
DWD Policy 2024-06: Jobs for Veterans State Grants Staff Roles and Responsibilities and Coordination with Workforce Innovation and Opportunity Act Services to Veterans

To: Indiana's Workforce System
From: Indiana Department of Workforce Development (DWD)
Date: February 13, 2025

PURPOSE

This policy identifies the roles, responsibilities, and duties that the Jobs for Veterans State Grants (JVSG) staff are expected to perform and discusses the relationship between JVSG and other programs within the workforce development system. It emphasizes statutory duties and describes staffing flexibilities available to states to meet their JVSG responsibilities while maximizing the integration of services and collaboration of partners in the WorkOne/American Job Centers (WorkOne/AJCs).

RESCISSION

DWD Policy 2019-03 *Required Roles and Responsibilities of Disabled Veterans' Outreach Program (DVOP) Specialist and Local Veterans' Employment Representative (LVER) staff in Indiana Department of Workforce Development's integrated WorkOne American Job Center Indiana Offices*

REFERENCES

See **Attachment A**.

DEFINITIONS

See **Attachment B**.

CONTENT

The State of Indiana and DWD are committed to serving transitioning service members, veterans, and their families by providing resources to assist and prepare them to obtain meaningful careers and to maximize their employment opportunities.

Veterans and other covered persons receive priority of service¹ for all employment and training programs funded in whole or in part by the United States Department of Labor (DOL).² Many of these programs, such as Title I of the Workforce Innovation and Opportunity

¹ See DWD's *Priority of Service for Veterans and Eligible Spouses in Indiana DWD's Integrated WorkOne Offices* policy for additional guidance.

² In accordance with 38 USC 4215, 20 CFR Part 1010, and 20 CFR 680.650.

Act (WIOA), Wagner-Peyser Act Employment Services (ES) (WIOA Title III), and the Jobs for Veterans State Grants (JVSG) programs are operated by WorkOne/AJCs.

Under WIOA, JVSG is a required partner program, and services are accessible through every comprehensive WorkOne/AJC.³ Dedicated JVSG staff provide individualized career and training-related services to eligible veterans and eligible persons⁴ with employment barriers and assist employers in fulfilling their workforce needs with job-seeking veterans.

JVSG funding can support three types of positions:

- Disabled Veterans' Outreach Program (DVOP) Specialists
- Local Veterans' Employment Representative (LVER)
- Consolidated DVOP/LVER staff

Indiana's current model uses DVOPs and LVERs rather than consolidated DVOP/LVER staff.⁵

DVOP Specialist Roles and Responsibilities

DVOP specialists are required to carry out individualized career services⁶ and facilitate placements to meet the employment needs of eligible populations.⁷

Case Management and Outreach

38 USC 4103A emphasizes that DVOP specialists provide individualized career services⁸ to eligible populations that are most in need. Therefore, the Veterans' Employment and Training Service (VETS) expects that at least 90 percent of participants served by a DVOP specialist will receive those services.

NOTE: DWD has established the goal of ensuring that 100% of DVOP qualifying employment barriers (QEB) participants will receive individualized career services.

Individualized career services include:

- Comprehensive and specialized assessments of skill levels and service needs;
- Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals;
- Group counseling, individual counseling, and career planning; and
- Short-term prevocational services.

While DVOP specialists must provide individualized career services through case management as appropriate, they are not prohibited from providing other core and career

³ WIOA section 121(b)(1).

⁴ See **Attachment B** for definitions and additional guidance for "eligible veterans" and "eligible persons."

⁵ Any position may be assigned as either full-time or half-time.

⁶ Per TEGL 3-24, services can be provided in person or virtually, when appropriate.

⁷ TEGL 3-24.

⁸ Consistent with 38 USC 4101(9) and the enactment of WIOA, the "intensive services" provided by DVOP specialists are those "career services" defined in section 134(c)(2)(A)(xii) (codified at 29 USC 3174(c)(2)(A)(xii)) and referred to as "individualized career services" in 20 CFR 678.430(b).

services found under WIOA Sec. 134(c) for those veterans to whom the DVOP specialist is providing case management services.

DVOP specialists use a case management approach to provide individualized career services. Case management is a customer-centered approach to the delivery of individualized career services and is designed to prepare and coordinate comprehensive employment plans for participants, identify and assure access to the necessary training and supportive services, and provide support during program participation and after job placement. Case management includes all the following elements:

1. **Comprehensive assessment.** This is an in-depth evaluation that documents the individual's employment barriers and pertinent history, such as education, skills, and job history.
2. **Individual Employment Plan (IEP).** The participant and DVOP specialist jointly develop the IEP. It captures the individual's career goals, steps needed to achieve the goals, and actions taken by both the individual and the DVOP specialist. The employment plan must address all barriers identified in the comprehensive assessment (e.g., lack of transportation), not just the barriers that made the participant eligible for DVOP services.
3. **Consistent contact.** DVOP specialists must maintain regular, consistent contact with the participant, including meetings and updates, both pre- and post-employment. Contact with a participant should be meaningful to continually assist the participant in overcoming employment barriers to find and maintain employment. Consistent contact is based on the participant's individual needs and situation, as per the IEP and case notes. This also includes any documented attempts at contact.⁹

As part of case management, DVOP specialists are required to facilitate employment. DVOP specialists may contact an employer on behalf of a specific veteran to facilitate employment, in coordination with the LVER and business services staff to avoid duplicative contacts with employers. DVOP specialists must not contact employers to advocate for the hiring of veterans in general or advocate on behalf of other populations, as this is a LVER or business services team duty. DVOP specialists should engage with service providers in their local community to:

- Maximize the number of participants that the service providers refer to the state's workforce delivery system who are both eligible for and could benefit from DVOP specialist services.
- Enhance outcomes for participants that the DVOP specialists refer to other providers.
- Strengthen community awareness of the array of services available through the workforce development system.

Service Delivery Priority

DVOP specialists must prioritize service to special disabled veterans, other disabled veterans,¹⁰ and other categories of eligible veterans and place maximum emphasis on assisting eligible populations who are economically or educationally disadvantaged.

⁹ NOTE: Mass or group communications such as an email newsletter are not considered "contact."

¹⁰ See **Attachment B** for the definition of "special disabled veterans" and "disabled veteran."

According to 38 USC 4103A(a), this position must deliver services to eligible veterans in the following priority order:

- **First:** to special disabled veterans;
- **Second:** to other disabled veterans; and
- **Third:** to other eligible veterans.

DVOP specialists can serve participants directly as well as by referring them to appropriate resources. These resources may include other workforce development programs and training opportunities and any other in-person or virtual federal, state, and local programs for which the participant may be eligible.

NOTE: DVOP specialists are encouraged to refer other veteran participants who may be experiencing, or are at risk of, homelessness, to the local Homeless Veterans' Reintegration Program (HVRP),¹¹ where available. HVRP grantees can be found by using the [Find a Grantee search tool](#).¹²

Populations Eligible for DVOP Services

DVOP specialists must limit their activities to providing services to eligible populations who:

- Are interested in receiving one or more individualized career services, and
- Meet at least one of the following criteria:
 - Are defined as an eligible veteran or eligible person and are experiencing at least one of the qualifying employment barriers;¹³ or
 - Are members of additional populations eligible for DVOP specialist services as authorized by the current annual appropriations act.

Annual appropriations acts may authorize JVSG staff to serve certain non-veteran populations. Continued service to these individuals is contingent upon future appropriations act authorization. At the time of the publication of VPL 05-24, Congress authorized DVOP specialists to serve and LVERs to work with employers on behalf of, the following additional populations:

- Transitioning Service Members (TSM) who at the time of enrollment have participated in any part of the Transition Assistance Program, including self-paced online modules and Individualized Initial Counseling.
- Wounded, ill, or injured members of the Armed Forces who are receiving treatment in military treatment facilities or warrior transition units.¹⁴
- Spouses or other family caregivers of those wounded, ill, or injured service members.

¹¹ HVRP is an employment-focused competitive grant program. HVRP funds are awarded to organizations to assist veterans experiencing homelessness in overcoming employment barriers and finding meaningful employment.

¹² TEGL 3-24.

¹³ See **Attachment B** for definitions for “eligible veteran,” “eligible person,” and “qualifying employment barriers.”

¹⁴ See **Attachment B** for definitions/clarification for “wounded, ill, or injured” and “warrior transition units.”

JVSG Program Participant Eligibility

Staff must accept an individual's verbal, written, or electronic confirmation of their eligibility status and experiences as sufficient evidence for referral to DVOP services.¹⁵

Wagner-Peyser Work Authorization

There are no eligibility criteria to receive employment services. However, an individual's eligibility to work in the United States must be validated for Wagner-Peyser program participants prior to the receipt of certain services.¹⁶ See **Attachment C** for additional work authorization information.

Social Security Numbers (SSNs)

While staff should request an individual's SSN for performance reporting purposes, services cannot be denied if an individual chooses not to share it. SSNs are needed for purposes of wage record matching to support performance accountability data collection efforts, but eligibility and service provision must not be conditioned upon an individual providing their SSN or SSN card.¹⁷

Participant Privacy and Protected Information

When requesting information about a participant's disability or employment barriers, the participant's privacy must be protected to the greatest extent possible. Staff must:

- Clearly state that the information is solely for determining eligibility and service prioritization.
- Emphasize that participation is voluntary.
- Guarantee confidentiality of all shared information.
- Affirm that refusing to provide information will not result in negative consequences.
- Assure the participant that information will be used only in compliance with legal guidelines.

All workforce staff must access, maintain, and store participant information in a manner that ensures confidentiality in accordance with all federal and state guidance related to confidentiality and the handling of protected information.¹⁸

Documenting Services

To ensure effective tracking, accountability, and data validation,¹⁹ DVOP specialists must complete the full Wagner-Peyser application, if not previously completed, and maintain detailed case files for each participant in DWD's case management/labor exchange system,

¹⁵ **NOTE:** The DVOP specialist must not serve any individual who has not first registered in the DWD's case management system and been determined eligible.

¹⁶ See **Attachment B** *Work Authorization* for additional guidance.

¹⁷ TEGL 10-23.

¹⁸ See DWD's *Safeguarding Protected Information and DWD User Accounts Management* for additional guidance.

¹⁹ See TEGL 23-19, Change 1 and DWD's *Workforce Programs Data Validation* policy for additional guidance.

Indiana Career Connect (ICC).²⁰ DVOP Specialists must provide and document key case management elements including the completion of the comprehensive assessment and the development of the IEP. Case management also includes providing and documenting services appropriate to overcoming employment barrier(s) that were identified in the IEP as well as new barriers that may emerge. Specialists are also required to maintain and document adequate, consistent contact with veterans and eligible persons. Case files must also be updated to capture job referrals and employment details upon placement.

LVER and Employer Outreach/Facilitation

LVERs conduct outreach to the employer community and facilitate employment, training, and placement services under DWD's employment service delivery system.²¹ LVER positions are to be integrated, active members²² of the employment service delivery system²³ with duties that include informing employers, employer associations, and business groups of the advantages of hiring veterans. LVERs should advocate for all veterans and the additional populations with business, industry, and other community-based organizations by participating in appropriate activities. These activities include, but are not limited to, the following:

- Planning, conducting, and participating in job and career fairs;
- Conducting employer outreach, including facility tours or interviews with current employees to familiarize themselves with job responsibilities or qualifications;
- Assisting with job development for veterans, eligible persons, and other DVOP-eligible populations enrolled in workforce development programs;
- Facilitating job search workshops/groups, on behalf of/in conjunction with employers, provided that DVOP and/or other WorkOne/AJC staff are available to deliver any needed direct services;
- Working with established unions, apprenticeship programs, and businesses or business organizations to promote and secure employment and training for veterans;
- Informing federal contractors of the process to recruit qualified veterans;
- Promoting credentialing and licensing opportunities for veterans;
- Coordinating and participating with other business outreach efforts, including the efforts of WIOA business service representatives;
- Educating and training AJC staff to ensure easier access to the appropriate employment and training services for job-seeking veterans;
- Conducting community outreach and presentations on behalf of employers seeking to hire veterans;
- Promoting initiatives and programs such as the DoD Skill Bridge program;²⁴
- Promoting the HIRE Vets Medallion Program²⁵ and assisting local area employers in applying for the award when appropriate;²⁶ and

²⁰ See DWD's *Maintaining Data Integrity in Workforce Programs* policy for additional participant data entry requirements.

²¹ As per 38 USC 4104(b).

²² Including, but not limited to, attending regular business service team meetings.

²³ Per 38 USC 4102A(c)(2)(A)(i)(II).

²⁴ See [DOD SkillBridge Program - Program Overview Page \(osd.mil\)](#) for additional information.

²⁵ <https://www.hirevets.gov/>.

²⁶ See VPL 02-19 or most current guidance on the subject.

- Collaborating with VETS Regional Veterans' Employment Coordinators (RVEC) to engage with local, regional, and national employers and connect them with federal, state, and local resources to facilitate veterans' employment. RVECs also develop and leverage partnerships with government, non-government, and industry stakeholders in the veteran employment space to include training providers and industry associations.

In addition to their work with employers, LVERs play an important role in developing the veteran service delivery strategies in the state workforce system by educating all WorkOne/AJC staff on current veterans' employment initiatives and programs and providing regular updates on veteran services and programs.

LVER responsibilities also include coordinating with DVOP specialists and other staff who are serving DVOP-eligible customers to provide job opportunities to those individuals. LVERs may speak with the customers to better understand and meet their employment needs. Once the customer is ready for employment, their case manager should work with the LVER to help place the veteran into employment.²⁷

Documenting Employer Contacts and Job Orders

To ensure effective tracking, accountability, and data validation, LVERs must document employment engagements and employer job orders in ICC, as appropriate.²⁸

Transition Assistance Program (TAP)

JVSG staff have no role in delivering TAP. However, JVSG staff assigned near TAP sites should engage in appropriate related activities such as:

DVOP Specialist

- Should establish and maintain relationships with TAP site staff to increase awareness of the workforce development system and services available to TSMs.
- May set up a table during lunchtime to conduct outreach activities.

LVERS

- Should establish and leverage relationships with employers, especially those closely connected with military installations, to introduce them to the DoD SkillBridge program. This also presents an opportunity to discuss training programs such as on-the-job training and apprenticeship.
- May also help organize job fairs that are often held in conjunction with TAP.

²⁷ This should not be a "hand-off" to the LVER, because additional services may be required, and the LVER position is not able to provide direct services to participants.

²⁸ See TEGL 23-19, Change 1 and DWD's *Workforce Programs Data Validation* policy for additional guidance.

WorkOne/AJC Staff Roles and Services to Veterans

WorkOne/AJC staff determine the service needs of incoming customers and screen them for eligibility and referral to appropriate program staff for services. Staff are to use the DVOP Eligibility Screening Tool²⁹ for eligibility screening.

WorkOne/AJC intake staff must:

- Determine whether a customer meets eligibility criteria **before** referral to a DVOP specialist.
 - Staff must accept an individual's verbal, written, or electronic confirmation of their eligibility status and experiences as sufficient evidence for referral to DVOP services.
 - **NOTE: DOL/VETS does not require documentation of the participant's eligibility at any point, nor is it required for the DVOP Eligibility Screening Tool to be scanned into the participant's electronic file.**
- Identify the eligible customer's interest in receiving one or more individualized career services.³⁰
 - A customer who does not wish to receive DVOP-provided individualized career services must **not** be referred to a DVOP specialist.
 - WorkOne/AJC staff must refer veterans and covered persons who are **not** eligible for, or who do not want or need, DVOP specialist services to other workforce programs as appropriate.
- Ensure the customer has completed the initial ICC registration.
- Provide priority of service to other veteran populations.³¹

If a DVOP specialist is not immediately available to accept a new participant, WorkOne/AJC staff must provide appropriate services and referrals to meet the needs of the individual and to satisfy priority of service requirements.³² A DVOP Specialist is considered "unavailable" when they have a full caseload,³³ are not present physically or virtually, or are in a meeting when a customer would otherwise be referred. WorkOne/AJC staff must inform the customer of the opportunity to make an appointment to see the DVOP specialist and/or be seen by other staff. The eligible customer may choose to make an appointment with the DVOP specialist at any point thereafter, even if they are participating in other workforce development program services.

See **Attachment E** for the *WorkOne/AJC Intake Staff DVOP Screening Desk Aid*.

JVSG Staff Integration in the WorkOne/AJC

Program legislation requires that JVSG staff be integrated in states' workforce delivery systems, and WIOA includes JVSG as a required partner program. DOL champions cross-

²⁹ See **Attachment D** for a sample DVOP Eligibility Screening Tool.

³⁰ TEGL 3-24.

³¹ As described in VPL 07-09 and TEGL 10-09.

³² TEGL 3-24, as described in VPL 07-09 and TEGL 10-09. Also see DWD's *Priority of Service for Veterans and Eligible Spouses in Indiana DWD's Integrated WorkOne Offices* for additional guidance.

³³ As determined by DWD.

program collaboration and integration as a best practice that leads to the most effective and efficient service delivery to both jobseekers and employers.

Integration: Promising Practices

Local boards should:

- Support DVOP participants through case conferencing, also known as integrated case management through local policy and practices. In this customer-centered approach, cross-program staff meet regularly to discuss each participant's unique skills, goals, and needs, collaborating to identify appropriate training, service, and employment opportunities.
- Request periodic updates from LVERs on state or local veteran employment opportunities at internal meetings or training events.³⁴
- Allow other WorkOne/AJC program staff to present information at training events for JVSG staff. This practice renews and reinforces DVOP specialists' knowledge of workforce development programs that may be available to their participants.
- Recognize and highlight veteran-friendly local employers at job fairs and other community events and leverage those opportunities to introduce employers and program staff.
- Establish and maintain a shared local resource directory for all program staff to use and update.³⁵

JVSG Staff Limitations in the Integrated Environment

JVSG staff must not be placed in a situation where they are at risk of performing duties that fall outside of their roles and responsibilities.³⁶ The following functions are examples of duties that must not be assigned to, or executed by, JVSG-funded staff:

- Staffing the AJC front desk. JVSG staff must not be assigned at any time to greet incoming customers, conduct intake, or screen for eligibility.
- Providing services prior to eligibility screening. DVOP specialists may not serve individuals who have not been screened for eligibility and who have not completed the initial registration in ICC.
- Checking in customers at job/resource fairs. However, JVSG staff may attend such events to network with other resource providers (DVOP specialists) and employers (LVERs).
- Determining customer eligibility for other services.
- Administering job preparation workshops if any of the workshop participants are not DVOP-eligible populations.
- Monitoring/controlling foot traffic during WorkOne/AJC events, unless the event is only for a DVOP specialist's current participants.

National Veteran's Training Institute (NVTI)

JVSG Staff

As specified in 38 USC 4102A(c)(8), JVSG staff are required to complete specialized training provided by NVTI within 18 months of assignment. Compliance with this training

³⁴ TEGL 3-24.

³⁵ TEGL 3-24.

³⁶ In accordance with 38 USC 4103A(d) and 4104(c).

requirement is tracked by the State Veteran Program Director, who reports the results to DOLVETS on a quarterly basis. Training requirements for each position, course offerings, descriptions, and schedules are found on the [NVTI website](#).

Non-JVSG Staff

NVTI also offers no-cost professional development and training on veteran and grant-related topics to all non-JVSG staff who deliver employment services to veterans. Courses are offered in-person, virtually, and on-demand. Course lengths range from 5 minutes to 3.5 days. Eligible staff that are interested in attending training must complete the online [NVTI Application Form](#).³⁷ Staff should reach out to NVTI Student Services at studentservices@nvti.org if there are issues with accessing or completing the online form.

ACTION

To ensure all eligible veterans are identified and provided appropriate services, local boards are to ensure that JVSG and WorkOne/AJC staff adhere to this policy.

ATTACHMENTS

Attachment A - References

Attachment B - Definitions

Attachment C - Work Authorization

Attachment D - Sample DVOP Eligibility Screening Tool

Attachment E - WorkOne/AJC Intake Staff DVOP Screening Desk Aid

EFFECTIVE DATE

Immediately.

ENDING DATE

Upon rescission.

ADDITIONAL INFORMATION

Questions regarding the content of this publication should be directed to policy@dwd.in.gov.

³⁷ Follow application instructions and complete all required fields.

ATTACHMENT A REFERENCES

- 10 USC 12301, 12302, and 12304
- 29 USC 3102 and 3174
- Section 556 of Title 37
- 38 USC 101, 1720, 4101, 4102, 4103, 4104, 4211, and 4215
- 42 USC 11302 and 12102
- Workforce Innovation and Opportunity Act (WIOA) Sections 3, 121, and 134
- 20 CFR Part 1010
- 20 CFR 678.430
- 20 CFR 680.650
- *TEGL 3-24 Jobs for Veterans' State Grants (JVSG) Program Reforms and Roles and Responsibilities of American Job Center (AJC) Staff Serving Veterans*
- *VPL 05-24 Veteran Program Letter (VPL) 05-24 Jobs for Veterans State Grants Staff Roles and Responsibilities and Coordination with Workforce Innovation and Opportunity Act Services to Veterans*
- *TEGL 10-23 Reducing Administrative Barriers to Improve Customer Experience in Grant Programs Administered by the Employment and Training Administration*
- *TEGL 23-19, Changes 1 and 2 Guidance for Validating Required Performance Data Submitted by Grant Recipients of U.S. Department of Labor (DOL) Workforce Programs*
- *VPL 02-19 HIRE Vets Medallion Program*
- *VPL 07-09 Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in Whole or in Part by the U.S. Department of Labor*
- *TEGL 10-09 Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in whole or in part by the U.S. Department of Labor (DOL)*
- *DODSkillBridge*³⁸
- *HIREVets, HIREVets Medallion Program*³⁹
- *Tricare, Find a Military or Hospital Clinic*⁴⁰
- *National Veterans' NVTAC Technical Assistance Center, Find a Grantee Map*⁴¹
- *National Veterans' Training Institute (NVTI), a DOL VETS Program, Training*
- *DWD Policy 2023-05 Maintaining Data Integrity in Workforce Programs*
- *DWD Policy 2022-08, Change 1 Workforce Programs Data Validation*
- *DWD Policy 2015-08 Priority of Service for Veterans and Eligible Spouses in Indiana DWD's Integrated WorkOne Offices*
- *DWD Policy 2021-10, Change 2 Safeguarding Protected Information and DWD User Accounts Management*

³⁸ [DOD SkillBridge Program - Program Overview Page \(osd.mil\)](https://www.dodskillbridge.org/program-overview).

³⁹ <https://www.hirevets.gov/>.

⁴⁰ [Tricare website](https://www.tricare.mil/).

⁴¹ <https://nvtac.org/find-a-grantee/>.

ATTACHMENT B DEFINITIONS⁴²

Veteran. In DOL legislation, the term “veteran” is defined in 38 USC 101(2) as “a person who served in the active military, naval, air, or space service, and who was discharged or released therefrom under conditions other than dishonorable.” Regarding the term “veteran,” please note that:

- There are no minimum days of service.
- Qualifying individuals can have any character of discharge except dishonorable.
- The inclusion of the word “active” in this definition means any of the following:⁴³
 - Active duty;
 - Any period of active duty for training during which the individual concerned was disabled or died from a disease or injury incurred or aggravated in line of duty;
 - Any period of inactive duty training during which the individual concerned was disabled or died from an injury incurred or aggravated in line of duty; or from an acute myocardial infarction, a cardiac arrest, or a cerebrovascular accident occurring during such training.

Eligible Veteran. According to 38 USC 4211(4), an eligible veteran is a person who meets one of the following criteria:

1. Served on active duty for a period of more than 180 days and was discharged with conditions other than a dishonorable discharge; or
2. Was discharged or released from active duty because of a service-connected disability; or
3. Was a member of a reserve component under an order to active duty⁴⁴ who 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; or
4. Was discharged or released from active duty by reason of a sole survivorship discharge.

Regarding the term “eligible veteran,” please note that:

- In order to meet the definition of an eligible veteran, the individual only needs to have met one of the four criteria listed above.
- The “eligible veteran” definition is more stringent than the “veteran” criteria. All eligible veterans are veterans, but not all veterans are eligible veterans.
- The 180 days must be consecutive.
- The 180-day requirement does not apply to individuals who served on active duty during a period of war (or a period for which a campaign badge is authorized) or to veterans who separated due to their service-connected disability or sole survivorship.

⁴² VPL 05-24, Appendix: *Defining and Discussing Eligible and Prioritized Populations*.

⁴³ According to 38 USC 101(24).

⁴⁴ Pursuant to 10 USC 12301(a), (d), or (g); 12302; or 12304.

- As with veterans⁴⁵ the person may have any character of discharge except dishonorable. However, an eligible veteran with more than one period of service may have different characters of discharge. In JVSG, one other-than-dishonorable discharge qualifies the person as an eligible veteran, even if their most recent discharge was dishonorable, as long as they meet at least one of the eligible veteran criteria listed above.
- An individual who is appealing their dishonorable discharge must be successful in the appeal before they meet the definition of an eligible veteran.
- These are the specific uses for the term “eligible veteran” as defined in JVSG:
 - DVOP specialists may serve eligible veterans who are experiencing at least one qualifying employment barrier. Special disabled and other disabled veterans must also meet the criteria of an eligible veteran to receive DVOP services.
 - This group is included in the hiring preference for LVERs.

Eligible Person. According to 38 USC 4101(5), an “eligible person” is:

- The spouse of any person who died of a service-connected disability;
- The spouse of any member of the Armed Forces serving on active duty who, at the time of application for assistance,⁴⁶ is concerned in one or more of the following categories and has been so listed for a total of more than ninety days:
 - Missing in action,
 - Captured in line of duty by a hostile force, or
 - Forcibly detained or interned in line of duty by a foreign government or power; or
- The spouse of any person who has a total disability permanent in nature resulting from a service-connected disability, or the spouse of a veteran who died while a disability so evaluated was in existence.

Regarding the term “eligible person,” please note that:

- The term “eligible person” is not the same as the term “military spouse,” nor would it be accurate to use the phrase “eligible spouse” here, as that term is used for priority of service.
- A widow or widower who is eligible for one of the reasons described above remains eligible even if they later remarry.
- The uses of the term “eligible person” mirror those of eligible veterans:
 - DVOP specialists may serve eligible persons who are experiencing at least one qualifying employment barrier defined in policy.
 - This group is included in the hiring preference for LVERs.

Additional Populations. Each year’s funding bill⁴⁷ may authorize DVOP specialists to serve—and LVERs to work with employers on behalf of— additional populations such as:

- Transitioning members of the Armed Forces who have participated in the Transition Assistance Program and have been identified as in need of intensive services.

⁴⁵ Under 38 USC 101(2).

⁴⁶ Pursuant to section 556 of Title 37 and regulations issued thereunder.

⁴⁷ The Annual Appropriations Act for DOL.

- Members of the Armed Forces who are wounded, ill, or injured and receiving treatment in military treatment facilities or warrior transition units.
- Spouses or other family caregivers of such wounded, ill, or injured members.

Regarding the term “additional populations,” please note that:

- 38 USC 4101(9) established that “intensive services” means “individualized career services.”
- Transitioning service members, like all other participants, may self-identify as to their need for individualized career services.
- There is no requirement that the TSM has completed any segment of TAP nor is there a specific segment of TAP in which the TSM must have participated. This means that the TSM only needs to have participated in any part of TAP, such as the self-paced online module or Individualized Initial Counseling.
- In accordance with 38 USC 1720G(d) and in the context used here, the term “**family caregiver**” specifically refers to an individual who provides personal care services to a service member who is wounded, ill, or injured and receiving treatment in a military treatment facility or warrior transition unit. This individual must also be someone who:
 - is a **member of the family** of the service member, including:
 - a parent;
 - a spouse;
 - a child;
 - a step-family member; and
 - an extended family member; or
 - lives with, but is not a member of, the family of the service member.
- “**Wounded**” is defined as a service member or veteran who has incurred an injury as a result of an attack or other use of force against the US, US forces, or other designated persons or property. “**Ill or injured**” is defined as an injury or illness incurred by the member in the line of duty in the Armed Forces that may render the member medically unfit to perform the duties of the member’s office, grade, rank, or rating.
- Warrior transition units and military treatment facilities are also called Soldier Recovery Units, military hospitals, and military clinics. These facilities can be found by zip code on the [Tricare website](#).
 - **NOTE: Members of the Armed Forces who are wounded, ill, or injured receiving treatment at any of the locations (including certain medical facilities of the VA) listed on Tricare website are included as part of this eligibility criterion.**
- None of the individuals described here as “additional populations” are veterans. Once the service member separates from the military, they become a veteran and must be screened for eligibility as an eligible veteran with a qualifying employment barrier. Likewise, the spouse or other family caregiver of the member must be screened for eligibility as an eligible person after the member’s separation.
- These additional populations do not need to be experiencing an additional employment barrier to benefit from the JVSG program by receiving services from a DVOP specialist or for a LVER to work with employers on their behalf.

Covered Person. According to 38 USC 4215, “covered person” means any of the following:

- A veteran.
- The spouse of any of the following individuals:
 - Any veteran who died of a service-connected disability.
 - Any member of the Armed Forces serving on active duty who, at the time of application for assistance under this section, is listed, pursuant to section 556 of Title 37 and regulations issued thereunder, by the Secretary concerned in one or more of the following categories and has been so listed for a total of more than 90 days:
 - Missing in action;
 - Captured in line of duty by a hostile force; or
 - Forcibly detained or interned in line of duty by a foreign government or power.
 - Any veteran who has a total disability resulting from a service-connected disability.
 - Any veteran who died while a disability so evaluated was in existence.

Regarding the term “covered person,” please note that:

- The part of the definition that applies to a spouse above is almost identical to the definition of an eligible person from 38 USC 4101(5).
- Covered persons are entitled to priority of service under any DOL-funded job training program, as long as they meet the program’s other eligibility requirements.
- Priority of service is not generally applied in JVSG, because DVOP specialists almost exclusively serve covered persons, and LVERs do not provide direct services to customers.

Qualifying Employment Barriers. To receive DVOP services, an eligible veteran or eligible person must affirm that they are experiencing at least one of the following employment barriers:

- Has a disability, which may include any of the following:
 - **Special disabled veteran**⁴⁸ is defined as 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 of Veterans Affairs for a disability rated at 30 percent or more, or rated at 10 or 20 percent in the case of a veteran who has been determined to have a serious employment handicap; or person who was discharged or released from active duty because of a service-connected disability.
 - **Disabled veteran** is defined⁴⁹ as 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 of Veterans Affairs;⁵⁰

⁴⁸ As defined in 38 USC 4211(1).

⁴⁹ As defined in 38 USC 4211(3).

⁵⁰ An individual who attests to having a disability claim pending with the VA should be considered to have an approved claim for the purposes of determining the qualifying employment barrier. A veteran with a 0 percent rating does not qualify as being “entitled to compensation” within the meaning of the statute.

or a person who was discharged or released from active duty because of a service-connected disability.

- **Other disability.** Eligible veterans and eligible persons who self-identify as having a disability.⁵¹
- Is a **Vietnam-era veteran**,⁵² defined as an eligible veteran any part of whose active military, naval, or air service was during the Vietnam era, as defined by 38 USC 101(29).
- Is a **recently separated veteran**,⁵³ defined as a veteran who was discharged or released from active duty within the last three years.
- Has been referred for employment services by a representative of the Department of Veterans Affairs.
- Is experiencing **homelessness**.⁵⁴
- Is **justice-involved**.⁵⁵
- Is between the ages of 18–24 years of age at the time of enrollment.
- Is educationally disadvantaged, meaning that the individual lacks a high school diploma or equivalent certificate.
- Is economically disadvantaged, which means any of the following:
 - Meets the definition of a low-income individual in WIOA Section 3(36), 29 USC 3102(36).
 - Unemployed.
 - Heads of single-parent households containing at least one dependent child.

NOTE: An eligible person must personally meet eligibility criteria. In other words, they must both: a) meet the definition found in 38 USC 4101(5), and b) be experiencing at least one of the criteria listed above (e.g., homeless, justice-involved, etc.). An eligible person who is not a veteran may not claim eligibility for DVOP services based on their spouse's status as, for example, a Vietnam-era veteran.

⁵¹ As defined by the Americans with Disabilities Act, 42 USC 12102.

⁵² As defined by 38 USC 4211(2).

⁵³ As defined in 38 USC 4211(6).

⁵⁴ As defined in Sections 103(a) and (b) of the McKinney Vento Homeless Assistance Act (42 USC 11302(a) and (b)).

⁵⁵ As defined in WIOA Section 3(38), 29 USC 3102(38) (definition of “offender”).

ATTACHMENT C

WORK AUTHORIZATION⁵⁶

Many program services may be provided without proof of a participant's work authorization. The customer "self-declares" when they enter data into DWD's labor exchange system or when staff enters data into DWD's case management system. Services that can be provided without validating work authorization include, but are not limited to, the following:⁵⁷

- Labor exchange services – labor market information, career exploration, career guidance, resume writing assistance, and job search assistance.
- Information on workers' rights and where to find legal assistance.
- Referral to community resources such as transportation, childcare support, food assistance, housing assistance, medical assistance, and other similar resources.
- Individualized services – career assessments, development of an individual employment plan, group counseling, one-on-one case management, career planning, information on foreign credential evaluation services and on obtaining credit for prior learning.
- Basic skills education including English language instruction and high school equivalency.
- Assistance in completing paperwork to finalize work authorization.
- Assistance in applying for an occupational license.
- Outreach to workers regarding the Employment Related Law Complaint System and processing such complaints.

However, an individual's eligibility to work in the United States **must** be validated for Wagner-Peyser program participants prior to the receipt of any of the following services:

- Job placement.⁵⁸
- Occupational post-secondary training.
- Work-based learning programs including WIOA-funded:
 - Work experience/transitional jobs;
 - On-the-job training;
 - Pre-Apprenticeship/Apprenticeship;
 - Incumbent worker training participants that are co-enrolled in and receiving services funded by the Adult or Dislocated Worker programs; and
 - Customized training.
- Supportive Services that represent a direct financial benefit such as a voucher or reimbursement, relocation expenses, or needs-related payment supportive services and/or training services.

Validating Work Authorization

DWD does not expect WorkOne/AJC staff to have extensive expertise in validating immigration status or work authorization. Work authorization can be evidenced by several

⁵⁶ TEGL 10-23.

⁵⁷ Self-attestation is acceptable to provide the services that do not require validating work authorization.

⁵⁸ Includes job referrals.

types of documents. Any of the documents described below may be used to validate work authorization for the purpose of enrolling someone in an ETA-funded program.

- Form I-9 acceptable documents.
- Documents presented by green card holders.
- Employment Authorization Documents (EADs).⁵⁹
- Verification in the U.S. Citizenship and Immigration Services' Systematic Alien Verification for Entitlements (SAVE) system.⁶⁰

NOTE: Local areas are to postpone verifying work authorization documentation until the participant is moving into services that require such authorization. This practice reduces administrative barriers and improves timely access to service delivery.

Assisting Participants with Obtaining Documentation


WorkOne/AJC staff may help or make referrals to partner programs that can assist with obtaining work authorization, paying documentation fees, and jointly establishing individual employment plan goals for acquiring needed documents.

⁵⁹ Held by individuals including refugees, asylees, parolees, and other immigrants with work authorization, including individuals with deferred action, Deferred Action for Childhood Arrivals (DACA) protection, and individuals who have work authorization while their applications for asylee, parolee, or other status (such as TPS or other) are pending.

⁶⁰ NOTE: The use of the SAVE system should be considered optional. There is no requirement for the use of this system.

ATTACHMENT D

SAMPLE DVOP ELIGIBILITY SCREENING TOOL⁶¹



DVOP Eligibility Screening Tool

Are you interested in receiving one-on-one career planning or help finding employment? Yes No

If Yes, please complete this tool to determine whether you are eligible for DVOP specialist services.
If No, please stop here; you may be eligible for priority of service from another staff member.

Section A: Current Service Members

If you are currently serving on active duty, select any statements that apply to you.

- I am wounded, ill, or injured AND I am receiving treatment at a military treatment facility or soldier recovery unit.
- I am within 1 year of separation or 2 years of retirement, AND I have participated in a part of the Transition Assistance Program (TAP).

If you checked any of these, a DVOP specialist can serve you, pending availability; please skip to **Section E: Customer Signature**. Otherwise, please continue to **Section B**.

Section B: Eligible Veterans

If you have ever served in the military, select any statements that apply to your service:

- I served on active duty for more than 180 consecutive days and was discharged with other than a dishonorable discharge. (For National Guard/Reserve, active-duty training does not count toward the 180 days.)
- I was released from active duty because of a service-connected disability.
- I was released from active duty by reason of a sole survivorship discharge.
- I was a member of a Guard/Reserve component; AND 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.

If you checked any of these, you are considered an Eligible Veteran; please skip to **Section D** to determine whether a DVOP specialist can serve you. Otherwise, please continue to **Section C**.

Section C: Eligible Persons

If you are the spouse, family caregiver, or widow(er) of someone who served or is serving in the Armed Forces, select any of the following statements that apply to you:

- I am the spouse or family caregiver of a wounded, ill, or injured current service member who is receiving care at a military treatment facility.

If you checked the box above, a DVOP specialist can serve you; skip to **Section E**. Otherwise, please continue:

- My spouse was a veteran who died because of a service-connected disability.
- My spouse has (or my deceased spouse had) a total and permanent service-connected disability rating from the Department of Veterans Affairs.
- My active-duty spouse is listed as one of the following, and has been for more than 90 days: 1) missing in action; 2) captured in the line of duty by a hostile force; or 3) forcibly detained or interned in line of duty by a foreign government power.

If you checked any of the boxes in this part of Section C, you are an Eligible Person; please continue to **Section D** to determine whether a DVOP specialist can serve you. Otherwise, please stop here; you may be eligible for priority of service from another staff member.

Notice To Our Customers: We are requesting this information to best meet your employment and training needs. We will keep all information you provide to us confidential to the greatest extent allowed by law. If you do not provide this information, you will not be subjected to any adverse treatment.

⁶¹ DWD's State Veteran Program Director has distributed this tool to all regional JVSG staff.


DVOP Eligibility Screening Tool

Section D: Qualifying Situations

Only complete this section if directed by either **Section B: Eligible Veterans** or **Section C: Eligible Persons**. Select any of the statements that apply to you.

- I have a disability, which may include any of the following:
- I am entitled to compensation for a service-connected disability from the U.S. Department of Veterans Affairs (VA), or I currently have a disability claim pending with the VA.
 - I was released from active duty due to a service-connected disability.
 - I have another disability, meaning a physical or mental impairment that substantially limits one or more major life activities.
- I am an Eligible Veteran and part of my active military, naval, or air service was during the Vietnam era, which means either:
- I served in the Republic of Vietnam at any time between November 1, 1955, and May 7, 1975, or
 - Any part of my active duty service was between August 5, 1964, and May 7, 1975.
- I am an Eligible Veteran, and I was discharged or released from active duty within the last three years.
- I have been referred for employment services by a representative of the U.S. Department of Veterans Affairs.
- I am experiencing homelessness, including any of the following:
- I do not have (and cannot obtain) a fixed, regular, adequate, permanent place to live.
 - I will soon lose my housing and do not have anywhere else to go.
 - I am attempting to flee domestic violence and have no safe residence or resources to obtain safe permanent housing
- I have been subjected to any stage of the criminal justice process, and/or I need assistance overcoming employment barriers resulting from a record of arrest or conviction.
- I am between 18–24 years of age.
- I do not have a high school diploma or equivalent certificate.
- I receive (or have in the last 6 months received) public assistance through SNAP, TANF, SSI, or state or local income-based programs.
- My total family income does not exceed the higher of the poverty line, or 70% of the lower living standard income level.
(Please ask for assistance if you think it might apply to you.)
- I am unemployed and am available to work.
- I am the head of a single-parent household.

If you checked any of these, you are eligible for DVOP specialist services; please continue to **Section E**. Otherwise, you may be eligible for priority of service by other staff.

Section E: Customer Signature

If directed here from a previous section, you are eligible for DVOP specialist services based on your responses. By completing these fields, you certify that your answers are true to the best of your knowledge.

Name:

Date:

Signature:

Phone:

AJC Use Only

Intake by:

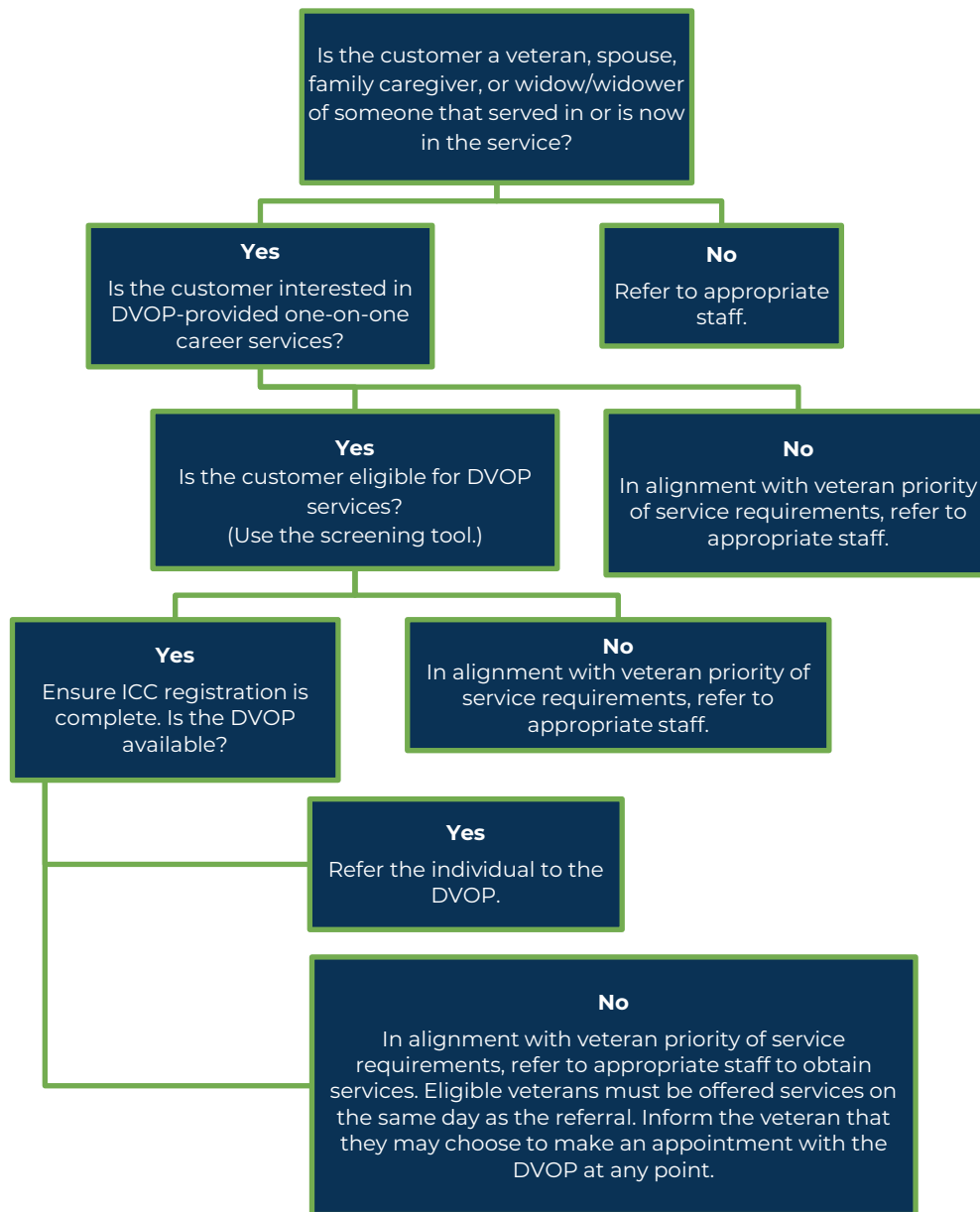
Date:

Referred to: DVOP specialist:

Other AJC staff:

ATTACHMENT E

WORKONE/AJC INTAKE STAFF DVOP SCREENING DESK AID⁶²



Flowchart Notes

- Staff must accept an individual's verbal, written, or electronic confirmation of their eligibility status and experiences as sufficient evidence for referral to DVOP services.
- A DVOP Specialist is considered “unavailable” when they have a full caseload, are not present physically or virtually, or are in a meeting when a customer would otherwise be referred.
- Enter all appropriate services/case notes to the customer’s ICC record.

⁶² All regional JVSG staff will be provided additional electronic copies of the flowchart upon request.