



POLICY

SECTION: Veterans	POLICY#019-C0040	PAGE: 1 of 4
TITLE: Local Veteran Employment Representative (LVER) and Disabled Veteran Outreach Program (DVOP) Specialist Outreach		EFFECTIVE DATE: 1.22.2020
REPLACES: N/A		DATED:

DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF

PURPOSE: To explain the defining staff roles of the Disabled Veteran Outreach Program (DVOP) Specialist and Local Veteran Employment Representative (LVER) in the outreach process pertaining to CSTB and to the Wagner-Peyser/ Jobs for Veterans State Grant Program.

BACKGROUND: In an effort to provide clarity with the Jobs for Veterans State Grant (JVSG) refocusing efforts referenced in VPL No. 03-14 and the TEGL No. 19-13; DEO and DOL VETS have facilitated a process to provide consistency in the outreach roles of LVERs and DVOP Specialists for CSTB. The JVSG program provides funding to states to exclusively serve eligible veterans, as defined in 38 U.S.C. 4101(4) and 4211(4), and other eligible spouses as defined in 38 U.S.C. 4101(5), and to perform outreach to employers. DVOP Specialists and LVERs are specifically prohibited from performing non-veteran related duties that detract from their ability to perform their statutorily-defined duties related to meeting the employment needs of eligible veterans in accordance with the VOW Act amendments.

CSF Administrative Policy # 103- CareerSource Local Veteran Employment Representative and Disabled Veteran Outreach Program Specialist Outreach Process at America Job Centers Policy was adopted and effective on 10.2.19. The CSTB Policy outlined below meets all requirements of the CSF policies referenced above.

POLICY: CSTB is required to establish a local monitoring policy and procedure to implement a veteran's outreach process for DVOPS and LVERs. Veterans and their eligible spouses continue to have priority of service for WIOA and other job-training programs funded in whole or in part by the U.S. Department of Labor in accordance with the requirements of section 4215 of title 38, United States Code.

Outlined below are the established outreach roles that are required for DVOPs and LVERs:

LVER Outreach

LVERs can only be assigned duties outlined in 38 U.S.C. 4104(b) that involve the role of promoting the advantages and positive aspects of hiring veterans to employers, employer associations, and business groups. LVER staff are allowed to advocate on behalf of veterans for employment and training opportunities to business, industry, and community based organizations. Although, employer outreach is primarily handled by the Business Services (BS) team, LVERs must be included as an active member of this team. In accordance with VPL 03-14, LVERs must be only assigned duties that promote employers, employer associations, and business groups the advantages of hiring veterans. LVER staff are expected to advocate on behalf of veterans for employment and training opportunities with business, industry, and community-based organizations. This aspect of the LVERs role is an integral component as it aids in the building of relationships with employers within the community, new job postings, and job development opportunities.

DEO considers inclusion of LVERs in the BS to include, but not limited to:

- Attending meetings held or facilitated by the BS;
- Receiving the same type and quality of outreach related training provided to the BS;
- Accompanying BS members on employer visits to facilitate employment, training, and placement services furnished to veterans;
- Not spending a majority of their time providing job order follow-up for employers they do not have a relationship with;
- Accurately entering all services into Employ Florida provided to employers, to include those instances when the services were provided in conjunction with a BS member;
- Not being solely assigned federal contractors/employers;
- Developing and cultivating their own employer relationships and should not be required to provide BS members their “contacts” to assist the BS member with meeting performance benchmarks; or
- Serving as an advocate for employment and training opportunities with businesses, industries and community-based organizations.

In addition, LVERs are responsible for advocating for all veterans served by CSTB with business, industry, and other community-based organizations by participating in appropriate activities such as:

- Planning and participating in job and career fairs;
- Conducting employer outreach;
- In conjunction with employers, conducting job searches and workshops, and establishing job search groups;
- Coordinating with unions, apprenticeships programs and businesses or business organizations to promote and secure employment and training programs for veterans;
- Informing federal contractors of the process to recruit qualified veterans;
- Promoting credentialing and licensing opportunities for veterans; and
- Coordinating and participating with other business outreach efforts.

LVERs are required to accurately code and case note all services provided during outreach activities.

DVOP Outreach

In an event a DVOP Specialist does not have a full caseload of eligible veterans and spouses, DVOPS should conduct relationship building, outreach, and recruitment activities with other service providers in the local area, to enroll significant barriers to employment and priority veterans in CSTB centers as outlined in the VPL 03-14. Prior to a DVOP Specialist conducting outreach and representing the CSTB organization, the DVOP must receive training from CSTB to ensure compliance with CSTB established outreach guidelines.

DVOP outreach locations should include, but are not limited to:

- Veteran Centers, Veterans Affairs Medical Centers and outpatient clinics
- Homeless Shelters
- Community based and civic organizations
- Veterans' Service Organizations
- Vocational Rehabilitation Offices
- Workforce Partners and Service Providers
- Veterans' Affairs Coordinators at Colleges/Community Colleges to promote services to veterans and solicit VA Work-Study Assistants
- Faith-Based Organizations
- Military Base Family Service/Support Centers
- Other legitimate venues and locations where veterans with SBEs congregate

DVOPs are required to accurately code and case note all services provided during outreach activities.

Monitoring

Direct services and activities that are provided by the JVSG staff must be monitored annually for compliance with JVSG requirements by DEO. Additionally, CSTB conducts Wagner Peyser Veteran monitoring which would include services provided by both the LVER and DVOP throughout the program year (PY). CSTB's Internal Program Monitors utilize the DEO Program Monitoring tools to conduct the programmatic reviews.

References:

- CSF Administrative Policy #103: Local Veteran Employment Representative and Disabled Veteran Outreach Program Specialist Outreach Process at American Job Orders
<http://www.floridajobs.org/docs/default-source/lwdb-resources/policy-and-guidance/guidance-papers/2019-guidance-papers/admin>
- Employ Florida Service Code Guide
<http://www.floridajobs.org/docs/default-source/lwdb-resources/programs-and-resources/wioa/2018-wioa/service-code-guide-072018.pdf?sfvrsn=4>
- Veterans' Program Letter No. 03-14
<https://www.dol.gov/sites/dolgov/files/VETS/legacy/files/VPL-03-14.pdf>

- Veterans' Program Letter No. 03-14, Change 1
<https://www.dol.gov/sites/dolgov/files/VETS/legacy/files/VPL-03-14-Change-1.pdf>
- Veterans' Program Letter No. 03-14, Change 2
<https://www.dol.gov/sites/dolgov/files/VETS/legacy/files/VPL-03-14-Change-2.pdf>
- Training and Employment Guidance Letter No. 19-13
https://wdr.doleta.gov/directives/attach/TEGL/TEGL_19_13.pdf
- Training and Employment Guidance Letter No. 19-13, Change 1
https://wdr.doleta.gov/directives/attach/TEGL/TEGL_19-13_Change_1.pdf
- Training and Employment Guidance Letter No. 19-13, Change 2
https://wdr.doleta.gov/directives/attach/TEGL/TEGL_19-13_Change2.pdf
- Title 38
<https://www.govinfo.gov/content/pkg/CPRT-112HPRT65875/pdf/CPRT-112HPRT65875.pdf>

INQUIRIES: Any questions about this procedure should be directed to the Chief Operating Officer, DEO Jobs and Benefits Supervisor or their designee.