



Charlie Crist  
Governor  
Cynthia R. Lorenzo  
Director

## MEMORANDUM

**DATE:** October 11, 2010

**TO:** Selected Regional Workforce Board (RWB) Executive Directors\*

**FROM:** Lois A. Scott, Program Manager, One-Stop and Program Support

**SUBJECT:** Veterans' Program Self-Assessments

The Jobs for Veterans Act requires the periodic assessment of services provided to veterans through the Veterans Program grants operated by the State. Fifty percent of the full-service One-Stop Career Centers, where veteran staff is located, are randomly selected for a self-assessment of their services to veterans. The following One-Stop Career Centers have been selected to participate in a self-assessment for this program year.

- **RWB 2:** Ft Walton, Crestview, Defuniak Springs
- **RWB 3:** Mariana
- **RWB 5:** Tallahassee
- **RWB 6:** Madison
- **RWB 7:** Lake City
- **RWB 8:** Jacksonville Southside, St. Augustine
- **RWB 9:** Gainesville
- **RWB 13:** Palm Bay, Cocoa, Titusville
- **RWB 14:** Tarpon Springs, St. Petersburg
- **RWB 15:** Plant City
- **RWB 17:** Winter Haven, Lakeland
- **RWB 18:** Bradenton
- **RWB 19:** Wauchula, Arcadia
- **RWB 20:** Okeechobee, Port St. Lucie
- **RWB 21:** West Palm
- **RWB 22:** South Broward
- **RWB 23:** North Miami Beach, Miami Beach, Little Havana, Key West, Perrine
- **RWB 24:** Ft Myers, Naples

**Agency for Workforce Innovation**

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There are three separate Self-Assessment forms. One is to be completed by the local One-Stop Career Center management staff; one by the Local veterans Employment Representative (LVER) staff assigned to the center and one by the Disabled veterans Outreach Specialist (DVOP) staff assigned to the center. The assessment forms are attached and, when completed, need to be returned to Michael Murphy at [michael.murphy@flaawi.com](mailto:michael.murphy@flaawi.com) no later than October 29, 2010.

In addition to the self-assessments, an on-site technical assistance and validation visit will be scheduled at twenty percent of the One-Stops completing the self-assessment. The on-site visit will be conducted jointly by the Agency for Workforce Innovation (AWI) Veterans Program staff and the U.S. Veterans Employment and Training Service (VETS) staff. The Centers selected for an on-site validation visits are determined using the following four criteria:

- The State or One-Stop Center office in question has requested an AWI/VETS validation visit.
- The VETS Director has determined that, based on the results of the self-assessment, an on-site validation is warranted.
- The office has not been validated on-site in the last five years.
- The office is randomly selected for the validation sample.

The following activities and procedures will be reviewed and validated during the on-site visits:

- One-Stop Career Centers are providing priority workforce services to veterans, especially veterans with barriers to employment.
- DVOP and LVER staff are performing their duties as required under the Jobs for Veterans Act Grant, the DVOP/LVER Roles and Responsibilities, the Veterans' Program Plan of Services and the Veterans' Services Program Guide.
- Procedures are implemented to fill DVOP/LVER vacancies expeditiously.
- Utilization of Jobs for Veterans Act Grant funds.
- Regional Workforce Board Veterans' Performance Goals are being achieved.
- Procedures and processes are implemented to ensure DVOP/LVER integration into the One-Stop Career Centers.
- Procedures are implemented to ensure program integration and coordination in the provision of workforce services to veterans by all staff in the One-Stop Career Centers.
- Services to veterans augment and add value and productivity to the One-Stop Career Center delivery system.

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If you have any questions or need additional information, please contact Shawn Forehand at (850) 245-7424 [shawn.forehand@flaawi.com](mailto:shawn.forehand@flaawi.com) or Michael Murphy (850) 921-3867 [michael.murphy@flaawi.com](mailto:michael.murphy@flaawi.com). Thank you for working with us to ensure that quality services are provided to our Veterans.

LAS/ssf

Attachments

*Mary Lou Reed	Edward Peachey	Mason C. Jackson
Richard Williams	Stacy Campbell-Domineck	Roderick Beasley
Kimberly A. Moore	Mary Helen Kress	Joseph Paterno
Sheryl Rehberg	Roger Hood	
John Chastain	Gwenda Thompson	
Bruce Ferguson	Kathryn Schmidt	
Angela Pate	Lisa Rice	

cc: Barbara Griffin      Shawn Forehand  
Ronnie Carter      Michael Murphy  
Clifton Atkinson