

## **FLORIDA'S STATE VETERANS' PROGRAM PLAN OF SERVICE NARRATIVE**

Florida's workforce system is a true sub-state structure with the 24 Regional Workforce Boards (RWB) empowered to locally govern and manage all workforce services and programs in a customer-focused, performance-driven direction. Services to veterans are included in this management organization and structure. All DVOP and LVER positions are state merit-based staff whose salary and benefit costs are paid directly by AWI.

The Florida AWI provides program allocations to each of the RWBs on a program year basis that coincides with the federal program year/state fiscal year (SFY), which is July through June. In accordance with the way RWB allocations are determined in other AWI programs, rather than allocating positions, AWI allocated funds based on each RWB's proportionate share of the total funds based on a combination of population and registrations. Total veterans population between the ages of 18 and 64, and veterans registrations are equally weighted in the methodology for determining the formula-driven allocations to the RWBs.

### **I. Planning and Coordination**

#### **A. The projected employment outlook for veterans in the State**

Florida has the fastest growing veterans' population in the nation with almost 1.9 million veterans. The State's unemployment rate in May 2008 was 5.5%. Florida's nonagricultural employment growth rate for May 2008 is -0.9 percent. The rate represents a loss of 74,700 jobs over the year to reach a total employment level of 7,975,900. This is slower than the national job growth rate for May which is +0.2 percent over the year. The May 2008 job growth rate of -0.9 percent continues the trend of negative over-the-year growth that began in September 2007, primarily due to declines in construction. This economic trend translates into severe employment challenges for Florida's veterans.

The fastest growing occupations in the State include Medical Assistants, Network/Computer Systems Administrators, Database Administrators, Personal Financial Advisors, Computer Software/Applications Engineers, Occupational Therapists, Teachers, Heating, Air Conditioning, and Refrigeration Mechanics/Installers, Computer Systems/Software Engineers, Law Enforcement Officers, etc., to name just a few.

Specific examples of industries in Florida that will present veterans with potential quality employment careers include the Administrative Supportive Services, Law Enforcement, Communications, Marine, Construction and Building Trades, Medical/Healthcare, Retail, Administrative, Service, Staffing Services, Hospitality, Education (Teachers), Legal Services, etc.

Federal agencies, i.e. the U.S. Department of Veterans Affairs (VA) and its associated infrastructure (VA Medical Centers, VA Outpatient Clinics, Vet Centers, VA Regional Office, etc.) will also continue to provide quality employment to veterans.

The State currently has an agreement with the Florida Department of Corrections to establish an employment recruitment effort for veteran candidates interested in careers as Correctional Officers, Probation and Parole Officers, healthcare specialists, and many other occupations. Other Florida and local government agencies also represent potential career opportunities for veterans.

In addition, there are twenty-one military installations with their associated infrastructure and support systems throughout the State; a multitude of military jobs, federal civilian employment and related federal contractors are attached to these bases. The associated federal and federal contractor employers supporting Florida's military bases will continue to offer potential job opportunities to veterans; Transition Assistance Programs (TAP) are currently operational at eleven of these military installations.

The Transportation Security Administration (TSA) under the U.S. Department of Homeland Security will continue to provide quality career opportunities for veterans in Airport Screener, Airport Screener Supervisor, etc., occupations at Florida's major airports around the State. In addition, the National Aeronautical Space Administration's (NASA) Space Command, based in Florida at Cape Canaveral, and its many support agencies and contractors will also continue to provide career opportunities to veterans, especially in the engineering and computer systems arena.

Federal contractors throughout Florida continue to recruit targeted veterans for a variety of jobs. Examples of these federal contractor employers include firms such as General Electric, Harris Corp., Honeywell, Lockheed-Martin, PepsiCo, Ratheon Corp., Coca-Cola, Washington Mutual, Northrop-Grumman, DRS Technologies, CSX Railroad, as well as banks and other financial institutions (insured by the Federal Deposit Insurance Corporation).

Staffing companies, many of which are federal contractors, are a staple of Florida's workforce system. Many employers utilize staffing companies to hire employees for the initial phase of employment. For many of Florida's veterans, this industry will continue to be the entrance or conduit to quality careers.

Much of Florida's economic development continues to be driven by the creation of small businesses and this translates into additional employment opportunities for veterans. Many of these small business owners are veterans and they tend to recruit veterans for their workforce needs.

Recently separated veterans, disabled veterans, homeless veterans and veterans with barriers to employment will also be targeted for concentrated job development to fill employment opportunities in Florida.

B. Procedures taken to ensure program integration and coordination in the provision of employment and training services to veterans

DVOP and LVER staff will continue to be viable and effective partners in the one-stop delivery system, e.g., facilitating and participating in employer marketing services, employer job fairs, etc. In many One-Stop Career Centers around the State, LVER staff are considered key players and team participants in one-stop business development activities and employer marketing efforts, developing jobs for the One-Stop Career Center, marketing one-stop services to employers, assisting employers at job fairs, facilitating employer recruitments and employer recruiting agreements. All of these activities translate into positive benefits and productivity for the One-Stop Career Centers and also subsequently result in the development of employment opportunities for veterans.

In Florida, services to veterans are considered a total one-stop responsibility and not just the domain of the DVOP and LVER staff. All one-stop associates will continue to be trained and tasked to identify veterans, especially disabled veterans and veterans with barriers to employment, and ensure that the necessary positive workforce services are provided. Conversely, to better serve veterans, DVOP and

LVER staff will continue to be cross-oriented in all One-Stop workforce programs as directed by the State Veterans' Services Program Guide. This guide is an on-line programmatic and technical assistance tool providing all one-stop staff with a resource to effectively serve the veteran customer. Interested veterans will be screened for Workforce Investment Act (WIA) eligibility, enrolled in WIA training and other services and case managed by DVOP and LVER staff.

DVOP/LVER staff are also involved with long-range workforce planning and team performance and customer-service goals, i.e. customer satisfaction surveys, etc.

C. Provisions taken to ensure veterans and other eligible persons are provided employment and training services within the integrated employment service and one-stop delivery system

To ensure priority of service, all veterans will be identified upon entering or accessing the One-Stop Career Center delivery system and provided services at the core level. The needs-based approach will be used to identify veterans with special needs, i.e. disabled veterans, recently separated veterans, etc., and they will be subsequently referred to the DVOP or LVER for the appropriate services. All veterans who are pursuing employment will be registered in the State's (AWI) Employ Florida Marketplace (EFM) system. Veterans with barriers to employment will be provided with the necessary initial assessment and the required documented intensive case management services. AWI's Internet-based EFM registers all veteran participants, identifies those with barriers to employment, and provides a complete menu of customer-focused on-line workforce services; reference Title 38, USC, Chapters 41 and 42, Section 4215.

The State Veterans' Program Coordinator (SVPC) and Assistant SVPC will continue to conduct quarterly regional Veterans Training Workshops. State-level Veterans Roundtable and Regional Veterans Roundtable forums will also be conducted quarterly to discuss programmatic issues.

As referenced in the Director's Memorandum 13-04 and in accordance with the Technical Assistance Guide (TAG) issued by USDOL/VETS, Veterans' Program assessments in Florida will include the following:

1. Self-Assessment of 50% of Florida's RWBs and their service delivery points/One-Stop Career Centers;
2. LVER Self-Assessment; and
3. DVOP Self-Assessment.

As a follow-up to the above assessments, Veterans' Program Technical Assistance and Training Visits will be conducted for 20% of Florida's RWBs to ensure adherence to guidelines set forth in the Veterans' Services Program Guide, DVOP/LVER Roles and Responsibilities, Veterans' Plan of Services, Special Grant Provisions for Jobs for Veterans Grants, Title 38, USC, Chapters 41 and 42, and other applicable compliance requirements. Assessments and follow-up visits will also focus on performance and productivity.

The Manager's Report on Services to Veterans will also describe the quality of services to veterans as well as the productivity of services provided.

The workforce needs of veterans will be provided in the following order of priority:

- a) Special Disabled Veterans;

- b) Disabled Veterans;
- c) Other Eligible Veterans; and
- d) Certain Spouses and Other Eligible Persons.

Eligible veterans will also receive priority in all Dept. of Labor (DOL) employment and training programs operating in the One-Stop Career Center, e.g. WIA, etc.

Other examples of Priority of Services for Veterans' include the following:

- Referral of qualified veterans to new job openings, especially Federal Contractor job orders, prior to all non-veteran job referral activity;
- Job Skills Workshops and Job Clubs for veterans;
- Job Fairs for veterans;
- RWB web sites promoting services to veterans;
- Job referrals via e-mail;
- Veterans Stand Downs.

A detailed description of workforce service-delivery strategies for veterans, integration of DVOP/LVER staff in the One-Stop Career Centers, veterans' priority of services, etc., is also included in Florida's WIA Plan of Service.

#### D. Outreach, advocacy, and promotional activities

DVOP Specialists and LVER Staff will continue to conduct outreach/organizational contacts and employer visits, in accordance with the Roles and Responsibilities, to effectively promote the One-Stop Veterans' Program.

Employ Florida Marketplace (EFM) is the workforce system's new comprehensive, on-line employment resource, on the web at [www.EmployFlorida.com](http://www.EmployFlorida.com). EFM connects employers to veteran jobseekers and provides everyone access to workforce tools, resources and local workforce experts. In addition, Florida's workforce system continues to promote the Hire Veterans First campaign and associated web site ([www.hirevetsfirst.gov](http://www.hirevetsfirst.gov)), an access portal for both employers and veterans. LVER staff and DVOP Specialists take the lead role in facilitating this campaign at the local level by coordinating planned strategies with their One-Stop Career Center Managers and other one-stop associates. In addition to the above marketing campaign, locally developed events such as Veterans Job Fairs, Veterans' Day Parades, Veterans/Military Appreciation Days, Employer Seminars, city/county proclamations advocating the employment of veterans, press releases, etc., are also encouraged.

To better meet the needs of employers wishing to hire veterans, a coordinated approach to marketing and service delivery that includes One-Stop Career Center business representatives, LVER and DVOP staff, and other One-Stop Career Center staff. Chambers of Commerce, Economic Development units, Veterans' Organizations and other workforce partners and stakeholders are also invited to play a key role in marketing this campaign.

Florida's workforce system will continue to utilize and partner with all economic stakeholders regarding the employment of veterans, i.e. Florida Council of 100, Chambers of Commerce, Economic

Development units, State and RWBs, One-Stop Operators, Unions, Human Resource Associations, Professional Organizations, educational institutions, training providers, etc.

Florida's One-Stop Career Center delivery system will be utilized as the ultimate productive conduit and linkage between the employer community and the veteran jobseeker. Marketing brochures and tools will be developed to target veterans and employers (on behalf of veterans) resulting in increased job opportunities for veterans.

A state and local media and awareness campaign will be facilitated regarding the employment of veterans and the correlating advantages to employers, replicating the PNHVC HireVetsFirst campaign.

Maintain partnerships with the following federal and state agencies, organizations and programs: Veterans Employment and Training Service (VETS), Dept. of Veterans Affairs (VA), Dept. of Defense (DOD) Family Support Centers, Dept. of Labor (DOL), Office of Personnel Management (OPM), Small Business Administration (SBA), Transportation Security Administration (TSA), U.S. Postal Service, Veterans Service Organizations, County Veterans' Service Offices (CVSO), Florida Departments of Veterans Affairs (FDVA), Corrections and Education, Military Family Employment Advocacy Program, Volunteers of America – Florida, local homeless coalitions, faith-based organizations and other veterans advocacy groups.

Enhance and improve the employer linkage component (job fairs, etc.) of the Transition Assistance Program (TAP).

Florida's workforce system will also continue to pursue aggressively those grants and resources that benefit the State's veterans, i.e. Homeless Veterans Reintegration Program (HVRP), Veterans' Workforce Investment Program (VWIP), Veterans' Stand Down Reimbursements and others.

E. Performance goals for Florida's One-Stop Delivery System

The following performance goals for veterans served through Florida's One-Stop Delivery System, DVOP, LVER and DVOP/LVER (consolidated) will be achieved:

<b>Performance Targets for Jobs for Veterans State Grant Funded Staff</b>	
<b>DVOP:</b>	
Disabled Veterans EER	55%
Disabled Veterans ERR	78%
<b>LVER:</b>	
Recently Separated Veterans EER	60%
Recently Separated Veterans ERR	79%
<b>DVOP/LVER Consolidated:</b>	
Veterans EER - Weighted	60%
Veterans ERR	78%
Veterans Average Earnings (AE)	\$13,500
<b>Performance Targets for One-Stop Services for Veterans</b>	
Veterans Entered Employment Rate (EER)	57%
Veterans Employment Retention Rate (ERR)	78%
Veterans Average Earnings (AE)	\$13,500
Disabled Veterans EER	53%

Disabled Veterans ERR	79%
Disabled Veterans AE	\$13,900

To ensure achievement of the above goals, priority services will continue to be provided to disabled veterans and recently returned injured veterans to ensure and emphasize that they achieve enhanced outcomes, especially for performance items that are below the Wagner-Peyser standards. Recently implemented Governor’s policy initiatives and partnerships between AWI, the Florida Department of Veterans’ Affairs, VETS, U.S. Department of Veterans’ Affairs, and the Florida National Guard will also facilitate improved services to all veterans, especially disabled veterans and veterans with barriers to employment.

Accomplishment of the above goals will be achieved through the creation of effective Roles and Responsibilities for DVOP/LVER staff and outcome-driven Veterans’ Program performance standards for One-Stop and DVOP/LVER staff.

F. Staff costs or activities not identified as being associated with DVOP or LVER activities that will be supported by State grant funds.

Included in the budgets are administrative costs associated with operating the DVOP and LVER programs in accordance with Office of Management and Budget (OMB) Circular A-87. This practice of charging appropriate administrative costs associated with the operation of the programs is consistent with the way other federal grants are administered. Administrative costs include not only costs derived through the indirect cost rate, but also direct and allocated charges associated with operation of the programs at the state and local levels. Administrative costs have been planned and reflected where they appear in the state’s accounting system, i.e., in the appropriate categories to which the costs will be charged (salaries, benefits, and appropriate non-personal services costs).

Direct administrative costs at the state level are charged based on actual staff time spent working with the DVOP and LVER programs. Management and supervision costs at the state level are allocated to the grants based on direct staff charges. Management and supervision costs at the local level are allocated to the grants based on the number of DVOP and LVER staff in relation to the total number of staff in the RWBs. Management and supervision costs associated with these direct charged staffs will be cost allocated, as appropriate in accordance with A-87, and based on the way other federal grants are charged, as described in the indirect cost proposal included with this grant.

Certain staff at the state office that work directly with the DVOP/LVER programs will charge time to the grants, in accordance with OMB Circular A-87, resulting in the administrative costs. These staffs include the grant manager in Contracts and Grants (responsible for preparation of the grant application and any subsequent grant modifications, as well as the tracking of expenditures against plan), the grant accountant in Financial Management (responsible for preparation of quarterly financial reports and any necessary corrections to FLAIR reports in coordination with the grant manager), and the budget analyst in Budget Management (responsible for obtaining and tracking state budget authority for DVOP/LVER). These staff persons will charge their time based on actual time worked on the DVOP/LVER programs. Management and supervision costs associated with these direct charged staffs will be cost allocated, as appropriate, and in accordance with A-87 and the way other federal grants are charged. Other direct charged administrative costs, as appropriate, may occur occasionally, but only to the extent that they are applicable to the DVOP/LVER programs. A description of these cost allocated charges and any other cost pools that may be appropriate to the DVOP/LVER programs

is also included in the grant application package, along with the indirect cost proposal submitted to USDOL describing same.

The TAP salaries and benefit costs were calculated based on actual time to be spent by DVOPs and LVERs conducting TAP workshops. The State of Florida utilizes a time distribution system (People First) whereby work time is charged to grants based on activities being performed. DVOP and LVER staff persons have been instructed to charge to this activity only during the time they are actually conducting TAP workshops. No planning time or follow-up time will be charged to the activity. Using this system, the same hours will not be charged to more than one activity. (Example: A LVER spending three days conducting a TAP workshop during a particular five-day work week will charge 24 hours to "TAP" and 16 hours to "LVER".)

#### G. Direct costs, other than Personal Services and Personal Benefits

All other non-personal services (NPS) "fair share" and direct costs associated with the local level One-Stop Career Center DVOP and LVER staffs, such as rent, utilities, phone, supplies, travel, etc., are paid by the RWBs. Funds are made available to the RWBs to cover these associated costs through a "Notice of Grant Award/Notice of Fund Availability (NFA)". Release authority for the funds is provided quarterly and cash draws are available to the RWBs weekly. These "pass-thru" funds are reported in Florida's Accounting Information Resource (FLAIR) system, the official state accounting system, as a lump sum figure in the object code 790010, titled "RWB Pass Through Formula and/or Operating Allocations" within Category 100783, titled "Grant/Aid Workforce Services". These costs are reflected in Section B of the SF 424A, Row h., Columns (1) through (3). It should be noted that as other programs (in particular Workforce Investment Act and Wagner-Peyser programs) lose funding, the Veterans programs continue to have to incur a larger portion of "shared" costs. According to 2 CFR, Subtitle A, Chapter II, part 225, formerly referred to as OMB Circular A-87, costs are allocable based on relative benefits received, and any cost allocable to a particular Federal award under the principles of 2 CFR part 225 may not be charged to other Federal awards to overcome fund deficiencies, to avoid restrictions imposed by law or terms of the Federal awards, or for other reasons. Only state level costs of travel and supplies, which will appear in the FLAIR reports in those categories, are reflected in the travel and supplies budget categories in the standard federal forms.

#### H. Indirect costs differentiated within the grant

Only indirect costs derived from the approved indirect cost rate, as negotiated by the cognizant agency's federal cost negotiator (USDOL), are reflected in the "Indirect Charges" line included on the federal budget forms. Enclosed with this grant application is a copy of the Florida AWI's most recent approved Indirect Cost Negotiation Agreement, dated December 14, 2007. The approved provisional indirect cost rate applicable to the DVOP, LVER, and TAP programs effective from 7/1/08 to 6/30/09 is 13.1367%, which is applied against total direct salaries and wages including all applicable fringe benefits.

## II. Performance Incentive Awards:

A. The total amount of funds designated for performance incentive awards is \$88,250. The incentive awards will be used to encourage the improvement of employment, training, and placement services for veterans and recognize workforce development partners for excellence or demonstrable improvements in the provision of services to veterans. The Performance Incentive Award Program will create good competition among those service providers who provide workforce services to

veterans. This will culminate in fostering a spirit of excellence and productivity regarding services to Florida's veterans, resulting in more veterans entering and retaining quality careers.

B. In accordance with Veterans' Program Letter 02-07, the awards will focus on service excellence and will encourage One-Stop Career Centers to strive to achieve superior performance in all areas of service delivery for veterans. The intent of Veterans' Performance Funds in Florida is to encourage the enhancement and improvement of employment, training, and placement services for veterans, recognizing One-Stop Career Centers for excellence in the provision of these services to veterans.

Examples of appropriate criteria for awarding regions are attached. A sample template of a nomination form is also attached.

The awards system will encourage individual excellence in two ways:

1. It will motivate all One-Stop Career Center staff to enhance and improve efforts to serve veterans and to track their success.
2. It will reinforce efforts to monitor quality in the delivery of workforce services to veterans as managers and other administrative staff will evaluate the delivery system through the awards nomination process.

C. Awardees will be selected by two processes:

1. Quality evaluations of placement or entered employment after successful case management of veterans with barriers to employment.
2. Written nominations will be based on one of the criteria in category B.

D. Regional Workforce Boards will be asked to submit written nominations and include information that describes the objective and subjective criteria that the Board used to make the nomination. Overall, the nomination must demonstrate that a local office provided exemplary services to veterans that are beyond the requirement of the grant to serve veterans. The performance must be for the program year that ended June 30, 2009. All RWBs will continue to be advised of the intended usage of the program's performance funds. AWI will make the determinations based on the submitted nominations.

E. There will be a selection committee that reviews nominations. Awards will be determined based on the criteria established by the Veterans Incentive Workgroup. Only those nominations that meet the state's criteria will be eligible for an award.

F. Incentive funds will be awarded to those RWBs whose nominated office or offices have been selected for an award. Awards will be made no later than September 30, 2009 so that the funds are obligated. RWBs will be advised that these funds must be expended no later than December 31, 2009.

### III. Disabled Veterans' Outreach Program

A. Duties the State assigns to DVOP specialists.



The duties of the DVOP Specialist are reflected in the State of Florida's Roles and Responsibilities for DVOPs and LVERs; reference Title 38, USC, Chapter 41, Section 4103(c), 20 CFR, VPL 11-02 and the Special Grant Provisions to the DVOP/LVER Grant. All DVOP Specialists will take the required courses at the National Veterans' Training Institute (NVTI) within three years of their initial employment.

DVOP staff will provide a wide range of workforce services to veterans and eligible persons with their primary focus on identifying veterans requiring intensive services. DVOP staff will facilitate services through the case management approach to veterans with barriers to employment and with special workforce needs. These services include, but are not limited to, the following:

- Assessment, including a documented plan of service (Individual Employment Plan);
- Counseling and career/vocational guidance;
- Referral of veterans to supportive or remedial services;
- Referral of veterans to job-focused and outcome-driven training, certification, etc.
- Job development services;
- Development of VA funded Special Employer Incentive and On-The-Job training slots for VR&E participants;
- Refer veterans to employment opportunities;
- Maintenance of an up-to-date Network Guide for veteran customers and One-Stop associates;
- Conduct outreach to locate veterans for intensive services and market services for veterans in VR&E, HVRP, VWIP, WIA, etc.; and
- Participate in TAP activities for transitioning service members and their spouses.

### **VA Vocational Rehabilitation and Employment (VR&E) Program**

The specific duties of the out stationed VR&E DVOP Coordinator positions include, but are not limited, to the following:

1. Facilitate and coordinate through the One-Stop Career Center Director the delivery of placement-related services with DVOPs assigned as placement specialists for VR&E Vocational Rehabilitation veteran clients at the local One-Stop Career Center, commencing at least 90 days prior to completion of training.
2. Facilitate and provide services to VR&E-referred, special disabled veterans participating in the Vocational Rehabilitation Program (Chapter 31, Title 38 USC) according to the established priority for the provision of services. These will include on-the-job-training (OJT) development, non-paid work experience, selective job placement, follow-up services, provision of job-seeking skills training, job analysis, labor market information, etc. The VR&E DVOP Coordinator will participate with VR&E staff and veterans in early planning related to job placement and OJT development.
3. Where appropriate, in coordination with the VR&E employment specialist, facilitate and provide selective job development and placement, using listings of DVA-approved apprenticeship and OJT program employers.
4. Participate in each VR&E program orientation and all staffings. Especially important are staffings where consideration should be given to local labor market information.

5. Provide assistance to the local DVOP/LVERs in accordance with VR&E rehabilitation plans, immediately informing the VR&E case manager of any difficulties regarding efforts to assist the Chapter 31 veteran with obtaining suitable employment in the identified occupational field.
6. Provide detailed, accurate, and complete progress notes on the veterans' case management screen as they are received from the LVER/DVOP case manager, providing hard copy or emailed progress notes to the VR&E case manager monthly or more often, if needed. Provide input into rehabilitation or closure reports.
7. Provide status reports to the DVET as required by USDOL/VETS. Solicit and provide success stories to all concerned.
8. Assist in the REALifelines Program which will provide reemployment and rehabilitation services to injured service members and their families.
9. VR&E DVOP Coordinator will coordinate and communicate on a regular basis with the Regional Workforce Boards (RWBs) and One-Stop Career Centers regarding the delivery of the above services.
10. VR&E DVOP Coordinators will be responsible for submitting quarterly reports to AWI State Veterans' Program Coordinator and the DVET regarding all VR&E activity.

VR&E DVOP Coordinators are located at the following sites:

- VA VR&E Center  
1009 North 12<sup>th</sup> Avenue  
Pensacola, FL 32501
- VA VR&E Center  
409 NE Race Track Road  
Ft. Walton Beach, FL 32547-2503
- VA VR&E Center  
7825 Baymeadows Road, Suite 20B  
Jacksonville, FL 32256-7557
- VA VR& E Center  
1000 Legion Place, Site 1500  
Orlando, FL 32803
- VA VR&E Center  
9500 Bay Pines Blvd., Suite 226  
St. Petersburg, FL 33744
- VA VR&E Center  
One East Broward Blvd., Suite 810  
Ft. Lauderdale, FL 33301

The assignment of these VA VR&E DVOP Coordinator positions will continue to result in Special Disabled Veteran Chapter 31 participants entering quality careers through VA VR&E training and rehabilitation programs.

### **Transitioning Incarcerated Veterans' Program (TIVP)**

The specific duties of the dedicated DVOP Specialist position include, but are not limited, to the following services:

1. Facilitate and coordinate through the One-Stop Career Center Director the delivery of transition, placement-related and other workforce services for incarcerated veterans in RWBs 6 and 7, and 9.
2. Facilitate and provide Work Opportunity Tax Credit (WOTC) and fidelity bonding services to transitioning incarcerated veterans which will enhance their employment opportunities.
3. Facilitate Workforce Investment Act (WIA) training and other services for transitioning incarcerated veterans
4. Provide directly and facilitate directly Employability Skills Workshops for incarcerated veterans, which will include interviewing skills, resume assistance, job retention skills, job search skills, etc.
5. Provide directly and facilitate assessment, counseling, vocational guidance, pre-release and post release case management, and other services to transitioning incarcerated veterans.
6. Refer case management and other information on soon-to-be released incarcerated veterans to Florida's statewide network of DVOP/LVER staff.
7. DVOP Specialist will coordinate and communicate on a regular basis with the Regional Workforce Boards (RWBs) and One-Stop Career Centers regarding the delivery of the above services.
8. DVOP Specialist will be responsible for submitting quarterly reports to AWI State Veterans' Program Coordinator and the DVET regarding all TIVP activity.

TIVP DVOP Specialist location:

- Florida Crown Workforce Center  
971 West Duval Street, Suite 10  
Lake City, Florida 32205  
(1 IVTP DVOP position)

B. State's strategy for integrating DVOP specialists into the workforce system to provide intensive services and the veterans they will serve

The integration of DVOP staff is discussed on page two of this plan. DVOP staff will provide intensive services to veterans participating in WIA Programs, as required under Section 134 (d)(3) of the WIA. Veterans who are enrolled in or participating in other One-Stop programs, i.e. Temporary Assistance for Needy Families (TANF), Welfare-To-Work (WTW), etc., will be directed to DVOP

staff for the necessary workforce services, including assessment and intensive case management services. DVOP staff will coordinate with other One-Stop programmatic caseworkers involved in the provision of services to clients who are veterans. The case worker "team approach" to service-delivery will be implemented when possible.

Upon their initial entry into the One-Stop Career Center, veterans with barriers to employment will be identified using the needs-based approach and directed to the DVOP staff for assessment and intensive case management services. One-Stop partners and service providers will be trained to identify veterans with barriers to employment, and in most instances, immediately refer these veterans to the DVOP staff for services.

#### C. Veterans requiring intensive services, as defined by the Workforce Investment Act

DVOP and LVER staff will continue to contact veterans in Homeless Shelters, Correctional Centers, Work-Release Programs, DOD Family Support Centers, VA VR&E Centers, VA Medical/Outpatient Clinic Centers, Vet Centers, etc. to ensure that they receive the workforce services necessary to find and maintain employment.

Veterans Stand Downs will be conducted on a regular basis to respond to the needs of homeless veterans. Florida has a good tradition in this arena. Every major metropolitan area in the State schedules annual Veterans' Stand Downs and the local One-Stop Career Center and its DVOP and LVER staff are regular participants.

Outreach to incarcerated veterans, especially those about to be released, will continue to be conducted on a regular basis, ensuring they receive the intensive case management and other workforce services necessary to return to society and stable employment.

D. State's procedures that ensure, to the maximum extent possible, a thorough and complete search is made to locate and hire qualified veterans for DVOP positions, and that State Workforce Agencies' hiring preference policies for DVOP specialists reflect the required order of priority.

DVOP vacancies will be filled using the following order of priority:

1. Qualified Service-Connected Disabled Veterans;
2. Qualified Eligible Veterans; and
3. Qualified Eligible Persons.

RWBs with DVOP vacancies that exceed sixty days will be subject to a reallocation of the funds that support these positions to other RWBs.

#### IV. Local Veterans' Employment Representatives

##### A. Duties assigned to the LVER position.

The duties of the LVER are reflected in the State of Florida's Roles and Responsibilities for DVOPs and LVERs; reference Title 38, USC, Chapter 41, Section 4104(b), 20 CFR, VPL 11-02 and the Special Grant Provisions to the Jobs for Veterans Grant. All LVER staff will take the required courses at NVTI within three years of their initial employment.

The LVER will ensure that veterans are provided the full range of priority workforce services in the One-Stop Career Center, providing functional oversight over the Veteran's Program and the service delivery strategies and services targeting veterans. The LVER is also responsible for ensuring compliance with all Veterans' Program Performance Measurements in the One-Stop Career Center. They will also provide directly or facilitate a full range of workforce services for veterans, including newly separated veterans. Additional LVER activities and services include, but are not limited to, the following services for veterans:

- Conduct marketing to employers on behalf of veteran job seekers and the One-Stop Career Center;
- Conduct job search workshops;
- Provide job development and job referrals;
- Provide career and vocational guidance;
- Provide Labor Market Information;
- Refer veterans to supportive or remedial services;
- Refer veterans to job-focused and outcome-driven training, certification, etc.;
- Conduct TAP workshops;
- Conduct Veterans' Program training for all One-Stop Associates; and
- Develop and maintain updated (quarterly) Federal Contractor List;
- Advocacy role for veterans by contacting employers, unions, apprenticeship programs, Veterans/Community-Based Organizations, etc.;
- Contact Reserve and National Guard Units;
- Contact other venues/organizations providing services to veterans.

B. How the State ensures that the required quarterly Manager's Report on Services to Veterans is submitted for each RWB

The LVER will provide quarterly Manager's Report on Services to Veterans to the RWB Executive Director, One-Stop Career Center Director, the AWI State Veterans' Program Coordinator and the State Director, VETS, within thirty days after the end of the reporting quarter. In One-Stop Career Centers with no LVER, the RWB will delegate this responsibility to the appropriate staff; report will be submitted electronically. The State's Veterans' Technical Performance Report will include copies of the Manager's Report on Services to Veterans from each RWB.

C. Procedures used that ensure a thorough and complete search is made to locate and hire qualified veterans for LVER positions in the required order of priority

RWBs will be required to hire LVER staff under merit system guidelines (per CFR 652.215). Advertising and filling LVER vacancies follows the same procedures as with the DVOP. LVER vacancies will be filled using the following order of priority:

1. Qualified Service-Connected Disabled Veterans;
2. Qualified Eligible Veterans; and
3. Qualified Eligible Persons.

RWBs with LVER vacancies that exceed sixty days will be subject to a reallocation of the funds that support these positions to other RWBs.

DVOP and LVER positions may be reassigned to other RWBs and One-Stop Career Centers due to projections of veterans' population shifts based on information received from the Florida Department of Veterans' Affairs, Base Realignment and Closure (BRAC) activities, the return or demobilization of veterans, National Guard Members/Reservists, etc.

#### V. Transition Assistance Program (TAP) Workshops

A. Involvement of DVOP specialists, LVER staff, or other One-Stop Career Center Staff in the delivery of facilitated services at the TAP workshops.

There are currently 11 TAPs in Florida. All LVER, DVOP, and other staff who are tasked to conduct and/or participate in TAP will continue to be trained and certified by NVTI. Many of Florida's TAPs are currently organized and facilitated by LVER and/or DVOP staff. Every effort will be made to continue this strategy in the future.

The TAP associated military Family Support/Service Centers are considered One-Stop Career Center Satellites, offering a complete menu of workforce services, staff assistance and computer access to jobs locally, statewide and nationally via the Internet, America's Job Bank, etc. Fax, copier and phone usage for job searches are also provided.

#### B. Provision of Transition Assistance Program Services

Transitioning military members and their spouses who are retiring within twenty-four months and transitioning military members and their spouses who are separating within twelve months will be eligible to receive a broad spectrum of workforce services from LVER, DVOP or other One-Stop Career Center staff, either while attending the TAP workshop or participating in other TAP related events.

#### VI REALifelines

The Recovery and Employment Assistance Lifelines (REALifelines) Program, which provides wounded and injured service members, and their families, with personal assistance through a seamless network to ensure their successful transition to civilian life, has been implemented in Florida. The DVET functions as the REALifelines lead for the State regarding all REALifelines activities in coordination with all REALifelines partners, in accordance with procedures in the REALifelines Technical Assistance Guide.

The DVET establishes the initial REALifelines case management record for each REALifelines participant in electronic format and manages and documents the full range of REALifeline services provided and planned for each REALifelines participant. The DVET ensures the below services are provided:

- Discuss, explore, and explain the employment opportunities available in general taking into account state/local employment conditions.
- Determine if or when the veteran will be job ready.
- Refer the veteran, as appropriate, to other service providers, i.e., VA VR&E Program, Florida Department of Veterans' Affairs, Small Business Administration (SBA), etc.
- Provide information on the Transition Assistance Program.

- Conduct a needs assessment.
- Provide USERRA information.
- Provide information on the Disabled Veterans' Hiring Initiative.
- Provide information on Veterans' Preference in Federal Hiring.
- Refer the REALifelines participant to the State Veterans' Program Coordinator (SVPC).
- SVPC will link the veteran to employment opportunities, utilizing DVOP/LVER staff, One-Stop Career Centers, Internet web sites, etc. This information will be recorded in the REALifelines participant's case file notes.
- SVPC will maintain spreadsheet on all REALifelines participants.
- Ensure that State's Veterans' Quarterly Reports capture and report all REALifelines activities.

## VII. Special Initiative Programs

### **Strategic Plan for Serving Florida's Veterans, Florida Vets First, Serving Those Who Serve**

Florida supports a proactive, united-front, and well coordinated seamless approach to serving the needs of returning veterans and military families. Collaborates with federal and state agencies, and other veterans and military advocates in an effort to identify and serve Florida's returning veterans, military members and their families. This collaboration involves a sharing of information on returning veterans, injured/disabled veterans and military families to ensure they receive the services they need and deserve.

The Florida Vets First Team, which consists of state and federal agencies and veterans and military advocates, have develop ideas for a Strategic Plan of Services for Veterans, including a branding and marketing campaign for serving Florida's veterans. Discussion also addresses all services and programs benefiting veterans and military families, in Florida's One-Stop Career Centers ([www.employflorida.com](http://www.employflorida.com)).

The Florida Vets First Celebration and Campaign event was officially launched on Apr 17, 2008. Governor Charlie Crist, Monesia Brown, AWI Director, Admiral Leroy Collins, Jr., Executive Director, FDVA, Major General Douglas Burnett, Adjutant General - Florida, Rocky McPherson, Executive Director, Florida Defense Alliance, and other dignitaries participated in this event. The website, [www.floridavetsfirst.com](http://www.floridavetsfirst.com) was created and continues to be updated. Florida Vets First Brochure and Program Agenda was printed. Press Releases, Public Service Announcements (PSA) and other media and marketing campaigns occurred commensurate with this statewide launch.

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