



**POLICY
NUMBER 103**

Administrative Policy

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| Title: | Local Veteran Employment Representative and Disabled Veteran Outreach Program Specialist Outreach Process at American Job Centers | | |
| Program: | Wagner-Peyser / Jobs for Veterans State Grant Program | | |
| Effective: | October 2, 2019 | Adopted: | October 2, 2019 |

I. PURPOSE AND SCOPE

The purpose of this policy is to provide guidance to the Local Workforce Development Boards (LWDBs) on the Disabled Veteran Outreach Program (DVOP) Specialist and Local Veteran Employment Representative (LVER) outreach process.

II. BACKGROUND

In an effort to provide support and assistance with the Jobs for Veterans State Grant (JVSG) refocusing effort referenced in Veterans Program Letter (VPL) No. 03-14 and Training and Employment Guidance Letter (TEGL) No. 19-13, the Florida Department of Economic Opportunity (DEO), with input from U.S. Department of Labor Veterans Employment and Training Service (DOL VETS), has facilitated this process to provide consistency in the outreach of LVERs and DVOP Specialists for LWDB and Career Center staff.

III. AUTHORITY

[Title 38, United States Code \(38 USC\)](#), Chapters 31 and 41

Veterans Program Letter [No. 03-14](#): Expansion and Clarification of Definition of Significant Barriers to Employment for Determining Eligibility for the Disabled Veterans' Outreach Program (DVOP)

Training and Employment Guidance Letter [No. 19-13](#): Jobs for Veterans' State Grants (JVSG) Program Reforms and Roles and Responsibilities of American Job Center (AJC) Staff Serving Veterans

IV. LOCAL OPERATING PROCEDURES

Local Operating Procedures (LOPs) help local areas further define and clarify how programs will be operated locally and are unique to each LWDB. Each LWDB must develop LOPs to address and implement a veterans outreach process that complies with [Title 38](#), [VPL 03-14](#), and [TEGL 19-13](#). LOPs must be made available for review to ensure compliance.

DEO will monitor the requirements outlined in this policy and local operating procedures. At a minimum, LWDBs must establish LOPs for DVOP and LVER outreach that include:

1. LVER Outreach

In accordance with VPL 03-14, LVERs must only be assigned duties that promote to employers, employer associations, and business groups the advantages of hiring veterans. LVER staff advocate on behalf of veterans for employment and training opportunities with business, industry, and community-based organizations. Employer outreach is an integral component of the LVER role because it builds relationships with employers within the community and opens doors to new job postings, job development opportunities, and presents the opportunity to educate employers on the positive aspects of hiring veterans. When employer outreach is primarily accomplished by a “business services team” or like entity, LVERs must be included as an active member of that team.

DEO considers inclusion of LVERs in the Business Services Team (BST) to include but not limited to:

- Attending meetings held or facilitated by the BST; or
- Receiving the same type and quality of outreach related training provided to the BST;
- Accompanying BST members on employer visits to facilitate employment, training, and placement services furnished to veterans;
- Not spending a majority of their time providing job order follow-up for employers they do not have a relationship with;
- Accurately entering all services into Employ Florida provided to employers, to include those instances when the services were provided in conjunction with a BST member;
- Not being solely assigned federal contractors/employers;
- Developing and cultivating their own employer relationships and should not be required to provide BST members their “contacts” to assist the BST member with meeting performance benchmarks;
- Serving as an advocate for employment and training opportunities with businesses, industries and community-based organizations.

LVERs should advocate for all veterans served by the AJC with business, industry, and other community-based organizations by participating in appropriate activities such as:

- Planning and participating in job and career fairs;
- Conducting employer outreach;
- In conjunction with employers, conducting job searches and workshops, and establishing job search groups;

- Coordinating with unions, apprenticeships programs and businesses or business organizations to promote and secure employment and training programs for veterans;
- Informing federal contractors of the process to recruit qualified veterans;
- Promoting credentialing and licensing opportunities for veterans; and
- Coordinating and participating with other business outreach efforts.

2. DVOP Outreach

In accordance with VPL 03-14, in the event a DVOP specialist does not have a full case-load of eligible veterans and eligible spouses, DVOPs should conduct relationship building, outreach and recruitment activities with other service providers in the local area, to enroll significant barriers to employment (SBE) and priority category veterans in an American Job Center.

DVOP outreach should include but is not limited to locations such as:

- Veteran Centers, Veterans Affairs Medical Centers and outpatient clinics
- Homeless Shelters
- Community based and civic organizations
- Veterans' Service Organizations
- Vocational Rehabilitation Offices
- Workforce Partners and Service Providers
- Veterans' Affairs Coordinators at Colleges/Community Colleges to promote services to veterans and solicit VA Work-Study Assistants
- Faith-Based Organizations
- Military Base Family Service/Support Centers
- Other legitimate venues and locations where veterans with SBEs congregate

DVOPs should receive training from the LWDBs to ensure they conduct outreach and represent the LWDB in accordance with locally established outreach guidelines.

DVOPs must fully and accurately code and case note all services provided during outreach activities.

V. STATE AND LOCAL MONITORING

Direct services and activities provided by the Jobs for Veterans State Grant (JVSG) staff must be monitored annually for compliance with JVSG requirements by DEO. At a minimum, LWDBs must establish local monitoring policies and procedures that include the requirements outlined in this policy.

VI. RESOURCES

[Employ Florida Service Code Guide](#)
[Veterans' Program Letter No. 03-14](#)
[Veterans' Program Letter No. 03-14, Change 1](#)
[Veterans' Program Letter No. 03-14, Change 2](#)
[Training and Employment Guidance Letter No. 19-13](#)

[Training and Employment Guidance Letter No. 19-13, Change 1](#)

[Training and Employment Guidance Letter No. 19-13, Change 2](#)