

VETS ON SET

A better front door

Why the current intake form has reached its limits, and what Impact Desk proposes instead

Purpose	A short summary of the case for replacing the current intake form with Impact Desk, the platform proposed to run Vets on Set's programme operations.
Status	A proposal. The software is built and working, but it is not deployed and holds no real Vets on Set data.
Decision focus	The minimum information needed at first contact, and who owns reviewing, protecting, maintaining and acting on it.

Why change?

The current form was created for the right reason: Vets on Set wants to understand each veteran and avoid missing information that could help them.

The difficulty is that the form is being asked to do the work of an entire programme system. A form can receive answers. It cannot maintain relationships, manage referrals or show what happened after an introduction.

Three problems to solve

1. The applicant pays the cost before the benefit is clear

A veteran must provide a detailed personal, military, education and employment history, documents and personal reflections before knowing whether the next step is a conversation, workshop, referral or active opportunity.

That is a substantial investment of time, disclosure and trust. Some suitable applicants will abandon, postpone or rush it.

2. A long form still does not create usable records

One current employer and one former employer cannot describe a career. A text box containing several skills or certifications cannot keep each item accurate or searchable. Volunteers must interpret and reorganise the answers manually.

Some fields also ask for more than the service needs. City and state can help with geographically relevant referrals; a residential street address does not. If no named programme action uses a field, it should not be collected.

3. Collection is not organisational accountability

The form does not create a clear, maintained record showing what a veteran submitted, what a volunteer checked or decided, and what an employer later confirmed. Nor does Vets on Set currently have a corresponding system for employer relationships, referrals or outcomes.

Once the organisation receives personal histories and documents, it must also decide who may access them, why they are retained, how they are corrected and deleted, and what happens when a volunteer leaves.

What Impact Desk changes

Impact Desk creates a staged relationship:

1. Apply	Collect only what is needed for an initial decision.
2. Review	Record approval, hold or rejection, with reviewer and reason.
3. Build	Let an approved veteran maintain relevant profile records over time.
4. Act	Connect staff work, employers, referrals and placements.
5. Evidence	Preserve who supplied, reviewed or confirmed each important fact.

An employer enquiry begins as a lead for staff review; it does not create a trusted employer or expose veteran information.

Impact Desk's application already stops at city. Its optional street-address and ZIP profile fields have no current operational use and should be removed or explicitly justified before real data is accepted.

The decision

Impact Desk is built and working, but is not deployed and holds no real Vets on Set data. The immediate stakeholder question is:

What is the minimum information needed at first contact, and who will be responsible for protecting, maintaining and acting on it?

The current form asks the veteran to provide everything at once. Impact Desk asks the organisation to collect purposefully and remain accountable for what happens next.