**PROCESS –** America’s Job Center of CaliforniaSM (AJCC) staff and Workforce Partners who provide services to Veterans/Military jobseekers in the AJCC will complete the **Referral Form**, based on the **6 Steps to a Successful Referral**. Once the Referral Form is completed, submit to the Veterans Program Unit (via email at [WSBVeteranHiltonHonors@edd.ca.gov](mailto:WSBVeteranHiltonHonors@edd.ca.gov)) for approval. Approved referrals will be submitted to Hilton for their consent and point transfer. The Veteran/Military member will receive an email notification that points have been transferred into their account.

**Process**

HHMPTM Account?

CalJOBSSM Account?

Veteran **or** Military Service Member?

**Customer has one of the following:**

Veteran

* DD214
* Veteran designation on DL/ID
* NGB22

Active TSM/NG/R

* Military ID
* TSM Letter3

**YES**

AJCC staff informs customer of HHMP

**Verify Eligibility**

* Veteran
* TSM
* NG/R

Customer enters the AJCC

**YES**

**YES**

**NO**

**NO**

**NO**

Register

Not Eligible

Register

| **LEGEND** | | | | | |
| --- | --- | --- | --- | --- | --- |
| **AJCC** | America’s Job Center of CaliforniaSM | **TSM** | Transitioning Service Member | **\*\*** | Must be in case management |
| **HHMP** | Hilton HonorsTM Military Program | **NG/R** | National Guard/Reservist |  |  |
| **HH** | Hilton Honors | **\*** | Based on job offer |  |  |

END

**Hilton Approval**

Hilton Member Services sends confirmation of points transfer within 7 business days

Veteran Program Unit staff completes and submits request to Hilton Member Services

**State Review**

Veteran Program Unit staff reviews and validates request within 3 business days

**Complete/Submit Referral**

AJCC staff completes and submits the Referral Form via WSBVHH email

**Research points necessary**

Customer researches how many points are needed for employment related travel

Customer has the following:

* Letter of Intent
* Offer Letter
* Appointment Letter
* School Acceptance Letter
* Other documentation to validate request

**Verify Referral Reason**

Customer has the following:

* Job Interview
* New Job Training
* Housing Search **\***
* Confirmed Job Search **\*\***
* Other work related activity