

**SOP 25-02**  
**Jobs for Veterans State Grants Staff and Coordination with**  
**Workforce Innovation and Opportunity Act Services to Veterans**  
**Standard Operating Procedures**  
**Grow Southwest Indiana Region 11**  
**Review Date: 3/5/2025**

**Purpose**

- To discuss the relationship between JVSG and other programs within the workforce development system, and
- To maximize the integration of services and collaboration.

**Rescission**

- DWD Policy 2019-03 Required Roles and Responsibilities of Disabled Veterans Outreach Program (DVOP) Specialist and Local Veterans Employment (LVER) Staff in Indiana Department of Workforce Development's Integrated WorkOne American Job Center Indiana Offices.
- Region 11 SOP 19-05 Required Roles and Responsibilities of Disabled Veterans Outreach Program (DVOP) and Local Veterans Employment (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**

Where as DWD Policy 2024-06 *Jobs for Veterans State Grant Staff Roles and Responsibilities and Coordination with Workforce Innovation and Opportunity Act Services to Veterans* states:

- Title I of the Workforce Innovation and Opportunity Act (WIOA), Title III Wagner-Peyser Act Employment Services (ES), and the Jobs for Veterans State Grants (JVSG) programs are operated by WorkOne/AJCs.
- JVSG is a required partner program with services accessible through every comprehensive WorkOne/AJC.

- JVSG staff provide services to eligible veterans and eligible persons with employment barriers and also assist employers to fulfill workforce needs.
- Indiana utilizes DVOPS and LVERs rather than the consolidated model. Any position may be assigned as either full-time or half-time.

### **DVOP Specialist Roles and Responsibilities**

- See DWD Policy 2024-06 *Jobs for Veterans State Grant Staff Roles and Responsibilities and Coordination with Workforce Innovation and Opportunity Act Services to Veterans* for full information regarding DVOP Specialist roles and responsibilities.
- DVOP specialists are required to facilitate employment in coordination with the LVER and Business Services staff to avoid duplicate contacts with employers.
- DVOP specialists are not to 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 are to engage with service providers 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 services and to enhance outcomes for participants that the DVOP specialists refer to other providers.
- DVOP specialists can serve participants directly and by referring them to appropriate resources. Other resources may include other workforce development programs and training opportunities and other in-person or virtual federal, state, and local programs for which the participant may be eligible. **NOTE: A referral to other veteran participants who may be experiencing, or are at risk of, homelessness, to the Homeless Veterans' Reintegration Program (HVRP), where available.**

### **LVER and Employer Outreach /Facilitation**

- See DWD Policy 2024-06 *Jobs for Veterans State Grant Staff Roles and Responsibilities and Coordination with Workforce Innovation and Opportunity Act Services to Veterans* for full information regarding LVER roles and responsibilities.
- LVERS conduct outreach to the employer community and facilitate employment, training, and placement services.
  - LVERS are to be integrated members of the employment system; duties include informing employers, employer associations, and business groups of the advantages of hiring veterans.
  - Appropriate activities **may** include:
    1. Planning, conducting, and participating in job and career fairs.
    2. Employer outreach such as familiarizing themselves with job responsibilities or qualifications.
    3. Assisting with job development for veterans, eligible persons, and other DVOP-eligible populations enrolled in workforce development programs.

4. Facilitate 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 direct services needed.
  5. Working with established unions, apprenticeship programs, and businesses to promote and secure employment and training for veterans.
  6. Informing federal contractors of the process to recruit qualified veterans
  7. Promoting credentialing and licensing opportunities for veterans
  8. Coordinating and participating with other business outreach efforts, including the efforts of Business Services representatives
  9. Educating AJC staff to ensure easier access to the appropriate employment and training services for job-seeking veterans, developing veteran service delivery strategies, and providing regular updates on veteran services and programs.
  10. Conducting community outreach and presentations on behalf of employers seeking to hire veterans
  11. Promoting initiative and programs such as the DoD Skill Bridge program
  12. Promoting the HIRE Vets Medallion Program and assisting local area employers in applying for the award when appropriate.
  13. Collaborating with VETS Regional Employment Coordinators (REVCs) to engage with local, regional, and national employers and connect them with federal, state, and local resources. RVEC's also develop and leverage partnerships with government, non-government, and industry stakeholders in the veteran employment space to include training providers and industry associations.
- LVER responsibilities include coordination with DVOP specialists and other staff who are serving DVOP-eligible customers to provide job opportunities to those individuals. Once the customer is ready for employment, the case manager should work with the LVER to help place the veteran into employment. **NOTE: This is not a handoff to the LVER because additional services may be required and the LVER is not able to provide direct services to participants.**

### **WorkOne/AJC Staff Roles and Service 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 Tool for eligibility screening.
- WorkOne/AJC staff will:
  - 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.
  - **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 of the more individualized career services.

- A customer who does not wish to receive DVOP-provided individualized career service must **NOT** be referred to a DVOP specialist.
- WorkOne/AJC staff must refer veterans and covered persons who are **NOT** eligible for, or who not want or need DVOP specialists' services to other workforce programs as appropriate.
- Ensure the customer has completed the initial ICC registration.
- Provide priority of service to other veteran populations.
- 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. A DVOP Specialist is considered "unavailable" when they have a full caseload (as determined by DWD), are not presently 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 JBSG staff be integrated into the state's workforce delivery systems, and WIOA includes JVSG as a required partner program. DOL expects 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. Utilizing a 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.
  - 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.

## **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. 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 Veterans' Training Institute (NVTI)**

- See **DWD Policy 2024-06 *Jobs for Veterans State Grant Staff Roles and Responsibilities and Coordination with Workforce Innovation and Opportunity Act Services to Veterans*** for full information regarding NVTI.

### **Action**

SWIN Workforce Board will ensure that WorkOne/AJC staff adhere to this policy.

### **Attachments**

**Attachment A** – References

**Attachment B** – Definitions See **DWD Policy 2024-06 *Jobs for Veterans State Grant Staff Roles and Responsibilities and Coordination with Workforce Innovation and Opportunity Act Services to Veterans*** for full information regarding 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

## Attachment A References

- 10 USC 12301, 12302, and 12304
- 29 USC 3102 and 3174
- Section 556 of Title 37
- 39 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 Grant (JVSG) Program Reforms and Roles and Responsibilities of American Job Center (AJC) Staff Serving Veterans*
- VPL05-24 *Veteran Program letter (VPL) 05-24 Job 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 US Department of Labor (DOL)*
- 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 US Department of Labor (DOL)*
- DODSkillBridge
- HIREVets, *HIREVets Medallion Program*
- Tricare, *Find a Military or Hospital Clinic*
- National Veterans' NVTAC Technical Assistance Center, *Find a Grantee Map*
- 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*

## **Attachment C**

### **Work Authorization**

- 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:
  - 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-one-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 (includes job referrals)
  - Occupational post-secondary training
  - Work-based learning programs including WIOA-funded:
    1. Work experience/transitional jobs.
    2. On-the job training
    3. Pre-Apprenticeship/Apprenticeship
    4. Incumbent worker training participants that are co-enrolled in and receiving services funded by the Adult or Dislocated Worker programs, and
    5. Customized training
  - Supportive services that represent a direct financial benefit such as a voucher or reimbursement, relocation expenses, or need-related payment supportive service 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 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 1-9 acceptable documents
  - Documents presented by green card holders.
  - Employment Authorization Documents (EADs). These are 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.
  - Verification in the US Citizenship and Immigration Services Systematic Alien Verification for Entitlements (SAVE) system (**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 TOOL<sup>61</sup>



#### 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.

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

**DVD** INDIANA DEPARTMENT OF  
**WORKFORCE**  
DEVELOPMENT  
**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**

Initiated by:

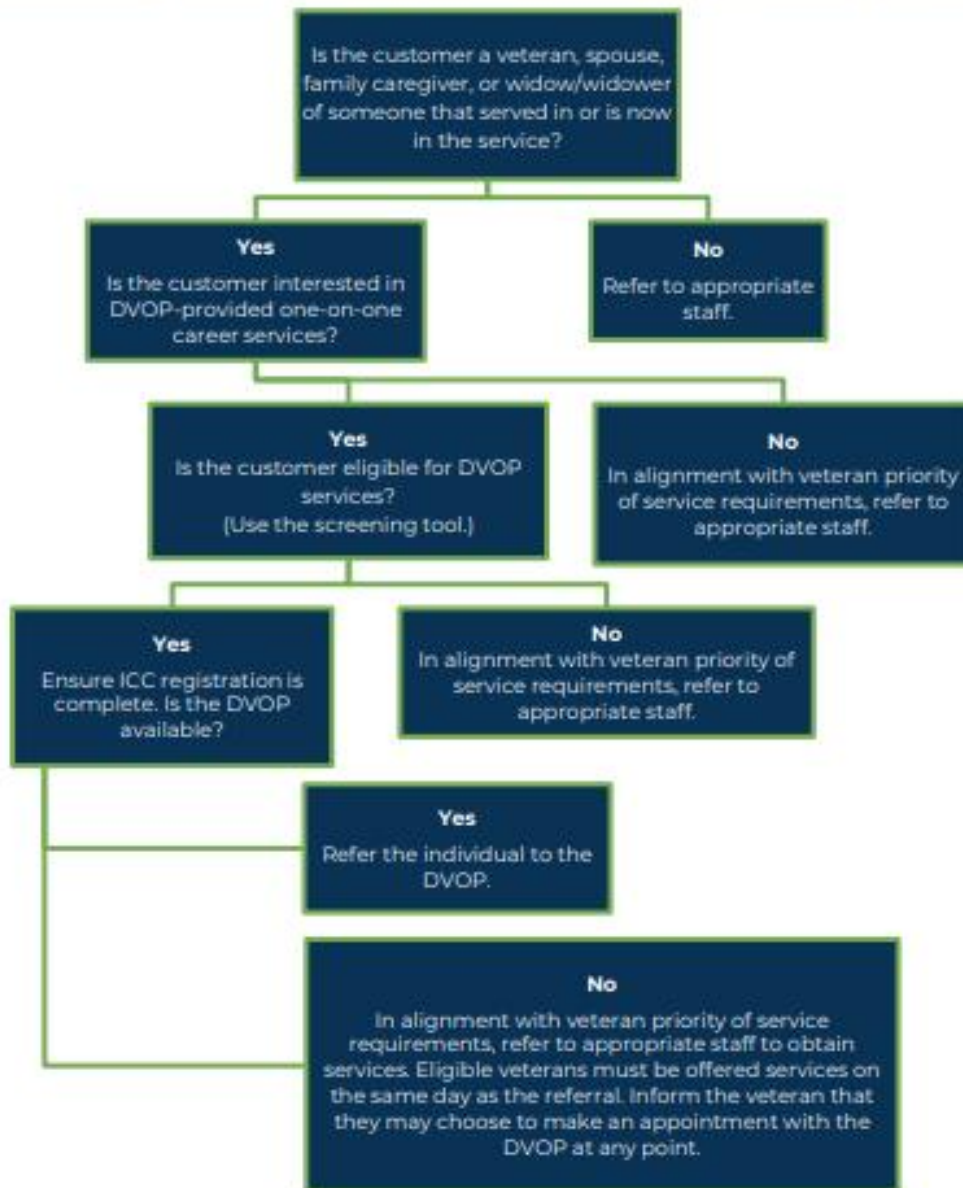
Date:

Referred to:  DVOP specialist

Other AJC staff

## ATTACHMENT E

### WORKONE/AJC INTAKE STAFF DVOP SCREENING DESK AID<sup>62</sup>



#### 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.

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