

FLORIDA: DVOP Roles and Responsibilities		Performance Standards
1.	<p>A. Provide a wide range of workforce services to veterans, using the needs-based approach, with the primary focus being to assist those who are <u>unable to obtain employment through core services</u>. Core Services (Unassisted and Assisted) include job search and placement assistance, including referrals to employment and training opportunities, job development contacts, referrals to supportive services, the provision of specific Labor Market Information (LMI) describing employment trends, initial assessment of skills, access to Career Resource Centers, and the distribution or provision (One-Stop Orientation) of information about available one-stop career center services. Utilize America's Job Bank, America's CareerInfoNet, HireVetsFirst (www.hirevetsfirst.gov), and other workforce data banks to assist veterans with their job search.</p> <p>B. Facilitation and direct provision of intensive services to veterans, especially veterans with barriers to employment and those with special employment and training needs, including counseling and career guidance, case management, testing and other assessment tools, etc. These services may include any combination of the following services, but at a minimum, the first two are required to commence a program of intensive services.</p>	<p>(1) Perform job development services, provide direct referrals to employment and training opportunities, provide counseling/vocational guidance, resume assistance and other workforce services to veterans resulting in ___% of veterans served entering employment per quarter/month.</p> <p>(2) Achieve the minimum level of satisfaction among individual customers, which includes veterans, set as a goal by Workforce Florida, Inc., (WFI) and reported on the WFI Red and Green Report.</p> <p>(3) <u>All</u> workforce services must be documented in the veteran's One-Stop Management Information System (OSMIS) registration.</p>
1a.	<p>Conduct assessment and provide case management services to veterans with barriers to employment, i.e. disabled veterans, veterans participating in the VA Vocational Rehabilitation and Employment (VR&E) Program, recently separated veterans, dislocated veterans, homeless veterans, etc. (minimum requirement).</p>	<p>(4) Provide case management and career guidance services to ___% of all veterans with barriers to employment resulting in ___% disabled veterans retaining employment for a period of six months.</p>
1b.	<p>Develop Employability Development Plan (EDP) of action that is documented (minimum</p>	<p>Maintain EDP on <u>all</u> veterans with significant barriers to employment who are also in case-management status.</p>

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	requirement).	
1c.	Provide counseling, career guidance and vocational direction.	
1d.	<p>Coordinate and provide supportive service(s)</p> <ul style="list-style-type: none"> • Refer veterans to supportive services, i.e. VA VR&E Centers, Vet Centers, VA Work-Study Program, County Veterans Services, etc. • Provide technical assistance to community based organizations, including partner agencies and faith-based organizations for workforce services to veterans. • Assist one-stop career centers with services to veterans. • Refer veterans to e-VETS web site, www.dol.gov/elaws/evets.htm. • Provide Unemployment Insurance information to veterans. • Refer veterans, Reservists and National Guard members to VETS to resolve re-employment rights issues via the Uniformed Services Employment and Re-Employment Rights Act (USERRA); Federal veterans' preference complaints will also be referred to VETS. 	(5) Maintain up-to-date Network Guide for veterans, providing information on training providers, supportive services, employment-focused web sites and all workforce services available in the one-stop career center delivery system.
1e.	<p>Provide job development contacts.</p> <ul style="list-style-type: none"> • Develop job opportunities via job development contacts. • Coordinate linkages to promote employment opportunities for veterans. 	
1f.	<p>Refer veterans to employment opportunities.</p> <ul style="list-style-type: none"> • Develop and promote jobs and career opportunities for veterans. • Provide information on Job Fairs. 	
1g.	<p>Refer veterans to training opportunities.</p> <ul style="list-style-type: none"> • Develop and promote training opportunities via the Workforce Investment Act (WIA), 	(6) Conduct a minimum of ___ visits per month/quarter to training providers; develop linkages with other linkages with one-stop

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	<p>Veterans Workforce Investment Program (VWIP), VA VR&E Program, Apprenticeship Programs, etc.</p> <ul style="list-style-type: none"> • Provide information on local education and training services and providers. 	<p>service providers and other agencies to promote maximum employment opportunities for veterans.</p>
1h.	<p>Facilitate Veteran Self-Registration via OSMIS.</p> <ul style="list-style-type: none"> • OSMIS is an Internet-based job seeker self-directed system for creating registrations, job searches, resume preparation and staff/case worker use. DVOP staff utilizing OSMIS search capabilities will identify veterans who have completed their Internet self-registration and will subsequently contact the veteran customer to provide additional information on all available one-stop career center workforce services. Veterans will be requested to insure Knowledge, Skills and Abilities (KSA), ONET code and other relevant information are correct in OSMIS. • Local Regional Workforce Board web-based workforce services systems will also be used to assist veteran customer. 	
Outreach and Organizational Visits		
2.	<p>Conduct outreach and organizational visits with the purpose of locating veteran candidates who could benefit from intensive services and market these services to potential clients in programs and places such as the following:</p>	(7) Conduct a minimum of ____ planned Outreach and Organizational visits per month/quarter.
2a.	<p>VA Vocational Rehabilitation and Employment (VR&E) Centers</p>	(8) Case management and other workforce services will be provided to <u>all</u> VR&E disabled veterans.
2b.	<p>VA Vet Centers, Outpatient Clinics and Medical Centers</p>	
2c.	<p>Homeless Veterans Reintegration Project (HVRP), Homeless Coalitions and Shelters</p>	(9) Quarterly Performance Measures will be achieved in Service-Delivery areas awarded HVRP Grant.
2d.	<p>Department of Veterans Affairs (VA) Hospitals, Outpatient Clinics and Vet Centers</p>	

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2e.	Veterans and community based organizations	
2f.	Partners through the Workforce Investment Act (WIA)	
2g.	State Vocational Rehabilitation Agencies	
2h.	Veterans' Stand Downs	
2i.	Other Service Providers	
Employer Marketing Services		
3.	Participate in one-stop marketing efforts by contacting employers to promote the employment of veterans, especially veterans with barriers to employment.	(11) Conduct a minimum of ____ planned employer visits per month/quarter to develop jobs for veterans. ____ % of employer visits will result in job orders.
3a.	Facilitate/Participate in Employer Job Fairs, Employer Mass Recruitment activities; facilitate/maintain Employer Recruiting Agreements.	
Overall One-Stop Career Center Performance Goals		
4.	As integral team participants in the one-stop career center delivery system, DVOP staff will assist and support other workforce partners, i.e. Wagner-Peyser, WIA, Food Stamp Employment and Training (FSET), Temporary Assistance for Needy Families (TANF), etc., in the provision of services to veterans.	(12) Overall programmatic goals of local workforce partners will be achieved.

LVER Roles and Responsibilities		Performance Standards
1.	<p>Provide functional oversight over all workforce services provided to veterans in the one-stop career center, i.e. registration, referral to jobs, referral to training/supportive services, case management, LMI, etc., utilizing the needs-based approach to service-delivery; may be designated by the Regional Workforce Board (RWB) as the Regional LVER, tasked with functional oversight over the region-wide Veterans' Program. Ensure that veterans receive priority of services in the one-stop career center delivery system. Facilitate the full range of workforce services needed to meet their employment and training needs. Utilize America's Job Bank, America's CareerInfoNet, HireVetsFirst (www.hirevetsfirst.gov), etc., to assist veterans with their job search.</p> <p>Coordinate with other workforce development providers to develop their capacity to recognize, and respond to the workforce needs of veterans. Responsibilities include but are not limited to the following activities:</p> <ul style="list-style-type: none"> • Refer veterans to employment opportunities. • Refer veterans to training opportunities, i.e. WIA, VWIP, VA OJT, VR&E, Non-Paid Work Experience (NPWE), Apprenticeship Programs, etc. • Refer veterans to supportive services. • Contact employers to promote the employment of veterans. 	<p>(1) Provide direct referrals to employment and training opportunities, perform job development services, counseling/vocational guidance, resume assistance and other workforce services for veterans resulting in ____% of veterans served entering employment per month/quarter.</p> <p>(2) Achieve the minimum level of satisfaction among individual customers, which includes veterans, set as a goal by Workforce Florida, Inc., (WFI) and reported on the WFI Red and Green Report.</p>
1a.	Promote veterans as category of jobseekers in the workforce development system that have highly marketable skills and experience.	
1b.	Facilitate Veteran Self-Registration via OSMIS.	

LVER Roles and Responsibilities		Performance Standards
	<ul style="list-style-type: none"> OSMIS is an Internet-based job seeker self-directed system for creating registrations, job searches, resume preparation and staff/case worker use. LVER staff utilizing OSMIS search capabilities will identify veterans who have completed their Internet self-registration and will subsequently contact the veteran customer to provide additional information on all available one-stop career center workforce services. Veterans will be requested to insure Knowledge, Skills and Abilities (KSA), ONET code and other relevant information are correct in OSMIS. Local Regional Workforce Board web-based workforce services systems will also be used to assist veteran customer. 	
1c.	Promote veterans as category of jobseekers in the workforce development system that have highly marketable skills and experience.	
Advocacy for Veterans Employment and Training		
2.	On behalf of veterans, advocate for employment and training opportunities with business and industry, Veterans/Community-Based organizations. Responsibilities may include the following activities:	
2a.	Plan and participate in Job Fairs to develop employment opportunities for veterans.	
2b.	Coordinate with and contact Chambers of Commerce, Economic Development Units, unions, apprenticeships programs, and business community to promote employment and training opportunities for veterans. Promote the Veterans' Program to the Regional Workforce Board. Represent the RWB at the statewide Veterans' Roundtables.	(3) Conduct a minimum of ____ planned organizational visits per month/quarter to Chambers of Commerce, Economic Development units, Regional Workforce Boards, Veterans' Organizations, Community-Based Organizations, etc., to promote the employment of veterans and the one-stop career center delivery system.
2c.	Promote credentialing, certification and training opportunities for veterans with	(4) Quarterly Performance Measures will be achieved in Service-Delivery areas awarded VWIP Grant.

LVER Roles and Responsibilities		Performance Standards
	<p>training providers and credentialing bodies.</p> <ul style="list-style-type: none"> • Develop and promote training opportunities via the Workforce Investment Act, Veterans Workforce Investment Program (VWIP), VA VR&E Program, Apprenticeship Programs, etc. • Provide information on local education and training services and providers. 	
Employer Relations/Job Development		
3.	<p>Establish, maintain, or facilitate regular contact with employers to develop employment and training opportunities for the benefit of veterans. Facilitate/Participate in One-Stop Career Center employer marketing efforts. Facilitate/Participate in Employer Job Fairs, Employer Recruiting Agreements and Mass Recruitment initiatives. Responsibilities may include the following activities:</p>	(5) Conduct a minimum of ____ planned employer visits per month/quarter to develop jobs for veterans promote the one-stop career center. ____% of employer visits will result in job orders.
3a.	<p>Develop employer-marketing plans for the one-stop career center, to include the identification of federal contractors.</p>	(6) Conduct a minimum of ____ planned federal contractor visits per month/quarter to develop jobs for veterans and assist federal contractors in the recruitment of targeted veterans; maintain and update Federal Contractor List on a quarterly basis.
3b.	<p>Coordinate with employer marketing/business service representatives in the one-stop career center to facilitate and promote opportunities for veterans seeking jobs.</p>	
4a.	<p>Conduct job search assistance workshops.</p>	
4b.	<p>Provide job development and job referrals.</p>	
4c.	<p>Provide career and vocational guidance.</p>	
4d.	<p>Provide labor market information (LMI), utilizing the Florida Research and Economic Database (FRED), Occupational Network (ONET) and other web-based systems.</p>	
4e.	<p>Provide referrals to training and supportive services.</p>	(7) Facilitate the maintenance of an up-to-date Network Guide for veterans, providing information on training providers, supportive

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		services, employment-focused web sites and all workforce services available in the one-stop career center delivery system.
4f.	Provide résumé assistance.	
Reporting		
5.	Provide Manager's Report on Services to Veterans to One-Stop Career Center Director, State Director of Veterans Employment and Training (DVET) and State Veterans' Program Coordinator.	(8) Distribute Manager's Report on Services to Veterans to the One-Stop Career Center Director no later than 15 days after the end of the quarter; also provide copies to the State Director, Veterans' Employment and Training Service (DVET) and State Veterans' Program Coordinator.
5a.	Compliance with State and Federal directives on services to veterans.	
5b.	Accomplishments towards meeting the State's performance standards for these services.	(9) The RWB and One-Stop Career Center to which the LVER is assigned will successfully achieve the following required goals: <ul style="list-style-type: none"> • Veterans/Disabled Veterans Entered Employment Rate: ___%; • Veterans/Disabled Veterans Entered Employment After Staff Assisted Services Rate: ___ %; and • Veterans Retention in Employment at Six Months: ___ %.
Training/Staff Development		
6.	<ul style="list-style-type: none"> • Train one-stop career-center staff and service delivery system partners to enhance their knowledge of veterans' workforce issues. • Complete Certified Workforce Professional training course through Dynamic Works. • Attend/participate in NVTI training courses, including distance courses. • Attend/participate in State and Regional Veterans Program Training Workshops. 	(10) Conduct/Facilitate a minimum of ___ Veterans' Program Training Workshops per month/quarter for one-stop associates and partners.

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Overall One-Stop Career Center Performance Goals		
7.	As integral team participants in the one-stop career center delivery system, LVER staff will assist and support other workforce partners, i.e. Wagner-Peyser, WIA, Food Stamp Employment and Training (FSET), Temporary Assistance for Needy Families (TANF), etc., in the provision of services to veterans.	(11) Overall programmatic goals of local workforce partners will be achieved.