

A: The difference between the two is based on their Veterans Administration (VA) disability rating. Disabled veterans have a disability rating below 30 percent, while special disabled veterans have a disability rating of 30 percent or more.

Q: Regarding the disabled/special disabled SBE, does the disability have to be service connected?

A: Yes.

Q: If the customer has a disability rating but is not receiving VA compensation, is he or she still considered a disabled veteran?

A: Yes. The customer is considered a disabled veteran, but does not qualify for an automatic referral to a DVOP because they are not receiving VA compensation. For example, a veteran with a 0 percent disability does not receive any VA compensation.

Q: For caregiver eligibility, does the disability rating of the service member for whom they are caring, have to be 100 percent?

A: No. However, the wounded, ill, or injured service member must be receiving services from a Warrior Transition Unit or from a Military Treatment Facility.

Q: Does a Gold Card service member need to have an SBE to be referred to a DVOP?

A: Yes.

Q: Is a Gold Card Spouse eligible for DVOP services?

A: No. There is no "Gold Card Spouse" category.

Q: What is the purpose of the Gold Card?

A: It is a population currently defined by DOL. Gold Card service members must have an SBE to be referred to a DVOP for intensive services.

Q: How does a customer who is receiving Supplemental Security Income (SSI) receive services?

A: Customers who receive SSI are treated the same as any other customers who comes into an AJCC for services. There is no distinction based on their source of income. They are not considered disabled veterans unless they have a VA disability rating.

Q: What is the definition of a family caregiver?

A: A person (mother, father, spouse, son, daughter, etc.) caring for a wounded, ill, or injured service member receiving services from a Warrior Transition Unit or from a Military Treatment Facility (See VPL 08-14).

Q: How does the VSN identify a family caregiver?

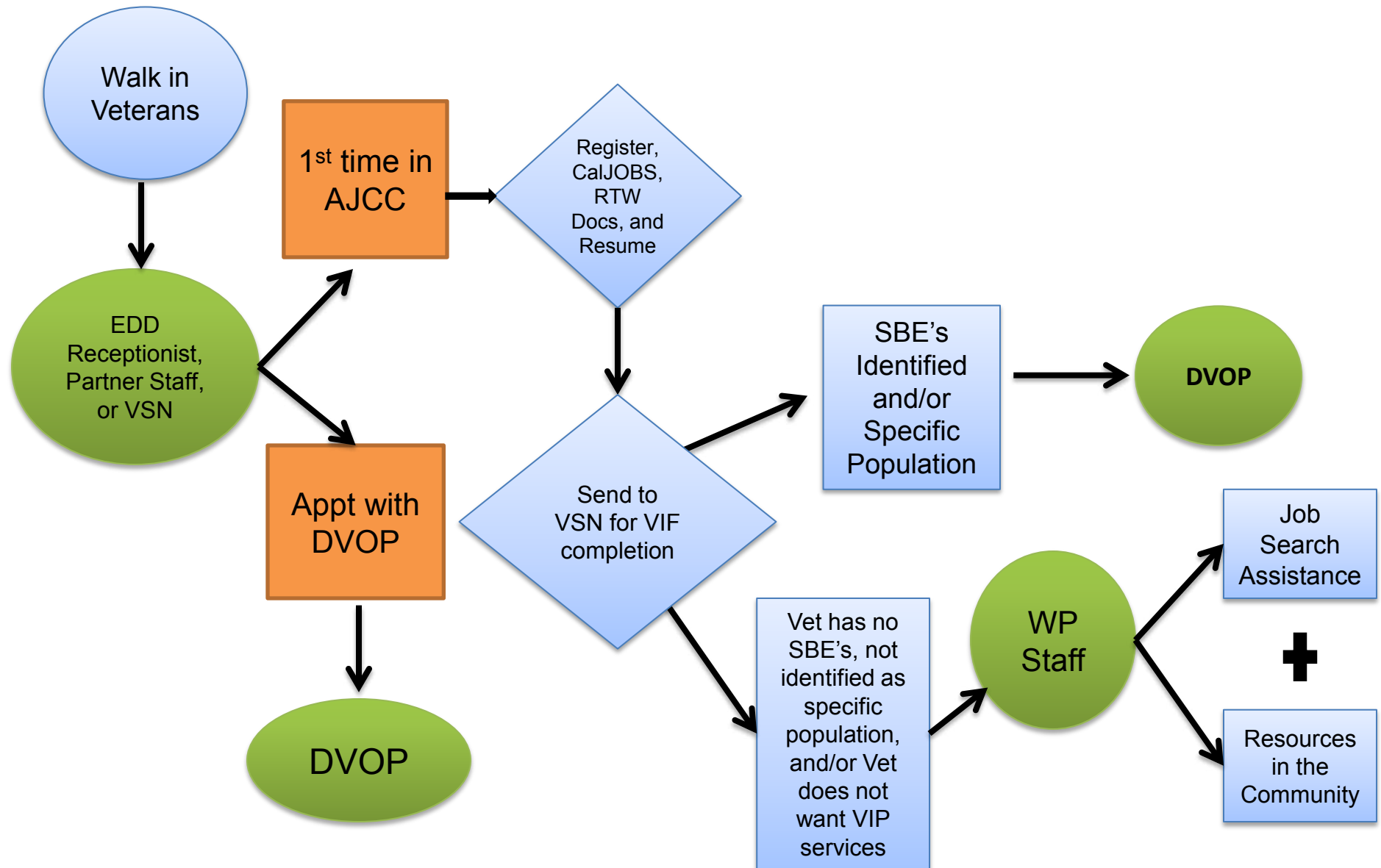
A: The VSN is not required to receive proof or documentation of caregiver status. The customer is merely required to self-attest (self-identify) that they care for an ill, wounded, or injured service member.

Q: If the customer is medically released from the service and they have served less than 180 days, are they eligible to be referred to a DVOP?

A: If the customer is medically discharged they qualify as a veteran for EDD services, but still need to go through the VSN screening process.

The EDD, an equal opportunity employer/program, is a partner in this event. Auxiliary aids and services are available upon request to individuals with disabilities.

Customer Flow Chart



VETERANS' SERVICES NAVIGATOR (VSN)

Capacity Building Unit
Central Office
Workforce Services Division



VSN History

- 2010 – New veterans program.
 - California Operation Welcome Home (OWH).
 - Veterans meet with specialist.
- From OWH to new concept program.
 - Veterans' Services Navigator (VSN).
 - Change in staff roles.
- VSN evolved and is now critical to program.

VSN History (continued)

- 2014 – DOL-VETS released new policy.
- New screening process for veteran customers.
 - Wagner-Peyser and partner staff.
- Using *Veterans' Intake Form*, DE 8183.
 - Standardize intake process.
 - Ensures performance measures are met.

Four Required Elements

1. Right-to-Work Documents
2. CalJOBSSM Registration
 - a) American Flag Icon
3. CalJOBSSM Résumé
4. CalJOBSSM Profile

VSN Customers

- Veterans with Significant Barriers to Employment (SBEs).
- Veterans 18 to 24 years old.
- Gold Card service members with an SBE.
- Wounded warriors.
- Transitioning service members.
- Family caregivers.
- Eligible Spouse with an SBE.

VSN Roles and Responsibilities

1. Screen customer using the *Veterans' Intake Form*.
2. Determine eligibility and provide referral.
3. Record services in the CalJOBSSM system.

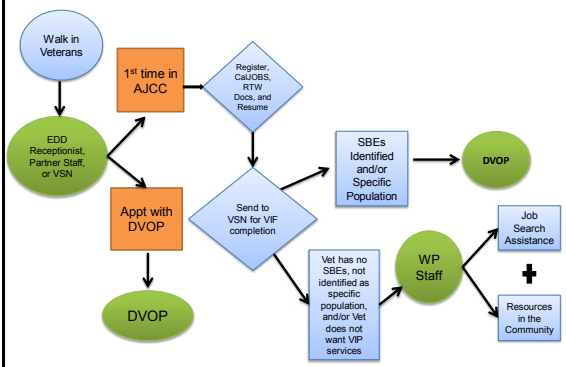
DVOP Roles and Responsibilities

- Provide intensive services.
- Assist customers who meet DOL's 2014 criteria.

Wagner-Peyser/Partner Staff Roles and Responsibilities

- Knowledgeable about programs and services.
- Provide appropriate referrals.
- Understand priority of service.

Customer Flow Chart



Eligible Veteran

- Significant Barriers to Employment.
- Active duty more than 180 days.
- Other than dishonorable discharge.
- Service-connected disability.

Eligible Veteran (continued)

Significant Barriers to Employment:

1. Special disabled or disabled veteran
2. Homeless
3. Recently separated service member
4. Offender released from incarceration
5. Lacking a high school diploma
6. Low income, defined by WIA

Veterans Ages 18 to 24

- Eligible for DVOP referral
- SBE not required

Gold Card Service Member

- Post-9/11 veteran
- Unemployed
- SBE required
- <http://www.dol.gov/vets/goldcard.html>

Eligible Spouse with SBE

- Spouse of a veteran
- SBE required
- Must meet specific criteria

Eligible Person

- Wounded warrior
- Transitioning service members:
 - a) One year from separation
 - b) Two years from retirement
- Family caregiver
- SBE not required
