

**COMPILED RESPONSES TO
ADMINISTRATIVE POLICY:
JVSG EMPLOYMENT AND ADVOCACY SERVICES**

Policy Section	Issue(s)	Submitted by (Name/LWDB)	Policy Language Change	DEO Response	Authority
IV.B.11 - D.1	Why aren't DVOPs allowed to submit Job Developments in this policy?	Eliseo Colon LWDB 15	No	The policy does not prohibit a DVOP specialist from conducting job development activities. However, job development activities are a result of an established relationship with an employer or new employer outreach, which is not the role of the DVOP specialist. Therefore, the policy outlines job development activities as one of the core functions of the LVER and not the DVOP.	20 CFR § 678.430
General	Are DVOP's permitted to contact employers if the LVER is not available?	Natalia Dolsak LWDB 14	No	Under 38 U.S.C. 4103A(a), a DVOP specialist provides individualized services and facilitates placements to meet the employment needs of veterans. A DVOP specialist may contact an employer to facilitate the placement of a work ready, SBE veteran they are actively serving.	38 U.S.C. 4103A(a), & 20 CFR § 678.430
IV.B.11	Under normal circumstances when we as DVOPs meet with the Veteran and finish the intake and IEP process, we normally start the job search with them. Is this still going to be the same or do we need to wait until there is a meeting with the LVER?	Natalia Dolsak LWDB 14	No	No, job search efforts should be provided immediately by the DVOP specialist, if there are no barriers that would prevent the veteran or eligible person from obtaining or maintaining employment. LVER collaboration is a supplement to the job search efforts of the DVOP specialist.	
IV.B.9	When we meet with the Veteran, they either have a resume or we work with them to create one. Is this now going to be the responsibility of the LVER as this would probably slow the process down?	Natalia Dolsak LWDB 14	No	Section IV.B.11.d states that prior to scheduling a case conference with a LVER for advocacy services, the DVOP specialist must ensure the veteran has an appropriate, targeted, and current resumé.	

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General	As there is going to be a 90-day follow-up instead of a 60 day, cases close as a soft exit in 60 days. We are to assume that we will case note but the Veteran will automatically close after 60 days.	Natalia Dolsak LWDB 14	No	Administrative Policy 115: Common Exit, Section IV.G.1, states that system (soft) exit occurs automatically after participants receive no staff-assisted services for 90 days.	Administrative Policy 115: Common Exit
IV.B.1	Will the code V01 replace the 203 code?	Natalia Dolsak LWDB 14	No	Yes, the objective assessment must be recorded in Employ Florida using service code V01 (JVSG - Objective Assessment) and include the required documentation/case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.	
IV.B.4	V04 = IEP Update? Will a new 205 be generated or does the V04 suffice?	Natalia Dolsak LWDB 14	No	A system generated 205 will appear upon creating an IEP. A V04 (JVSG – Individual Employment Plan Update) will be entered by the DVOP specialist for all IEP plan updates.	
IV.B.5	V05 = old 215 code?	Natalia Dolsak LWDB 14	No	Yes, DVOP specialists that are conducting any short-term prevocational services must utilize the V05 (JVSG – Short-term Prevocational Services) code to capture this service.	
IV.B.11	If an LVER is unavailable or a veteran doesn't want to meet for the V11 Work Readiness Case Conference, can it be case noted and DVOP proceed with case coordinated services that lead to employment, without the LVERs interaction or is a requirement?	Natalia Dolsak LWDB 14	No	No, the LVER must meet directly with the veteran or eligible person, either in person or remotely, to verify work ready status and determine an effective outreach strategy to market the participant.	

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IV.B.9	Under section 9, Consistent Contact, it says that if a DVOP is unable to contact a veteran after 90 days MUST close and exit the case... is it more appropriate to say “should” instead of “must”? I can think of situations that the veteran may be unavailable for a period of time, due to schooling or medical procedures, allowing them to exit when we know they will reenter EF, may create additional negative exits/outcomes on the same veteran.	Natalia Dolsak LWDB 14	No	No, Administrative Policy 115: Common Exit, Section IV.H. states “The participant’s exit must not be prolonged by staff extending service dates, removing exits, or opening new services unless it is demonstrated and documented in Employ Florida that the participant has unmet needs and is actively being served...”	Administrative Policy 115: Common Exit, Section IV.H
IV.B.1	When will the DVOP use the 203 code?	Stacy Campbell-Domineck LWDB 17	No	The DVOP specialist should not use service code 203. As WIOA Youth have separate service codes from WIOA Adult, the “V” service codes are specific for JVSG program staff.	
IV.B.3	The same with the 200 code- Individual Career Counseling with V03? If so, when will the DVOP use the 200 code?	Stacy Campbell-Domineck LWDB 17	No	The DVOP specialist should not use service code 200. DVOP specialists that are conducting Individual Career Counseling services must utilize the V03 (JVSG - Individual Career Counseling) code to capture this service.	
General	Will the new “V” codes be updated on the Veterans Quarterly Managers Report?	Stacy Campbell-Domineck LWDB 17	No	Yes.	

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General	Will the new codes be added to the Wagner-Peyser Service Code Activity Guide?	Stacy Campbell-Domineck LWDB 17	No	Yes, the new services will be added to the Employ Florida Service Code Guide.	
IV.D.3	In regard to staff referring a veteran or an eligible person to the DVOP, is that 48 consecutive hours from the point of contact or 48 business hours?	Stacy Campbell-Domineck LWDB 17	Yes	The policy language has been updated.	
General	Will the new Service Codes completely replace the current DEO EF Service Codes? If so, when will the new DEO EF Service Code Guide be released to the LWDBs?	Jody A. Toner LWDB 15	No	Yes, however, only for JVSG program staff. The updated Employ Florida Service Code Guide will be issued prior to the policy's release.	
IV.B.3.c	Under which code does Labor Market Information (LMI) fall?	Jody A. Toner LWDB 15	No	DVOP specialists who provide LMI to participants must utilize service code 107 (Provision of Labor Market Information) – however, this service is not an individualized career service and does not trigger nor extend participation.	
IV.B.1	Will an Objective Assessment be required for a Veteran with a degree?	Jody A. Toner LWDB 15	No	Yes.	

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General	When using the enrollment programs (W/P and JVSG) it appears that we need to jump back and forth between the two programs to properly document services provided. Can these two programs talk to one another?	Jody A. Toner LWDB 15	Yes	When completing the WP application, the DVOP specialist must ensure that the JVSG participation date is selected and all services provided by the DVOP specialist are entered using the JVSG customer group, not the WP customer group. The policy language has been updated.	
IV.B.1	It appears that there may be a contradiction on page 4 regarding physical health and disabilities that may be a violation of HIPAA regulations. The paragraph referring to the review of the JVSG health items and the fact that below that there is a statement that we must not document any health information in EF. Also, are weight-lifting limits to be included here?	Jody A. Toner LWDB 15	Yes	The policy language has been updated. Stating that a veteran has a physical limitation/disability that hinders them from, for example, lifting more than 40 lbs., is not disclosing one's personal health information.	
IV.B.1	Under the Note on page 4 it says that if another DVOP has already done an assessment and a new DVOP or partner program staff reviews it, should the second DVOP do a completely new assessment, or will the existing assessment be able to be modified to include any items that may be missing.	Jody A. Toner LWDB 15	No	Yes, the DVOP specialist must reaffirm the results of the previous assessment and administer any missing or new elements utilizing and updating the Employ Florida Objective Assessment wizard.	

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IV.B.2	On page 5 a reference to CareerScope is made. This website is very slow and does not give any more info that the current website we are using – My Next Move. We assume that the LWDB has the permission to use whatever works best for them, correct? In theory, will all USDOL assessments be recognized here.	Jody A. Toner LWDB 15	No	DVOP specialists may administer additional specialized assessments beyond CareerScope® in accordance with LWDB policy and procedures.	
IV.B.4	If an IEP has been completed by another program (i.e. WIOA) not using the EF wizard, should the DVOP then complete an IEP using the EF wizard?	Jody A. Toner LWDB 15	No	Yes.	
General	Shouldn't all program departments use the EF Wizard to complete the IEP? Or is this a LWDB decision?	Jody A. Toner LWDB 15	No	This question is beyond the scope of the Administrative Policy.	
IV.B.4	Note 4 on page 6 talks about coordination between programs. Who will be the actual case manager – DVOP or HVRP program?	Jody A. Toner LWDB 15	No	Both, respectively.	
IV.B.9	Post-employment consistent contact for 90 days rather than the current 60? This may well cross lines from quarter to quarter.	Jody A. Toner LWDB 15	No	Consistent contact will not impact the Individualized Career Service Rate, nor will it extend participation.	

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IV.B.12	Can LVERs only make job referrals to other jobs in EF that they did not create a Job Development for?	Jody A. Toner LWDB 15	No	LVER staff must not make referrals to job orders that were not created through their job development activities. Referrals to job orders is the function of the DVOP specialist and Wagner-Peyser staff.	Administrative Policy 96: Job Seeker Registration, Application and Services.
General	Are the designated V codes intended to be used by JVSG staff only, or are frontline staff expected to utilize these codes also?	Donna Doubleday LWDB 19	No	The V-codes are designated to be used by JVSG staff only.	
IV.B.b	The policy only states that one employment goal must be identified. The 2020-2021 Wagner Peyser Programmatic Review Tool indicates that, at a minimum, one long term and one short term goal must be identified if code 205 is recorded. (#s 39, 40 and 41 on the tool). Will this continue to be a requirement?	Donna Doubleday LWDB 19	No	Yes, this policy changes the IEP requirements for JVSG staff. The IEP must have one employment goal and will be monitored by the newly developed JVSG monitoring tool.	
IV.B.10	Regarding the statement “The service code V10 (JVSG- DVOP Outreach is to be utilized with the <u>employer services</u> code E49 (Organizational Visit), ” the wording “employer services code” may generate slight confusion between code E49 (Organizational Visit) used by DVOPS and code E50 (Employer Outreach Visit) used by LVERS. Recognizing that E codes are employer services codes, would it still be effective if	Donna Doubleday LWDB 19	Yes	The policy language has been updated	

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	the words “employer services” were removed, so that the sentence would read “The service code V10 (JVSG- DVOP Outreach is to be utilized with the code E49 (Organizational Visit).” ?				
IV.B.13	The statement “Conducting a job search through Employ Florida on behalf of the participant does not constitute a staff-assisted job search activity” appears to conflict with the definition of code 114 in the EF Service Code Guide (updated July 2021), which says – “Code is recorded when a job search is conducted by staff using EF, other job banks, or other means such as newspapers and other printed advertisements.” We suggest either removing the statement, or, if the intent is for additional services to be provided by DVOPs assisting Veterans with job search, perhaps a different code be created for that purpose.	Donna Doubleday LWDB 19	Yes	The policy language has been updated.	
IV.C	The statement “These activities must include efforts to increase job opportunities for Veterans and eligible persons through direct employer contact” ends with a footnote, which says, “Direct contact requires an acknowledgement from the employer regarding the specific	Donna Doubleday LWDB 19	No	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. Employer acknowledgment does not include sending mass emails or providing informational packages. There must be an interaction between the employer and LVER through means described above. The	

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	service provided”. What constitutes “employer acknowledgement”?			employer must be cognizant of the services being provided, meaning they must respond. That response may be the acceptance of a resume, agreeing to interview the veteran, or any other acknowledgment of the service provided.	
IV.D	Would it be appropriate to add E50 Employer Outreach Visit to the service code table for that section? It is possible that the advocacy visit may be a first time visit to the business, where services are explained along with advocacy provision. If not included in the table, it is possible that the E50 might not be claimed, as it may be deemed not in agreement with advocacy.	Donna Doubleday LWDB 19	No	This question is beyond the scope of the administrative policy. This question will be addressed in a forthcoming revision of Administrative Policy 103: LVER and DVOP Outreach Process at American Job Centers.	
General	Are there any service codes that should not be used by DVOPS or LVERS?	Donna Doubleday LWDB 19	No	Service codes represent services; therefore, if a service is necessary to the participant’s successful outcome, and not in conflict with state or federal guidance, the DVOP specialist may record the service. This policy focuses on individualized career services, as the facilitation of these services through the case management framework is the primary role of the DVOP specialist. The LVER is more restricted from providing direct services to participants, as their primary role is that of employer outreach. LVERs must only record those participant services outlined in Administrative Policy to ensure compliance with state and federal guidance.	

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III.	I would recommend adding VPL 07-09 to define eligible veterans and spouses in general. It is highlighted in later passages, but can technically be found in this particular VPL.	Don Lusk LWDB 13	Yes	The policy language has been updated.	
IV.B	Will these new V codes be reportable services & services that trigger participation? (I.E. will these codes extend Wagner Peyser participation, etc.) If not, should the DVOP team be recording the corresponding WP Individual Service Codes as applicable?	Don Lusk LWDB 13	No	Each “V” service is mapped individually, therefore, each will have different impacts on the participant’s application (i.e., trigger or extend participation). The Employ Florida Service Code Guide will provide the information specific to each code.	
IV.B.1	Should the DVOP also record the corresponding WP activity code (203)?	Don Lusk LWDB 13	No	No.	
IV.B.1	Will the DVOP’s complete a new Objective Assessment in this case, as well as record another V01 code?	Don Lusk LWDB 13	No	No, the DVOP specialist will reaffirm the results of the previous assessment and administer any missing or new elements utilizing and editing/updating the Employ Florida Objective Assessment wizard.	
IV.B.2	Should the DVOP also record any corresponding WP activity codes for assessments as well?	Don Lusk LWDB 13	No	Yes, but only under the JVSG customer group.	

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IV.B.4.a	Will an electronic signature be acceptable on the IEP?	Don Lusk LWDB 13	No	Yes, this is encouraged.	
IV.B.4.c	Will an electronic signature be acceptable?	Don Lusk LWDB 13	No	Yes, this is encouraged.	
IV.B.6	I would recommend adding Hiring Our Heroes. They provide career and employment support services to veterans and military spouses. Their website is https://www.hiringourheroes.org/ .	Don Lusk LWDB 13	No	The list of resources provided are recommendations and may be adjusted accordingly.	
IV.B.6	Should the DVOP also record any activity codes 169 - 178	Don Lusk LWDB 13	No	The DVOP specialist must use the V06 (JVSG – Coordination of Wraparound Services) code when assisting the veteran in the coordination of wraparound services, such as those listed in section IV.B.6.	
IV.B.7	Is this stating that DVOPs will be trained to complete WIOA eligibility?	Don Lusk LWDB 13	Yes	The policy language has been updated.	

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IV.B.9	What does this mean? If a DVOP is simply calling to see how a Veterans new job is going, how could the Veteran agree to the service being provided? There really doesn't seem to be a service being provided, rather just the DVOP checking in. This is a bit unclear	Don Lusk LWDB 13		Consistent contact does not extend participation; therefore, it is not considered a service. Like follow-up, consistent contact is required to properly case manage participants by consistently reviewing their need for additional services until such time (90 days employed) it can be appropriately determined that the participant is no longer in need of services.	
IV.B.9	If a DVOP was unable to contact the Veteran and has no longer been recording service codes because no services have been provided, the Veteran should exit Wagner Peysner after 90 days from the last reportable WP service, so the Veteran should automatically exit WP.	Don Lusk LWDB 13	No	Yes, this is correct.	
IV.B.11	What if a Veteran is looking for employment that does not have a favorable market outlook? We would of course try to work with that Veteran to choose an occupation with a better outlook, but sometimes a Veteran may insist on working in an industry or occupation that has a declining outlook.	Don Lusk LWDB 13	No	The DVOP specialist is not precluded from preparing a plan centered on an employment goal in an occupation with an unfavorable outlook. However, the DVOP specialist should regularly revisit the goal with the participant and provide alternative employment opportunities which may result in improved outcomes.	
IV.C	How does a LVER go about getting an acknowledgement from the employer regarding the specific service provided? We are a little confused about what this would look like.	Don Lusk LWDB 13	No	Acknowledgement from the employer should be documented in the case note attached to the service activity, (e.g., LVER contacted Lowes HR Director Smedley Butler on Aug 3, 2021 at 10:30 AM to inquire about a resume sent on behalf of veteran Richard Mando. Mr. Butler replied stating he did in fact receive veteran Mando's resume and thanked the LVER for the service).	

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IV.D.1	There has been some confusion about this in the past. In order to be able to record a code E33 or 123, does a job seeker have to secure an interview for the position, or, would the LVER going out to a business and attempting to secure an interview with an employer in which there is no suitable employment opening on file in EF count?	Don Lusk LWDB 13	No	No, according to both the E33 & 123 documentation requirements, an interview is not required to generate either activity, rather, it is the <i>process</i> of attempting to secure an interview for the jobseeker. Within the E33 definition, it states the code may be recorded for an instance that resulted in a hire or was simply a contact to transfer an application, transfer a resume, and/or schedule an interview.	
IV.D.1. b	To clarify, can a LVER do a regular referral to a job opening in EF if they worked directly with the Veteran to identify that job opportunity?	Don Lusk LWDB 13	No	No. Section D.1.(b). b states: “LVER staff must not make referrals to job orders that were not created through their job development activities.” This is a DVOP specialist and Wagner-Peyser function.	Administrative Policy 96: Job Seeker Registration, Application and Services.
IV.D.2. b	Will the E53 code be considered a Level 1 Employer Engagement code?	Don Lusk LWDB 13	No	The E53 will be mapped to Accessing Untapped Labor Pools and Workforce Recruitment Assistance. CareerSource Florida will determine if the service meets the Level 1 Employer Engagement code standard.	TEGL 10-16, Change 1

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IV.D.3	Will this process for recording the 158 code be added to Admin Policy 102 – Veteran Intake at Career Centers? I would recommend adding this there as well.	Don Lusk LWDB 13	No	Yes.	
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