

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, with direct day-to-day supervision by the RWB.

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 allocates funds based on each RWB's proportionate share of the state total number of eligible veteran registrations for the previous program period.

Veteran Facts and Figures

Florida has the fastest growing veterans' population in the nation with almost 1.7 million veterans. There are 116,197 active duty service members who claim Florida as their home state of residence and another 49,862 reserve/National Guard (12,000 of who are National Guard). 158,349 Floridians have deployed to Operation Enduring Freedom/ Operation Iraqi Freedom, the third largest of any other state. Florida also has the third largest population of disabled veterans in the country. Data source: Office of the actuary Department of the VA <http://www1.va.gov/vetdata>.

A. Employment Outcomes for Veterans

In April 2009 the State's unemployment rate was 9.6 % and Florida's nonagricultural employment declined by 4.9 percent. The decline in employment represents a loss of 380,300 jobs over the year. Employment in Florida is declining at a steeper rate than the nation which was declining by 3.8 percent. The April 2009 job figures 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 a much more severe employment challenge for Florida's veterans.

The fastest growing occupations in the State (based on long-term projections to 2016) 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. These industries present Florida's veterans with potential quality employment.

Federal agencies, i.e. the U.S. Department of Veterans Affairs (VA) and its associated infrastructure (VA Medical Centers, Poly-Trauma Center located in Tampa FL, VA Outpatient Clinics, Vet Centers, VA Regional Office, etc.) 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 Twelve 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 entry 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.

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 all one-stop business development activities, developing jobs for the One-Stop Career Center, assisting employers at job fairs, facilitating employer recruitments and employer recruiting agreements. Additionally, mobile units located throughout the state have proven effective in serving veterans in rural areas, planned career fairs and other events that attract and serve veterans. All of these activities translate into positive benefits and productivity for the One-Stop Career Centers and 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. ***It should be noted*** DVOP and LVER staff are assigned to supplement, not supplant, the duties of the One-Stop staff to provide priority of services to eligible veterans and eligible spouses in all programs funded in whole or in part by the U.S. Department of Labor (USDOL).

All one-stop associates will continue to be trained by the veterans staff 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. Veterans' referred to WIA training shall be referred using appropriate Employ Florida Marketplace (EFM) service plan codes.

Service-connected disabled veterans remain the highest priority. Within that category, certain special populations of veterans must be targeted for services; including veterans enrolled in, or completed training or education under the Department of Veterans Affairs (VA) Vocational Regional Rehabilitation and Employment (VR&E) program, returning wounded or injured service members and REALifelines participants. These targeted populations can best served by using a case management approach to deliver intensive services. A prerequisite to administering intensive services requires a completion of an assessment and a development of a documented individual employment plan. Other core services such as labor market information and job referral/development will be part of the employment plan when appropriate.

Additionally, approximately one third of Florida's veterans seeking employment are disabled and may have barriers to employment, therefore they will be targeted for concentrated job development to fill employment opportunities, case management as needed and other services as available. Examples of such veterans' populations include but are not limited to:

- Veterans who served on active duty during war or in a campaign or expedition for which a campaign badge or expeditionary medal has been authorized;
- Homeless veterans and those veterans who are at risk of becoming homeless;
- Incarcerated veterans or those recently released from correctional institutions;
- Older veterans;
- Demobilizing National Guard/Reserve units;
- Transitioning service members; and
- Veterans residing in rural parts of the State or Native American reservations

DVOP/LVER staff are also involved with long-range workforce planning, team performance and customer-service goals, i.e. customer satisfaction surveys, etc. This allows for evolving strategies to better serve the needs of Florida's veterans.

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

To ensure priority of service is observed, eligible veterans and covered persons are identified at the *point of entry* and shall be notified of programs and/or services available as stated in 20 CFR part 1010. Point of entry includes physical locations, such as One-Stop Career Centers, as well as web sites and other virtual service delivery resources.

The One-Stop staff and veterans staff will use a needs-based approach to identify veterans with special needs, i.e. disabled veterans, recently separated veterans, etc., and they will be subsequently referred for the appropriate services. All veterans and covered persons 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.

D. Priority of Service

The U.S. Department of Labor's Veterans Employment and Training Service (USDOL/VETS) awards grants to the State of Florida to provide employment and training services to eligible residents and workers. As a condition to receiving those funds, priority of service will be given to qualified veterans and covered persons when referring individuals to job openings, to all USDOL funded training programs and related services in accordance with the Veterans' Priority Provisions of the "Jobs for Veterans Act" (JVA), as amended by Public Law 107-288, 20 CFR, part 1010, Veterans' Benefits, Health Care, and Information Technology Act of 2006 (Pub. Law 109-461). Additional information and assistance will be provided by One-Stop Center staff regarding available employment programs, training opportunities and services, eligibility requirements, and veteran's priority.

Key Definitions

Covered person – The regulations adopt and apply this statutory term, which includes *eligible spouses*.

Veteran – The regulations specify that the definition for *veteran* specified at 38 U.S.C. 101(2) applies across all qualified job training programs for the purpose of priority of service.

That definition includes two key criteria:

- Service in the active military, naval, or air service; and,
- Discharge under conditions other than dishonorable.

Eligible veterans and covered persons identified at the *point of entry* shall be notified of programs and/or services available. Point of entry includes physical locations, such as One-Stop Career Centers, as well as web sites and other virtual service delivery resources.

All Regions workforce boards (RWB) and One-Stop Career Centers will ensure their two-year strategic plan provides clear strategies and policies for providing veterans and covered persons with the highest quality of service at every phase of services offered. Policies shall be implemented to ensure that eligible veterans and eligible spouse are aware of:

- Their entitlement to priority of service;
- The full array of programs and services available to them; and,
- Any applicable eligibility requirements for those programs and/or services.

Priority of service means the right of eligible veterans and covered persons to take precedence over eligible non-covered persons for the receipt of employment, training, and placement services provided under new or existing qualified job training programs, furthermore; the eligible veterans or covered persons shall receive access to the service or resources earlier in time than the non-covered person. If the service or resource is limited, the veteran or covered persons receives access to the service or resource instead of or before the non-covered person.

Services can range from basic functions of the One-Stop System, such as assistance with job search and identification of needed skills, to more customized initiatives such as creating career pathways, with corresponding competency assessments and training opportunities.

To accommodate Priority of Service at point of entry, Geographic Solutions has implemented changes to the Employ Florida Marketplace (EFM) to accommodate changes in the Priority of Service to veterans. A "pop-up" targets newly registering veterans and covered persons. The purpose of this pop-up is to ensure newly registered veterans and covered persons are aware of their entitlement to priority of services and the types of services available under priority of service.

Monitoring Priority of service

A veterans self registration will automatically record service code 089, “Notification of Veterans Priority of Service”. A manual service code 189 will be used when the “Notification of Veteran Priority of Service” is given as a staff-assisted service. Veterans and covered persons who register in EFM or who are being entered into EFM by staff will be advised of their entitlement to priority of services and the code 189 will be entered on the service plan screen in EFM. The 089 and 189 service plan codes will serve as a priority of service indicator in conjunction with periodic state, regional and local level program reviews to ensure compliance with priority of service. Additional monitoring guidance from the Employment and Training Administration (ETA) is forthcoming in accordance with 20 CFR Part 1010, Priority of Service for Covered Persons Final Rule.

Eligible veterans and covered persons will also receive priority in all U.S. Department of Labor (USDOL) programs funded in whole or in part operating in the One-Stop Career Center.

Programs include but are not limited to:

- 1) WIA Adult;
- 2) WIA Dislocated Worker;
- 3) National Emergency Grants;
- 4) Wagner-Peyser State Grants;
- 5) Trade Adjustment Assistance (TAA); and,
- 6) Senior Community Service Employment Program.

Additional programs may include:

- WIA Youth Program;
- Welfare to Work Program;
- Community-Based Job Funding Grants;
- Migrant and Seasonal Farm Worker Program;
- Indian and Native American Program;
- H-1B Technical Skills Training Grants;
- Office of Disability Employment Programs;
- Veterans Workforce Investment Program;
- Labor Market Information Formula Grants;
- Pilots and Demonstration Grants;
- Research and Development;
- Career One-Stop Electronic Tools; and
- Other Internet based tools operated by (USDOL) grantees.

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; and
- 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](#).

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

As referenced in the Director's Memorandum 13-04 or the most recently published guidance 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 self-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 as outlined in VPL 07-05 or the most recently published guidance issued by USDOL/VETS, will describe the quality of services to veterans as well as the productivity of services provided and will be submitted quarterly with the state report.

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 comprehensive, on-line employment resource, on the web at 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, 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 will be maintained. 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, in accordance with the Office of Management and Budget (OMB) Circular A-87, regarding the employment of veterans and the correlating advantages to employers, replicating the National 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, U.S. Department of Labor (USDOL), 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 funding and others.

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

The ETA 9002/VETS200 report is a source to monitor performance goals for the DVOP and LVER programs and can be found at http://www.floridajobs.org/workforce/os_report_wp.html.

Priority services will continue to be provided to disabled veterans and recently separated veterans to ensure and emphasize that they achieve enhanced outcomes, especially for performance items that are below the Wagner-Peyser standards.

ETA 9002/VETS200 Report performance indicators include:

- Received Staff Assisted Services;
- Attended TAP Employment Workshop;
- Received Career Guidance;
- Received Intensive Services;
- Referred to Federal Training;
- Received Job Search Activities;
- Referred to Employment;
- Referred to Federal Job;
- Referred to Federal Contractor Job;
- Entered Employment Following Intensive Services;
- Entered Employment Following Staff Assisted Services;
- Average Earnings;
- Federal Training Placements;
- Entered into Federal Job;
- Entered into Federal Contractor Job;

Note: Florida's Jobs for Veterans grant provides funds to exclusively serve veterans, other covered persons, transitioning service members and their spouses and, indirectly, employers.

There are established Governor's policy initiatives and partnerships between AWI, the Florida Department of Veterans' Affairs (FDVA), VETS, U.S. Department of Veterans' Affairs (VA), 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.

The regional veterans state-wide training workshops conducted by the State Veterans' Program Coordinator (SVPC) and Assistant SVPC will be funded by the State level JVA grant funds.

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. Additionally, ensuring the DVOP/LVER staff positions are funded at least 50% or 100%. 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 and the One Stop Management Information System (OSMIS). The advances are reported in FLAIR as a lump sum figure for DVOP and LVER 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 Budget Information Summery form 401. Expenditures are reported by Regional Workforce Boards in the One Stop Management Information System by cost category. These cash advances and expenditures are monitored regularly.

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. The State will comply with VPL 05-05 or most current version issued by DOL VETS and 2 CFR. 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 11, 2008. The approved provisional indirect cost rate applicable to the DVOP, LVER, and TAP programs effective from 7/1/09 to 6/30/10 is 12.7729%, which is applied against total direct salaries and wages including all applicable fringe benefits.

I. Performance Incentive Awards

- A. The Agency for Workforce Innovation (AWI) will administer the Performance Incentive Award program. The total amount of funds designated for performance incentive awards is equivalent to 1 percent of the states total award amount. 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.

The awards system will encourage individual One-Stop 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. Regional Workforce Boards will be asked to submit written nominations for One-Stop Offices located within their geographical responsibilities 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 during the course of the program year (PY). The nomination/selection will be done during the 4th quarter of the PY. Fiscal years funds must be obligated/awarded prior to September 30. All RWBs will continue to be advised of the intended usage of the program's performance funds.

There will be a selection committee that reviews nominations. Awards will be determined based on the criteria established by the Veterans' Program work group that include participants from Workforce Florida Inc. (WFI), selected Regional Workforce Board Directors, management staff from Agency for Innovation (AWI), State Veterans Programs Coordinator (SVPC) and the Assistant SVPC.

Suggested Criteria to be used to evaluate One-Stop career centers include:

- Successful Veterans' Stand Downs;
- Placements of VA Vocational Rehabilitation and Employment (VR&E) Disabled Veterans (using current data);
- Enrollment of Veterans and/or Disabled Veterans into employment-focused training or certification programs (using current data);
- Community involvement and outreach with Community Based Organizations (Veterans Organizations, Chambers of Commerce, Economic Development Units);
- Successful Job Fairs for Veterans;
- Developing "Best Practices" that enhance services to veterans;
- Excellent TAP Programs;
- Employer marketing resulting in increased employment opportunities for veterans;

- Services to targeted veterans i.e. disabled veterans, older veterans, incarcerated veterans, homeless veterans, etc.
- Exceptional performance on any project that directly benefits veterans;
- Veterans' Workforce Improvement Program (VWIP) and/or Homeless Veterans Reintegration Program Grant Awards; and
- Other activities locally created and developed by the RWBs

Only those nominations that meet the state's criteria will be eligible for an award. See attached veterans incentive awards nomination form.

In accordance with VPL 02-07 section V paragraph A, Incentive funds will be awarded in the form of a cash award to those offices whose have been selected for an award. Offices will be categorized into three size categories' (small, medium and large) there be only one cash award for each size category. The amount of the cash award will be equal across each office category with the total amount not to exceed 1% of the grant.

J. 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, VPL 07-05 and the Special Grant Provisions to the DVOP/LVER Grant.

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.

DVOP staff must satisfactorily complete specialized training provided by National Veterans' Training Institute (NVTI) during the three year period or as directed by DOL VETS that begins on the date upon which the employee is assigned. The specialized training courses required for DVOP specialist are Labor and Employment Specialist (LES) and case management.

VA Vocational Rehabilitation and Employment (VR&E) Program

In accordance with the Memorandum of Understanding (MOU) between AWI, VA, VETS and the RWBs, the Intensive Services Coordinator (ISC) serves as the State Agency's central point of contact

for services to VR&E participants. In addition to case management responsibilities, the assigned ISC will facilitate the disseminate information compiled from DVOP specialists.

The specific duties of the out stationed Intensive Services Coordinator (ISC) 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.
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 ISC 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 staffing. Especially important are staffing 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. ISC's 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. ISC's Coordinators will be responsible for submitting quarterly reports to AWI State Veterans' Program Coordinator and the DVET regarding all VR&E activity.

Intensive Service Coordinators (ISC) are located at the following sites:

- VA VR&E Center
1009 North 12th 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)

Florida currently has three dedicated DVOP Specialist. The specific duties of this dedicated DVOP Specialist 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.
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 IVTP activity.

(TIVP) DVOP Specialist location:

- Florida Crown Workforce Center
971 West Duval Street, Suite 10
Lake City, Florida 32205
(1 IVTP DVOP position)
- Marianna One-Stop Career Center
4636 Hwy. 90 East, Suite E
Marianna, FL 32446
(1 IVTP DVOP position)
- Madison Employment Connections
600 West Base Street, 2nd floor
Madison, FL 32340
(1 IVTP DVOP position)

K. 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.

L. Veterans requiring intensive services (case management), 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 averaging nine Stand Down Awards annually. 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.

M. Hiring of LVER/DVOP staff

I. The State Veterans' Program Coordinator (SVPC) and Assistant SVPC

A. Florida has received approval from DOL/VETS for the continuation of two State Coordinators to provide functional supervision and training for the State's veterans' employment program. Florida has the fastest growing veteran population in the country and ranks second in the nation for veterans seeking employment. Florida continues to support twenty-four Regional Workforce Boards that encompasses sixty-nine full service One-Stops throughout the state.

II. Disabled Veterans Outreach Program Specialist

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, VPL 07-05 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.

State's procedures 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.

The State will take every course of action to fill positions as quickly as possible and that any funding caused by significant lapses will be reported on the quarterly financial reports. Additionally, every

effort will be made to recruit and retain positions by encouraging RWB's to institute competitive salaries.

III. 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, VPL 07-05, and the Special Grant Provisions to the Jobs for Veterans Grant.

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;
- 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; and
- Contact other venues/organizations providing services to veterans.

LVER staff must satisfactorily complete specialized training provided by National Veterans' Training Institute (NVTI) during the three year period or as directed by DOL VETS that begins on the date upon which the employee is assigned. The specialized training courses required for LVER are Labor and Employment Specialist (LES) and Promoting Partnerships for Employment (PPE).

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 forty five 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.

The State will take every course of action to fill positions as quickly as possible and that any funding caused by significant lapses will be reported on the quarterly financial reports. Additionally, every effort will be made to recruit and retain positions by encouraging RWB's to institute competitive salaries.

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. The Director of Veterans Employment and Training Services (DVET) will be notified.

IV. 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 12 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.

- C. Trained TAP facilitators

See attached listing

V. 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; and
- Ensure that State's Veterans' Quarterly Reports capture and report all REALifelines and Coming Home to Work (CHTW) activities.

VI. Coming Home to Work (CHTW)

The Coming Home to Work (CHTW) Program is Vocational Rehabilitation and Employment's (VR&E's) primary early intervention and outreach program. Through this initiative, all VR&E services are available to eligible service members and veterans. Participants work with a Vocational Rehabilitation Counselor (VRC) to determine eligibility and entitlement to VR&E services. VR&E's goal is to assist eligible service members and veterans obtain and maintain suitable employment that will not aggravate their disabilities. This program does not replace or conflict with medical treatment or military requirements

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).