



FLORIDA'S VETERANS' SERVICES
PROGRAM GUIDE

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THE AGENCY FOR WORKFORCE INNOVATION (AWI)

VETERANS' PROGRAM MISSION

The mission of the AWI Veterans' Program is to promote and maximize the employment of Florida's veterans, especially veterans with barriers to employment, utilizing the complete menu of One-Stop Career Center resources.

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A. AWI VETERANS' PROGRAM BACKGROUND AND OVERVIEW

Florida's workforce system is a true sub-state system with the State's 24 Regional Workforce Boards (RWBs) empowered to locally manage all workforce services provided to veterans in a customer-focused, performance-driven One-Stop Career Center delivery system.

AWI serves as the administrator of Florida's workforce development system, under contract with Workforce Florida, Inc. (WFI), which provides Veterans' Program policy direction and guidance to the RWBs.

AWI's Veterans' Program involves the provision of priority workforce services to veteran customers in the One-Stop Career Centers (**EmployFlorida**) located throughout the State. These services include, but are not limited to, job referrals, job development, referrals to training and supportive services, case management, labor market information, resume assistance, employability skills workshops, etc.

The U.S. Department of Labor, Veterans' Employment and Training Service (VETS) awards Jobs for Veterans Grant funds through the State of Florida to AWI, on a Federal Fiscal Year (FY) basis to support the funding of Disabled Veterans' Outreach Program (DVOP) and Local Veterans' Employment Representative (LVER) staff, Transition Assistance Program (TAP) operations, and associated support expenses.

LVER staff serve as veterans' advocates in the One-Stop Career Centers. They are also primarily responsible for the functional oversight of the local One-Stop Career Center Veterans' Program, ensuring that mandated priority services for veterans are provided by all staff in the One-Stop Career Center, and providing intensive services to recently separated veterans. DVOP Specialists are primarily responsible for providing intensive workforce services to veterans with barriers to employment, i.e. disabled veterans, homeless veterans, etc., and for conducting outreach to veterans.

LVER and DVOP staff are considered part of the one-stop career center team and are also utilized to promote all one-stop services, including services in the employer marketing arena, i.e. employer visits, out-reach, job fairs, etc., on behalf of veteran customers. Veterans' Program services are fully integrated into the one-stop system with services to veterans considered a total one-stop responsibility and not only the domain of the DVOP and LVER staff. All one-stop associates should be trained to identify veterans, especially disabled veterans and veterans with barriers to employment, and ensure that the necessary positive workforce services are provided.

B. AUTHORITY

AWI's Veterans' Program is governed by and operated under the rules and regulations of the following legislation:

- Title 38, USC Chapters 41, 42 and 43, as amended by the Jobs for Veterans Act (Public Law 107-288) signed into law on November 7, 2002; see www.dol.gov/vets/regs/main.htm.
- 20 CFR Part V, Section 652, Subpart B and Section 1001, Services for Veterans under the Wagner-Peyser Act as amended; see www.dol.gov/vets/regs/main.htm.
- Jobs for Veterans Grant General and Special Provisions;

- Workforce Investment Act, Sections 112, 119 and 168.
- Veterans' Program Letter (VPL) and other guidance as set forth by the Assistant Secretary, Veterans' Employment and Training (ASVET).

C. PROGRAM DESCRIPTION

1. Disabled Veterans' Outreach Program (DVOP) Specialist

Full-time and half-time DVOP staff are assigned to the RWBs and One-Stop Career Centers to provide workforce intensive services to veterans, especially veterans with barriers to employment, as defined in Title 38, USC, Section 4104, as amended by JVA (PL 107-288), and Veterans Program Letter (VPL) 11-02, Roles and Responsibilities for DVOP/LVER staff; see www.floridajobs.org/pdg/vets.

DVOP staff focus on providing intensive services to veterans with priority to Special Disabled, Disabled veterans and other eligible veterans in accordance with applicable guidance.

In the selection of DVOP staff, preference shall reflect the following order of priority:

- Qualified service-connected disabled veterans;
- Qualified eligible veterans, or
- Qualified eligible persons as defined in Title 38, USC, Section 4101 (5).

Duties:

The duties of the DVOP Specialist are reflected in the 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 Jobs for Veterans 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. Additional DVOP activities and services include, but are not limited to, the following services:

- Assessment
- Creating and maintaining a documented plan of service
- Counseling/Group 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
- Referral of veterans, disabled veterans, etc., to employment opportunities
- Maintenance of an up-to-date Network Guide for veteran customers and One-Stop associates
- Other duties benefiting veterans as determined by the One-Stop Career Center Director

Outreach:

DVOP staff will conduct outreach to locate veterans with special needs at the following:

- Vet Centers, VA Medical Centers and Outpatient Clinics
- VR&E Centers and satellite offices
- HVRP Projects and Homeless Shelters
- Community based and civic organizations
- Veterans' Service Organizations
- State of Florida Vocational Rehabilitation Offices
- Workforce Partners and Service Providers
- Veterans' Affairs Coordinators at Colleges/Community Colleges to promote services to veterans and solicit VA Work-Study Assistants;
- TAP sites
- Faith-Based Organizations
- Reserve and National Guard units
- Military Base Family Service/Support Centers
- Other legitimate venues and locations where veterans congregate

2. Local Veterans' Employment Representative (LVER)

Full-time and half-time LVER staff are assigned to the RWBs and One-Stop Career Centers to provide workforce services to veterans, as defined in Title 38, USC, Section 4100 as amended by JVA (PL 107-288); see VPL 11-02, Roles and Responsibilities for DVOP/LVER staff.

A State Veterans' Program Coordinator (SVPC) and Assistant State Veterans' Program Coordinator (ASVPC) are assigned to the Agency for Workforce Innovation (AWI) State Office to provide oversight of the AWI Veterans' Program as well as to provide related training and technical assistance. The SVPC and ASVPC serve as AWI's liaison with WFI, RWB, and the DVET on Veterans' Program matters.

The SVPC and ASVPC, in coordination and consultation with USDOL VETS and the local RWB, will also be responsible for monitoring the provisions in the State Approved Plan of Services to Veterans utilizing a VETS approved assessment report. The RWB, One-Stop Career Center and the DVOP and LVER staff will also be responsible for conducting and providing Self-Assessment Reports. These reports will be submitted to AWI, WFI and VETS. A percentage of these reports will be validated to ensure compliance with the state plan and Federal law. LVER staff will also be responsible for reporting any non-compliance or non-performance issues in the *Manager's Report on Services to Veterans*; reference Title 38, USC, Chapter 41, Section 4104(b), 20 Code of Federal Regulations (CFR), VPL 09-03 and the Special Provisions to the JVA Grant.

- In the assignment of LVER staff preference shall reflect the following order of priority:
- Qualified service-connected disabled veterans;
- Qualified eligible veterans; and
- Qualified eligible persons as defined in Title 38, USC, Section 4104 (c).

Each LVER shall be administratively responsible to the One-Stop Career Center Director or designee and shall provide reports, not less frequently than quarterly, to the manager of such office and to the State DVET regarding compliance with Federal law and regulations with respect to special services and priorities for eligible veterans.

LVER staff shall ensure that veterans are provided the complete menu of one-stop career center services necessary to meet their workforce needs. LVER staff should also serve as an advocate for employment and training opportunities with business, industry and community-based organizations.

Duties:

The duties of the LVER are reflected in the recently implemented Roles and Responsibilities for DVOPs and LVERs; reference Title 38, USC, Chapter 41, Section 4104(b), 20 CFR, and VPL 11-02; see www.floridajobs.org/pdg/vets.

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 are accomplished. 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 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
- Provide intensive services to newly/recently separated veterans
- Refer 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:

- Plan, conduct and participate in Job Fairs for veterans
- Support Job Fair activities where Veterans may be served
- Contact Labor Unions, Apprenticeship Programs, Chambers of Commerce, Economic Development Units, etc. to promote employment opportunities for veterans
- Contact employers to develop employment opportunities for veterans
- Coordinate with and participate in Business Services section within the One-Stop Career Center
- Facilitate and participate in employer mass recruitments for new and expanding firms
- Facilitate and maintain Employer Recruiting Agreements
- Conduct presentations on the Veterans' Program and services to veterans at the RWB board meetings
- Contact Military Base Family Service/Support Centers;
- Contact Reserve and National Guard Units
- Contact Volunteers of America to promote veterans' services

- Contact other legitimate venues/organizations providing services to veterans

3. Half-Time/Part-Time DVOP Specialists and LVER staff:

Where feasible and practical, half-time/part-time DVOP/LVER staff will be assigned to One-Stop Career Centers to provide enhanced services to all veterans, especially to veterans with barriers to employment. The provision of half-time/part-time DVOP/LVER staff will allow the agency and the RWBs to provide additional and expanded workforce services to veterans. This will also ensure quality workforce services to all veterans, particularly veterans living in rural and other remote areas where the allocation of a full-time DVOP/LVER is not normally authorized. No individual shall be concurrently employed in both half-time DVOP and half-time LVER capacities. RWBs intending to reclassify an individual employed as a full-time DVOP Specialist or LVER staff to a part-time (20 hours a week) employee must receive the concurrence of the incumbent and the DVET prior to such action. (See VPL 09-03 at www.floridajobs.org/pdg/vets.)

4. DVOP/LVER Roles and Responsibilities Guidance:

The DVOP/LVER roles and responsibilities provide the RWBs with a framework that includes two key elements: 1) required core roles for DVOP and LVER staff, and 2) listings of examples of responsibilities that are appropriate for each of the required roles. RWBs have the flexibility to use any or all of the suggested responsibilities, and/or add other appropriate responsibilities. This dual structure is intended to provide RWBs with the opportunity to tailor DVOP and LVER performance responsibilities to reflect their service-delivery environment. One significant restriction is that the roles and responsibilities assigned to DVOP and LVER staff must be within the parameters given for the particular program in Title 38 U.S.C.; see DVOP/LVER Roles and Responsibilities at www.floridajobs.org/pdg/vets.

5. Transition Assistance Program (TAP):

P.L. 101-510 established the TAP, which is a joint effort between the Secretaries of Defense, Labor and Veterans Affairs. TAP services are provided via a three-day workshop conducted by One-Stop veterans' associates, usually by the LVER, to assist separating military members making the transition into civilian life.

There are currently 12 TAP sites in Florida. LVER and/or DVOP staff are involved in providing or facilitating services at ten of these TAP sites. All LVER, DVOP and other staff who are tasked to conduct and/or participate in TAP must be trained and certified by NVTI (See Title 10, USC, Chapter 58, Section 1144, VPL XX-03 and the Special Grant Provisions.)

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.

Transitioning military members and their spouses who are retiring within 24 months, and transitioning military members and their spouses who are separating within 12 months will be eligible to receive the following workforce services from LVER, DVOP or other One-Stop Career Center staff, either while attending the TAP workshop or by participating in other TAP related events, such as:

- Employment Counseling
- Career and Vocational Guidance
- Training and Education Assistance
- Labor Market Information
- Job Development
- Job Search Assistance
- Knowledge, Skills and Abilities Assessment
- Identification of Civilian Jobs that use skills acquired in the military
- Resume Preparation
- Interviewing Skills Techniques
- Networking
- Cross-walking from military to civilian occupation codes (O-NET)
- Special Job Fairs
- Other employment-focused activities

One-Stop Career Center associates should be familiar with TAP even if not conducted in their local area. The veterans and/or veteran spouses who attend a TAP workshop will be a more knowledgeable applicant with a greater awareness of the One-Stop Career Center operation, the LVER/DVOP associates and the services available to them.

6. Funding:

The LVER, DVOP and TAP operations are funded through a grant from the United States Department of Labor (USDOL), Office of the ASVET, authorized by Title 38, USC, Chapter 41, Section 4102A (5b) and 20 CFR, Part 1001. The Jobs for Veterans/TAP Grant is administered through the ASVET with the Grant Officer's Technical Representative (GOTR) being the Director for Veterans' Employment and Training (DVET) assigned to the State of Florida.

The allocation of funds to the RWBs to support DVOP and LVER positions is based on a combination of total veterans' registrations (jobseekers) and total veterans population. Allocations to the RWBs are based on each RWBs proportionate share of the state's combined total of the two.

D. VETERAN CATEGORIES

Definitions:

Before the proper priority of services can be given to veterans, it is essential that they be correctly identified. The following are the legal definitions of the various types of veterans that will be used in establishing the priority as required by law (Title 38, USC, Chapter 42, Section 4211, as amended by JVA/PL-107-288):

1. **Eligible Veteran** - A person who served on active duty for a period of more than 180 days and was discharged or released with other than a dishonorable discharge; (B) was discharged or released from active duty because of a service-connected disability; or (C) as a member of a reserve component under an order to active duty pursuant to section 12301(a), (d), or (g), 12302, or 12304 of title 10, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge;

2. Special Disabled Veteran - A veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary for a disability (i) rated at 30 percent or more, or (ii) rated at 10 or 20 percent in the case of a veteran who has been determined under section 3106 of this title to have a serious employment handicap; or (B) a person who was discharged or released from active duty because of service-connected disability.

3. Disabled Veteran - A veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary, or (B) a person who was discharged or released from active duty because of a service-connected disability.

4. Recently/Newly Separated Veteran - Any veteran during the three-year period beginning on the date of such veterans' discharge or release from active duty.

5. Campaign Badge Veteran - Any veteran who served on active duty during a war or in a campaign or expedition for which a campaign badge has been authorized.

E. ELIGIBILITY FOR VETERANS PRIORITY OF SERVICE:

Veterans and eligible spouses, including widows and widowers as defined in the statute and regulations, are eligible for priority of service. For the purposes of implementing priority of service, the Final Rule requires that program operators use the broad definition of veteran found in 38 U.S.C. 101(2). Under this definition, the term “veteran” means a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2). Active service includes full-time Federal service in the National Guard or a Reserve component. This definition of “active service” does not include full-time duty performed strictly for training purposes (i.e., that which often is referred to as “weekend” or “annual” training), nor does it include full-time active duty performed by National Guard personnel who are mobilized by State rather than Federal authorities (State mobilizations usually occur in response to events such as natural disasters).

“Eligible spouse” as defined at section 2(a) of the JVA (38 U.S.C. 4215[a]) means the spouse of any of the following:

- a. Any veteran who died of a service-connected disability;
- b. Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - i. Missing in action;
 - ii. Captured in line of duty by a hostile force; or
 - iii. Forcibly detained or interned in line of duty by a foreign government or power;
- c. Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or
- d. Any veteran who died while a disability was in existence.

A spouse whose eligibility is derived from a living veteran or service member (i.e., categories b. or c. above) would lose his or her eligibility if the veteran or service member

were to lose the status that is the basis for the eligibility (e.g. if a veteran with a total service-connected disability were to receive a revised disability rating at a lower level). Similarly, for a spouse whose eligibility is derived from a living veteran or service member, that eligibility would be lost upon divorce from the veteran or service member. The priority of service regulations refer to those veterans and spouses who are eligible for priority of service as “covered persons” and refer to those not eligible for priority of service as “non-covered persons.” In the interest of specificity, this guidance refers to those eligible as “veterans and eligible spouses.” However, in interest of brevity, this guidance also adopts the regulatory terminology by referring to those who are not eligible as “non-covered persons.”

1. Priority of Service to Veterans

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 online workforce services; reference Title 38, USC, Chapters 41 and 42, Section 4215.

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.

Eligible veterans and covered persons identified at the point of entry shall be notified of programs and/or services available. All RWBs 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. The eligible veterans or covered persons shall receive access to the service or resources earlier in time than the non-covered person and 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, a Priority of Service to veterans “pop-up” in EFM alerts newly registering veterans and covered persons. The purpose of this popup 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.

Verifying Status: It is neither necessary nor appropriate for program operators to require verification of the status of a veteran or eligible spouse at the point of entry, unless the individual who self-identifies as a veteran or eligible spouse: a) is to immediately undergo eligibility determination and be registered or enrolled in a program; and b) the applicable federal program rules require verification of veteran or eligible spouse status at that time. In those instances in which eligibility determination and enrollment occur at the point of entry, a veteran or eligible spouse should be enrolled and provided immediate priority and then be permitted to follow-up subsequently with any required verification of his or her status as a veteran or eligible spouse. For programs or services that cannot rely on self-attestation (e.g., classroom training), verification may occur at the point at which a decision is made to commit outside resources to one individual over another. In contrast, the commitment of program staff effort does not require verification of status by a veteran or eligible spouse. For example, if a veteran or eligible spouse self-identifies, program staff should be permitted to deliver any appropriate intensive services while permitting the veteran or eligible spouse to follow-up subsequently with verification of his or her status.

Applying Priority of Service: The application of priority of service varies by program depending on the eligibility requirements of the particular program. Qualified job training programs fall into two basic categories: universal access programs and programs that require prospective participants to meet specified eligibility criteria. The first two subsections below describe how priority of service applies to these two basic types of programs.

- a. Universal access programs: For workforce programs that operate or deliver services to the public as a whole without targeting specific groups, veterans and eligible spouses must receive priority of service over all other program participants. For example, the primary universal access services are the “core” services delivered through the One-Stop system under the Wagner-Peyser and

WIA programs. Veterans and eligible spouses receive the first level of priority in universal access programs.

b. Programs with Eligibility Criteria: Eligibility criteria identify basic conditions that each and every participant in a specific program is required to meet. For example, for the Senior Community Service Employment Program (SCSEP) every participant is required to meet four criteria: a) age 55 or over; b) low income; c) resident of a designated area; and, d) not job-ready. It is important to note that a veteran or eligible spouse must first meet any and all of the statutory eligibility criteria in order to be considered eligible for: a) enrollment in the program; b) receipt of priority for enrollment in the program; and c) priority for receipt of services. In addition to the eligibility criteria that all participants are required to meet, some programs also have priorities that establish a rank order to be observed in enrolling or serving participants. These priorities can be of two types: a) statutory; or, b) discretionary. The following two subsections provide guidance on how priority of service interacts with these two types of priorities.

c. Programs with Statutory Priorities: Some programs are required by law to provide a priority or preference for a particular group of individuals or require the program to spend a certain portion of program funds on a particular group of persons. An example of this type of priority is the priority for low income individuals and for recipients of public assistance for the WIA adult formula programs. For programs with this type of mandatory priority, program operators must determine the status of each individual veteran or eligible spouse and apply priority of service as described below:

- i. Veterans and eligible spouses who meet the mandatory priorities, spending requirement or limitation must receive the highest level of priority for the program or service;
- ii. Non-covered persons who meet the program's mandatory priority, spending requirement or limitation then receive the second level of priority for the program or service
- iii. Veterans and eligible spouses outside the program-specific mandatory priority, spending requirement or limitation then receive the third level of priority for the program or service
- iv. Non-covered persons outside the program-specific mandatory priority, spending requirement or limitation then receive the fourth level of priority for the program or service.

2. 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:

- WIA Adult
- WIA Dislocated Worker
- National Emergency Grants
- Wagner-Peyser State Grants
- Trade Adjustment Assistance (TAA)
- 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
- 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
- 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
- Veterans Stand Downs

3. Implementation Principles:

1. For all programs, veterans must first meet the program's eligibility provisions.
2. The exact manner in which veteran's priority will be applied will vary considerably depending upon the services offered.

Section 1001.120 of 20 CFR, Section (a), requires that every One-Stop Career Center using all of its associates shall provide services to veterans in the following order of priority:

- Special Disabled Veterans
- Other Disabled Veterans
- Other Eligible Veterans
- Certain Spouses and Other Eligible Persons

Workforce Florida, Inc., the Agency for Workforce Innovation and the Regional Workforce Boards are aware of the responsibilities under the Veterans' Program Law, Title 38, USC, Chapter 41, WIA, Section 112 and 20 CFR (April 1, 1988); all One-Stop Career Centers will provide mandated Veterans' priority of services to all veteran applicant customers.

A Memorandum of Understanding (MOU) between AWI, the RWBs and the other partners participating and providing services at the One-Stop Career Centers ensures that the above mandate is followed.

Upon the veteran customer's initial contact with the One-Stop career center, the individual should be fully registered with a complete application/registration and provided a positive service. All employer job orders (including Federal Contractor job orders) received by the One-Stop Career Center are subject to Veterans' priority of services.

F. SERVICES TO VETERANS:

Services to veterans are considered a responsibility of all one-stop staff and not solely the domain of the DVOP and LVER staff. The DVOP and LVER staff members are assigned to supplement services through providing intensive services, facilitating TAP, providing specialized case management and outreach services. Veterans' staff should not supplant the duties of the One-Stop staff in providing 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) under 20 CFR 652.120, Title 38, USC, Chapter 41, Jobs for Veterans Grant Special Provisions and State Veterans' Plan of Services.

Each One-Stop Career Center shall provide workforce assistance and services to veterans on a priority basis. This means that the veteran will receive services in programs that they are eligible for ahead of other eligible participants/clients. All veteran customers should receive positive and meaningful priority workforce services that include but are not limited to the following: (a) referral to a job, (b) referral to and placement in training and education programs, (c) re-employment services (d) assessment services including an assessment interview, testing, counseling, or employability planning, (e) case management, (f) career guidance, (g) job search activities, (h) federal bonding program, (i) job development contacts, (j) tax credit eligibility determination, (k) referral to other services, including skills training, educational services, and supportive services, or (l) any other service requiring significant expenditure of staff time. Application taking/registration and the use of self-service or facilitated self-help services are not included as staff-assisted services.

Veteran applications should be reviewed on a regular basis to determine if veteran customers are receiving an inordinate number of job referrals, and other services without results, as this is an indicator that counseling or other intensive services may be necessary. All veterans who have not received a service in 30 to 60 days will be considered an exiter if continuing service is not given after a 90 day period.

No veteran application should be inactivated from the State's MIS without one of the following actions:

- A specific request from the veteran to inactivate his/her application
- The veteran having entered permanent employment
- Notice that the veteran has moved from the area
- No response after repeated attempted contacts to reach a veteran.

The reason for the application inactivation should be documented on the veteran applicant's registration Notes screen.

The LVER should review all new and renewed veterans' applications to:

- Ensure that all veterans are fully registered
- Ensure that all veterans receive a meaningful and positive reportable service

G. REGISTRATION OF VETERANS:

Self Registration is the most common method of registering in the State's Management Information System (MIS) commonly known as Employ Florida Marketplace (EFM). The DVOP and LVER staff at the One-Stop Career Center shall monitor self-registered veterans in EFM on a daily basis. Communicating veterans' employment services and points of contact to newly self registered veterans' is crucial. EFM's messaging feature is an excellent communication tool; followed by a phone call or email. DVOP and LVER staff must make case notes of all communication efforts in EFM.

All veteran job-seeker customers must be fully registered in EFM reflecting their work history, knowledge, skills, abilities, licenses, etc. The registration should also include the all of the veteran's previous employers that match their occupational objectives, with correlating months of experience for each, unless the veteran is pursuing only one occupation. In that case only the previous employer that matches the veterans' occupational objective need be listed.

The summary section of the veteran's registration should indicate information that is essential in marketing the veteran with potential employers. This would include an occupational goal and any special program eligibility, such as eligibility for the Veterans Administration's Vocational Rehabilitation Chapter 31, Workforce Investment Act (WIA), Wagner-Peyser program, Work Opportunity Tax Credit (WOTC), etc. Other registration information should include special licenses or certifications and/or possession of tools or equipment such as a certified automobile mechanic with their own tools, certified public accountant (CPA), Registered Nurse, etc.

There is important information that cannot be documented on the summary section, such as: dates of military service, military branch, occupational specialty and disability information to include disability rating percentage and work restrictions. Commonly used and understood abbreviations and acronyms can also be used.

Placement of the above information on the veteran customer's application and registration expedites the veteran job order file search process and enhances placement potential. It also presents a good profile of the veteran's knowledge, skills and abilities for file searches, job development activities and serves other purposes.

In addition to entry of required categories on the registration, all other applicable categories should be entered with correct codes, especially the recently separated and disabled veteran categories under the separated and handicapped application blocks, respectively. Completion of these items is necessary to identify targeted veterans for special program eligibility and priority of services in USDOL funded programs. Additionally, the application salary block should always be completed, reflecting the minimum salary the veteran desires. See the Registration Help screen in EFM for definition and the correct codes for all categories.

The initial intake and assessment process is critical in creating a quality employment application and finding effective job matches. The objective is to create and maintain a superior matching tool for the veteran's job search efforts.

Employ Florida Marketing (EFM) Job Matching:

Florida's Internet-based job matching system is EFM and is located at www.employflorida.com. It allows employers who list positions to view and contact registered jobseekers possessing skills that employers are looking for. EFM also provides an opportunity for jobseekers to view job postings, and post resumes. Communication via a messaging feature is also available. The job matching portion of the application includes: Matching Options, Occupations (and associated skills), Industries and "Other".

1. Matching Options: The primary focus of the *matching options* is to answer questions relating to the geographical area the veteran is willing to work in and their minimum acceptable salary. The LVER and DVOP staff should educate the veteran on the local labor market conditions, which will enable the jobseeker to make informed career decisions. When determining matching occupations, it is important that the skills list for each occupation is completed. This process gives a prospective employer a more complete picture of the veteran's capabilities, thereby giving that veteran the best opportunity to be considered for vacancies. The Virtual Recruiter feature can assist in job matching and job notification. The LVER and DVOP should strongly recommend to the veteran that they use the resume builder feature of EFM.
2. Industries: EFM's Employment Application Industries are broad categories and at least one should be entered for each veteran.
3. Other: This section allows the jobseeker to refine searches using keywords, education, computer skills, language and drivers license. This heading includes several subtopics that include:
 - Commonly understood occupations or job titles not specifically included in the Occupations listing;
 - The highest level of education achieved;
 - Computer Skills, Language and Driver's License indicates specific skills and can be very important to employers who require them. Failure to complete this section, especially computer skills and driver's license, could eliminate the veteran jobseeker from consideration for a job vacancy.

Employment Application Assistance:

When reviewing or helping a veteran's complete their employment application there are several key points to remember:

- Read the instructions on the application thoroughly and carefully
- Target the application to fit/suit the specific job posting
- Use only black ink and type when available
- Apply for a specific position within a company; refrain from using "open" or "any" in the position desired portion of the application

- Be sure to submit a separate application for each position the veteran is applying for within the same company
- Don't leave any spaces blank
- If something doesn't apply simply write "does not apply" rather than writing N/A (not applicable)
- If a resume is also requested, don't put "see resume" on the application even if the application is requesting the same content
- Sign and date the application
- Review the application and submit according to the employer's instructions, keeping in mind that spelling and grammar are extremely important in completing any employer application

Assessment Interview:

Assessment begins with the initial discussion/conversation with a veteran jobseeker and continues until the veteran jobseeker no longer needs services. This could take place in person, over the phone or through e-mail. Conducting a comprehensive assessment requires active listening and focusing skills each time the Veteran Employment works with an individual. The assessment process will help determine the jobseeker's needs.

The assessment begins upon greeting the veteran. During this period there are several things that must be determined about the veteran in order to provide the best service possible. Some key fact-findings could include:

- Employment goals
- Past employment likes and dislikes
- Possible barriers to employment

Once a rapport is established, there are three basic ways to gather information about the veteran client:

1. Questions: The most effective way of gaining information is by asking questions. Questions are the key to an effective interview and it is important the questions asked are pertinent, open-ended and thought provoking. Encourage the veteran to feel free to speak openly. The way a question is asked, the timing of what is asked and the context of what is being discussed is as important as the question itself. For example:
 - "What are your employment goals?"
 - "What were some of the positive and negative aspects of your last job?"
 - "Would you tell me more about _____?"
2. Observations: It is very important not to reach conclusions based on observation alone, but it should be an indication to lead to more specific questions or to get additional details. Observations could be made on dress, body language, behavior interaction and physical responses.

3. Documents: Gain information through documents or information the veteran may bring to the interview, such as: DD-214's, resumes, Veteran Affairs (VA) letter of disability or employment applications.

Occasionally there will be a recently-separated veteran who is unsure what occupation to pursue next. There also may be a veteran who has frequent job changes due to a lack of interest and guidance. There are tools that can assist both the veterans' staff and the veteran in reaching decisions regarding which occupations to pursue. Those tools may include:

1. Test for Adult Basic Education (TABE): The TABE is available to be administered in most offices throughout the state. The TABE measures proficiency in reading, language, spelling and mathematics. The TABE can be used to gauge a veteran's possible success at a specific occupation by demonstrating possession of the skills required to perform those particular job functions.
2. Whole Person Concept: This is a tool to easily identify the assessment data to be gathered regarding the veteran jobseeker's strengths, weaknesses, special needs and barriers, employment goals, levels of knowledge and skills.

Intensive Services:

The intensive services delivery process should be aligned with the approach taught through the National Veterans' Training Institute (NVTI). While adhering to NVTI's methodology, LVER and DVOP staff will refer to the process of providing services to over-come barriers to employment as Intensive Service(s) when promoting or discussing the program with veteran jobseekers. This serves to remove any perceived negative stigma. The term "Case Management" will remain the same for all other purposes. Modification of the NVTI definition is to ensure that LVER and DVOP staff are not working as social counselors, but as job search or employment advocates. The goal is to assist the veteran client in obtaining meaningful long-term employment. LVER and DVOP staff will consider providing intensive services to individuals who have one or more barriers to employment and lack the resources to overcome those barriers.

Veteran Performance Letter (VPL) 07-05, dated July 27, 2005, states Special Disabled veterans, Disabled veterans, economically or educationally disadvantaged veterans and veterans with other barriers to employment should be targeted for intensive services.

The following procedures will be utilized by LVER and DVOP staff in providing intensive services to those veteran clients most in need.

Initial Assessment and Enrollment: Prior to a veteran client being considered for intensive services, an assessment must be conducted by the LVER and DVOP staff to determine pre-employment skills. The purpose of an assessment is to estimate or evaluate the significance of an individual's barriers to employment. It will also help determine if there is a need for intensive services to overcome those employability issues. Conducting an assessment requires active listening and focus as stated in the Assessment section of the guide. Assessment should be considered an ongoing process and should include every conversation, phone call or interaction that occurs between LVER and DVOP staff and the veteran jobseeker. If an assessment is accurate and ongoing an Employment Development Plan (EDP) can be created, implemented, monitored and/or modified that will best serve the needs of the individual. If intensive services are deemed necessary the following actions should be taken using WIT:

- Assign only one Case Manager per program year
- Case Management (service is at least monthly, does not require in-person contact with veteran)
- Counseling (once a month)
- Employment Development Plan (EDP)
- Other services such as: Resume Assistance, Referral to Supportive Services, Job Search Assistance and Local Market Information can be utilized during the initial assessment

Case Notes:

Note taking is of critical importance in serving a veteran client in need of intensive services. All documentation during this process needs to be accurate, consistent and complete. LVER and DVOP staff should explain to the veteran that they will be taking notes and inform them why. The notes should be made available to the veteran client if requested.

LVER and DVOP staff should ensure that the notes taken during the interview are both accurate and concise. They should also be as brief as possible while covering all relevant details. Notes should be written in a way that would allow someone else to understand the goals and the process should the original writer not be available. Certain guidelines should be adhered to when taking case notes:

- Case notes for each interview session will include date and time
- Notes should be in chronological order
- Use exact quotes as stated
- Write in specific, observable terms
- Personal opinions should not be used

Employment Development Plan (EDP):

The EDP is created in partnership between the veteran client and the LVER or DVOP staff while providing intensive services or case manager. LVER and DVOP staff will utilize the three-page EDP developed by NVTI. To be considered effective, an EDP needs to contain the following:

- Identifying information
- Summary of education and training
- Summary of work to include military history
- Barriers to employment
- Services provided by other agencies
- Short and long term goals
- Steps with timeframes to achieve each goal
- Person responsible
- Follow-up date
- Signatures and Date

Goal Setting:

During the development of the EDP the LVER and DVOP staff should discuss and establish goals with the veteran client. There are definite benefits derived from this:

- Writing down goals will give the client a more positive outlook towards their future
- Putting the goals to paper will show them taking shape
- Veteran clients can see the direction they are headed
- Individuals can see they are making progress
- The element of surprise when the client does not make progress is removed
- Clients will know they are responsible for their successes

Intensive Services Self Assessment Checklist:

The purpose of this checklist is to ensure that LVER and DVOP staff are adhering to policies and procedures for veterans enrolled for intensive services. The checklist is to be viewed as a guideline for LVER and DVOP staff. Case Management Forms:

- Three-page EDP
- Chronology
- Intensive Services Self Assessment Checklist

All LVER and DVOP staff with Intensive Service cases should maintain them in current status (i.e., is the disabled veteran working, looking for work, and/or attending training?). Staying current with the status of disabled veterans is very important. Some barriers to employment may include but are not limited to the following:

- Children/Child Care
- Transportation
- Physical Injury
- Limited Jobs in Area of Experience
- Lack of Work Experience
- Limited Financial Resources
- Lack of Basic Skills
- Lack of Education
- Lack of Knowledge of This Area
- Skills Out Of Date
- Recently Separated From the Service
- No Formal Training
- Lack of Job Seeking Skills
- Access to Total Job Market
- Age
- Computer Skills
- No Standing For Long Period of Time
- Cannot Perform Physically Demanding Work
- Pending Disability V.A. Claim
- Limited Vocational Skills or Choices
- Homeless Veterans

All services to veterans' shall be recorded in the EFM Activity History / Service Plan section. See Veteran Service code Enclosure (1). Highlighted codes are recommended.

Job Search Assistance

Referrals/Contacts:

A referral to a job order occurs when a veteran is informed about a job (veteran must meet the employers requirements) in EFM. A contact, which is we define as speaking in person to, calling or writing to a perspective employer on behalf of a veteran, is not a qualifying service, but can result in a hire in EFM. A contact is also accomplished if an employer notifies a veteran that they want the veteran to interview for their EFM job posting. Prompt posting in EFM of referrals/contacts is essential. Ideally, the LVER and DVOP staff will instill in the veteran the responsibility of communicating to the local LVER and DVOP staff the results of the veteran's contacts. This one-on-one communication is the most effective method of making better contacts and posting hires.

Job Developments:

A job development is the effort by a LVER and DVOP staff to refer a veteran jobseeker to an employer that does not have a specific job listed in EFM. The employer's permission to accept the jobseeker's contact is required as well as the veteran jobseeker's acceptance. A job development occurs when staff contacts an employer and secures a referral to that employer on behalf of a veteran who may have skills sought by the employer. A job development is an interview between the jobseeker and the employer or the agreement of the employer to accept the veteran's resume, phone call, email, or application. A Job Development service on a jobseeker's note screen must reflect receipt of a positive response from the employer contacted and the name of the employer. LVER and DVOP staff should only take an EFM code 123 after they have verified the referred jobseeker was hired. They will record a credit for opening a job order, a referral and a hire. The following are actions that DO NOT constitutes a job development service:

- While talking with a veteran jobseeker, the LVER and DVOP staff discovers the veteran jobseeker is working and asks for the jobseeker's start date and the name of the employer.
- The LVER or DVOP confirms a veteran jobseeker is receiving wages in the Unemployment Insurance wage records, but no contact listing exists in EFM for the employer.

Job Searches:

Job searches are primarily accomplished in EFM. The first priority should be to ensure the veteran jobseeker has posted a quality application and resume in EFM. This involves an accurate work history, contact information, educational achievements, computer skills and applicable matching options. Once this is accomplished it becomes important that the LVER and DVOP staff or designated workforce center staff instructs the veteran how to navigate EFM. LVER and DVOP staff should also utilize other job searching options besides EFM. The LVER and DVOP should be familiar with local classified advertising, local business websites and other internet based job searches. An excellent relationship between LVER/DVOP staff and the Business Services Unit (BSU) at the local workforce center is essential.

Job Orders:

Most new job orders should be immediately searched (veterans file search) for qualified veterans. Job orders, including those that indicate no experience is necessary or those

where the employer will train, should also be searched for qualified veterans. The decision on whether or not a job order is searched for veterans will be left to the discretion of the LVER/DVOP or the One-Stop Career Center Manager. In making this determination, the following should be considered:

- The overall local labor market; and
- The availability of qualified veterans.

Veterans should not be referred to vacancies advertising wage rates paying less than the applicants stated minimum. Of course, the veteran customer's salary requirements should be updated on a regular basis as the veteran makes adjustments in the salary they desire and can realistically expect.

Once it is determined there are qualified veterans registered in EFM, the job order is referred to a designated person, i.e. one-stop staff or LVER/DVOP who will attempt to contact qualified veterans. The LVER or the One-Stop Career Center Director will have the responsibility to ensure that the job order has been searched for qualified veterans.

One-Stop Career Center associates, including LVERs/DVOPs, will:

- Complete the search started by the job order taker by selecting veterans who are appropriate for referral
- Using veterans priority, make attempts to contact qualified veterans, and
- Refer veteran candidates

Upon completing a veterans file search a job order case note should document that activity.

| ID | Create Date | Subject | Action |
|----------|--------------------------|-----------------------------|--------|
| 6xxxxxxx | 12/18/2009 8:10:54 AM | Vet file search JO#90000 | |

Employer Outreach:

As a LVER and DVOP you are an advocate for job-seeking veterans, employer outreach activities are an extremely important aspect of the job. Keeping in mind that veterans often possess unique skills, performing employer outreach builds relationships with employers within the community. This opens doors to new job postings and job development opportunities. It also presents the opportunity to educate employers about the many positive aspects of hiring veterans.

H. VETERANS' PERFORMANCE MEASURES:

1. DVOP and LVER Grant-Based Performance Measures and Weighting System:

Background: In accordance with Title 38, USC, as amended by JVA (PL 107-288), the Assistant Secretary of Labor for VETS is required to establish and implement a comprehensive accountability system to measure the performance of employment service delivery systems, including the DVOP and LVER programs. The law stipulates that grant-based performance measures be weighted to provide special consideration for the placement of veterans requiring intensive services, as well as for disabled veterans. Under this requirement, VETS has identified performance measures to carry a multiple “weight,”

meaning that these measures will have a greater effect on the State's calculated average outcome measures. These weighted average performance measures will be used to assess the performance of State DVOP and LVER programs, and will be the basis for State-level negotiations of target performance levels. Since measures will continue to be calculated using the currently approved VETS 200 reporting system, further Office of Management and Budget approval is not required; see VPL 10-03 at www.floridajobs.org/pdg/vets.

The weighting scheme to be applied to DVOP and LVER program measures has been developed with the clear intent of establishing or reinforcing incentives in three areas:

- Incentives to emphasize the delivery of certain services;
- Incentives to emphasize the delivery of service to target populations.

2. State Veterans' Program Performance Measures:

In accordance with Title 38, Chapter 41 and 20 CFR, performance standards are to be established to assure that all State Agencies "shall provide maximum employment and training opportunities to eligible veterans and eligible persons and are in compliance with Chapters 41 and 42 of Title 38, U.S.C." In response to this mandate, VETS has developed labor exchange performance measures that apply to all veterans registered with the One-Stop Career Center delivery system. These measures are calculated for two categories of veterans: (1) Veterans and Eligible Persons and (2) Disabled Veterans.

VETS Performance Measures are negotiated on a Program Year (July 1 - June 30) basis. The three veterans' performance measures, which apply to Veterans and Disabled Veterans, are:

- Veteran Job Seeker Entered Employment Rate (VJSEER);
- Veteran Job Seeker Employment Retention Rate at Six Months (VJSERR); and
- Veteran Job Seeker Entered Employment Rate Following Receipt of Staff-Assisted Services (VERS)

3. ETA 9002 and VETS 200 Reports:

See www.floridajobs.org/pdg/vets - Reports/Veterans Program Reports Page

I. VETERANS' PROGRAM REPORTS:

1. Manager's Report on Services to Veterans

Each LVER shall report directly to the One-Stop Center Manager or designee and shall provide reports, no less frequently than quarterly, to the One-Stop Center Manager and the RWB Executive Director regarding Veterans' Program services in the One-Stop Career Center; see Manager's Report and VPL 09-03 at www.floridajobs.org/pdg/vets.

The LVER assigned to a One-Stop Career Center will have the responsibility of completing the Manager's Report to the One-Stop Center Director. In the event there is no LVER position assigned, the One-Stop Center Director will delegate this responsibility to another associate.

E-mail/Mail/Fax a copy of the Manager's Report on Services to Veterans to the State Veterans' Program Coordinator no later than 15 days after the end of the calendar quarter. Report will be forwarded to the DVET.

2. Quarterly Technical Performance and Financial Report

SVPC and Jobs for Veterans/TAP Grant Manager shall submit Quarterly Technical and Financial Report to DVET no later than 45 days following the end of each Federal fiscal year quarter; see Special Grant Provisions at www.floridajobs.org.

J. STATE VETERANS' PROGRAM PLAN OF SERVICES:

Title 38, USC Chapters 41, 42 and 43, as amended by the Jobs for Veterans Act Grant (JVAG) (Public Law 107-288) requires that each grant recipient (State) must submit a State Veterans' Program Plan of Services describing how the State, and subsequently the RWBs and the One-Stop Career Centers will provide services to veterans. In accordance with the JFVA, each grant recipient must have an approved State Veterans' Program and Budget Plan submitted for each year of grant funding. The State Veterans' Program Plan narrative describes the manner in which the States will provide or facilitate the provision of employment, training and placement services for veterans as required under Chapter 41, Title 38, United States Code (38 U.S.C. 41), as amended. Determinations will be made, based upon criteria provided below, as to the adequacy of each program plan narrative.

SCOPE: Developing the State Veterans' Program Plan of Services involves the following areas of concentration:

- Identify the approval criteria and subject matter to be addressed in the State Veterans' Program and Budget Plan.
- Develop guidance regarding the integration of LVER staff and DVOP specialists in the employment service delivery system of a State.
- Determine the veterans' populations to be emphasized by the employment service delivery system within a State.
- Determine how the terms and conditions of a new grant or modification should be affected based upon the results of past reviews and performance of the State.
- Develop guidance for the States on submitting reports that pertain to hiring non-veterans as DVOP specialists or LVER staff.
- Develop guidance for the State regarding the description of the coordination of employment and training services provided to veterans and eligible persons under the Workforce Investment Act and the Wagner-Peyser Act.
- Establish guidance to determine what "sufficient staffing" means for DVOP specialists and LVER staff assigned.

The current Florida Veterans' Program Plan of Services is available at:
www.floridajobs.org/pdg/vets.

K. PARTNERSHIPS AND RELATIONSHIPS WITH OTHER AGENCIES AND OTHER COMMUNITY GROUPS:

In order to locate and provide services to veterans, especially veterans with barriers to employment, i.e. disabled veterans, homeless veterans, etc, Veterans' Program staff should establish and maintain good relationships and partnerships with service providers

where veterans congregate, with an emphasis on contacting VA facilities. Outreach and organizational visits should include, but are not limited to, the following service providers:

- VA Medical Centers and/or Out-Patient Clinics
- VA Vet Centers
- Veterans Affairs Offices
- Transition Assistance Program (TAP) Sites
- Office of County Veterans' Service Officer
- Veterans' Organizations
- Community Colleges
- Community-based Organizations where there is a high probability of contacting veterans
- One-Stop satellite locations
- Faith-Based Organizations
- Homeless Coalitions

1. Veterans' Employment and Training Service (VETS): The Director for Veterans' Employment and Training Service (DVET), Assistant Director (ADVET) and Veterans' Program Assistant (VPA) provide Veterans' Program guidance and technical assistance to the RWBs and One-Stop Career Centers on providing services to veterans.

Uniformed Services Employment and Reemployment Rights Act (USERRA). VETS staff is charged with the responsibility of protecting the reemployment rights of veterans, Reservists and National Guard members. Any veteran who feels he/she has a USERRA claim should be referred to the DVET/ADVET; see www.dol.gov/vets.

Caution: LVER/DVOP associates will not attempt to resolve a USERRA dispute between an employer and a reserve force member or veteran.

2. Veterans' Organizations: Veterans' organizations have traditionally and consistently initiated and supported legislation to assist veterans in obtaining employment and training services. The One-Stop Career Centers working with those organizations can mutually promote the employment of veterans by:

- Conducting publicity campaigns
- Promoting job fairs
- Establishing speaking bureaus
- Sponsoring awards programs
- Organizing "Jobs for Veterans" committees
- Veterans' Stand Downs

LVER and DVOP staff should maintain an effective working relationship with veteran/community organizations or groups.

3. Florida Department of Veterans' Affairs (FDVA): This Florida agency has the responsibility for the administration of benefits to veterans provided by State Law. County Veterans Service Officers are particularly helpful in areas that are geographically removed from VA facilities.
4. Department of Education, Division of Vocational Rehabilitation: LVERs and DVOPs should cooperate with Vocational Rehabilitation and refer veterans with non-service connected and service connected disabilities for service and assistance.

L. FEDERAL CONTRACTOR JOB LISTING PROGRAM (FCJL):

Any contractor or subcontractor with a contract of \$100,000 or more with the Federal Government must take affirmative action to hire and promote qualified targeted veterans which includes the following categories of veterans:

- All disabled veterans
- Veterans who served during an action for which a Campaign Badge was authorized
- Veterans who received Armed Forces Service Medal
- Recently separated veterans (3 years from discharge date)

LVER staff will have responsibility for the maintenance of all FCJL related information. The FCJL list must be updated by the LVER quarterly. If there is no LVER the One-Stop Center Director will assign this task to another one-stop associate, i.e. DVOP.

Employer contacts and visits to Federal Contractors must be coordinated with the One-Stop Center Manager and center marketing staff. In this way, the LVER facilitates the delivery of services to contractors and eliminates duplication and redundancy.

Effective communication and coordination will be maintained with other one-stop center associates to ensure they are aware of which employers have been identified as Federal Contractors, what specific employer hiring patterns might be in effect and what unique selection and referral efforts might be required for a particular employer.

Applicant Selection/Referral Priorities

Selection and referral procedures following the receipt of FCJL job orders will ensure veterans' preference by conducting a computer search for qualified target group veterans (disabled veterans, campaign badge veterans, etc.) and other veterans prior to any non-veteran referral activity.

If qualified target group veterans and other veteran applicants cannot be found, one-stop center associates may refer qualified non-veteran applicants when released by the LVER, DVOP, or Center Director.

Every FCJL job order should have a "2", or "3" entered in the JD/Man block. An "M" indicating a mandatory listing should be placed at the end of the employer's name space on all FCJL job orders for easy identification. The first two words in the summary should be "Veterans' Preference."

In addition to listing job orders directly with the One-Stop Career Center, Federal Contractor employers can enter their job orders through America's Job Bank (AJB).

M. VOCATIONAL REHABILITATION & EMPLOYMENT (VR&E) CHAPTER 31 PROCEDURES:

The VR&E Program is an employment and training program facilitated by DVOP staff, and if necessary, LVER staff, to assist disabled veterans who are being trained/re-trained and rehabilitated for new careers by the U.S. Dept. of Veterans' Affairs.

See VR&E MOU and Chapter 31 Procedures at: www.floridajobs.org/pdg/vets.

N. NATIONAL VETERANS' TRAINING INSTITUTE (NVTI):

NVTI is responsible for the Veterans' Program training of LVERs, DVOPs and other staff involved in the provision of services to veterans. The State/AWI Veterans' Program Coordinator staff schedules and coordinates all training at NVTI. All NVTI travel and per on-site meal expenses for participating in training are paid by NVTI. An Authorization to Incur Travel is required, at least two weeks or as soon as possible, prior to departure for training. It should be mailed/faxed directly to the State Veterans Program Coordinator (SVPC) for appropriate processing of out of state travel. See www.nvti.cudenver.edu for information about NVTI training.

O. GLOSSARY OF TERMS:

ADVET: Assistant Director Veterans' Employment and Training Service, U.S. Department of Labor - Assistant, to the DVET assigned to the state

APPRENTICESHIP PROGRAM: A formal occupational training program, which combines on-the-job training (OJT) and related instruction and in which workers learn the practical and conceptual skills required for a skilled occupation, craft, or trade. It may be registered or unregistered. Apprenticeship/OJT benefits are available to eligible veterans. The VA should be contacted for details concerning the various programs authorized under Title 38, USC, Chapter 31, 32, and 35.

ASSESSMENT INTERVIEW: Applicants who receive an initial analysis or the strengths and weaknesses of their educational level, work history, vocational skills, or identification of employment barriers and development of a plan (not necessarily a written employability plan) to utilize their strengths and reduce weaknesses. Outcome of an interview may include referral to supportive service for implementation of the plan. This interview collects more information than the initial registration interview or reactivation interview and may take place on the same date as the registration or renewal interview so long as it is subsequent to those interviews.

AWI: Agency for Workforce Innovation

BARRIERS TO EMPLOYMENT: Characteristics that may hinder an individual's hiring, promotion or participation in the labor force. Some examples of individuals who may face barriers to employment include: disabled veterans, recently separated veterans, homeless veterans, dislocated worker veterans, etc.

CAREER RESOURCE CENTER: A computer job search and self-referral system for job ready applicants.

CASE MANAGEMENT SERVICES: All veterans included in "Assigned Case Manager" who received counseling, referral to supportive services, job development contact, referral to job, placed in job, referral to training, placed in training, vocational guidance service, or any combination of those services provided by assigned case manager.

CLASSROOM TRAINING: Any training of the type normally conducted in an institutional setting, including vocational education, which is designed to provide individuals with the technical skills and information required to perform a specific job or group of jobs. It may also include training designed to enhance the employability of individuals by upgrading basic skills through the provision of courses such as: remedial education, training in the primary language of persons with limited English language proficiency or English-as-a-second-language training.

COMPUTER SEARCH: The review of all registered veterans by O*NET code in order to match them with any job order that comes into the One-Stop Career Centers, and to refer those veterans who are qualified for the matching job. This search should be completed prior to the referral of non-veterans.

DISABLED VETERAN: A veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Veterans Administration, or a person who was discharged or released from active duty because of a service-connected disability.

DVA: U.S. Department of Veterans' Affairs; web site: www.va.gov

DVET: Director for Veterans' Employment and Training Service, USDOL The senior representative of the USDOL, VETS in each state, charged with the responsibility of monitoring compliance with the federal statutes and veterans grants.

DVOP: Disabled Veterans' Outreach Program

ELIGIBLE VETERAN: A person who served on active duty for a period of more than 180 days and was discharged or released there from with other than a dishonorable discharge, or was discharged or released from active duty because of a service connected disability, or a member of a reserve component under an order to active duty pursuant to section 679 (a), (d), or (g), 673 or 673b of Title 10, or served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized, and was discharged or released from such duty with other than a dishonorable discharge.

EMPLOY FLORIDA: Branding and marketing name for Florida's workforce system.

EMPLOY FLORIDA MARKETPLACE (EFM): The Internet-based site that is the link between all of Florida's state and local workforce services and resources. EFM enables employers to find a candidate, post a job announcement and access other recruitment related services. EFM also empowers job-seekers to find a job, create a resume and access other employment related services.

EMPLOYMENT COUNSELING: Ongoing or one-time assistance from a qualified counselor to aid applicants in gaining a better understanding of themselves so they can more realistically choose or change an occupation, or make a suitable job adjustment. Counseling can be provided directly to an individual or through group counseling.

EMPLOYER CONTACTS: Contacting an employer for the purpose of developing job opportunities for veterans. All employer contacts should be planned and coordinated in advance to maximize productivity.

ENROLLED IN TRAINING: Applicants verified to have entered into any State or Federal training program (WIA, VR&E, etc.) to which they were referred by One-Stop Career Centers. Verification may be by contact (telephone or visit) with the training facility or written notification from the applicant. Written notification from the applicant can be via a 30 or 60 day follow up letter.

ENTERED EMPLOYMENT AFTER A REPORTABLE SERVICE: The measure of an employment outcome for an applicant registered with the Wagner-Peyser reporting system, within 12 months following the provision of a reportable service.

Federal Contractor Job Listing (FCJL): A listing maintained by the LVER or other designated staff, and updated at least quarterly, which identifies the Federal contractors operating or located in the local RWB service-delivery-area.

FEDERAL CONTRACTOR: A company or sub-contractor that has a contract with the Federal government or agency thereof to provide goods or services in the amount of \$100,000.00 or more.

HVRP: Homeless Veterans' Reintegration Program.

INDIVIDUAL EMPLOYMENT PLAN: A written document prepared by a trained One-Stop Career Center associates for an applicant which identifies the strengths and weaknesses of the applicant and includes a planned series of actions leading to employment and specifies the employment, training and social services to be provided.

INSTITUTIONAL TRAINING: Skill training conducted in an institutional setting and designed to ensure that individuals acquire the skills, knowledge and abilities necessary to perform a job or group of jobs in an occupation for which there is a demand.

JOB DEVELOPMENT: The process of marketing an applicant to an employer, including informing the employers about what the applicant can do and soliciting a job interview with the employer for that individual.

JOB FAIR: A public event bringing job seekers and employer customers together.

JOB FINDING CLUB: Encompasses all elements of the Job Search Workshop plus a period of at least one to two weeks of structured, supervised application and group support where participants attempt to obtain jobs.

JOB SEARCH PLAN: A written document that includes the necessary steps and timetables for an applicant to achieve employment in a specific occupational, industry or geographic area. The plan must be on file at the local office for one year. The difference between an Individual Employment Plan (IEP) and a Job Search Plan (JSP) is one of degree. An IEP is more detailed and identifies an applicant's strengths and weaknesses. A JSP is a blueprint on how to achieve employment in a specific occupational, industry or geographic area.)

NOTE: An IEP would normally be appropriate when the applicant has employment barriers and no clear direction. A JSP would be appropriate if the applicant knows where he / she is going, but does not know how to get there.

JOB SEARCH WORKSHOP: A seminar (at least four hours of classroom time) designed to provide participants with knowledge that will enable them to find jobs. Topics are not limited to, but must include, labor market information, application completion, resume writing, interviewing techniques and how to find job openings.

LABOR MARKET INFORMATION: Providing an applicant with the labor market information necessary to make employment choices and/or information necessary to make employment choices and/or to conduct his/her own job search. This would include information concerning occupational staffing patterns, hiring patterns, working conditions and pay of firms or industries. A brochure with unemployment rates, occupational information, etc. is not a qualified service. It would not be appropriate to provide this service to the same veteran in the same office more than one time unless unusual circumstances are involved.

LVER: Local Veterans' Employment Representative

Memorandum of Understanding (MOU): A signed agreement between two or more agencies/partners.

NVTI: National Veterans' Training Institute

OBTAINED EMPLOYMENT: Individuals who secure employment within 90 calendar days of receiving a qualified service, which was wholly or partially funded by the One-Stop Career Centers, and verification has been received from a reliable source (preferably the employer) that the applicant has obtained employment and such employment does not meet the definition of a job placement.

ONE-STOP CAREER CENTER: The service delivery point through which employer and applicant customers receive workforce services.

ONE-STOP OPERATOR: Entity responsible for management and operation of One-Stop Career Centers

O*NET: Occupational Information Network

ORGANIZATIONAL VISITS: Visits to Veterans' Organizations, Chambers of Commerce, Community Based Organizations, etc., to promote the employment of veterans and the One-Stop Career Center.

ORIENTATION: A structured presentation of all One-Stop Career Center services; all new veteran customers should attend and participate in the One-Stop orientation.

OTHER ELIGIBLE PERSON: The spouse of a person who died of a service connected disability, or the spouse of any member of the Armed Services, who at the time of application for assistance, is listed pursuant to Section 556, Title 37, in one of the following categories for a period of more than 90 days:

- Missing in action
- Captured in line of duty by a hostile force
- Forcibly detained or interned in line of duty by a foreign government or power
- The spouse of any person who has a total disability of 100%, permanent in nature, resulting from a service-connected disability

OUTREACH: An active effort by program associates to encourage individuals in the designated service delivery area to avail themselves of program services including locating veterans not currently registered with One-Stop Career Centers, either individually or in locations where they may be found such as Vet Centers, shelters, veterans' organizations. These activities include promoting veterans programs, publicity campaigns, public appearances, promoting job fairs, etc. Outreach also includes contacting those already registered as targeted group veterans for job referral, job development or other purposes, who cannot be reached by phone, mail, etc.

PLACEMENT: The hiring by a public or private employer of an individual referred by the employment office for a job or an interview, provided that the One-Stop Career Center completed the following steps:

- Prepared a job order form prior to referral, except in the case of a job development contact on behalf of a specific applicant;
- Make prior arrangements with the employer for the referral of an individual or individuals;
- Referred an individual who had not been specifically designated by the employer, except for referrals on agriculture job orders for a specific crew-leader or worker;
- Verified from a reliable source, preferably the employer, that the individual had entered on a job; and,
- Appropriately recorded the placement.

PRESIDENT'S NATIONAL HIRE VETERANS COMMITTEE: This committee shall establish and carry out a program to facilitate the provision of information to the nation's employers with respect to the advantages of hiring veterans.

Program Year (PY): The 12 month period beginning July 1, and ending on June 30, in the fiscal year for which the appropriation is made.

RECENTLY/NEWLY SEPARATED VETERAN: A person who served on active duty for a period of more than 180 days, was discharged or released there from with other than a dishonorable discharge, and has been discharged from the service for no more than 36 months.

REFERRAL TO SUPPORTIVE SERVICE: A referral intended to assist veterans to achieve physical, mental, social or economic self-sufficiency and reduce or eliminate barriers to employment. These include, but are not limited to, health and medical services, child care, emergency financial services, relocation assistance, residential support, legal services, etc.

REFERRAL TO TRAINING: A referral intended to assist the veteran to achieve employment goals through enhancement of knowledge, skills and abilities in a formal training setting. Training possibilities for referral include WIA, Vocational Rehabilitation & Employment, Educational services, and other Federal and State Training Programs.

REGIONAL WORKFORCE BOARDS: Local administrative entities chartered by Workforce Florida, Inc to oversee all workforce development activities.

RESUME PREPARATION ASSISTANCE: A session(s) with an applicant to instruct him/her on how to write a resume and/or to critique an already written resume. This requires a one-on-one interview. Just giving the applicant a brochure on how to write a resume is not sufficient.

SERVICE CONNECTED DISABLED: See Disabled Veteran

SPECIAL DISABLED VETERAN: A veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Veterans Administration for a disability is rated at 30 percent or more, or 10 percent or 20 percent in the case of a veteran who has been determined, under Section 1506 of Title 38, USC, to have a serious employment handicap, or is a person who was discharged or released from active duty because of a service-connected disability. All special disabled veterans will have an assigned case manager and will receive case management services.

Transition Assistance Program (TAP): A three day workshop conducted for separating and retiring military members and their spouses by a joint team of LVER/DVOP facilitators from the One-Stop Career Centers, the U.S. Departments of Defense and Veterans' Affairs.

USC: United States Code

USERRA: Uniformed Services Employment and Reemployment Rights Act.

VA WORK-STUDY PROGRAM: Title 38, USC, Chapter 34, Section 3485 allows certain eligible veteran college students to be employed on a part time basis with a local One-Stop Career Center. The veteran who is hired under the Work-Study program can conduct computer job searches for veterans, maintain and update veterans' registrations/applications, interview and refer veterans to jobs and other supportive

services. Contact the VA regional office in St. Petersburg for further details; phone number: 1-800-829-1000; web site: www.va.gov.

VET CENTER: Veterans Counseling Center, VA counseling facility.

Veterans Employment Representative (VRE): LVER, DVOP, or One-Stop Career Center staff that assist veterans in achieving their employment goals.

VETERANS ENTERED EMPLOYMENT RATE: Wagner-Peyser Act funded labor exchange applicants who are veterans or eligible persons, who in the first or second quarter following registration, earned wages from a new or different employer than that from which the applicant earned wages in the quarter prior to registration, divided by the number of applicants registered during the measurement period. Those applicants, who earned wages in the first or second quarter following registration, solely with the same employer from which wages were earned in the quarter prior to registration, are excluded from the measure.

VETERAN-JOB SEEKER EMPLOYMENT RETENTION RATE AT SIX MONTHS (VJSERR): Those Wagner-Peyser Act labor exchange applicants age 19 and older at the time of registration who are veterans or eligible persons, who in the first or second quarter following registration, earned wages from a new or different employer than that from which the applicant earned wages in the quarter prior to registration; those who also continue to earn wages in the third or fourth quarter respectively, following registration, divided by the number who earned wages in the first or second quarter after registration.

VETERANS' EMPLOYMENT RATE FOLLOWING RECEIPT OF STAFF ASSISTED SERVICES (VERS): The Wagner-Peyser Act applicants who are veterans or eligible persons, who registered during the reporting period, who received some form of staff assisted labor exchange services during the quarter of registration or the first or second quarter after registration from Public Labor Exchange staff, and who entered employment, divided by the number who received staff assisted services during the reporting period.

VETERAN ENTERED EMPLOYMENT RATE FOLLOWING RECEIPT OF CASE MANAGEMENT: Of Public Labor Exchange applicants who are registered or served by either DVOP or LVER staff, the number of veterans or eligible persons who received case management services from a DVOP specialist during the quarter of registration or the first or second quarter after registration, and who entered employment, divided by the number who received case management services from DVOP staff during the quarter of registration or the first or second quarter after registration.

VETERANS' ROUNDTABLES: These Roundtables are conducted to bring together state-level and local workforce management staff responsible for the delivery of workforce services for veterans. The discussion agenda focuses on new programmatic developments, effective coordination in planning for new strategies and initiatives, resolving any potential conflicts/barriers and total integration of DVOP/LVER staff within the one-stop career center delivery system. These roundtables, which are conducted quarterly, are sponsored by WFI.

VETERANS STAND DOWNS: Special events targeting services to homeless veterans.

VETS: Veterans' Employment and Training Service, U.S. Department of Labor; web site: www.dol.gov/vets.

VPL: Veterans' Program Letter

VWIP: Veterans' Workforce Investment Program; WIA, Section 168

VA VR&E PROGRAM: U.S. Department of Veterans' Affairs Vocational Rehabilitation and Employment Program.

VRA: Veterans' Readjustment Act

VOCATIONAL GUIDANCE SERVICES: All veterans who receive services provided by One-Stop Career Center associates, which involves providing a wide range of information, materials, suggestions and advice to veterans which are intended to assist in a vocational decision by the veteran regarding employment and training opportunities.

WORK OPPORTUNITY TAX CREDIT (WOTC) VOUCHERS: A veteran is eligible for WOTC if he/she meets the criteria for any of the targeted groups; see www.floridajobs.org/emprsvcs.htm.

WORKFORCE FLORIDA, INC.: The State's chief workforce policy organization. Created by the Workforce Innovation Act of 2000, this public-private organization supports and promotes economic growth through workforce development.

WORKFORCE INNOVATION ACT: The Florida Statute authorizing all workforce development activities in the State.

WORKFORCE INVESTMENT ACT: The federal law authorizing all national workforce development activities.

P. EMPLOY FLORIDA MARKETPLACE (EFM) SERVICE CODES:

EFM Veterans' service codes are an essential method of documenting, for historical purposes, the delivery of services to both the veteran and the employer by staff supporting them. So that an even more accurate record can be established and maintained, AWI and WFI have set aside some designated codes for the documentation of services related to veterans' employment efforts specifically. Codes with "***" in front of them are codes that Initiate and/or extend service dates to the client. Veteran services applicable EFM service codes are listed in Enclosure I of this document.

Q. EMPLOY FLORIDA MARKETPLACE, VETERANS' WEB PORTAL:

The veterans' web portal is a series of EFM pages dedicated to resource information for the veteran and other eligible persons, which was developed by veterans for veterans and employers. These web pages will provide information on:

- Employment for the job seeker
- Information about recruiting veterans and eligible spouses for the employer
- Other information helpful to the veteran
- A tool to translate the veterans military specialist code into a civilian job title and a list of local vacancies
- As well as being a portal to EFM registration

The web address for the veterans' web portal is:
[Http://veterans.employflorida.com/portals/veteran/](http://veterans.employflorida.com/portals/veteran/)

ENCLOSURE I

A. Veteran Related Service Codes:

Note: The following are suggested veteran codes:

Core Services:

- 102 - ***Initial Assessment
- 113 - ***Job Search Plan
- 114 - ***Staff assisted job search
- 115 - ***Resume Preparation Assistance
- 124 - ***Received Bonding Assistance
- 127 - ***Reportable Service From DVOP/LVER

Assessments Interviews/ Intensive Services:

- 200 - ***Individual Counseling
- 201 - ***Group Counseling
- 202 - ***Career Guidance/Planning
- 205 - ***Develop Service Strategies (IEP/ISS/EDP)
- 189 - Notification of Veteran Priority of Service
- 212 - ***Other Intensive Services Not Otherwise Classified

Case Management:

- 128 - ***Assigned Case Manager - Vets Only
- 129 - ***Assigned Case Manager and/or Received Case Management Services- Vets Only

Training and Internships:

- 206 - ***Referred To Apprenticeship
- 208 - ***Referred to other Federal (non-WIA) Training
- 209 - ***Referred to State and Local Training
- 210 - ***Referred to Educational Services
- 211 - ***Referred to WIA
- 218 - ***Internships
- 312 - ***Enrolled in other Federal Training
- 313 - ***Enrolled in State and Local Training
- 314 - ***Enrolled in Apprenticeship training
- 370 - ***Completed Training - WP/Vets

Job Development

- 123 - ***Job Development Contacts (working with Employer and Jobseeker)

Miscellaneous

- 117 - Outreach VET/MSFW
- 216 - ***Out-of-area job search assistance
- 125 - ***Job Search/Placement Asst., inc. Career Counseling
- 136 - Follow-up Contact
- 127 - ***Reportable Service From DVOP/LVER

B. Employer Related Service Code:

- E01 - On-Site Visit

E03 - Provided Job Order Follow-up
E10 - Veteran Services
E12 - On-Site Workshop – Recruitment
E19 - Provided Tax Credit/WOTC Information
E33 - Job Development
E49 - Organizational Visit VET/MSFW
E50 - Employer Outreach Visit VET/MSFW

C. Additional Services:

004 - ***Self Service Information on Training Providers, Performance Outcomes
005 - ***Self Service Labor Market Research
006 - ***Self Service Job Search through VOS
007 - ***Self Service Resume
090 - ***Skills Self-Assessment
098 - ***On-line Orientation, Self-Assisted
089-***Priority of Service Automated
099 - 511N Issued and Explained
100 - Validate I-9
103 - ***Information On Training Providers, Performance Outcomes
104 - ***Job Search Workshop
105 - ***Job Finding Club
106 - ***Provided Internet Job Search Support / Training
107 - ***Provision Of Labor Market Research
109 - ***Case Coordinated Services
110 - ***Attended Rapid Response
111 - TAP Workshop
112 - ***Job Fair
116 - ***Received Service From Staff Not Classified
118 - Failed To Respond To Call-In
120 - ***Use Of One-Stop Resource Room / Equipment
123 - ***Job Development Contacts (working with Employer and Jobseeker)
124 - ***Received Bonding Assistance
126 - ***Tax Credit Certification
131 - ***Testing/ background check as required by employer
132 - ***Testing – Other
134 - ***Employer Pre-Screening
135 - Local Office Contact
136 - Follow-up Contact
180 - ***Support Service - Family Care
181 - ***Supportive Service - Transportation Assistance
182 - ***Supportive Service – Medical
183 - ***Support Service - Incentives/Bonus
184 - ***Supportive Service - Temporary Shelter
185 - ***Support Service –Other
186 - ***Support Service - Seminar/Workshop Allowance
187 - ***Support Service - Job Search Allowance
204 - ***Interest And Aptitude Testing
213 - ***Mentorship
215 - ***Short Term Pre-Vocational Services
216 - ***Out-of-area job search asst.

- 217 - ***Supportive Service - Relocation assistance
- 219 - ***Work Experience
- 222 - ***English as a Second Language (ESL)
- 226 - ***Reading and/or Math Testing
- 880 - Obtained Employment Manual
- 881 - Obtained Employment Automated
- 585 - Referral to volunteer Job

