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**Guidance Paper**  
**Priority Workforce Services and Service Delivery Strategies - Severely Injured Military Members and their Families, Disabled Veterans, Veterans, Florida National Guard Members and Military Reservists, and Families of Military Members Killed in Action**

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**OF INTEREST TO**

Workforce Florida, Inc., Regional Workforce Boards (RWB), Veterans' Service Providers and Veterans' Advocates

**SUBJECT**

Priority Workforce Services - Severely Injured Military Members and their Families, Disabled Veterans, Veterans, Florida National Guard Members and Military Reservists, and Families of Military Members Killed in Action

**PURPOSE**

The purpose of this issuance is to provide guidance to Florida's RWBs and One-Stop Career Centers regarding workforce services for Severely Injured Military Members and their Families, Disabled Veterans, Veterans, Florida National Guard Members and Military Reservists, and Families of Military Members Killed in Action.

**BACKGROUND**

On May 5, 2006, State and local workforce officials met with the Governor's Office to discuss current services and proposed initiatives to respond to the needs of Severely Injured Military Members and their Families, Disabled Veterans, Veterans, Florida National Guard Members and Military Reservists, and Families of Military Members Killed in Action.

**PROGRAM GUIDANCE**

The Agency for Workforce Innovation (AWI) and Florida's workforce system promote and maximize the employment of Florida's Disabled Veterans, Veterans, Military Families, and Florida National Guard Members and Military Reservists, utilizing the complete menu of One-Stop Career Center resources. These One-Stop Career Centers ([www.employflorida.net](http://www.employflorida.net)) are staffed with Disabled Veterans' Outreach Program

(DVOP) Specialists, Local Veterans Employment Representatives (LVER) and other One-Stop Career Center staff who provide priority workforce services on all workforce programs for disabled veterans, injured military members and their families, and veterans. The available One-Stop Career Center services include:

- 1) Job Search and Placement Assistance
- 2) Career Planning and Counseling
- 3) Case Management and Job Coaching
- 4) Referral to and Enrollment in Workforce Investment Act training programs
- 5) Labor Market Information
- 6) Referral to Education and Training Programs
- 7) Tutorials for training
- 8) Resume Assistance
- 9) Veterans' Job Fairs
- 10) Transition Assistance Program (TAP) services for separating and retiring military members and their spouses
- 11) Referral to Entrepreneurship programs
- 12) Career Enhancement Seminars
- 13) Career Resource Center Services
- 14) Other Workforce Services

In addition, DVOP/LVER staff have a close working partnership with the U.S. Department of Veterans' Affairs (VA), Florida Department of Veterans' Affairs (FDVA), Department of Defense (DoD) Family Support Centers, Florida's County Veteran Service Officers (CVSO), Veterans' Service Organizations (VSO) and Florida's National Guard/Reserve units to coordinate the following assistance for veterans:

- All returning disabled/injured veterans are made aware of education/training and rehabilitation services through the VA Vocational Rehabilitation and Employment (VR&E) Program which is a key partner in placing them into a quality career.
- Organizational and outreach contacts to VA Medical Centers and Outpatient Clinics, FDVA and CVSO Offices, and other veterans' service providers and advocates, in order to locate and provide services to veterans, especially veterans with barriers to employment.
- Florida's TAPs, which are operational at eleven military sites statewide, provide important employability skills training and other benefits information to military members and their spouses in their transition from military to civilian society. TAP is a partnership between AWI, the Veterans' Employment and Training Service (VETS), VA, and the DoD.

- Disabled Transition Assistance Programs (DTAP), which provide transition and benefits assistance to disabled veterans, are operational at the Jacksonville and Pensacola TAP sites.

Veterans' Program web site: [www.floridajobs.org/PDG/veterans.html](http://www.floridajobs.org/PDG/veterans.html)

### **Special Initiatives**

Florida's workforce system and One-Stop Career Centers are also involved in special initiatives, programs, and partnerships that directly benefit and serve the needs of Severely Injured Military Members and their Families, Disabled Veterans, Veterans, Florida National Guard Members and Military Reservists, and Families of Military Members Killed in Action. These initiatives include the following:

#### **VA VR&E Program**

- AWI DVOP Specialists are currently located at VA VR&E Centers in Pensacola, Ft. Walton Beach, Jacksonville, Orlando, St. Petersburg, and Ft. Lauderdale. All returning disabled/injured veterans will be exposed to education/training and rehabilitation services through the VA VR&E Program.

#### **Military Family Employment Advocacy Program**

- The Military Family Employment Advocacy Program delivers employment assistance services through military family employment advocates co-located within selected One-Stop Career Centers. Persons eligible for assistance through this program include spouses and dependents of active-duty military personnel, Florida National Guard members, and military reservists. Military Family Employment Advocates are currently located at One-Stop Career Centers in Ft. Walton Beach, Panama City, Jacksonville, Tampa, and Miami. Program could be amended to target the needs of families of military members killed in action, and severely injured/disabled veterans.

#### **Citizen Soldier Program**

- The Citizen Soldier Program provides a matching grant program to private sector employers in the State who provide wages to employees serving in the United States Armed Forces Reserves or the Florida National Guard while those employees are mobilized and on federal active duty. Grants are awarded for monthly wages paid to employees who are residents of Florida during the actual period of active duty. The monthly grant per employee may not exceed one-half of the monthly wages paid by the employer to the employee at the level paid prior to the date the employee

was called to federal active duty, minus the amount of the employee's active duty base pay, housing and variable allowances, and subsistence allowance; see [www.floridajobs.org/citizen\\_soldier/index.html](http://www.floridajobs.org/citizen_soldier/index.html).

## Marketing and Media Campaign

- Statewide media campaign has been launched in Florida targeting veterans, disabled veterans, and employers utilizing the "HireVetsFirst" web site ([www.HireVetsFirst.gov](http://www.HireVetsFirst.gov)).
- Governor Bush's "Hire A Vet First" Public Service Announcement (PSA) released to all cable TV stations and One-Stop Career Centers in Florida.
- Job Fairs and Career Expos are conducted around the State for Disabled Veterans, Veterans, Military Members and their Families, and Florida National Guard Members and Military Reservists.
- Continued pursuit of veterans' training grants, e.g. Veterans' Workforce Investment Program (VWIP), entrepreneurship grants, etc., to train returning disabled veterans/veterans for new careers, businesses, etc.
- Partnership with "Coalition to Salute America's Heroes" ([www.saluteheroes.org](http://www.saluteheroes.org)) to honor and serve those returning severely injured veterans and their families at their events.
- Expansion of veterans/military-focused web site to include additional and related links to partner services that address benefits, services, employment, training, etc.

## REALifelines

- The Veterans' Employment and Training Service (VETS) receives information on returning injured veterans and their families through the Recovery and Employment Assistance Lifelines (REALifelines) Program. VETS is tasked with the initial contact and case management of REALifelines participants. After this is accomplished, VETS will forward workforce-ready REALifelines participants to Florida's One-Stop Career Center system and DVOP/LVER services.
- REALifelines includes the following components:
  - 1) Economic recovery and reemployment of transitioning wounded and injured military service members and their families by identifying barriers to employment or reemployment and addressing those needs.

- 2) Personalized intervention is provided for military service members and their families during recovery and rehabilitation.
- 3) Early access to job and career service professionals, i.e. DVOP/LVER staff, is guaranteed in their home communities.
- 4) REALifelines severely injured military members/disabled veteran participants will be exposed to VA VR&E retraining/rehabilitation services as well as all One-Stop Career Center services.

### **Florida Department of Veterans' Affairs (FDVA)**

- FDVA contact information on their data-base of veterans, including disabled and injured veterans, is shared with AWI in real time allowing for outreach, tracking and follow-up of services by One-Stop Career Center DVOP/LVER staff.
- The FDVA currently sends a letter to all returning veterans to inform them of veterans' services and benefits including employment information on Florida's workforce system.
- FDVA recently implemented Kiosks at selected sites around the State providing information access on FDVA benefits and AWI workforce services to veterans.

### **Florida National Guard**

- In partnership with the FDVA, VETS, VA, and the Florida National Guard, AWI rapid response services, in coordination with the RWBs, will be provided to re-deploying (returning) Florida National Guard members and their families. AWI Mobile One-Stop will be utilized for these activities. A recently signed Memorandum of Understanding identifies the roles and responsibilities of each partner.

### **Actions**

AWI and Florida's workforce system, utilizing state and local resources, will work with veterans' service providers and partner agencies to implement the following initiatives and actions:

- In order to address the spirit of this Guidance, each RWB should have a local plan of action relative to serving Severely Injured Military Members and their Families, Disabled Veterans, Veterans, Florida National Guard Members and Military Reservists, and Families of Military Members Killed in Action. The Veterans' Plan of Service should be incorporated in the RWB's WIA Workforce Plan of Service. The existing RWB's WIA Plan of Service can be modified to add the Veterans' Plan of Service.

- Post-placement case-management and other necessary workforce services will be provided by One-Stop Career Center DVOP/LVER staff for injured military members and their families, and the families of military members killed in action, at six month and one year intervals. All services and activities will be documented in OSMIS/EFM.
- Florida will provide support for a proactive, united-front, and well coordinated seamless approach in serving the needs of severely injured military members and their families, disabled veterans, veterans, and the families of military members killed in action. AWI, FDVA, VETS, VA, Florida National Guard, DoD Family Support Centers, VSOs, and other veterans' service providers and advocates will collaborate in a partnership of efforts to identify and serve Florida's returning disabled veterans, veterans and their families. This collaboration will involve a sharing of information on returning veterans, injured/disabled veterans and military families to ensure they receive the services they need; these services will be tracked for responsiveness and productivity.
- AWI will encourage the expansion of the presence of DVOP/LVER staff with other federal and state veteran agencies and service providers, including VA Medical Centers/Outpatient Clinics, Florida National Guard/Reserve units, Coalition to Salute America's Heroes, and others, to ensure a rapid response to serving returning disabled veterans, veterans, National Guard members/Reservists and military families.

## **SUPERSESION**

None