

## **Attachment 15: Intake Process for Veterans at One Stops**

### **Intake Process for Veterans**

1. All Employment Development Department (EDD) staff shall adhere to the following procedures when providing services to veteran job seekers:
  - When mainstream staff becomes aware that a job seeker is a veteran, they will utilize the Needs Based Assessment (NBA) to determine which employment service(s) the veteran needs. If not, staff will assist the job seeker as appropriate and record all services provided and/or additional referrals made into the Program Activity Support System (PASS).
  - All staff will strongly encourage veteran job seekers to enter a completed resume into EDD's CalJOBS<sup>sm</sup> system. If the veteran declines this suggestion, EDD staff will enter a note into the PASS, which documents the veteran's decision. The purpose of this note is to provide documentation monitoring purposes. While it is the final responsibility of the client for the content of their resume, veteran program staff must endeavor to assist and review the resumes of the veteran clients they serve.
  - Veterans seeking assistance on available resources and programs at their local EDD or One-Stop Partners facility will be directed to the nearest VESS/VWS staff
  - All veterans who are identified by a NBA, needing additional services will be referred to a Veterans Workforce Specialists (VESS) / Veterans Workforce Specialists (VWS) for further evaluation and assistance (Assessment Service).
  - All services provided to veterans by mainstream or veteran program staff will be entered into the PASS recording system using current procedures.
  - EDD management and Veteran's Program staff will encourage One-Stop partners to apply screening procedures similar to those followed by the EDD to identify and assist veteran job seekers. Training in local office resources and procedures is available through assigned Veteran's Program staff.
2. All VWS and VESS staff will provide additional services to those clients in need of one-on-one assistance. At a minimum, each referred veteran will receive an in-depth assessment service by veteran program staff to determine their employment needs and the nature and extent of any possible employment barrier(s).

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Each Case-Management (CM) eligible and suitable veteran will be asked to enter into the CM process. Only veterans willing to participate in the Veterans Intake Process will be assisted at this level. When a veteran agrees to the CM process, they will be enrolled into the PASS. If a veteran is offered CM and refuses, an entry shall be made in PASS case notes to document that an offer was made and refused.

The Veterans' Employment & Training Service and California's targeted groups include the following:

- Disabled veterans (service connected Department of Veteran's Affairs disability rating)
- Combat Veterans (in receipt of a campaign ribbon or an expeditionary medal)
- Minorities
- Females
- Homeless – When job ready
- Recently separated (36 months)
- Educationally or economically disadvantaged
- Native American Veterans
- Incarcerated Veterans