

**SOP 19-05**  
**Required Roles and Responsibilities of Disabled Veterans' Outreach  
Program (DVOP) and Local Veterans' Employment  
Representatives (LVER) staff in Indiana Department of Workforce  
Development's Integrated WorkOne American Job Center Indiana  
Offices**  
**Standard Operating Procedures**  
**Grow Southwest Indiana Region 11**  
**Approval Date: 10/25/2019**

**Purpose**

To explain required roles and responsibilities for Disabled Veterans' Outreach Program (DVOP) specialists and Local Veterans' Employment Representatives (LVER) staff in Indiana Department of Workforce Development's (DWD) integrated WorkOne American Job Center Indiana offices

**Rescission**

DWD Policy 2015-09

SOP 16-11

**Action**

DWD Policy 2019-03 Required Roles and Responsibilities of Disabled Veterans' outreach Program (DVOP) and Local Veterans' Employment Representatives (LVER) staff in Indiana Department of Workforce Development's Integrated WorkOne American Job Center Indiana Offices will be implemented as Region 11 SOP 19-05.

## Content

### *Definitions*

- **Eligible Veteran**, as defined by the United States Code Title 38 Veterans' Benefits, Chapter 4211, paragraph (4), subparagraph (A) (B), is a person who:
  - Served on active duty for a period of more than 180 days and was discharged or released with other than a dishonorable discharge
  - Was discharged or released from active duty because of a service-connected disability, or as a member of a reserve component under an order to active duty pursuant to section 12301 (a), (d), or (g), 12302, or 12304 of title 10, 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.
- **Eligible spouse**, as defined by the United States Code Title 38 Veterans' Benefits, Chapter 4101, means:
  - The spouse of any person who died of a service-connected disability
  - The spouse of any member of the Armed Forces serving on active duty who, at the time of application for assistance under this chapter, is listed, pursuant to section 556 of title 37 and regulations issued thereunder, by the Secretary concerned in one or more of the following categories and has been so listed for a total of more than ninety days:
    - Missing in action,
    - Captured in line of duty by a hostile force, or
    - Forcibly detained or interned in line of duty by a foreign government or power, or
  - The spouse of any person who has a total disability permanent in nature resulting from a service-connected disability or the spouse of a veteran who dies while a disability so evaluated was in existence.
- **Additional Service Populations**, as defined in The Consolidated Appropriations Act of 2014, are populations receiving support services funded by Jobs for Veteran State Grant (JVSG) under this Act. Those populations include:
  - Transitioning member of the Armed Forces who have been identified as in need of individualized career services
  - Members of the Armed Forces who are wounded, ill, or injured and receiving treatment in military treatment facilities or warrior transition units, and
  - The spouses or other family caregivers of such wounded, ill, or injured members.
- **Family caregiver**, with respect to an eligible veteran, means a family member who is a caregiver of the veteran.
- **Caregiver** with respect to an eligible veteran, means an individual who provides personal care services to the veteran
- **Family member**, with respect to an eligible veteran, means an individual who –
  - Is a member of the veteran's family, including
    - A parent
    - A spouse
    - A child

- A step-family member, or
  - An extended family member, or
  - Lives with, but is not a member of the family of the veteran.
- **Transitioning Service Members (TSM)** according to VPL 07-14, are those members falling within the three categories below and are therefore eligible for DVOP services:
  - Services members who receive a warm handover, or who produce a DD-2958 signed by their commander documenting that they have not met Career Readiness Standards
  - Transitioning service members ages 18-24, regardless of whether they meet Career Readiness Standards
  - Active duty service members being involuntarily separated through a service reduction-in-force.
- **Vietnam Era Veteran**, pursuant to 38 U.S.C. 4211, the term “Veteran of the Vietnam Era” is an eligible veteran any part of whose active military, naval, or air service was during the Vietnam Era. 38 U.S.C 101(29) defines “Vietnam-era” to mean the period beginning on February 28, 1961, and ending on May 7, 1975, in the case of a veteran who served in the Republic of Vietnam during that period, and the period beginning on August 5, 1964, and ending on May 7, 1975, in all other cases.”

### *General Roles and Responsibilities of WorkOne Staff Serving Veterans*

- **WorkOne Staff** –
  - First, staff will identify those eligible veterans or eligible spouses with significant barriers to employment (SBE) and/or other additional service population criteria eligible to be served by Disabled Veterans Outreach Program specialists (DVOPs) as found in current VPLs.
  - Then staff will direct those eligible veterans or eligible spouses with SBEs and/or other additional service population criteria to the DVOPs for assistance with individualized career services and case management.
  - The DVOP is not to perform intake duties or point of entry functions for non-SBE veterans or any functions normally assigned to other AJC partner staff or other automated procedures, thereby detracting from their ability to provide services, case management, or outreach duties related to meeting the employment needs of eligible veterans and eligible spouses. Additionally, under no circumstances will the LVER perform any of these functions.
  - In the event that a DVOP specialist is not available, the veteran or spouse should be referred to the appropriate Wagner-Peyser or Workforce Innovation and Opportunity Act (WIOA) staff in addition to scheduling or referring to an available DVOP specialist by appointment.
  - Under normal operating circumstances, all WorkOne customers are at the front desk and moved on to the appropriate staff for assistance.

- Wagner-Peyser Staff – The majority of veterans should be served by Wagner-Peyser or WIOA staff rather than the JVSG Veteran staff.
- Veteran staff (DVOPs) – Efforts of veteran staff will be focused on veteran customers with significant barriers to employment (SBE) in accordance with Veterans Program Letter 03-14 and 03-14, Change 1 and Change 2, and VPL 03-19. The six significant barriers to employment (SBE) and six other associated factors for DVOP services, as identified by the Department of Labor are:
  1. A special disabled or disabled veteran, defined in 38 U.S.C. § 4211 (1) and (3); Special disabled and disabled veterans are those:
    - a. Who are entitled to compensation (or who would be entitled to compensation but for the receipt of military retired pay) under laws administered by the Secretary of Veteran Affairs, or
    - b. Were discharged or released from active duty because of a service-connected disability;
  2. A Homeless person, as defined in Section 103(a) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11302(a) and (b), as amended),
  3. A recently separated service member, as defined in 38 U.S.C. § 4211(6), who has been unemployed for 27 or more weeks in the previous 12 months, i.e. the term of unemployment over the previous 12 months remains 27 weeks; however, the requirement of 27 consecutive weeks is eliminated.
  4. An offender, as defined by WIOA Section 3 (38) 1, who is currently incarcerated or who has been released from incarceration, i.e. the expanded definition of SBD includes any eligible veteran or eligible spouse who is currently or was formerly incarcerated, removing the “within the last 12 months” requirement
  5. Lacking a high school diploma or equivalent
  6. Low-income individual (as defined by WIOA Section 3 (36))
  7. A veteran between the ages of 18-24
  8. A Veteran Affairs Vocational Rehabilitation and Employment Chapter 31 Veteran
  9. A Transitioning Service Member in need of intensive services
  10. Wounded, ill, or injured Service Member receiving treatment at a military facility, or Warrior Transition Unit (MFT/WTUS), or
  11. Spouses and family care givers of such wounded, ill, or injured service members
  12. Served any part of active duty military, naval, or air service during the Vietnam era (02/28/1961 – 05/07/1975).

### *Disabled Veterans’ Outreach Program Specialist Roles*

In Veterans’ Program Letter 07-10 and 03-14, DVOP specialists facilitate individualized career services to veterans with barriers to employment and/or special training needs which include:

- Conducting a comprehensive assessment (minimum requirement)
- Developing an individual employment plan that is documented (minimum requirement)

- Chapter 31 Vocational Rehabilitation & Employment Case Management
- Coordinating supportive services
- One-on-one career counseling
- Providing short term pre-vocational services
- Group counseling

### **Case Management and Tracking**

The DVOP specialist is the DWD case tracker for veterans in the United States Department of Veterans Affairs Vocational Rehabilitation and Employment Program (Title 38, code of Federal Regulations, and Chapter 31). This program requires extensive follow-up and the DVOP specialist will be allowed sufficient time to do the case management and intensive services to meet these requirements. The DVOP specialist will work closely with the LVER and WorkOne Business Service Team (BST) to ensure that veterans in Chapter 31 programs who are “job ready” receive priority in their job search, as determined by the Vocational Rehabilitation Counselor (VRC) at the VA.

In accordance with Department of Labor Veterans’ Employment and Training Service (DOL-VETS) Technical Assistance Guide dated December 2008, DVOPs are required to complete a service every two weeks for the Chapter 31 veterans that they are case managing. Typically, this service will also be recorded in the current State client tracking systems under the Chapter 31 Case Management selection.

The DVOP specialist is the AJC expert on programs available to assist SBE veterans in improving their skills so they can take the next step in their careers. This includes workshops the DVOP is available to participate in, such as a LVER or AJC sponsored employment workshop where SBE or additional service population eligible may exist. The DVOP specialist is required to do outreach to target all veterans. DVOPs will coordinate outreach activities with their formal and functional managers to ensure maximum efficiency of the event.

In the event that DVOP specialist does not have a full case load of eligible veterans and eligible spouses, the DVOP specialist may perform additional outreach activities. For example, at such locations:

- Vocational Rehabilitation & Employment (VR&E) Services
- Homeless Veterans Reintegration Program (HVRP)
- VA medical and other Centers
- Veterans’ Administration Community Based Outpatient Clinic (CBOC)
- Homeless shelters
- Civic and service organizations
- Community Stand Downs
- Military installations
- WIOA partners
- State Vocational Rehabilitation Services
- County Service Veterans Service Officer

### **Case Noting**

Case notes for veterans in the Chapter 31 program are confidential and will be kept in the current State of Indiana client tracking system. Specific veterans' disability data will not be recorded in any computer system. The only data that can be recorded is the percentage of disability rated by the US Department of Veterans Affairs.

### **Rapid Response for Dislocated Veterans**

At a minimum, the DVOP should be a part of the rapid Response Team at selected Rapid Response events for dislocated veterans, ensuring that SBE veterans are offered JVSG services.

### *Local Veterans' Employment Representative (LVER) Roles*

In Veterans' Program Letter 03-14 and 01-18, the following are the mandated functions for the Local Veterans' Employment Representative Staff:

1. As an integral part of the State's Labor Exchange System, LVER staff work with employers to promote veterans as job seekers who have highly marketable skills and experience.
2. LVER staff advocate for veterans to gain employment and training opportunities with business, industry, and community-based organizations. To accomplish this, LVER staff participates in a variety of outreach activities including, but not limited to:
  - Planning and participation in job fairs
  - Coordinating with unions, apprenticeship programs, and business organizations to promote employment, and training opportunities for veterans
  - Promoting credentialing and training opportunities for veterans with training providers and licensing agencies
3. LVER staff establishes, facilitates, and/or maintains regular contact with employers to include federal contractors. They will coordinate with employer relations representatives as part of the WorkOne system to include veterans in their marketing efforts.
4. LVER staff provides and facilitates a full range of employment, Veteran Program and Priority of Service training, and placement services to meet the needs of priority veterans in targeted categories identified and approved in the State Combined Plan. These services may include, but are not limited to:
  - Conducting job search assistance workshops in conjunction with employer
  - Providing job development opportunities
5. Serving in major disaster areas federally declared so by the President of the United States and where VETS Assistant Secretary has determined circumstances appropriate, LVERS are authorized temporary exception to the restricted LVER roles and responsibilities as outlined in VPL 03-14 and may provide direct individualized career services to disaster-affected veterans.

The LVER will be integrated into the WorkOne Employment Team or Business Services Team (or equivalents). The difference between the LVER and any other member of the team is that the LVER advocates for veterans for employment and training opportunities with businesses, industries, unions, and apprenticeship programs. They may ask employers specifically to seek veterans for positions in their companies. Optimally, the employer would target specific

positions for veterans with certain skills (based on the veterans' military training/military occupational specialty). Under no circumstances will the LVER provide related services to non-veteran customers unless the customer is an eligible spouse covered by priority of service.

The LVER staff will be able to inform the community of Veteran Services. LVER staff may be encouraged to attend community meetings such as area Unions, Hiring Events, and local Chamber of Commerce meetings to promote all the WorkOne services, both as a networking tool and for the opportunity to speak about veterans' programs. These activities will be coordinated with the Business Services Team.

### *Joint Responsibilities of DVOPs and LVERs*

#### **U.S. DOLVETS Homeless Veterans' Reintegration Program (HVRP)**

To better serve the SBE homeless veteran population, the HVRP and the WorkOne American job Center Indiana teams will collaborate together to:

1. Partner with AJC staff to properly enroll all HVRP participants, and
2. Ensure a staff member (WIOA or DVOPs) is present during the enrollment process to facilitate accurate reporting and strong working relationships.

It is also encouraged for HVRP awarded grantees and local AJC staff to share information on the services and ensure new staff members are fully trained on AJC services and enrollment requirements. Therefore, when appropriate, DVOPs will be assigned to a current, local HVRP awarded grantee to facilitate this partnership and co-enrollment. When a DVOP is unavailable, a WIOA employee may be selected to fill this role. The AJC staff member assigned to facilitate co-enrollment will also be the primary point of contact to ensure HVRP grant requirements are accurately reflected in Indiana Career Connect. Additionally, LVERs will combine employment efforts with the identified AJC facilitator to connect co-enrolled HVRP clients to employers and employment opportunities within the workforce envelope.

#### **Outreach Accountability**

In order to maintain accountability for time spent on outreach, each LVER and DVOP will report the results of their outreach activities, including but not limited to travel logs in writing via e-mail or Outlook Calendar Shares to their WorkOne local management staff. If necessary, copies of these documents and schedules will be provided to formal State Managers, and/or functional managers when applicable. In Region 11, copies will be provided to the functional manager.

These reports will be used by the LVER staff, Regional Operators, and the Workforce Development Boards (WDBs) to produce the required quarterly reports for the State Veterans Coordinator and U.S. Department of Labor Veterans' Employment and Training Services as required in Public Law 107-288 and VPL 01-15. Outreach activities will be reviewed by supervisors and those that are determined by the management team to be unproductive may be discontinued.

### **National Veterans Training Institute (NVTI)**

All DVOPs and LVERs are required to attend veteran related courses at NVTI within 18 months of assignment or hire. Typically, most veteran representatives will attend at least two courses offered by NVTI. In some instances, the DWD State Veterans Coordinator may elect to send veterans' representatives to additional courses based on career development.

### **Indiana Seamless Transition Program**

In some instances, LVERs and DVOPs will be called upon to assist with the State of Indiana Seamless Transition Program for State Guard and Reservists returning from deployment. This may include the Yellow Ribbon Program for returning deployed service members.

### **Negotiated Performances Measures**

The State of Indiana Veterans Program negotiates Performance Targets with the U.S. Department of Labor Veterans' Employment and Training Service (USDOL/VETS) for the JVSG programs which uses data metrics retrieved from the Participant Individual Record Layout (PIRL) to report outcomes. The following entities are charged with the responsibility of meeting the VETS Negotiated Performance Targets:

- Indiana Department of Workforce Development
- the State's regional Workforce Development Boards (WDBs)
- the State Workforce Innovation Council (the State's Workforce Innovation Council (the State's Workforce Investment Board), and
- Regional Workforce.

### **Effective Date**

Immediately

### **Ending Date**

Upon Rescission