

**SOUTHWESTERN AREA
WORKFORCE DEVELOPMENT BOARD**

**Veterans Referral Process
Policy 18-06.1**

Effective Date

August 14, 2025

Applicability

WIOA Adult & Dislocated Worker.

Purpose

The purpose of this policy is to provide service providers and partners within the WIOA workforce system with a process for staff to refer veterans with Significant Barriers to Employment (SBE) to the appropriate veteran program for services.

Background

In accordance with all relevant Veterans Program Letters (VPLs), there are multiple categories of veterans and transitioning military personnel who are eligible for services provided by the Disabled Veteran Outreach Program Specialist (DVOPS) for post-service careers. Notwithstanding the guidance outlined in VPLs 03-14, 03-14 Ch. 1, 04-14, and 07-14, VPL 08-14 clarifies three additional populations of transitioning service members who are eligible to receive DVOP services.

These three categories of service members include:

- A. Those who have not met Career Readiness Standards as signed by their commanding officer or have received a DD-2658 form
- B. Service members aged 18-24, regardless of whether they meet Career Readiness Standards or not
- C. Active-duty service members being involuntarily separated through a standard reduction in Personnel

DVOPS will provide services to veterans and other eligible persons with SBEs in accordance with all directions and guidance provided by US DOL VETS and the Veterans Program Coordinator (VPC) as deemed appropriate. The goal is to provide intensive services through case management, which can include:

- A. Conducting a comprehensive assessment
- B. Developing an employment plan that must be documented
- C. Coordinating supportive services
- D. Career counseling
- E. Providing short-term prevocational services
- F. Group counseling and
- G. Referrals to AJC Partner or Federal Agencies as appropriate.

Action

It is the responsibility of the public workforce system to identify veterans or other eligible individuals with SBEs and refer them to the DVOPs for assistance. The staff will use the Military Service Form LB-1118 (April 2016) as an initial screening tool to establish eligibility. The veteran or other eligible person will complete the MSF to identify their qualification for services and then be referred to the appropriate AJC Partner as needed. If a DVOP Specialist is not available, the veteran or other eligible person should be referred to the appropriate AJC staff. In some cases, where the eligible individual requests to specifically be seen by the DVOP, the staff should instruct them to schedule an appointment with their local DVOP. Standard procedure for all AJC customers, including veterans, is that they are greeted by the welcome desk and referred to the appropriate AJC staff for assistance.

Referral processes can occur in a telephone environment, in face-to-face settings, or through written communication (including email) or a combination of these channels. The selected referral process may incorporate aspects of each of the processes.

Case Management and Tracking

DVOPs must record and track services provided to veterans and other eligible persons and conduct extensive follow-up services. Coordinating with partners' services can provide additional resources that will benefit the veteran. The DVOP should work closely with the Local Veteran Employment Representatives and the Business Services Team to identify job-ready veterans, promoting them to employers for job placement.

Case Notes

All activities, along with corresponding case notes, will be recorded in Virtual One-Stop as required by additional guidance provided to OVOPS by the Veterans Program Letters.

Inquiries

Questions related to this policy should be directed to the Administrative Entity at (575) 744-4857.

Attested

This policy was reviewed and approved by the SAWDB on August 14, 2025.

SAWDB Chair