



WS 22-04 Change 1
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To: All Service Providers

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Subject: Service for Veterans

Purpose

To update the guidance for serving veterans and their families.

Revisions

WS 22-04 Service for Veterans released November 30, 2022

Background

Workforce Solutions career offices have dedicated staff who provide individualized career and training services to eligible veterans and eligible spouses with significant barriers to employment (SBEs), and assistance to employers to help them fill their workforce needs with veterans looking for work.

Disabled Veterans' Outreach Program (DVOP) Specialists, or Veterans Career Advisors, and Combined Positions (CPs) work with eligible veterans and eligible spouses to meet their employment needs. They:

- prioritize the provision of services to:
 - special disabled veterans;
 - other disabled veterans; and
 - other eligible veterans as determined by the US Secretary of Labor; and
- are required to outreach:

- eligible veterans and transitioning service members (TSMs) at US Department of Veterans Affairs (VA) hospitals, military treatment facilities, and warrior transition units; and
- active-duty service members of the US Armed Forces who are wounded, ill, or injured and receiving treatment in military treatment facilities and warrior transition units.

Local Veterans' Employment Representatives (LVER), or Veterans Employer Liaisons, and CPs coordinate with Employer Service to outreach employers to help veterans gain employment. LVERs advocate for all veterans by participating in appropriate activities, including but not limited to:

- conducting employer outreach,
- planning and participation in job and career fairs,
- conducting job searches and workshops,
- establishing job search groups in collaboration with employers; and
- informing federal contractors of the process to recruit qualified veterans.

LVERs and CPs play an important role in helping develop service delivery strategies for veterans and educating Workforce Solutions staff on current employment initiatives and programs for veterans; and must be included with business services teams conducting employer outreach.

Policy

Staff must be aware of and adhere to the following guidelines:

1. Workforce Solutions staff must screen, or triage, customers for eligibility for services provided by DVOP Specialists.

An eligible veteran or an eligible spouse is determined to meet SBE criteria if they attest to at least **one** of the following:

- a) A special disabled or disabled veteran who:
 - is entitled to compensation (or would be entitled to compensation, with the exception of receiving military retired pay) under laws administered by the US Secretary of Veterans Affairs;
 - has a disability claim pending with the US Department of Veterans Affairs; or
 - was discharged or released from active duty because of a service-connected disability
- b) A homeless individual, as defined in the McKinney-Vento Homeless Assistance Act, as amended

- c) A recently separated service member who in the previous 12 months has been unemployed for 27 weeks or more
 - d) An offender, as defined in Workforce Innovation and Opportunity Act (WIOA), who is currently incarcerated or has been released from incarceration
 - e) A veteran lacking a high school diploma or equivalent certificate
 - f) A low-income individual, receiving public assistance, housing, TANF, SNAP, or other programs
2. If the customer is a veteran or eligible spouse, Workforce Solutions staff must complete the [Veteran Eligibility Triage form](#) (triage form) to determine whether the customer meets SBE criteria or is a member of a special priority group. The triage form helps Workforce Solutions staff direct customers to the most appropriate service(s).
 3. **Workforce Solutions staff should not refer customers to a LVER.**
 4. Eligible veterans and eligible spouses receive priority of service when seeking Workforce Solutions services.
 5. Workforce Solutions staff must complete the National Veterans' Training Institute's Serving Veterans training (NVTI's Serving Veterans). The training is available in the [Learning Management System \(LMS\)](#) and must be completed:
 - within 30 days of starting employment with Workforce Solutions; and
 - on an annual basis, in October, each subsequent year

To access the NVTI's Serving Veterans training, staff must:

1. Login into the LMS;
2. Click the dropdown "**Courses**" box and perform a keyword search for "**Veteran Training;**"
3. Enroll into the NVTI Serving Veterans Training;
4. Launch the training and watch the entire video; and
5. Provide a copy of the training completion certificate to the office LISO (see course completion confirmation email).

Action

1. Make sure staff complete the [Veteran Eligibility Triage form](#) to determine whether a customer meets one of the SBE eligibility criteria or is a member of a special priority group.
2. Make sure all staff at every level are aware and understand their roles in serving veterans and their families. Staff should utilize the [Service for Veterans Desk Aid](#).
3. Make sure veterans and eligible spouses receive priority of service when seeking Workforce Solutions services.

4. Make sure staff complete the National Veterans' Training Institute's Serving Veterans training within 30 days of starting employment with Workforce Solutions and on an annual basis in October, and provide a copy of the certificate to the office LISO.
5. Make sure office LISOs maintain a copy of the training certificates and enter the staff's completion information into the LISO database.
6. Make sure the veteran posters are at the office entry and that someone is responsible for making sure they are well maintained.
7. Service provider senior management are responsible for actively monitoring and ensuring staff adhere to the guidelines and procedures outlined in this issuance.

References

[WD 01-21, Change 1 Applying Priority of Service and Identifying and Documenting Veterans and Transitioning Service Members – Update](#)

Attachment

[Service for Veterans Desk Aid](#)

Questions

Staff should first ask questions of their managers or supervisors. Direct questions for Board staff through workforcepolicy@wrksolutions.net.

Definitions

Eligible individual—a veteran, federal qualified spouse, or state qualified spouse.

Noneligible individual—an individual who does not meet the definition of veteran, federal qualified spouse, or state qualified spouse.

Point of entry—may include either in-person or online reception through a Workforce Solutions Office as part of an application process for a specific program, or any other method by which eligible individuals express an interest in receiving workforce services.

Transitioning service member—an individual in active-duty status (including separation leave) who is within 24 months of retirement or 12 months of separation. A transitioning service member is still considered employed by the military and is therefore not a veteran.

Note: A transitioning service member on terminal leave with a DD 214 (Certificate of Release or Discharge from Active Duty) who indicates a discharge status other than dishonorable is considered a veteran and is eligible for priority of service.