

TEXAS WORKFORCE COMMISSION LETTER

ID/No: WD 15-04

Date: November 3, 2004

Key Word: Veterans/TWIST

To: Local Workforce Development Board Executive Directors
Commission Executive Staff
Integrated Service Area Managers
Commission Local Offices

From: Luis M. Macias, Director, Workforce Development Division

Subject: **Documenting Eligibility Information for Veterans and Other Eligible Persons in The Workforce Information System of Texas and WorkInTexas.com**

PURPOSE:

To provide Local Workforce Development Boards (Boards) with information and procedures regarding:

- correctly identifying veterans and other eligible persons being served by:
 - the Workforce Investment Act;
 - Choices;
 - Food Stamp Employment and Training;
 - Project Reintegration of Offenders;
 - Disabled Veterans' Outreach Program/Local Veterans' Outreach Representative staff;
 - Employment Service; or
 - Trade Adjustment Assistance; and
- collecting and entering data for veterans and other eligible persons in The Workforce Information System of Texas (TWIST) and WorkInTexas.com.

REFERENCE:

Jobs for Veterans Act of 2002 (38 USC §4101, §4211(4), and §4215)

FLEXIBILITY RATINGS:

No Local Flexibility (NLF): This rating indicates that Boards must comply with the federal and State laws, rules, policies, and required procedures set forth in this WD Letter and have no local flexibility in determining whether and/or how to comply. Federal and state laws, rules, policies, and required procedures with a "No Local Flexibility" rating are indicated by the acronym, **NLF**, in the margin to the right of the applicable paragraph. Additionally, all information with a "No Local Flexibility" rating is indicated by "must" or "shall."

Failure to comply with the federal and state laws, rules, policies, and required procedures with a “No Local Flexibility” rating may result in corrective action, up to and including sanction and penalty.

Local Flexibility (LF): This rating indicates that Boards have local flexibility in determining whether and/or how to implement guidance or recommended practices set forth in this WD Letter. All guidance or recommended practices with a “Local Flexibility” rating are indicated by the acronym, **LF**, located in the margin to the right of the applicable paragraph. Additionally, guidance or recommended practices with a “Local Flexibility” rating are indicated by “may” or “recommend.”

Boards are not subject to corrective action for failure to comply with guidance or recommended practices with a “Local Flexibility” rating.

BACKGROUND:

The intent and purpose of the Jobs for Veterans Act of 2002 (Act) is to develop an effective program that addresses:

- job and job training intensive services;
- employment placement services;
- job training placement services; and
- the needs of veterans and other eligible persons.

In order to provide veterans and other eligible persons with these services, they must first be identified. These individuals are referred to as “covered persons” in 38 USC §4215. The Texas Workforce Commission (Commission) has established procedures to ensure that:

- covered persons are correctly identified;
- accurate and complete data is captured;
- a true count of covered persons is attained; and
- Boards are serving covered persons in accordance with the Act.

These procedures require the entry of relevant data in TWIST or WorkInTexas.com, as applicable, for all covered persons receiving services administered by the Commission.

PROCEDURES:

Boards must ensure that appropriate staff:

- screens all customers to determine if they are covered persons;
- determines the type of covered person (i.e., status, disability, and length of time since separation); and
- collects and enters this information in TWIST or WorkInTexas.com, as applicable.

NLF

Boards may request documentation from the customer to determine “covered person” status.

LF

Determining Whether a Customer Is a Covered Person

Boards must ensure that appropriate staff uses the information below to identify whether the customer is a covered person.

NLF

“Eligible” veteran, for the purpose of identifying covered persons, means the customer:

- has served on active duty for a period of more than 180 days and was discharged or released with other than a dishonorable discharge;
- was discharged or released from active duty because of a service-connected disability; or
- served on active duty as a member of a reserve component under an order to active duty (pursuant to 10 USC §12301(a) or (g), §12302, or §12304) during a period of war or in a campaign or expedition for which a campaign badge was authorized and was discharged or released from such duty with other than a dishonorable discharge.

A customer is an “other eligible person” if his or her spouse meets one of the following criteria:

- Has a total permanent service-connected disability
- Died of a service-connected disability
- Is on active duty and listed as missing in action
- Is on active duty and listed as captured
- Is on active duty and listed as forcibly detained
- Died while on active duty

Determining the Type of Eligible Veteran

Boards must ensure that appropriate staff uses the following definitions when identifying disabled veterans:

NLF

- Disabled—has a disability, but disability **is not** related to military service
- Disabled Veteran—has a disability that **is** related to military service, and a service disability rating of less than 30 percent
- Special Disabled Veteran—has a disability that **is** related to military service, and a service disability rating of 30 percent or greater

Boards must ensure that appropriate staff uses the following information when identifying whether a veteran is a Vietnam-era veteran or the recipient of a campaign badge.

NLF

Campaign badges are awarded for service during periods of war, and for some campaigns and expeditions. A list of military conflicts for which a campaign badge was given is available at <http://www.opm.gov/veterans/html/vgmedal2.asp>.

- Vietnam-era veteran, no campaign badge
 - Served on active duty for more than 180 days; and
 - Served at any time between August 4, 1964, and May 7, 1975; or
 - Served in Vietnam anytime between February 28, 1961, and August 3, 1964.

- Vietnam-era veteran, with campaign badge
 - Served on active duty for more than 180 days; and
 - Served at any time between August 4, 1964, and May 7, 1975; and
 - Served in Vietnam; or
 - Received a campaign badge for Vietnam.

- Veteran, not Vietnam-era, with campaign badge
 - Served on active duty for more than 180 days;
 - Did not serve at any time between August 4, 1964, and May 7, 1975; and
 - Received a campaign badge for any conflict.

- Veteran, not Vietnam-era, no campaign badge
 - Served on active duty for more than 180 days;
 - Did not serve at any time between August 4, 1964, and May 7, 1975; and
 - Did not receive a campaign badge for any conflict.

Entering Data in TWIST and WorkInTexas.com

To enter data in TWIST:

- On the *Customer Information* screen, click on *Intake Common* under *Menu Selections*.
- Enter the covered person’s information on the *Military* tab.

To enter data in WorkInTexas.com:

- Enter the covered person’s information on the *General Details, Military Details – Veteran*, and *Special Client Groups* screens.
- If the customer is a military spouse, enter the data on the *Military Details – Other Eligible Person* screen.

Boards must ensure that appropriate staff collects and enters the following military data in TWIST or WorkInTexas.com, as applicable:

NLF

- Military Start Date
- Military End Date
- Military Branch
 - Army
 - Navy
 - Marines
 - Air Force

- Coast Guard
- National Guard
- Veteran Status
 - Vietnam Era Veteran
 - Veteran
 - Other Eligible Person
- Disabled Veteran
 - Disabled Veteran
 - Special Disabled Veteran
- Recently Separated Veteran
 - Released within 0-12 months
 - Released within 13-36 months
 - Released within 37-48 months
- Campaign Veteran
- Reserves (Collected in TWIST only)

NOTE: In TWIST, the *Non-Veteran* option in the *Veteran Status* drop-down on the *Military* tab has been disabled. It will display in the drop-down but cannot be selected. If the customer is not a covered person, the military screen should not be completed.

ACTIONS REQUIRED:

Boards must ensure that appropriate staff is apprised of and complies with the requirements in this WD Letter.

INQUIRIES:

Direct inquiries regarding this WD Letter to the assigned contract manager for your local workforce development area.

ATTACHMENTS:

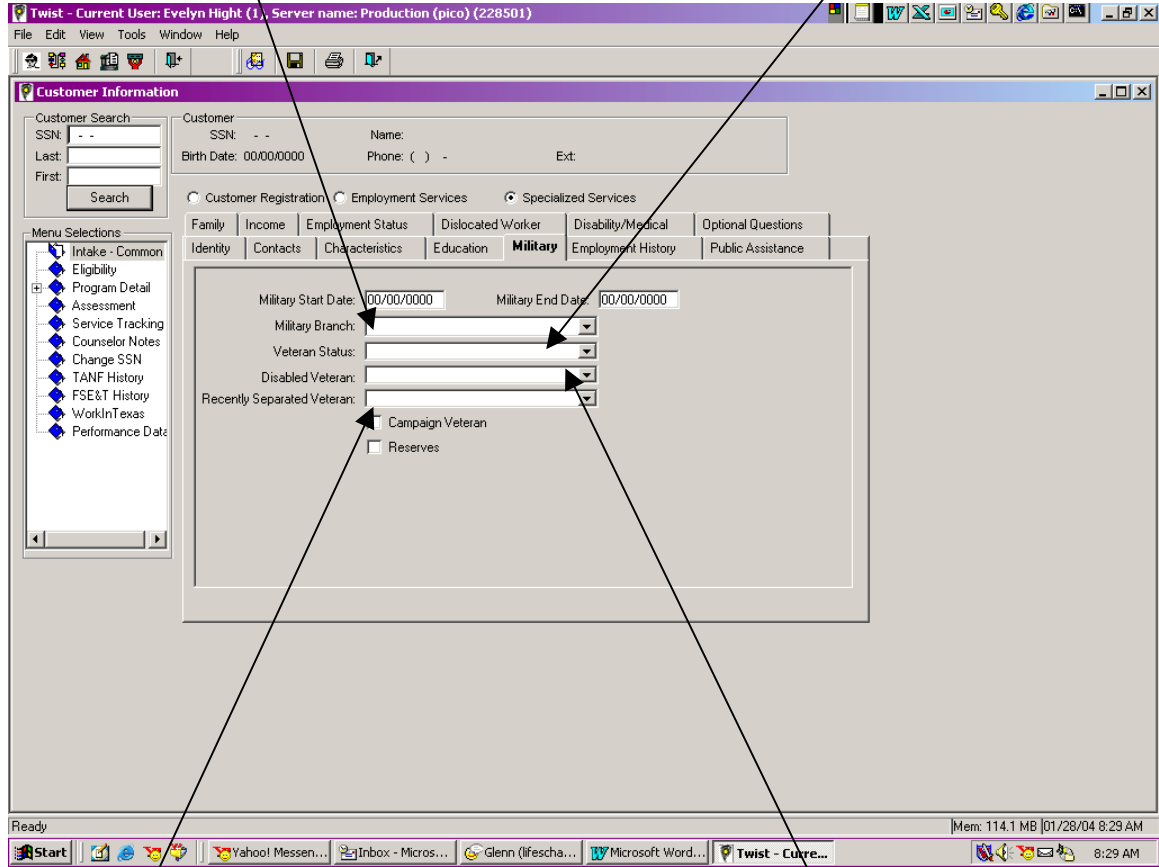
1. TWIST Intake Common Menu Selection Screen
2. WorkInTexas.com General Details Screen
3. WorkInTexas.com Military Details – Veteran Screen
4. WorkInTexas.com Military Details – Other Eligible Person Screen
5. WorkInTexas.com Program Information – Special Client Groups Screen

Rescissions: None	Expiration: Continuing
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**TWIST
Customer Information Menu Selection
Intake Common
Military Tab**

Military Branch
 Army
 Navy
 Air Force
 Marines
 Coast Guard
 National Guard
 Reserves

Veteran Status
 Veteran
 Vietnam Veteran
 Other Eligible Person
**Other Veteran is now Veteran.*



Recently Separated Veteran
 Released within 0-12 months
 Released within 13-36 months
 Released within 37-48 months

Disabled Veteran
 Disabled Veteran
 Special Disabled Veteran

WorkInTexas.com
Job Seeker
General Details Screen

US Military Veteran: When this screen is saved and the answer is “Yes,” the Military Details – Veteran screen displays.

Other Eligible Person: When this screen is saved and the “Other Eligible Person” radio button is marked, the Military Details – Other Eligible Person screen displays.

Other Phone: (512) 341-1222 Ext.

Other Phone Type: Cell

Fax: () -

General Information

Highest Education Achieved: * 3+ years college

Currently Employed: * Yes No

Currently Attending School: * Yes No

US Military Veteran: * Yes No Other Eligible Person

Earned more than half of your wages in the last 12 months in Farm Work: * Yes No

Earned more than half of your wages in the last 12 months in Food Processing: * Yes No

The following information is optional and being collected for the purpose of reporting to Federal and Equal Employment Opportunity Agencies: Wagner-Peyser as amended Section 491(c) 20 CFR 652.8(c).

Disability: * Yes No No Answer

Race / Ethnicity: Check all that apply:

Asian Native American/Alaskan Native

African American Hispanic

White Other

Pacific Islander

Contact Preferences

Email Address: julia@home.com

Disability: If the customer is determined to have a disability, select the “Yes” radio button. If the customer is a veteran, go to the Special Client Groups screen under Account Maintenance – Program Information to identify the type of disability.

WorkInTexas.com Military Details – Veteran Screen

- Military Branch**
- Army
 - Navy
 - Air Force
 - Marines
 - Coast Guard
 - National Guard

Military Details - Veteran - Microsoft Internet Explorer provided by Texas Workforce Commi

File Edit View Favorites Tools Help

Address http://wwwtest.twc.state.tx.us/WORKINTEXAS/wtr?pageid=JV_REG_GEN_INFO&mode=update

Links AIX Bugz CHAPS Dev Google HT-Appl HT-Emp Intranet Prod SysTest Test Train YFB DOL GRS

WORKINTEXAS.com Logoff

My Home Page Employer Job Seeker System Administration Reports Site Help

Job Seeker Search Job Seeker Home Match Jobs Services Browse Jobs Resume & Special Applications Account Maintenance Career Tools

Personal Information **Military Details - Veteran** Help

Tips:

- Use this page to provide details about your military service.
- The information that you enter about your veteran status may qualify you for additional services designed to assist veterans in obtaining employment and other services.

Program Information

Merge Job Seekers

In which branch did you serve? * - Choose One ->

Start Date: * - Month - - Day -

Release Date: * - Month - - Day -

Was any part of service performed in the Republic of Vietnam between February 28, 1961 and May 6, 1975? * Yes No

Was your discharge dishonorable? * Yes No

Did you serve on active duty during a period of war, or in a campaign or expedition for which a campaign badge was authorized? * Yes No

[View Campaign Badge Information](#)

* Job Seeker certifies that the above information is correct to the best of his/her knowledge.

Save Cancel

My Home Page | Employer | Job Seeker | System Administration | Reports | Site Help | Workforce Center Directory | Report Technical Problems
Job Seeker Search | Job Seeker Home | Match Jobs | Services | Browse Jobs | Resume & Special Applications | Account Maintenance | Career Tools

Local intranet

Start Microsoft ... My Docu... Microsoft ... Military ... SI.com - ... Inbox - M... 12:01 PM

The Release Date is used to determine "Recently Separated" veteran.

The questions with radio buttons are used to identify veteran type. To see the customer's veteran type, go to the Account Maintenance | Program Information | Special Client Groups screen.

WorkInTexas.com Military Details – Other Eligible Person Screen

This screen displays when the “Other Eligible” radio button is selected for the U.S. Military Veteran response on the General Details screen.

Select the reason why the Spouse of a Veteran is an “Other Eligible Person.”

The screenshot displays the 'Military Details - Other Eligible Person' screen in Microsoft Internet Explorer. The browser's address bar shows the URL: http://wwwtest.twc.state.tx.us/WORKINTEXAS/wbx?pageid=JV_REG_GEN_INFO8.mode=update. The page features a blue header with the 'WORK IN TEXAS' logo and a navigation menu. The main content area is titled 'Military Details - Other Eligible Person' and includes a 'Tips' section and a section for selecting a reason for designation. A dropdown menu is open, showing options: '- Choose One -', 'Is on active duty and listed as captured', 'Died of a service connected disability', 'Is on active duty and listed as forcibly detained', 'Is on active duty and listed as missing in action', and 'Has a total permanent service connected disability'. A 'Cancel' button is visible next to the dropdown.

WorkInTexas.com Special Client Groups Screen

Disability: Veterans who meet the definition of a “disabled veteran” are identified here.

Special Client Groups - Microsoft Internet Explorer provided by Texas Workforce Commission

Address: http://wwwtest.twc.state.tx.us/WORKINTEXAS/wtx?pageid=SV_JV_REG_PGM_TYPE5&mode=read&ctx=RIxptAbQJQbtcbOp5NkO

WORKINTEXAS.com Logoff

My Home Page | Employer | Job Seeker | System Administration | Reports | Site Help

Job Seeker Search | Job Seeker Home | Match Jobs | Services | Browse Jobs | Resume & Special Applications | Account Maintenance | Career Tools

Personal Information | Reset Password | Program Information | Merge Job Seekers

Special Client Groups

[Help](#) [Printer Friendly Page](#)

JULIA ROBERTS

Job Seeker ID: 130000010 Phone: (512) 333-1234
Status: Active Email: julia@home.com

Tips:

- This page displays the special client groups that a job seeker belongs to.
- Program Type icons display in the system based on information from this page.
- This may help determine what services a job seeker needs or qualifies for.

Veteran: Other Veteran, no Campaign Badge [View Veteran Details](#)

Recently Separated: 12 months or less

Disability: Disabled (dropdown menu open)

RIO: No (dropdown menu open)

MSFW: Disabled Veteran, Special Disabled Veteran

Dislocated Worker: No

Food Stamps: No

TANF/Welfare: No

Youth: No (dropdown menu open)

WPRS: No

[Determine Migrant Type](#)

WIA: No

UI: No

Save Cancel

Veteran: The type of veteran is displayed on this screen based on the responses to the questions on the Military Details – Veteran screen.