



Administrative Policy

**POLICY
NUMBER
102**

Title:	Veteran Intake at Career Centers
Program:	Wagner-Peyser, Jobs for Veterans' State Grant
Effective:	June 9, 2021

I. PURPOSE AND SCOPE

The purpose of this policy is to provide Local Workforce Development Boards (LWDBs) the minimum requirements for establishing an initial intake process for transitioning service members, veterans, and eligible spouses at career centers throughout the CareerSource Florida Network.

II. BACKGROUND

Florida is committed to serving transitioning service members, veterans, and their families by providing the necessary resources to prepare them to obtain meaningful careers and maximize employment and training opportunities. Florida serves transitioning service members, veterans, and their families through the Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser, Jobs for Veterans' State Grant (JVSG), and Military and Family Employment Advocacy (MFEA) employment programs.

The JVSG enables the hiring of Disabled Veteran Outreach Program (DVOP) specialists and Local Veteran Employment Representative (LVER) staff to provide employment services to veterans. JVSG is but one component of an umbrella of programs that are required by law to ensure veterans receive quality employment and training services. The JVSG staff fill a niche in that overall set of services for veterans and must be used to provide specialized services for specific segments of the veteran population, in accordance with current U. S. Department of Labor (DOL) Veteran Program Letters (VPL).

III. AUTHORITY

[Public Law 113-128, Section 134\(c\)\(2\)](#)

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

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

[Training and Employment Guidance Letter \(TEGL\) 19-13](#)

[TEGL 19-13, Change 1](#)

[TEGL 19-13, Change 2](#)

[TEGL 20-13, Change 2](#)

IV. POLICIES AND PROCEDURES

LWDBs must establish a local written procedure or policy to collect demographic information of self-attesting transitioning service members, veterans, and eligible spouses at the point of career center entry and help them understand the options and services available to them, to include priority of service and enhanced career services available through DVOP specialists, when applicable.

A. Identifying Transitioning Service Members, Veterans, and Eligible Spouses

LWDBs must enable transitioning service members, veterans, and eligible spouses to self-identify at the point of entry of all career centers so that they may take full advantage of priority of service and be apprised to the full range of services available to them. Veterans may be identified through several means, including, but not limited to:

- Ensuring staff (receptionists, welcome team) ask individuals at the point of entry if he/she, or his/her spouse, is currently serving, or has ever served, in the United States (U.S.) military;
- Prominent priority of service signage that encourages veterans and eligible spouses to self-identify;
- Electronic kiosk intake systems which allow the individual to self-identify as a transitioning service member, veteran, or eligible spouse; or
- Staff review of the individual's military service section of the State's Management Information System (MIS), Employ Florida.

Note: Veterans are identified in Employ Florida by an American flag icon.

B. Intake Screening for Enhanced Services

It is expected that the Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) programs will provide employment services to most veterans, which will permit JVSG-funded DVOP specialists to focus their efforts on eligible veterans with Significant Barriers to Employment (SBEs) and/or special populations designated by DOL, as described in [Section IV.B.2.](#) of this policy.

As such, LWDBs must establish a local written policy to ensure DVOP specialists serve targeted populations designated by DOL. The local policy must include intake procedures to screen individuals visiting the career center for the purpose of obtaining employment assistance who identify as transitioning service members, veterans, or eligible spouses for eligibility for DVOP services. LWDBs must ensure the staff member who conducts the intake screening is a non-JVSG staff member who is well-informed in the services and programs available in the career center.

To facilitate the intake screening, LWDBs must use the [Veteran Intake Form](#), or locally established equivalent, to determine the individual's service level needs and eligibility for enhanced services from a DVOP specialist. The Veteran Intake Form may be modified by the LWDB or integrated into a local electronic intake kiosk, if the core elements which identify the demographics outlined in [Sections IV.B.1](#) and [IV.B2](#) of this policy are retained.

Individuals determined eligible for DVOP specialist services must immediately be referred to a DVOP specialist. Individuals who are not found to be eligible must be provided services by the first available qualified and appropriate career center staff member. In instances where a DVOP specialist is not available, individuals who would normally be served by DVOP specialists must be served by the next available qualified and appropriate career center staff member. Services to SBE and special population veterans must not be delayed or postponed due to the unavailability of a DVOP specialist.

1. Eligible Veteran and Spouse

In accordance with [Title 38, U.S.C.](#), LWDBs must apply a more narrowly defined definition of veteran (i.e. eligible veteran) or veteran/military spouse (i.e. eligible spouse) when determining eligibility for services from a DVOP specialist. LWDBs must establish a local process to ensure all individuals referred to, and/or who receive services from DVOP specialists, meet the definition of eligible veteran or eligible spouse. Individuals that meet the definition of one of the special population groups, as described in [Section IV.B.2\(i-1\)](#) of this policy, are exempt from this requirement and may be served by a DVOP specialist regardless of their status as an eligible veteran or eligible spouse.

a) Eligible veteran means a veteran who meets any of the following:

- i. Served on active duty for a period of more than 180 days and was discharged or released with a character of service other than dishonorable;
- ii. Was discharged or released from active duty because of a service-connected disability;
- iii. Was discharged or released from active duty by reason of a sole survivorship discharge; or
- iv. As a member of a reserve component under an order to active duty, 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 a character of service other than dishonorable.

b) Eligible spouse means the spouse of any of the following:

- i. A veteran who died of a service-connected disability;
- ii. A member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - a. Missing in action;
 - b. Captured in the line of duty by a hostile force;
 - c. Forcibly detained or interned in the line of duty by a foreign government or power;
- iii. A spouse of any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or
- iv. A spouse of any veteran who died while a total, service-connected disability was in existence.

2. Significant Barriers to Employment and Special Populations

In addition to meeting the definition of eligible veteran or spouse, LWDB local procedures and policies must ensure individuals referred to and/or who receive services from a DVOP specialist qualify under one of the following categories:

a) Disabled Veteran

A veteran of the U.S. military, ground, naval or air service 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, or was discharged or released from active duty because of a service-connected disability. This category of SBE is not applicable to non-veteran, eligible spouses.

This category also includes special disabled veterans, which are defined as veterans who have been rated at thirty (30) percent disabled or more, or rated at ten (10) or twenty (20) percent disabled in the case of a veteran who has been determined under [Title 38, U.S.C. 3106](#) to have a serious employment barrier.

Note: Veterans who have a pending disability claim with the U.S. Department of Veterans Affairs qualify for DVOP services under this category, as the LWDB must assume the decision for the veteran's claim will be in the affirmative.

b) Homeless

As defined in [Title 42, U.S.C. 11302\(a\) and \(b\)](#), the definition of homeless for the purpose of determining eligibility for DVOP services includes eligible veterans and spouses:

- a. Who lack a fixed, regular, and adequate nighttime residence;
- b. With a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
- c. Who is living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including hotels and motels paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, congregate shelters, and transitional housing);
- d. Who resides in a shelter or place not meant for human habitation and who is exiting an institution where he or she temporarily resided;
- e. Who is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions in the individual's or family's current housing situation, including where the health and safety of children are jeopardized, and who have no other residence and lack the resources or support networks to obtain other permanent housing.
- f. Veterans and eligible spouses who:
 - 1) Will imminently lose their housing, including housing they own, rent, or live in without paying rent, are sharing with others, and rooms in hotels or motels not paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, as evidenced by:

- i. A court order resulting from an eviction action that notifies the individual or family that they must leave within 14 days;
 - ii. Having a primary nighttime residence that is a room in a hotel or motel and where they lack the resources necessary to reside there for more than 14 days; or
 - iii. Credible evidence indicating that the owner or renter of the housing will not allow the individual or family to stay for more than 14 days, and any oral statement from an individual or family seeking homeless assistance that is found to be credible.
- 2) Have no subsequent residence identified; and
 - 3) Lack the resources or support networks needed to obtain other permanent housing.

c) Recently Separated, Long-Term Unemployed

A veteran who has been separated from military service within the past three (3) years and who has been unemployed for 27 or more weeks, in the previous 12 months. The total unemployed weeks may be non-consecutive. This category is not applicable to non-veterans or eligible spouses.

d) Offender

An offender, as defined by [WIOA Section 3 \(38\)](#), is an individual who is currently incarcerated or who has been released from incarceration at any time.

Note: Individuals who were previously incarcerated but were later determined innocent or had charges dismissed are also eligible under this category.

e) Lacks High School Diploma or Equivalent

Eligible veterans or spouses who lack a high school diploma or equivalent.

Note: [The Florida Department of Education](#) provides for the award of a standard high school diploma, with no testing requirement, to eligible veterans who meet the following criteria:

- Left a public or non-public school located in any state prior to graduation and entered the armed forces of the United States;
- Is a current resident of the state of Florida or was previously enrolled in any high school in this state or was a resident of the state of Florida at the time of death; and

- Was honorably discharged from the armed forces of the United States.

f) Low Income

As defined by [WIOA Section 3 \(36\)](#), low income means an individual who:

- a. Receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, assistance through:
 - i. Supplemental Nutrition Assistance Program (SNAP); or
 - ii. Temporary Assistance for Needy Families (TANF) program; or
 - iii. Supplemental security income program; or
 - iv. State or local income-based public assistance.
- b. Is in a family with total family income that does not exceed the higher of:
 - i. The [poverty line](#); or
 - ii. Seventy (70) percent of the [Lower Living Standard Income Level](#) (LLSIL).

g) Special Population: Veterans Ages 18 to 24

Veterans who are between the ages of 18 to 24 at the time of application.

h) Special Population: Vietnam Era Veterans

The term “veteran of the Vietnam era” means an eligible veteran whose active military, naval, or air service was between August 5, 1964 and May 7, 1975 (regardless if the individual had ever been stationed or served (in-country) in the Republic of Vietnam).

In the case of a veteran who physically served in the Republic of Vietnam, the date range is expanded to the period between February 28, 1961 and May 7, 1975.

i) Special Population: Transitioning Service Members, Capstone

Transitioning service members are assessed on Career Readiness Standards (CRS) by unit commanders during Capstone sessions. Capstone sessions are offered to transitioning service members to help them make adequate preparations for post-military careers before they leave active duty.

When a service member is assessed as not meeting CRS (e.g., if a member does not have an adequate civilian resume), the commander then facilitates a “warm

handover” of the service member to a LWDB staff member or DVOP specialist for individualized career services. For each transitioning service member, unit commanders evaluate and document CRS and readiness for transition to civilian employment on the member’s [DD eForm 2648 - Service Member Pre-Separation / Transition Counseling and Career Readiness Standards eForm for Service Members Separating, Retiring, Released from Active Duty \(REFRAD\)](#).

j) Special Population: Transitioning Service Members Ages 18 to 24

Transitioning service members who are between the ages of 18 to 24 at the time of application.

k) Special Population: Transitioning Service Members Reduction in Force

Transitioning service members who are being separated from active U.S. military service due to a reduction in force.

l) Special Population: Military Treatment Facility and Warrior Transition Unit

Members of the Armed Forces who are wounded, ill, or injured and receiving treatment in a Military Treatment Facility (MTF), also known as military hospitals, or Warrior Transition Unit (WTU), also known as Soldier Recovery Units; and the spouses or other family caregivers of such wounded, ill, or injured members.

C. Employ Florida Recording

The provision of the veteran intake screening for DVOP eligibility must be recorded in Employ Florida using service code 159 (Initial Intake Screening – DVOP Services) and include a case note that aligns with the requirements prescribed in the [Employ Florida Service Code Guide](#). Service code 159 (Initial Intake Screening – DVOP Services) does not trigger nor does it extend participation.

Note: An initial assessment, as recorded by Employ Florida service code 102 (Initial Assessment) must no longer be used solely to determine eligibility for DVOP services. The purpose of the intake screening is to refer those individuals who are eligible for DVOP specialist services without delay. The first service from the DVOP specialist will be an objective assessment to determine service level needs.

The LWDB staff member conducting the veteran intake must, in addition to providing the intake screening, ensure priority of service has been explained to covered persons

in accordance with [Administrative Policy 111: Priority of Service for Veterans and Covered Persons](#).

D. Exceptions

Veterans referred by certain partner programs, or engaged during planned DVOP specialist outreach, upon verification of their eligible veteran/person status, may immediately be referred to, or served by (in certain circumstances) the DVOP specialist. Additionally, the DVOP specialist may make initial remote contact to veterans who have completed an Employ Florida registration and self-attested to having an SBE and/or are designated as a special population veteran. The exceptions to the veteran intake policy include:

1. Outreach

DVOP specialists are required to conduct outreach to areas where veterans congregate in order to engage SBE and special population veterans. If a DVOP specialist engages with a veteran during planned outreach, the DVOP may evaluate the veteran for JVSG eligibility and, if eligible, immediately provide individualized career services. The DVOP specialist must record a case note in the participant's objective assessment that states the veteran was initially engaged during outreach and record Employ Florida service code 117 in the individual's Wagner Peyser program application in accordance with the [Employ Florida Service Code Guide](#). If the DVOP specialist engages a non-eligible veteran during outreach, the DVOP specialist will refer the individual to a non-JVSG staff member to assist with any required services.

2. Employ Florida

The intake screening categories are an integrated function of the State's case management and online labor exchange system, Employ Florida. The system's individual registration and Wagner-Peyser program application capture information from the individual that indicates eligibility for DVOP services. Individuals who meet the eligible veteran or spouse criteria with an SBE, or who are designated as a special population, are identified by an SBE icon below their name.

DVOP specialists may be the initial, remote contact for eligible SBE and special population veterans and spouses who have registered in Employ Florida for the purpose of explaining and promoting available career center services, including JVSG services. This remote contact must be recorded in Employ Florida in the form of a case note. If the individual presents at the career center for employment services as a result of the DVOP specialist's contact efforts, the individual may be

immediately referred to the DVOP specialist. The DVOP must record a case note in the participant's objective assessment that states the veteran was initially engaged as a result of targeted, Employ Florida outreach.

3. Veteran Readiness and Employment Program, Chapter 31

The Veteran Readiness and Employment program, formally known as Vocational Rehabilitation and Employment (VR&E), is a joint collaboration between the U.S. Veteran's Administration (VA) and the Florida Department of Economic Opportunity (DEO) to provide employment services to disabled veterans who have completed, or are about to complete, their VR&E-funded education. All veterans participating in the VR&E program are disabled veterans; therefore, they meet the SBE requirement for DVOP services.

4. Homeless Veteran Reintegration Program

The Homeless Veterans' Reintegration Program (HVRP), authorized by [Title 38, U.S.C., Chapter 20](#), is an employment focused competitive grant program of the Department of Labor, Veterans' Employment and Training Service (DOL-VETS), and is the only federal grant to focus exclusively on competitive employment for homeless veterans.

In accordance with Veteran Program Letter (VPL) 03-16, HVRP grantees must ensure HVRP veterans are co-enrolled with their local career center. Co-enrollment means the HVRP participant must receive, at minimum, one program-funded service from the LWDB. This may be accomplished by having Wagner-Peyser or other non-JVSG staff assist the veteran with the following:

- a) Notification of priority of service;
- b) Orientation to available programs and services in the career center;
- c) Employ Florida account registration assistance;
- d) Ensuring the HVRP grantee's five-digit grant number is entered in the veteran tab of the veteran's Employ Florida Wagner-Peyser Program Application, as detailed in the [Virtual OneStop® User Guide for Staff, Section 5: Programs – Wagner-Peyser](#).

Note: Employ Florida service code 189 (Notification of Priority of Service) does not trigger program participation for the purpose of performance reporting. This process is to ensure the veteran referred by HVRP is not enrolled in the LWDB's performance unless he/she is interested in receiving workforce services.

After the veteran has been informed of priority of service and all available workforce programs, and if the HVRP veteran meets the definition of an eligible veteran/person, he/she may be referred immediately to the DVOP for services, if

desired. If the HVRP veteran is requesting employment services and does not meet the definition of an eligible veteran, they must be served by the first available non-JVSG career center staff member.

E. State and Local Monitoring

Services and activities provided under JVSG must be monitored annually for compliance with JVSG requirements by DEO. DEO will monitor local activities, policies, and procedures for alignment with the requirements outlined in this policy.

V. 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 Opportunities 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.

Covered Person - A veteran or eligible spouse who is entitled to priority of service as defined in Administrative Policy 111: Priority of Service for Veterans and Covered Persons.

Disabled Veteran 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 Veterans' Employment and Training Service (VETS).

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.

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](#).

Remote Contact - Customer contacts, or contact attempts, by the staff member which are facilitated through phone, text message, video conference, or electronic mail (e-mail).

Service Connected - Means, with respect to disability or death, that such disability was incurred or aggravated, or that the death resulted from a disability incurred or aggravated, in the line of duty in the active military, naval, or air service.

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.

VI. REVISION HISTORY

Date	Description
06/09/2021	Approved by CareerSource Florida Board of Directors.
06/10/2021	Issued by Florida Department of Economic Opportunity.

VII. RESOURCES

[Jobs for Veterans' State Grant Disabled Veteran Outreach Program Desk Reference](#)

[Jobs for Veterans' State Grant Primer](#)

[Military Spouse Desk Reference](#)

[Veteran Intake at Career Centers Flow Chart](#)