



**POLICY  
NUMBER  
117**

<b>Title:</b>	Employment and Advocacy Services
<b>Program:</b>	Jobs for Veterans State Grant
<b>Effective:</b>	August 20, 2021

**I. PURPOSE AND SCOPE**

The purpose of this policy is to provide Local Workforce Development Boards (LWDBs) the minimum requirements for providing employment and advocacy services to participants of the Jobs for Veterans’ State Grant (JVSG) program.

**II. BACKGROUND**

With funding from the U.S. Department of Labor Veterans Employment and Training Service (DOL VETS), the Florida Department of Economic Opportunity (DEO) assigns JVSG-funded Disabled Veterans Outreach Program (DVOP) specialists, Local Veterans’ Employment Representatives (LVERs), and Consolidated Positions (CP)<sup>1</sup> to LWDBs.

Florida’s JVSG program prepares veterans, transitioning service members, and eligible spouses for meaningful careers. DVOP specialists provide individualized career services to eligible veterans and persons experiencing significant barriers to employment, with an emphasis on assisting veterans who are economically or educationally disadvantaged. LVER staff conduct outreach to employers and business associations to engage in advocacy efforts with hiring executives to develop employment opportunities for veterans and encourage the hiring of veterans. CP staff serve in a dual role as both DVOP specialist and LVER.

**III. AUTHORITY**

[38 United States Code \(U.S.C.\), Chapter 41](#)

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<sup>1</sup> All requirements established in this policy for DVOP specialists and LVER staff are applicable to CP staff and must be adhered to when performing the respective role of the DVOP specialist or LVER.

[38 U.S.C., Chapter 42](#)

[Veterans Program Letter \(VPL\) 07-09](#)

[VPL 07-10](#)

[VPL 03-14](#)

[VPL 03-14, Change 1](#)

[VPL 03-14, Change 2](#)

[VPL 07-14](#)

[VPL 03-19](#)

#### **IV. POLICIES AND PROCEDURES**

Upon determination of a jobseeker's eligibility as prescribed in [Administrative Policy 102: Veteran Intake at Career Centers](#); DVOP specialists and LVER staff must facilitate employment services to eligible persons as described in this policy.

##### **A. Disabled Veterans Outreach Program Specialists**

In accordance with [Title 38, U.S.C. 4103A](#), DVOP specialists facilitate individualized career services to eligible persons through the case management framework<sup>2</sup>. The purpose of individualized career services is to provide eligible veterans and spouses the necessary information and customized support for obtaining sustained employment. Case management assists participants by evaluating the individual's service level needs, establishing an employment plan, delivering services, and providing consistent contact through a proactive and structured framework. DVOP specialists must emphasize a customer-focused approach, which recognizes that the eligible persons they serve are individuals who may require services that are tailored to their specific needs, situations, and goals.

##### **B. Career Services and Employ Florida Reporting**

Services provided to eligible individuals must be recorded in the State's online labor exchange and case management system, Employ Florida. DVOP specialists must facilitate the creation, or update, of the eligible person's individual registration and Wagner-Peyser Program Application in accordance with Section 3: Manage

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<sup>2</sup> The minimum service requirements of the case management framework are the provision of an objective assessment, the joint development of a written IEP, and consistent contact.

Individuals and Section 4: Programs - Wagner-Peyser of the [Virtual OneStop® User Guide for Staff](#).

**Note:** Veterans who are participating in the U.S. Department of Veterans Affairs' Veteran Readiness and Employment (VR&E) Chapter 31 Program and/or the U.S. Department of Labor's Homeless Veteran Reintegration Program (HVRP) must be recorded as such in the Veteran page of the Wagner-Peyser Program Application by clicking the respective radio button, and for HVRP participants, by selecting the appropriate HVRP Program Grantee.

DVOP specialists must enroll eligible persons into the JVSG sub-program by entering a JVSG eligibility date on the Intro page of the Wagner-Peyser Program Application. Once the eligible person's individual registration and Wagner-Peyser Program Application has been created, DVOP specialists must document employment services in the participant's Employ Florida Wagner-Peyser program application by recording the service code which corresponds to the service provided, as follows:

Service Code	Service Code Description	Individualized Career Service
V01	JVSG - Objective Assessment <sup>3</sup>	Yes
V02	JVSG - Specialized Assessments	Yes
V03	JVSG - Individual Career Counseling	Yes
V04	JVSG - Individual Employment Plan Update	Yes
V05	JVSG - Short-term Prevocational Services	Yes
V06	JVSG - Coordination of Wraparound Services	No
V07	JVSG - Work Experience	Yes
V08	JVSG - Workforce Preparation Activities	Yes
V09	JVSG - Consistent Contact	No
V10	JVSG - DVOP Outreach Engagement	No
V11	JVSG - Work Readiness Case Conference	No
205	Individual Employment Plan	Yes
500	Referred to Job Over 150 Days	No
114	Staff-Assisted Job Search	No

**Note:** There may be other services that are provided, but the services indicated in the table above are the primary services to be administered by DVOP specialists to assist eligible persons. All services recorded, including those not listed in the chart above, must be recorded under the JVSG customer group in the veteran or eligible person's Wagner-Peyser Service Plan.

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<sup>3</sup> The Objective Assessment must be the initial service provided to the eligible person to initiate JVSG participation.

## 1. Objective Assessment

DVOP specialists must conduct an objective assessment for eligible persons to determine the appropriate service level and path to obtain employment. The objective assessment is performed using in-depth interviewing and evaluation to identify barriers and appropriate employment goals. The objective assessment must be the first service provided to the veteran by the DVOP specialist. Additional DVOP specialist service codes are contingent on the objective assessment being present in the participant's program application; meaning, no other services may be recorded until the objective assessment has been recorded successfully.

The objective assessment will serve as the foundation and justification for all services and should guide the development of the participant's Individual Employment Plan (IEP). The assessment must include a detailed examination of the participant's qualifications, skills, and capabilities and explore any relevant barriers that may hinder the participant's ability to secure sustainable employment. This examination may include, but is not limited to, a review of the JVSG participant's:

- a. Attitude towards work
- b. Current labor market opportunities
- c. Educational background
- d. Emotional and physical health (including disabilities)<sup>4</sup>
- e. Employment history
- f. Financial situation
- g. Justice involvement
- h. Transportation
- i. Motivation
- j. Wrap-around service needs

All elements of the objective assessment must be completed using the Employ Florida Objective Assessment Summary. Staff must also include an overall note (located on the Objective Assessment Summary General tab) that includes the following:

- i. The Significant Barrier to Employment (SBE) or Special Population Group which affirms the participants eligibility for DVOP specialist services; and
- ii. A summary of the assessment's findings, to include the participant's barriers to employment, occupational skills, and education.

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<sup>4</sup> Specific details about participant physical and emotional health must not be documented in Employ Florida, nor stored in the participant's electronic or hard-copy case file.

Instructions on how to administer an objective assessment through the Objective Assessment Summary are available in the [Virtual OneStop® User Guide for Staff, Section 4: Individuals - Case Management](#). The objective assessment must be recorded in Employ Florida using service code V01 (JVSG - Objective Assessment) and include the required documentation that aligns with the requirements prescribed in the Employ Florida Service Code Guide.

**Note:** If an objective assessment has already been completed by another DVOP specialist or partner program staff, the DVOP specialist may reaffirm the results from that assessment. If any elements of the Employ Florida Objective Assessment Summary are missing, the DVOP specialist must administer the missing elements. If the objective assessment completed by partner program staff was not completed using the Employ Florida Objective Assessment Summary, the DVOP specialist must create a new objective assessment using the Employ Florida Objective Assessment Summary.

## 2. Specialized Assessments

Specialized assessments help establish a participant's skill level and service needs. The DVOP specialist may use a multi-faceted approach to the specialized assessment process by referring the participant to, and receiving the results of, an assessment which examines one or more of the following categories:

- a. Basic literacy in math, reading, or writing
- b. English language proficiency
- c. Interests and aptitude
- d. Occupational skill levels
- e. Transferable skills

The results of the assessment must be used to inform the participant of career and/or training opportunities. Without assessment results, a mere referral does not constitute a specialized assessment. Specialized assessments may also be provided through the Workforce Innovation and Opportunity Act (WIOA) program, which will require the DVOP specialist to assist the participant with scheduling the assessment(s). When referring participants to WIOA for specialized assessments, this service must be recorded using service code 211 (Referral to WIOA). The case note should indicate how the DVOP specialist helped facilitate the referral along with the results from the specific assessment referred to.

DVOP specialists may assist participants who qualify for, or are already receiving, Department of Veteran Affairs (VA) education benefits, with completing the CareerScope® specialized assessment at: <https://va.careerscope.net/gibill>. CareerScope® is a no-cost, online assessment tool that measures the participant's interests and skill levels and helps determine suitable career paths. The tool also

recommends courses or training programs that can help the participant become more marketable in the selected occupations.

**Note:** DVOP specialists may administer additional specialized assessments beyond CareerScope® in accordance with LWDB policy and procedures.

The results of the specialized assessment must be recorded in Employ Florida using service code V02 (JVSG - Specialized Assessment) and include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.

### **3. Individual Career Counseling**

Individual career counseling may be provided by the DVOP specialist following the objective assessment to assist the participant in making informed educational, training, and occupational choices and may include the following:

- a. Assisting in developing a participant's knowledge of educational and occupational opportunities, and/or the steps involved in career planning;
- b. Assisting in developing career goals by using sound information including appropriate assessments and career explorations that focus on the talents, knowledge, transferable skills, interests, values, and aptitudes of the participant;
- c. Interpreting the local job market(s) and providing the steps necessary for the participant to obtain and retain employment in an occupation of the participant's interest;
- d. Providing specific information about job duties, working conditions, and hiring requirements of occupational areas of interest; and
- e. Helping a participant explore and select occupational skills for training opportunities.

Individual career counseling must be recorded in Employ Florida using service code V03 (JVSG - Individual Career Counseling) and include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.

### **4. Individual Employment Plan**

The IEP is a negotiated agreement between the participant and the program detailing what the participant will do to obtain/return to employment and what the program will do to support the participant's efforts. The IEP must include a clear employment goal and outline the steps necessary (objectives) to achieve the goal. The IEP must address any barriers that may prohibit the participant from achieving the goal.

**a. Developing the Individual Employment Plan**

The IEP must be created using the Employ Florida IEP/Service Strategy wizard<sup>5</sup>. Instructions on how to create an IEP using the Employ Florida IEP/Service Strategy wizard are available in the [Virtual OneStop® User Guide for Staff, Section 4: Individuals - Case Management](#). The Employ Florida system will automatically generate a service code 205 (Individual Employment Plan) upon initial creation. The IEP should be signed by the participant and must be retained in the participant's file. No case note is required if the plan is developed in accordance with this policy.

Employ Florida only allows for one IEP per participant. If the participant has an existing IEP in Employ Florida, the DVOP specialist must determine if the IEP is still active and work with the program partner who created the existing IEP to determine if the plan should be closed or will require joint coordination. An IEP that is coordinated across multiple programs requires constant communication between the DVOP specialist and partner program staff to maximize the effectiveness of the plan and prevent the duplication of services.

**b. Establishing an Employment Goal and Objectives**

The IEP must have one employment goal that drives the plan. The employment goal must contain three (3) dates: date established, review date<sup>6</sup>, and anticipated completion date. Once established, IEP goal and objective dates must not be altered in Employ Florida. The description of the employment goal should be written in a manner that is succinct and pertinent. Additional details regarding the employment goal must be included in the Goal Details text box. The term of a goal can be identified as long-term (12+ months), intermediate (3-12 months), or short-term (0-3 months).

The objectives of the IEP break down the larger goal into comprehensive steps that assist the participant in reaching the employment goal. Effective objectives identify individual tasks to be completed and must include the date the objective was established and review dates for completion.

DVOP specialists must adjust their Employ Florida IEP alert subscription to notify when a goal or objective is nearing the review date by following the instructions in the [Virtual OneStop® User Guide for Staff, Section 31: Manage Communications](#).

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<sup>5</sup> HVRP participants that have an existing employment plan developed by the HVRP grantee that meets the criteria set forth in this policy are not required to create a duplicate plan with the DVOP specialist. The DVOP specialist must coordinate with the HVRP case manager to maximize the effectiveness of the plan and prevent the duplication of services.

<sup>6</sup> At minimum, review dates should be established within 15-days from the anticipated completion date.

An effective IEP should use the S.M.A.R.T. principle to create specific, measurable, attainable, relevant, and time-bound goals and objectives, as described below:

- i. **Specific** goals are easy to comprehend and clearly indicate what the participant intends to do. Specific objectives are the action steps outlining exactly what the participant should do in order to achieve the goal.
- ii. **Measurable** goals have benchmarks allowing participants to see progress towards successfully achieving the goal. Goals are measurable by establishing objectives to show progress.
- iii. **Attainable** goals and objectives can be realistically expected to be completed within the timeframe given.
- iv. **Relevant** goals and objectives must be relevant to what the participant is trying to achieve. A relevant goal is based on the participant's work history, education, training, special skills, interests, and aptitudes.
- v. **Time-bound** goals and objectives should be limited to a defined period and include a specific timeline for each step of the process.

**c. Reviewing and Updating the Individual Employment Plan**

The IEP must be treated as a living document and reviewed with the participant by the DVOP specialist on a regular basis. At a minimum, the IEP must be reviewed with the participant every 30 days to ensure the participant's progress in completing objectives. The IEP must be amended, as appropriate, when additional needs are identified, or objectives are achieved.

Once created, the goal and objective(s) must not be altered. Objectives that no longer align with the participant's employment goal, or have exceeded the anticipated completion dates, must be closed to reflect unsuccessful completion and include an accompanying case note in the summary section of the respective objective indicating the reason for change or unsuccessful completion (e.g., unexpected emergency, relocation, change in career path, etc.). Once the objective has been closed, a new objective may be created to replace the unsuccessful objective with consent and collaboration from the participant. When new objectives are added, the IEP should be reviewed and signed by the participant and the DVOP specialist.

Updates to the IEP must be recorded by service code V04 (JVSG - Individual Employment Plan Update). A case note is not required if the plan is updated in accordance with this policy.

**Note:** In the event that a DVOP specialist vacates their position or is dismissed, LWDBs must establish a local policy outlining the procedure to transfer the



departing DVOP specialist's JVSG participants to another DVOP specialist or career center staff member that ensures the continued uninterrupted provision of services.

## 5. Short-Term Prevocational Services

DVOP specialists may provide short-term prevocational services to help participants attain and maintain sustained employment. Short-term prevocational skills include communication and interviewing skills, punctuality, study skills, professional conduct, and basic computer literacy and competencies. Short-term prevocational services also include providing counseling on workplace expectations, professional conduct, and personal maintenance, when appropriate.

The provision of short-term prevocational services must be recorded in Employ Florida using service code V05 (JVSG - Short-term Prevocational Services) and include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.

## 6. Coordination of Wraparound Services

In order to effectively provide a wholistic level of service, the DVOP specialist must develop a comprehensive network of partner/community resources to provide participants the necessary wraparound services required for overcoming barriers. The resource network may include, but not be limited to:

- a. [American Legion](#)
- b. Community leaders
- c. [Department of Veterans Affairs](#)
- d. [Disabled American Veterans](#)
- e. Faith-based organizations
- f. [Food banks](#)
- g. [Goodwill](#)
- h. Homeless Shelters
- i. [Homeless Veterans Reintegration Program](#)
- j. [Housing Urban Development - Veterans Affairs Supportive Housing](#)
- k. [Iraq and Afghanistan Veterans of America](#)
- l. [Legal Assistance](#)
- m. [Marine Corps League](#)
- n. [Salvation Army](#)
- o. [Supportive Services for Veteran Families](#)
- p. [Veteran Readiness and Employment Program \(Chapter 31\)](#)
- q. [Veteran Service Officers](#)
- r. [Veterans of Foreign Wars](#)
- s. [Vocational Rehabilitation](#)

Once the resource network has been established, the DVOP specialist must do more than refer the participant to local resources or community partners; they must take an active role in assisting the participant access the resources requested (e.g., providing a direct referral, scheduling an appointment, assisting to prepare necessary documentation, and conducting consistent contact to determine the outcome of the referral). The DVOP specialist must coordinate wraparound services to assist the participant in overcoming any barriers specified in the objective assessment; as doing so will demonstrate the program's value and its commitment to the participant's success.

The coordination of wraparound services must be recorded by service code V06 (JVSG - Coordination of Wraparound Services) and include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.

**Note:** It is encouraged that local management have DVOP specialists maintain referral outcome records to establish best practices and overall resources gained from the referral activities. These records should be reviewed on a quarterly basis to ensure referral activities are productive.

## 7. Work Experience

DVOP specialists may place JVSG participants in work experience opportunities through the Workforce Innovation and Opportunity Act (WIOA) or other programs to provide work-based opportunities to practice and enhance the skills and knowledge gained from their military service, program of study, or industry training program.

Work experience is a structured learning experience that takes place in a workplace for a limited period and may be paid or unpaid. Work experience must include academic and occupational education concurrently or sequentially. Work experience opportunities include, but are not limited to:

- a. Apprenticeships;
- b. Department of Defense SkillBridge Program;
- c. Internships;
- d. Job shadowing;
- e. Pre-apprenticeship programs;
- f. Transitional jobs; and
- g. Veterans Affairs Work Study Program.

A work experience should be related to the participant's employment goal. The assessment process and development of the IEP will help to identify appropriate worksites for each participant. The objective assessment process may identify concerns or issues that should be addressed prior to or concurrently with a work experience.

Work experience opportunities may be provided through the WIOA program, which will require the DVOP specialist to assist the participant with preparing documentation for program eligibility and scheduling necessary orientations and appointments. When referring participants to WIOA for work experience opportunities, service code 211 (Referral to WIOA) must be recorded. The case note should indicate how the DVOP specialist helped facilitate enrollment in the work experience opportunity.

LWDBs must establish local policies and procedures which streamline and encourage the referral of JVSG participants to WIOA work experience opportunities and other relevant services. LWDBs are encouraged to build policies and procedures which emphasize the referral of VR&E (Chapter 31) veterans to work experience opportunities.

**Note:** Veterans referred to WIOA-funded workforce experience opportunities and other relevant services, who are determined eligible, receive priority of service in accordance with [Administrative Policy 111: Priority of Service for Veterans and Eligible Spouses](#) and [Administrative Policy 105: Priority of Service \(WIOA\)](#).

The enrollment of a JVSG participant in a work experience opportunity with the assistance of a DVOP specialist must be recorded using service code V07 (JVSG - Work Experience) and include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.

## **8. Workforce Preparation Activities**

DVOP specialists may provide participants workforce preparation activities to increase a participant's employability and help prepare them for the workforce. Workforce preparation activities refer to skills and competencies that are not only useful in the workplace but are fundamental life skills. These preparations may be in the form of activities, programs, and/or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills including competencies in:

- a. Adjusting to civilian work environment;
- b. Critical thinking;
- c. Digital skills;
- d. Skills necessary for successful transition into and completion of post-secondary education, training, or civilian employment;
- e. Utilizing resources; and
- f. Working with others.

The provision of workforce preparation activities must be recorded by service code V08 (JVSG - Workforce Preparation Activities) and include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.

## 9. Consistent Contact

Regular, consistent contact between the DVOP specialist and the participant, including meetings and updates, both pre-and post-employment, is the foundation of quality case management. Consistent contact is based on the participant's individual needs and situation per the written plan and case notes. Consistent contact may be conducted remotely or in-person; however, no pre-employment contacts should be made without reference to the IEP's goal and objectives. The purpose of pre-employment consistent contact is to ensure all parties are accountable for achieving the objectives and goal of the jointly developed IEP.

When the participant successfully obtains employment, the DVOP specialist must provide post-employment consistent contact for 90 days to ensure sustained employment. Post-employment consistent contact must be performed on a biweekly basis the first month following employment and on a monthly basis thereafter.

Successful consistent contact must involve direct contact with the participant; contact attempts which are not successful do not constitute a successful consistent contact service activity. Direct contact is considered to have occurred when the DVOP specialist and the participant have exchanged information, or the participant has agreed to the service being provided. Contact attempts should be made through various means (i.e., phone, email), and conducted at different times of the day. DVOP specialists who are unable to contact a participant after 90 days must close and exit the case in accordance with [Administrative Policy 115: Common Exit](#).

Successful consistent contact must be recorded by service code V09 (JVSG – Consistent Contact)<sup>7</sup> and include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.

Unsuccessful consistent contact attempts must be documented with a case note titled “Unsuccessful Contact Attempt”<sup>8</sup> and include the method of contact and outcome of the attempt (e.g., left voicemail, phone disconnected, email returned as undeliverable, etc.). Unsuccessful consistent contact attempts must not be recorded using service code V09 (JVSG – Consistent Contact).

## 10. Disabled Veterans Outreach Program Specialist Outreach Engagement

As part of their primary duties, DVOP specialists conduct outreach activities in the local area to build capacity with community resources, engage with current participants, and actively recruit eligible veterans to increase their case load. When

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<sup>7</sup> Service code V09 (JVSG – Consistent Contact) is contingent on an IEP being present in the current program application and does not extend nor trigger participation.

<sup>8</sup> Unsuccessful contact attempt case note titles must be numbered in sequential order to indicate the number of attempts made (e.g., Unsuccessful Contact Attempt - 2nd, 3rd, 4th, etc.).

conducting outreach activities, DVOP specialists may provide immediate services to individuals determined eligible in accordance with [Administrative Policy 102: Veteran Intake at Career Centers](#). Additionally, DVOP specialists may need to conduct outreach<sup>9</sup> to actively case manage participants and provide necessary in-person services.

When a DVOP specialist provides a service to a JVSG participant during outreach, or an individual presents at the career center and is enrolled in JVSG as a result of outreach activities, the DVOP specialist must document this by recording service code V10 (JVSG - DVOP Outreach Engagement) and including a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide. This service code must only be used for the following scenarios:

- a. When a DVOP specialist provides a service to a current participant during outreach.
- b. When a DVOP specialist provides a service to a new participant during outreach.
- c. When a new participant is enrolled in the JVSG program as a result of a DVOP specialist's outreach efforts.<sup>10</sup>

**Note:** The service code V10 (JVSG - DVOP Outreach Engagement) is to be utilized in conjunction with service code E49 (Organizational Visit VET/MSFW). The E49 (Organizational Visit VET/MSFW) code captures the outreach location visit and the V10 (JVSG - DVOP Outreach Engagement) code captures the individual who was served during, or as a result of, the outreach activities. LWDBs are encouraged to monitor and analyze the relationship between the V10 (JVSG - DVOP Outreach Engagement) and the E49 (Organizational Visit VET/MSFW) codes to determine the effectiveness of DVOP specialist outreach activities.

## 11. Work Readiness Case Conference

In a team approach, a DVOP specialist will provide the individualized career services needed to prepare the participant to be deemed work ready to be referred to a LVER for job development and advocacy services. These activities conducted by the LVER provide individualized advocacy and additional opportunities to veterans and eligible persons that effectively facilitate the participant's employment.

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<sup>9</sup> DVOP specialists must not conduct outreach to a participant's private residence. Outreach for the purpose of providing services to a participant who is already enrolled in JVSG should occur in a safe and public setting (e.g., college campus, homeless shelter, community partner's facility).

<sup>10</sup> Service code V10 must only be entered once for individuals presenting at the career center and enrolling in JVSG as a result of a DVOP specialist's outreach efforts. Subsequent V10 service codes for that individual must only be entered for services provided during outreach.

The LVER must meet directly with the veteran or eligible person, in person or remotely, to verify work ready status and determine an effective outreach strategy to market the participant to appropriate employment opportunities. This meeting is facilitated by the DVOP specialist through an organized and scheduled case conference. It is recommended the DVOP specialist advise the participant of the role of the LVER as early in the case management process as possible. The effective explanation of the LVER's role demonstrates the program's value to the participant and should further encourage the participant to remain engaged throughout the case management process.

Prior to scheduling the work readiness case conference, the DVOP specialist must ensure the participant's work ready status by ensuring, at minimum, the participant has:

- a. An occupational goal with a favorable market outlook as determined using Employ Florida Labor Market Information (LMI);
- b. The knowledge, skills, aptitudes, and abilities required for the occupational goal;
- c. No barriers that prevent obtaining and retaining employment<sup>11</sup>;
- d. An appropriate, targeted, and current resumé;
- e. Suitable interview attire;
- f. Reliable transportation<sup>12</sup>; and
- g. Demonstrated proper interviewing skills.

Additionally, prior to the referral, the DVOP specialist must provide the LVER information regarding the participant's:

- i. Justice-involvement issues (if applicable);
- ii. Occupational interests;
- iii. Physical limitations; and
- iv. Salary expectations.

The coordination of a work readiness case conference must be recorded by service code V11 (JVSG – Work Readiness Case Conference) and include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.

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<sup>11</sup> The veteran may be deemed work ready regardless of unresolved barriers to employment, so long as the remaining barriers will not hinder or prevent the obtaining or retaining of employment.

<sup>12</sup> Veterans who do not have access to reliable, private transportation may be referred to the LVER; however, the LVER must tailor the outreach strategy to those employers accessible through public transportation and within walking/biking distance of the participant's residence.

## 12. Job Referrals

DVOP specialists may provide work-ready participants referrals to employment openings in accordance with [Administrative Policy 96: Job Seeker Registration, Application and Services](#). Job referrals must be recorded in Employ Florida by following the instructions available in the [Virtual OneStop® User Guide for Staff, Section 19: Manage Labor Exchange](#). Referrals recorded in Employ Florida in accordance with this policy will automatically generate the relevant service code and the DVOP specialist must include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide. DVOP specialists should inform LVER staff of referrals made to allow for veteran advocacy efforts.

## 13. Staff-Assisted Job Search Activities

DVOP specialists may provide staff-assisted job search activities for work ready participants. Staff assisted job search activities must include significant staff involvement designed to help the participant plan and carry out a successful job-search strategy. These activities include resume preparation assistance, job search workshops, job finding clubs, development of a job-search strategy, and conducting a job search on behalf of the participant. Conducting a job search through Employ Florida on behalf of the participant without the participant's knowledge, does not constitute a staff-assisted job search activity.

The provision of staff-assisted job search activities must be recorded by service code 114 (Staff-Assisted Job Search) and include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.

### C. Local Veterans' Employment Representative

LVER staff conduct employer outreach activities as part of the LWDB's business services unit that support veteran individual job developments and the referral of veterans to appropriate job openings. To serve veterans and eligible persons effectively and efficiently, LVER staff must focus on their primary role, which is employer outreach on behalf of veterans. In executing this role, LVER staff must concentrate efforts on advocacy services for veterans jointly determined to be work ready after receipt of individualized career services from a DVOP specialist. These activities must include efforts to increase job opportunities for veterans and eligible persons through direct employer contact<sup>13</sup>.

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<sup>13</sup> Direct employer contact may be conducted in-person, over the phone, or through other remote means. Direct contact requires an acknowledgement from the employer regarding the specific service provided.

## D. Advocacy, Job Development Activities, and Employ Florida Reporting

LVER staff must document advocacy efforts in the employer's service record and/or the participant's Employ Florida Wagner-Peyser program application, in accordance with this policy, by recording the service code which corresponds to the service provided, as follows:

Service Code	Service Code Description	Employer or Participant Code
123	Job Development Contact	Participant
E33	Job Development	Employer
500	Referred to Job Over 150 Days	Participant
V12	JVSG - Veteran Advocacy Contact	Participant
E53	Veteran Advocacy	Employer

### 1. Job Developments

[20 Code of Federal Regulations \(CFR\) § 651.10](#) defines a job development as the process of securing a job interview with a public or private employer for a specific participant for whom the career center has no suitable opening on file. Prior to conducting job development activities on behalf of a participant, LVER staff must conduct a full review of Employ Florida to ensure there is no suitable employment opening on file<sup>14</sup>.

The process of securing a job interview on behalf of a veteran or eligible person must occur through direct contact with the employer. Job developments must center on each veteran's needs, skills, abilities, goals, physical abilities, and limitations determined through the work readiness case conference, as described in [Section IV.B.11](#) of this policy.

LVER staff must document job developments made on behalf of work ready JVSG participants by:

- a. Recording service code 123 (Job Development Contact) in the participant's Employ Florida Wagner-Peyser Program Application and attaching a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide; and
- b. Recording employer service code E33 (Job Development) in the employer's service plan. A case note is not required if the case note was entered appropriately on the corresponding 123 (Job Development Contact) service code.

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<sup>14</sup> If a suitable employment opening is available in Employ Florida, the LVER should coordinate with Wagner-Peyser staff or the DVOP specialist to facilitate a direct referral. LVER staff may contact the employer to advocate on behalf of the veteran in accordance with this policy.



**Note:** The 123 (Job Development Contact) and E33 (Job Development) are complementary service codes that are required for documenting job development contact attempts. There must be a corresponding number between both services for LVER staff.

**i. Job Development Job Orders**

Successful job development activities which result in a job order must be recorded in Employ Florida in accordance with [Administrative Policy 99: Job Orders and Placements](#) and relevant local policies and procedures.

**ii. Referral to Job Development Job Orders**

LVER staff may make direct referrals of veterans and eligible persons to job development job orders in accordance with [Administrative Policy 96: Job Seeker Registration, Application and Services](#). Job referrals must be recorded in Employ Florida by following the instructions available in the [Virtual OneStop® User Guide for Staff, Section 19: Manage Labor Exchange](#). Referrals recorded in Employ Florida in accordance with this policy will automatically generate the respective service code. LVER staff must not make referrals to job orders that were not created through their job development activities.

**2. Veteran Advocacy Contact**

LVER staff must advocate on behalf of all veterans, with an emphasis on individualized advocacy on behalf of veterans and eligible persons who have been deemed work ready after receipt of individualized career services from a DVOP specialist. LVER staff conduct veteran advocacy contacts by making direct contact with employers and attempting to secure an interview for a specific veteran for an employment opening that is on file in the Employ Florida online labor exchange system.

LVER staff must document veteran advocacy contact attempts made on behalf of work ready veterans and eligible persons by:

- a. Recording service code V12 (Veteran Advocacy Contact) in the participant's Employ Florida program application and include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.
- b. Recording employer service code E53 (Veteran Advocacy) in the employer's service plan. A case note is not required if the case note was entered appropriately on the corresponding V12 (Veteran Advocacy Contact) service code.

**Note:** The V12 (Veteran Advocacy Contact) and E53 (Veteran Advocacy) are complementary service codes that are required for documenting individual advocacy attempts. There should be a corresponding number between both services for LVER staff.

### **3. Career Center Staff**

Career center staff must be prepared to serve veterans and eligible persons when a DVOP specialist is unavailable. At minimum, the LWDB must ensure that the veteran or eligible person is provided with the services requested by the appropriate staff member. Additionally, career center staff must refer the eligible person to the DVOP specialist within two (2) business days so that they may provide a follow-up contact to determine if any additional services are desired. The DVOP specialist whom receives the referral must attempt to contact the eligible veteran or person within two (2) business days of receipt of the referral. Career center staff are not required to case manage veterans and eligible persons, unless mandated by local policy or program-specific requirements.

Referral by a career center staff member to a DVOP specialist for follow-up must be recorded using service code 168 (Referral for DVOP Follow-Up) and include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.

## **V. STATE AND LOCAL MONITORING**

Services and activities provided under JVSG must be monitored annually for compliance with JVSG requirements by DEO. DEO will monitor the requirements outlined in this policy inclusive of required local operating procedures. Additionally, LWDBs must establish local monitoring policies and procedures that include, at minimum:

1. Roles of the JVSG participant and LWDB staff;
2. Coordination of DVOP specialist and LVER staff; and
3. Local monitoring procedures for implementation of this policy.

## **VI. DEFINITIONS**

**Caregiver** - As defined by [Title 38, U.S.C. 1720G\(d\)](#), with respect to an eligible veteran, a caregiver means an individual who provides personal care services to support the veteran's:

- a. Health and well-being;
- b. Everyday personal needs (like feeding, bathing, and dressing); and/or
- c. Safety, protection, or instruction in their daily living environment.

**Career Center** - Also known as a one-stop center or American Job Center (AJC), career centers are designed to provide a full range of assistance to job seekers under one roof. Established under the Workforce Investment Act and reauthorized in the Workforce Innovation and Opportunity Act of 2014, these centers offer training referrals, career counseling, job listings, and similar employment-related services.

**Case Notes** - Online statements entered in the State MIS, Employ Florida, by the staff member that identifies a participant's status for a specific data element, the date on which the information was obtained, and the career planner who obtained the information.

**Consolidated Position (CP)** - Staff who performs the functions and duties of both a LVER and DVOP specialist in select LWDBs as assigned by the State Veterans' Program Office.

**Disabled Veterans Outreach Program (DVOP) Specialist** - Specialists who provide individualized career services and facilitate placements to meet the employment needs of veterans and eligible persons who have significant barriers to employment or have otherwise been designated by the U.S. Department of Labor (DOL) Veterans' Employment and Training Service (VETS).

**Eligible Person** - A veteran, spouse, or caregiver who is eligible to receive services from a DVOP specialist as described in Administrative Policy 102: Veteran Intake at Career Centers.

**Individualized Career Services** - Services required to retain or obtain employment, consistent with [20 CFR 678.430](#). Generally, these services involve significant staff time and customization to the veteran's needs. Individualized career services include services such as: specialized assessments, developing an individual employment plan, counseling, work experiences (including transitional jobs), etc.

**Job Finding Clubs** - An organized activity that provides instructions on resume writing, application preparation, interviewing skills, and/or job lead development and includes a period of structured application where participants attempt to obtain jobs.

**Job Referral** - A staff-assisted job referral is the act of LWDB staff facilitating the match between qualified jobseekers and employers with job openings; and the recording of such referral in Employ Florida.

**Job Search Planning** - Development of a plan (not necessarily a written plan) that includes the necessary steps and timetables to achieve employment in specific occupational, industry, and/or geographic area.

**Job Search Workshop** - An organized activity that provides instructions on resume writing, application preparation, interviewing skills, and/or job lead development.

**Justice Involved** - Having had interactions with the criminal justice system as a defendant.

**Local Veterans' Employment Representative (LVER)** - A representative funded by the JVSG who:

- a. Conducts outreach to employers in the area to assist veterans in gaining employment, including conducting seminars for employers and, in conjunction with employers, conducting job search workshops and establishing job search groups;
- b. Ensures priority of service is administered within the career center in accordance with federal and state requirements; and
- c. Facilitates employment, training, and placement services furnished to veterans in a State under the applicable State employment service delivery systems.

**Participant** - An individual who is determined eligible to participate in the program and receives a service funded by the program in either a physical location (CareerSource Florida Network Career Center or affiliate site) or remotely through electronic technologies.

**Priority of Service** - With respect to any qualified job training program, a covered person shall be given priority over nonveterans for the receipt of employment, training, and placement services provided under that program, notwithstanding any other provision of law. In order to be eligible for priority of service, a veteran must have served at least one day in the active military, naval, or air service, and have been discharged or released under conditions other than dishonorable, as specified in [Title 38, U.S.C. Section 101](#).

**Resume Assistance** - The act of providing a participant instruction on resume content, format, and cover letters along with providing assistance in the development and creation of the same.

**Suitable Employment** - Employment that offers wages comparable to the participant's recent employment and duties that correspond to his/her education level and previous work experience. Further, suitable employment should be within a reasonable commuting distance from the participant's place of residence, based upon the participant's commuting capabilities (i.e., personal vehicle, bus, walking).

**Transitioning Service Member** - A member of the U. S. military who will separate from active service in the next 12 months, or, who will retire from active service in the next 24 months.

## **VII. REVISION HISTORY**

This policy rescinds DEO Memorandum Disabled Veterans Outreach Program (DVOP) Specialist and Individualized Career Services (ICS) Codes, issued April 1, 2019.

**VIII. RESOURCES**

[Employ Florida Service Code Guide](#)

[Employ Florida VETS](#)

[Jobs for Veterans State Grants \(JVSG\) Primer](#)

[Veterans' Program Letters Directory](#)