



Policy-related | Fiscal | Performance | Q&A | Other
Number: WIN 0086
Date: June 21, 2017
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TO: Workforce Development System
FROM: Gary Kamimura, Workforce Policy Director
SUBJECT: Enrollment of Homeless Veterans Program Participants in the WorkSource System

Purpose:

To support coordinated case management, co-enrollment, documentation and tracking of services provided to homeless veterans through the Workforce Innovation and Opportunity Act (WIOA) and Department of Labor's (DOL) Veterans' Employment and Training Services (VETS) homeless veterans programs.

Homeless veterans programs consist of the Homeless Veterans' Reintegration Program (HVRP), Homeless Female Veterans and Veterans with Families (HFVWF), and the Incarcerated Veterans Transition Program (IVTP).

Action Required:

Local areas must use this process to coordinate enrollment, documentation, and tracking of individuals being served through homeless veterans programs and WIOA in Efforts to Outcomes (ETO).

Local Workforce Development Boards (LWDBs) and their contractors, as well as Employment Security Regional Directors, must distribute this guidance broadly throughout the system to ensure that WorkSource System staff are familiar with the content.

Content:

Coordination of Services

Homeless veterans program grantees must coordinate with local WorkSource staff (Wagner-Peyser or Disabled Veterans' Outreach Program (DVOP)) on provision of services. Ongoing communications between the HVRP counselor and WorkSource/DVOP staff are encouraged to support awareness of changes in veterans' status and on the variety of services available to homeless veterans.

Homeless veterans program grantee counselors must be present, either physically or through real-time electronic or telephonic communication, during enrollment of homeless veterans into Wagner-Peyser, WIOA Title I, or Jobs for Veterans State Grants (JVSG) programs to ensure homeless veterans will be properly identified as a homeless veterans program participant and that veterans' outcomes will be properly credited to the appropriate grant.

Determination of Status

While providing service to a veteran who has been identified as homeless or in danger of becoming homeless (by the veteran, by a homeless veterans program grantee, or during an interview), the WorkSource staff or DVOP specialist will review the Veteran Detail information in ETO to determine whether the customer had indicated "yes" regarding participation in a DOL homeless grant program. If the homeless veteran has not answered "yes" to this question, the DVOP or WorkSource staff member will explain, and recommend, if appropriate, that the veteran consider one of the homeless programs, and make the grant referral with the veteran's consent.

If the veteran has been identified as a homeless program participant, the DVOP or WorkSource staff member will maintain real-time communications with the homeless veterans program grantee, who will be an active participant in the first meeting with the veteran.

ETO Documentation

When a veteran has been enrolled in a DOL homeless veterans program, the DVOP or WorkSource staff member records the information in ETO by selecting the HVRP touch point and completing all fields, including date of enrollment and the appropriate grant (from drop down menu). For DVOPs, this process does not replace the requirement to also enroll the homeless veteran in one of the following: "Disabled Veterans' Outreach Program - Non Case Managed," "Disabled Veterans' Outreach Program," or "Vocational Rehabilitation and Employment Program." Both processes must be completed in ETO. Upon exit from the DOL homeless veteran program, as coordinated with the grantee and veteran participant, the DVOP or WorkSource staff member will enter an exit date in the DOL homeless veteran program touch point.

Provided services must be documented in ETO.

Co-Enrollment

To support the individual's access to services, WorkSource staff and DVOPs are encouraged to pursue co-enrollment in programs deemed beneficial to the veteran, including, but not limited to, WIOA Titles I – IV and Temporary Assistance for Needy Families (TANF).

References:

- [Training and Employment Guidance Letter \(TEGL\) 4-16, Enrollment of Homeless Veterans Program Participants into a Workforce Innovation and Opportunity Act \(WIOA\) Workforce Program at an American Job Center \(AJC\)](#)
- [Veterans' Program Letter 3-16, Enrollment of Homeless Veterans Program Participants into a Workforce Innovation and Opportunity Act \(WIOA\) Workforce Program at an American Job Center \(AJC\)](#)

Website:

[Workforce Professionals Center](#)

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Attachments:

None