

# SOUTHWESTERN AREA WORKFORCE DEVELOPMENT BOARD

## VETERAN'S REFERRAL PROCESS POLICY 18-06

### DATE OF ISSUE

October 25, 2018

### EFFECTIVE DATE

November 1, 2018

### APPLICABILITY

WIOA Adult & Dislocated Worker

### PURPOSE

The purpose of this policy is to provide service providers and partners within the WIOA workforce system 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 moving into post service careers that are eligible for services by the Disabled Veteran Outreach Program Specialist (DVOPS). Notwithstanding the guidance as set forth VPLs 03-14, 03-14 Ch.1, 04-14 and 07-14, VPL 08-14 clarifies three additional populations of transitioning service members who can 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

direction and guidance provided by US DOL VETS and the Veterans Program Coordinator (VP) 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 REQUIRED

It is the responsibility of the public workforce system to identify veterans or other eligible persons with SBEs and refer these individuals 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 in the form of written communication (including e-mail) or a combination of these channels. A referral process

selected may combine 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 staff for veterans who are identified as job-ready so they can be promoted 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**

WIOA Administrative Entity; (575) 744-4857.

**ATTESTED**

This policy was approved through board resolution on October 25, 2018

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SAWDB Board Chair Signature

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Date