



JVSG Veteran Program

Standard Operating Procedure

SC Department of Employment and
Workforce

May 2023

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OVERVIEW OF MANUAL

South Carolina's Jobs for Veterans State Grant (JVSG) Program

South Carolina's JVSG program is funded by a grant from the US Department of Labor (DOL) Veteran's Employment and Training Services (VETS). The grant funds the Disabled Veterans' Outreach Program (DVOP) and Local Veterans' Employment Representative (LVER) positions to assist veterans. Program operatives are referred to as "DVOPs" and "LVERs" (pronounced "lee-vers"). DVOPs work with veterans who have a Significant Barrier(s) to Employment (SBE) and provide individualized career services to overcome or mitigate those barriers, so veterans are "job search ready." LVERs work with employers and DVOPs to place job-ready veterans into employment.

Eligible Veteran, Spouse, & Other Useful Terms (38 U.S.C. §§ [4211](#), [4215](#))

An eligible veteran meets one of the following definitions:

1. The individual served on active duty for a period of more than 180 days and was discharged or released therefrom with an other than dishonorable discharge.
2. The individual was discharged or released from active duty because of a service-connected disability.
3. The individual, as a member of a reserve component under an order to active duty pursuant to 10 U.S.C. §§ [12301\(a\), \(d\), \(g\)](#), [12302](#), or [12304](#), 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.
4. The individual was discharged or released from active duty by reason of a sole survivorship discharge as that term is defined in [10 U.S.C. § 1174\(i\)](#).

An eligible spouse meets one of the following definitions:

1. The individual is the spouse of any veteran who died of a service-connected disability.
2. The individual is the spouse of any member of the Armed Forces serving on active duty who, at the time of application for assistance under [38 U.S.C. § 4215](#), is listed, pursuant to [37 U.S.C. § 556](#) 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 90 days:
 - a. Missing in action
 - b. Captured in the line of duty by a hostile force

- c. Forcibly detained or interned in the line of duty by a foreign government or power
3. The individual is the spouse of any veteran who has a total disability resulting from a service-connected disability.
4. The individual is the spouse of any veteran who died while a disability so evaluated was in existence.

Integration into the Workforce System


DVOPs and LVERs are fully integrated into the workforce system and serve on the respective teams that are appropriate for their roles. Ideally, DVOPs will make appropriate referrals to partner agencies to address the specific needs of veterans with SBEs, and LVERs will serve on business services teams.

SC Works Online Services (SCWOS)

SCWOS is SC's comprehensive job search tool that helps employers and job seekers connect through the Internet. Employers and job seekers can register online, browse applicants or job openings, and request matches against job orders and work registrations. SCWOS is also the case management system for the Adult, Dislocated Worker (DW), and Youth programs, as well as the Trade Adjustment Assistance (TAA) Program and Wagner-Peyser Programs. All SCWOS features are free and include the following:

- Online self-registration
- Resume creation
- Online job posting and matching
- Ability to browse jobs or applicants and contact matches for both
- Access to current labor market information (LMI)
- Access to career tools and training resources
- Access to job openings collected, or "spidered," from other websites

How to Use This Manual:

 This manual is meant as a training manual for new hires and as a reference tool for experienced DVOPs and LVERs. Keep an eye out for the green check mark throughout for useful Pro Tips. This manual is current as of the date of issue noted on the cover. Staff are responsible for staying up to date with program guidance between manual revisions. This guide should be used in conjunction with the current Employment Services Manual.

PART I: DISABLED VETERANS' OUTREACH PROGRAM (DVOP)

1.1 DVOP OUTREACH

In the JVSG program, “outreach” is defined as a two-way communication between Employment Services (ES) and the stakeholder. Outreach establishes and fosters mutual understanding, promotes participation and involvement, and influences behaviors, attitudes, and actions. Outreach finds veterans who are not using any services provided by ES and informing and educating them about the services provided by [South Carolina's workforce system](#).

1.1.1 WHY DO WE CONDUCT OUTREACH?

- Develop a liaison between the agency and the community
- Improve community awareness
- Increase collaboration and communication with community members, stakeholders, and key partners
- Share resources and exchange ideas
- Increase program attendance
- Stimulate behavioral change

1.1.2 PRINCIPLES OF OUTREACH

- Clearly identify the veterans that you are trying to reach.
- One size does not fit all—tailor your outreach strategy, message, and materials according to your target audience.
- Think from the customer's perspective and include information about your services that may be helpful.
- Enlist key community leaders to be your ambassadors.
- Outreach = Material + Personal Contact in multiple ways and at multiple times; build trust and become a familiar face.
- Be a conversationalist, not a preacher.
- Consider where you have done outreach and consider who is missing; track who is coming and adjust your strategy as needed.

1.1.3 DVOP OUTREACH GOALS

Outreach goals will be determined by the Regional Manager based on the region's need, and include:

- Enhance community awareness
- Increase the visibility of the program
- Increase community support
- Engage new partners and stakeholders

1.1.4 DVOP OUTREACH LIFE CYCLE

Planning

- Needs assessment (veterans and organizations)
- Goals and objectives (SBE)
- Stakeholder identification (Who is doing what?)
- Key message (DVOP, veterans w/SBEs, regular services)

Development

- Structure for Implementation
- Outreach Strategy Tools (flyers, pamphlets, organizations)

Execution

- Implementation (make it happen)
- Adjustments (flexibility)

Evaluation

- Process and outcome evaluation
- Results analysis


1.1.5 TARGET POPULATIONS

- Special disabled veterans
- Disabled veterans
- Economically or educationally disadvantaged veterans
- Veterans who are homeless
- Veterans with other SBEs

1.1.6 DVOP OUTREACH LOCATIONS

DVOPs conduct outreach at a variety of sites and with a variety of partner programs, including but not limited to:

- VA Vocational Rehabilitation and employment centers
- Homeless Veterans Reintegration Project (HVRP) grantees
- Department of Veterans Affairs (medical centers and vet centers)
- Homeless shelters
- Civic and services organizations (community and faith based)
- Community stand downs
- Military installations
- WIOA Title I program partners (Adult, DW, Youth)
- State Vocational Rehabilitation

 DVOPs must make contact and follow-up regularly with National Guard and Reserve units in their area.

1.1.7 HOW TO TARGET VETERANS WHILE CONDUCTING OUTREACH

1.1.7.1 THE KEY WORD IS “CONVERSATION.”

- Greeting
- Introduction
- Programs available
- Contact information
- Appreciation for the encounter

1.1.7.2 FOLLOW-UP IS ESSENTIAL TO OUTREACH.

- Renew contact.
- Discuss any new programs.
- Review a couple of the programs that have already been discussed.
- Express appreciation for the encounter.


1.1.8 OUTREACH ISSUES

- ODA (Out Driving Around)
- Same place, same time (library every Thursday)
- “Come see me.” (This *never* gives a result.)
- Going somewhere during social hour (after normal working hours)

- Where not to go:
 - Hanging out at a fast-food restaurant waiting for vets
 - Places where you have set up a desk and have never found vets (or found very few)
- Emailing, phone calls, and conducting administrative duties are NOT outreach.

1.1.9 BY APPOINTMENT ONLY


- Make a plan.
- Make appointments with service organizations where vets might frequent, and then place the appointment on your calendar.
- Ensure the service organization is listed under service providers in SCWOS prior to going out to the organization. If the service provider is not in SCWOS, email your Regional Manager to have the organization added.

 Do not place on your schedule that you are “out driving around looking for vets.”

1.1.10 SUMMARY

- Make a plan.
- Stick to the plan.
- If the plan begins to fail, be ready to “adjust fire.”
- Find the right places to search for veterans.
- Record everything in SCWOS, including case notes.
- Have fun.
- Connect with the intention of helping others.
- Relax. Focus on what you can bring to the party or offer in the form of contacts, knowledge, or resources.

1.2 WORKING WITH VETERANS—ELIGIBILITY

 Veterans who do not fall into one of the categories served by DVOP specialists are eligible to be served by non-JVSG SC Works staff on a priority basis.

DVOPs only work with veterans or eligible spouses with a Significant Barrier to Employment (SBE) as outlined in VPLs 03-14, including Changes 1 and 2, and 03-19. See also [State Instruction 13-05, Change 3](#).

Eligible veterans and spouses defined as having a SBE include:

- A **special disabled or disabled veteran**, as those terms are defined in [38 U.S.C. § 4211\(1\)\(3\)](#), are those who are either:
 - Entitled to compensation (or who, but for the receipt of military retired pay, would be entitled to compensation) under laws administered by the Secretary of Veterans Affairs
 - Were discharged or released from active duty because of a service-connected disability
- A **homeless person**, as defined in Sections 103(a) and (b) of the McKinney-Vento Homeless Assistance Act ([42 U.S.C. § 11302\(a\) and \(b\)](#)), as amended, to include domestic violence and other dangerous or life-threatening conditions affecting permanent residence
- 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
- An **offender**, as defined by the [Workforce Innovation and Opportunity Act \(WIOA\) § 3\(38\)](#), who is currently incarcerated or who has been released from incarceration
- A **veteran lacking a high school diploma or equivalent certificate**
- A **low-income individual** (as defined by [WIOA § 3\(36\)](#))

Additional veteran populations identified by DOL as eligible for DVOP services include:

- **Veterans aged 18-24**—veterans who may possess limited civilian work history which can make transitioning to the civilian labor force difficult, and thus may benefit from individualized career services provided by a DVOP specialist.
- **Vietnam-era Veterans**—eligible veterans who served any part of their active military, naval, or air service during the Vietnam era. The Bureau of Labor Statistics and the Veterans Affairs data indicate that there are still a sizable number of Vietnam-era Veterans in the workforce, and many face difficulty in finding and maintaining employment. The Vietnam-era falls within the following timeframes:
 - 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

- The period beginning on August 5, 1964, and ending on May 7, 1975, in all other cases
- **Eligible Transitioning Service Members, Spouses, and Family Caregivers**—in annual appropriation bills since the Consolidated Appropriations Act of 2014, Congress has authorized the JVSG program to support individualized career services to:
 - Transitioning members of the Armed Forces who have been identified as in need of individualized career services on the DD-2958, “Service Member Career Readiness Standards/Individual Transition Plan” (**TEN 10-14**), signed by the service member’s commanding officer, documenting that the service member has not met Career Readiness standards

SERVICE MEMBER CAREER READINESS STANDARDS/INDIVIDUAL TRANSITION PLAN CHECKLIST			
PRIVACY ACT STATEMENT			
<p>AUTHORITY: 10 U.S.C. 1142, Pre-separation Counseling; DoD Directive 1332.35, Transition Assistance for Military Personnel; DoD Instruction 1332.36, Pre-separation Counseling for Military Personnel; and E.O. 9397, as amended (SSN).</p> <p>PRINCIPAL PURPOSE(S): To document achievement of Career Readiness Standards commensurate with the Service member's desired employment, education, technical training, and/or entrepreneurial objectives.</p> <p>ROUTINE USE(S): The DoD "Blanket Routine Uses" found at http://dpclo.defense.gov/privacy/SORNs/blanket_routine_uses.html apply.</p> <p>DISCLOSURE: Voluntary; however, if the requested information is not provided, it may not be possible for a Commander or designee to verify that a Service member has met the Career Readiness Standards.</p>			
SECTION I - SERVICE MEMBER INFORMATION			
1. NAME (Last, First, Middle Initial)	2. GRADE (Select one)	3. DoD ID NUMBER	4. TRANSITION DATE (YYYYMMDD)
5. SERVICE (Select one from each category)	6. UNIT		
SECTION II - COMMON CAREER READINESS STANDARDS			(X one)
7. Completed the DoD Standardized Individual Transition Plan		YES	NO
			N/A

- Members of the Armed Forces who are wounded, ill, or injured and receiving treatment in military treatment facilities (MTFs) or warrior transition units (WTUs)
- The spouses or other family caregivers of such wounded, ill, or injured members
 - The term “caregiver” with respect to an eligible veteran means an individual who provides personal care services to the veteran.
 - The term “family caregiver” with respect to an eligible veteran means a family member who is a caregiver of the veteran.
 - The term “family member” with respect to an eligible veteran means an individual who (a) is a member of the family of the veteran, including parent, spouse, child, step-family member, and extended family member; or (b) lives with, but is not a member of the family of the veteran.

1.3 DVOP SERVICES

1.3.1 PRIORITY OF SERVICE

The Jobs for Veterans Act of 2002 (JVA) affords priority of service to covered persons (i.e., veterans and eligible spouses) over non-covered persons for the receipt of employment, training, and placement services provided under new or existing job training programs funded, in whole or in part, by DOL. For example:

- The covered person receives access to the service or resource earlier in time than the non-covered person.
- If the service or resource is limited, the covered person receives access to the service or resource before the non-covered person.

All workforce staff must ensure that Priority of Service is carried out and report all issues to their chain of command. For further information, see [State Instruction 08-06: Priority of Service for Veterans and Spouses](#).

To be eligible for priority of service, the individual must meet one of the following definitions as a Covered Person:

Veteran—a person who served in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable.

Eligible Spouse—The spouse of any of the following individuals:

- Veteran who died of any of a service-connected disability
- Veteran who has a total disability resulting from a service-connected disability
- Veteran who died while a disability so evaluated was in existence
- Any member of the Armed Forces serving on active duty who, at the time of application for assistance under this section, is listed, pursuant to [37 U.S.C. § 556](#) and regulations issued by the Secretary concerned, in one or more of the following categories and has been so listed for a total of more than 90 days:
 - Missing in action
 - Captured in the line of duty by a hostile force
 - Forcibly detained or interned in the line of duty by a foreign government or power

1.3.1.1 VERIFYING STATUS

Veterans or eligible spouses are not required to provide proof of veteran status at the time of program entry beyond self-attestation, unless the individual who self-identifies as a veteran or eligible spouse is immediately undergoing eligibility determination and

registering or enrolling in a program, **AND** the applicable federal program rules require verification of veteran or eligible spouse status at that time.

However, even in those instances where immediate enrollment is occurring, staff should enroll and provide immediate priority to the veteran or eligible spouse, and then allow the individual to follow-up later with any required verification of their status. The commitment of program staff effort does not require verification of status by a veteran or eligible spouse. For programs or services that cannot rely on self-attestation (e.g., classroom training), verification only needs to occur at the point at which a decision is made to commit outside resources to one individual over another.

Acceptable verification documents, include but are not limited to the following:

- DD 214
- Official notice issue by the VA that establishes entitlement to a disability rating or award of compensation to a qualified dependent
- Official notice issued by the US Department of Defense (DOD) documenting the eligibility of an individual, based on the missing or detained status of that individual's active-duty spouse

1.3.1.2 “VETERAN HOLD” IN SCWOS

All job orders are placed in a “Veteran Hold” status the day of the job order posting to allow veterans and other covered persons the exclusive opportunity to view and receive a referral prior to non-veterans. In SCWOS, Veteran Holds are released during overnight processing on Monday - Friday. Overnight processing does not run on national holidays.

Example: A job order is entered Wednesday at 6:00AM. The “Veteran Hold” will be lifted at 12:01AM Friday during overnight processing. The “Veteran Hold” was in place for at least 24 hours and over the course of one full business day.

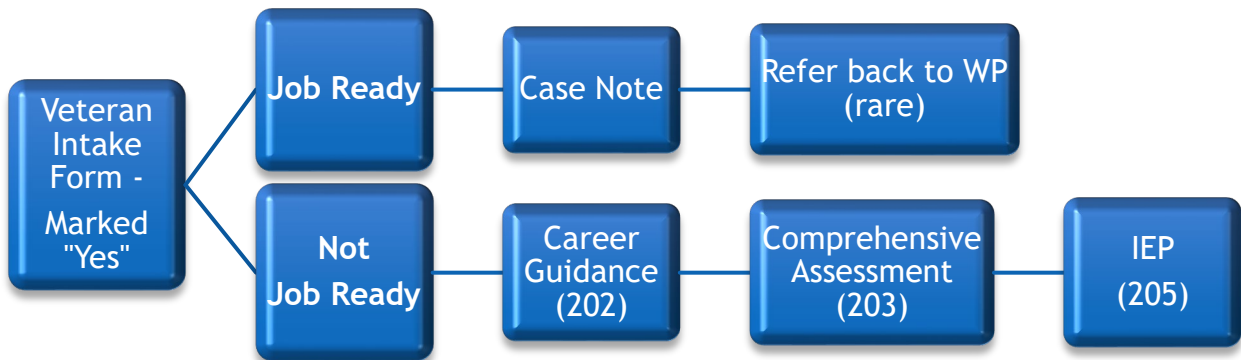
SC Works staff does not have the capability of manually lifting the “Veteran Hold” status. Qualified job candidates must be referred in the following order:

1. Special disabled veterans
2. Other disabled veterans
3. Other eligible veterans in accordance with priorities determined by DOL
4. Certain spouses and other covered persons
5. Non-veterans

1.3.2 VETERAN'S INTAKE PROCESS

Intake staff must ensure all veterans complete the [Veterans' Services Intake Form](#) to determine eligibility for priority of services provided by the DVOP. An eligible veteran, spouse, or family caregiver must be immediately referred to a DVOP specialist. If a DVOP specialist is not available, referrals to a DEW Workforce Specialist or Consultant must be made. Veterans and eligible spouses who are not eligible under the list above are to be referred to appropriate non-JVSG SC Works staff members to receive basic, career, and/or training services on a priority basis.

✔ The Veterans' Services Intake Form should be completed by intake staff before a veteran is sent to a DVOP specialist.



1.3.2.1 JOB READY VS. NOT JOB READY

Veterans are either:

Job Ready

Can start a job today!
Complete resume
No employment barriers
No need for interview assistance

- DVOP enters a case note and refers them back to Wagner-Peyser—should have very few of these.

Not Job Ready

The individual needs employment services assistance.

- DVOP completes a 202, Comprehensive Assessment (203), and an IEP (205) on the veteran.

1.3.3 INDIVIDUALIZED CAREER SERVICES

JVSG performance is based on services that are provided by DVOPs. It is critical to JVSG performance that the DVOP adhere to the following guidelines:

- DVOPs will not provide job searches, job referrals, or job-development services.
- Handing a veteran a brochure on creating a resume is *not* a “service” under the JVSG program.

The majority of services provided by DVOPs must be individualized career services. The individualized career services under the JVSG program are:

- Assessments
- Career Guidance
- DVOP Individualized Employment Plan (IEP)
- DVOP interview prep
- Referrals to WIOA services
- Referrals to other services
- Workshop—Career & Skills Assessment
- Workshop—Career Advancement and Enhancement
- Workshop—Educational and Personal Skills Upgrade

1.3.3.1 100% DVOP STAFF

Under [38 U.S.C. § 4103A\(a\)](#), a DVOP specialist provides individualized career services and facilitates placements to meet the employment needs of veterans and eligible spouses. DVOP specialists serve only those veterans and eligible spouses most in need of individualized career services. This better enables DVOP specialists to perform their primary responsibility of providing individualized career services to all of the people they serve. While DVOPs may provide some core services, these staff should devote the majority of their time to providing individualized career services.

1.3.4 DVOP CASE MANAGEMENT

✓ DVOPs are responsible for their caseloads and must make appropriate contacts!

Case management is the coordination of services on behalf of an individual who may have an open case in different settings such as health care, nursing, rehabilitation, social work, disability insurance, employment, and law.

The DVOP, in coordination with the veteran, will determine if the veteran or eligible spouse will be enrolled in case management and the DVOP will determine when to close the

Case Management enrollment. If the veteran or eligible spouse is enrolled in case management, the DVOP is responsible for all of the components outlined in this section.

DVOPs should attempt to enroll four veterans into case management each month.

1.3.4.1 ASSESSMENTS

All veterans and eligible spouses who receive services from a DVOP will have an assessment entered in SCWOS.

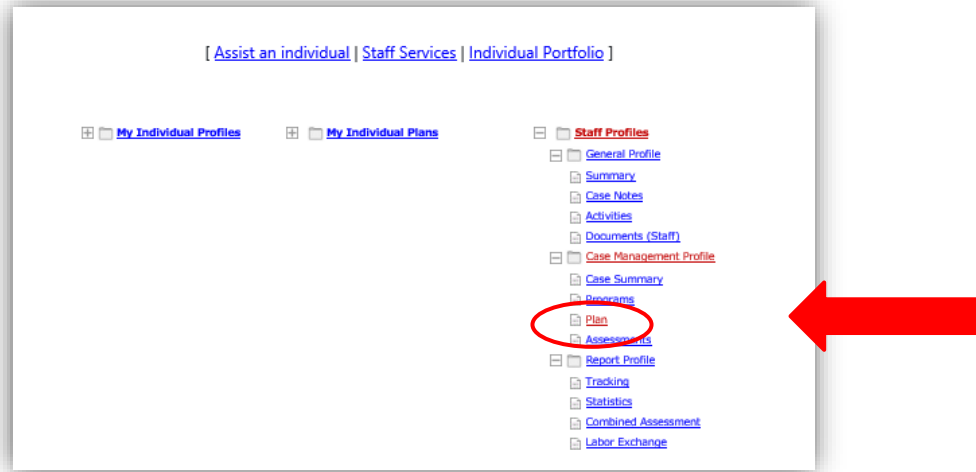
- Initial Assessment—An evaluation of a jobseeker’s employment history, education, skills, and interests that results in the identification of employment goals, barriers to employment, and services needed to obtain goals.
- Objective Assessment—More comprehensive than the initial assessment, this assessment collects specific information regarding a customer’s service needs, goals, interests, academic levels, abilities, aptitudes, and supportive-service needs. This assessment measures barriers and strengths.

1.3.4.1.1 HOW TO DO A VETERAN PROGRAM OBJECTIVE ASSESSMENT

- Use the spell check feature available in SCWOS.
- **Do not include opinions; only include factual information.**
- PII information, including disability information, can be disclosed because the Objective Assessments are locked down, allowing only staff with “need to know” to view this information.
- Enter Activity Code 202 only after completing the Objective Assessment Summary.

#1 - OBJECTIVE SUMMARY SECTION

1. Under Plan, click on “Create Objective Assessment Summary.”



Create Objective Assessment Summary

#2 - GENERAL INFORMATION AND CONTACT INFORMATION

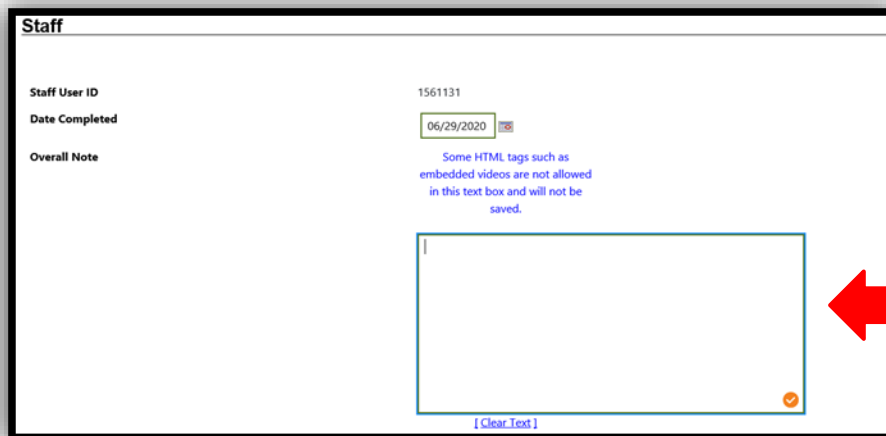
1. Verify this information is correct:

General Expectations		
Name:	User ID:	State ID:
Address:	Phone:	Alt. Phone:
	Email:	
LWIA:	Office Location:	
Program: 3-Title III - Wagner-Peyser (WP)	Application ID:	
Assessment Create Date:	Age At Assessment:	
Attach Active Plan:	Plan ID:	
Staff Completed:	Date Completed:	
Overall Note:		

**Example of this section when printed.*

#3 - STAFF SECTION

1. Enter in Date Completed—no more than 2 days from appointment.



The screenshot shows a web form titled "Staff". It has three main sections: "Staff User ID" with the value "1561131", "Date Completed" with a date picker set to "06/29/2020", and "Overall Note" with a large text area. A blue warning message is displayed above the text area: "Some HTML tags such as embedded videos are not allowed in this text box and will not be saved." A red arrow points to the right side of the text area. At the bottom of the text area is a "[Clear Text]" link.

2. Overall Note—At minimum, one of the statements listed below must be copied and pasted into this section.

If the veteran you are working with does not have any of the barriers listed below, **STOP**—they do not qualify for the DVOP program and must be referred to a Workforce Consultant for further assistance.

OVERALL NOTE OPTIONS: (At minimum, 1 of the 16 options must be entered in the Overall Note field.)

Age:

- a. Veteran meets the qualifications of an eligible veteran—between the ages of 18 and 24.
- b. Veteran meets the qualifications of an eligible veteran—Vietnam-era veteran.

Disability:

- c. Veteran meets the qualifications of an eligible veteran—special disabled or disabled veteran who is entitled to compensation (or who, but for the receipt of military retired pay, would be entitled to compensation) under laws administered by the Secretary of Veterans Affairs.

- d. Veteran meets the qualifications of an eligible veteran—special disabled or disabled veteran who was discharged or released from active duty because of a service-connected disability.

Education:

- e. Veteran meets the qualifications of an eligible veteran—lacking a high school diploma or equivalent certificate.
- f. Veteran meets the qualifications of an eligible veteran—low-income.

Homeless or Domestic Violence:

- g. Veteran meets the qualifications of an eligible veteran—homeless.
- h. Veteran meets the qualifications of an eligible veteran—homeless including domestic violence and other dangerous or life-threatening conditions affecting permanent residence.
- i. Veteran meets the qualifications of an eligible veteran—homeless and there are other dangerous or life-threatening conditions affecting permanent residence.

Income:

- j. Veteran meets the qualifications of an eligible veteran—low income.

Incarcerated:

- k. Veteran meets the qualifications of an eligible veteran—offender who is currently incarcerated.
- l. Veteran meets the qualifications of an eligible veteran—released from incarceration.

Medical:

- m. Veteran meets the qualifications of an eligible veteran—member of the US military and is currently being treated at a medical treatment facility (MTF).

Spouse:

- n. Customer meets the qualifications of an eligible participant—spouse or family caregiver of a wounded, ill, or injured Service Member.

Transitioning:

- o. Veteran meets the qualifications of an eligible veteran—transitioning from active military service.

Unemployed:

- p. Veteran meets the qualifications of an eligible veteran—recently-separated service member who has been unemployed for 27 or more weeks in the previous 12 months.

#4 - EMPLOYMENT SECTION

Immediate Employment: This box must match what the customer has stated.
Services: List the services the customer has requested.

The screenshot shows a form with two questions: "Are you seeking immediate employment" and "What services are you seeking". The first question has radio buttons for "Yes" and "No", with "No" selected. The second question is followed by a large empty text box for input. A "[Clear Text]" link is located at the bottom right of the text box.

#5 - EMPLOYMENT EXPECTATIONS

Employment Expectations: **ENTIRE SECTION MUST BE COMPLETE.** The Occupations that you select will be used for your IEP.

The screenshot shows the "Employment Expectations" form with the following fields:

- Occupation 1: Select Occupation (dropdown)
- Occupation 2: Select Occupation (dropdown)
- Occupation 3: Select Occupation (dropdown)
- Employment Type: Regular (dropdown)
- Full or Part Time: Full Time (30 Hours or More) (dropdown)
- Shift Preferences: 1st, 2nd, 3rd, Rotating, Split Shift, Any
- Desired Salary: None Selected (dropdown)
- Benefits Needed: Health Insurance, Paid Vacation Time, Paid Sick Leave, Retirement/Pension
- Longest Commute Distance (mi): (text input)

➤ Example:

IEP GOAL #1: To obtain a position as <occupation #1>

IEP GOAL #2: To obtain training in <occupation #2>

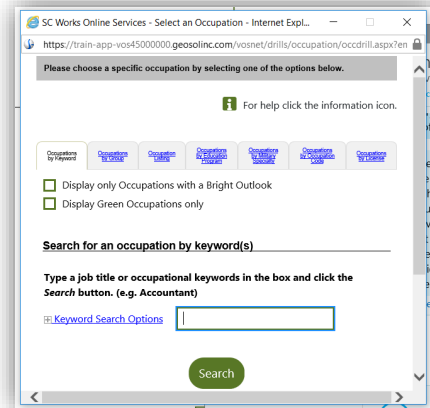
Every box must be filled, even if it is not required:

➤ Example—if they do not have a training preference:

Client does not have a training preference at this time.

➤ Example—If they are considering training, but are not sure of which training:

Customer is interested in training, but is unsure of which program at this time.



#6 - EDUCATION HISTORY

Summarize the client’s education experience in the Education History Assessment Summary box.

➤ Example—Client completed 2 years of computer science courses at Tri County Technical Colleges and 2 Allison online course about Office 365.

Education History

Highest Grade Completed

Currently Enrolled in School

Education History Assessment Summary

[\[Clear Text \]](#)

#7 - BASIC SKILLS AND EDUCATION FACTORS

Basic Skills and Education Factors: Fill out the section **completely** including the summary.

- Example: Client dropped out of high school and does not have computer skills.

Basic Skills / Education Factors

High School Dropout

Basic Skills Deficient

- Reading below 9th Grade
- Math below 9th Grade
- Language Below 9th Grade
- Literacy
- Non-Reader

Lacks Computer Skills

Primary language spoken at home:

Needs interpretation services

Limited English Proficiency

Currently Enrolled in ABE/Literacy or ESOL

Behind Grade Level for Age (Youth Only)

Financial Aid

- Needs a Free Application for Federal Student Aid (FAFSA)
- Pell Grant
- Monetary Award Program (MAP) Grant
- Other Financial Aid

Basic Skills / Education Factors Assessment Summary

[Clear Test](#)

#8 - DEGREES

Degrees: Add degrees.

Degrees

Degree	Issuing Institution	Completion Date
Add a New Degree		

#9 - CERTIFICATES

Certificates: Add certificates.

#10 - SUMMARY OF SKILL ASSESSMENT

Summary of Skill Assessment: When completing your IEP case note, there is a section for client's strengths. The skills from your case note can be entered into this section.

Occupational Transferable Skills

Summary of Skill Assessment

Some HTML tags such as embedded videos are not allowed in this text box and will not be saved.

[\[Clear Text \]](#)

#11 - EMPLOYMENT HISTORY

Complete the employment history.

Employment History

Employer	Start/End Dates	State	Action
----------	-----------------	-------	--------

#12 - HOUSEHOLD INCOME SUMMARY

Complete the Household & Income Summary.

Household & Income

Information collected on this screen will NOT be included in print form.

Name	Relationship	Age	Income Source	Annualized Income
			Annualized Total	\$0.00

[\[Add a New Household Member\]](#)

Some HTML tags such as embedded videos are not allowed in this text box and will not be saved.

[\[Clear Text \]](#)

#13 - WORK READINESS

In this section, you must state if this client is “work ready” OR “not work ready.” Remember, no opinions, just FACTS.

NOTE: Work ready is the same as “job search ready” defined in [State Instruction 17-08](#): Effective Use of Initial Assessment for Wagner-Peyser Customers.

✔ “Work ready,” “job search ready,” and “job ready” are used interchangeably in SC’s JVSG Program.

➤ Example—Not Work Ready:

Client is not work ready at this time. Client will need to focus on IEP steps first before applying for employment.

➤ Example—Work Ready:

Client is work ready at this time. Client will need assistance in applying for positions, matching to qualified positions, and matching to local hiring events.

Work Readiness Summary:

Some HTML tags such as embedded videos are not allowed in this text box and will not be saved.

[\[Clear Text \]](#)

#14 - BARRIERS

For the JVSG program, the DVOP must prove that the client meets the qualifications to be in the program. Refer to the barriers you choose from the “Overall Notes” section. Check all barriers that the client has, and ensure the barrier entered in the “Overall Notes” section is selected. Remember that in the summary sections, do not include opinions or focus on family members—you are **only** focused on the client.

Acceptable Examples:

➤ Dependent Care Comments:

Client needs afterschool care options for dependents.
Client needs morning care for family member.

➤ Work Readiness Summary:

Client is available for employment from 8:00am - 3:00pm.
Client has limited transportation options and will need employment near public transportation.

➤ Work Behavior Assessment Summary:

Client needs to attend an interview workshop and participate in a mock interview.
Client states he needs a position where he lifts less than 25 lbs.

➤ Living Environment Assessment:

Client lives with family member, but situation is temporary.
Client lives in [XYZ Homeless Shelter]. Shelter has a 90-day program, then the client must move out.

➤ **Health and Behavior Observations: Only list organizations the veteran is currently working with. DO NOT LIST observations!**

Employment Barriers Assessment Summary: (must follow this template)

1. Record this statement: Veteran qualifies for individualized career services as established by the initial and subsequent assessment.
2. Restate the barrier(s) entered in the “Overall Notes” section.
3. List referrals.

- Example: Veteran qualifies for individualized career services as established by the initial and subsequent assessment. Veteran meets the qualifications of an eligible veteran–homeless. Referrals made to Vocational Rehabilitation, Commission for the Blind, and XYZ Homeless Shelter.

Employment Barriers Assessment Summary:

Some HTML tags such as embedded videos are not allowed in this text box and will not be saved.

[\[Clear Text \]](#)

#15 - CRIMINAL BACKGROUND

Complete criminal background.

[\[General\]](#) [\[Expectation\]](#) [\[Education\]](#) [\[Degree\]](#) [\[Certificate\]](#) [\[Employment\]](#) [\[Household & Income\]](#) [\[Work Readiness\]](#) [\[Barriers\]](#) [\[Criminal Background\]](#) [\[Tests\]](#) [\[Referrals\]](#)

Criminal Background

Responses to the following items must be completely voluntary and confidential. This information is only used to determine need for additional services or resources in support of training and employment goals.

Information collected on this screen will NOT be included in print form.

#16 - TESTS

Complete tests section.

[\[General\]](#) [\[Expectation\]](#) [\[Education\]](#) [\[Degree\]](#) [\[Certificate\]](#) [\[Employment\]](#) [\[Household & Income\]](#) [\[Work Readiness\]](#) [\[Barriers\]](#) [\[Criminal Background\]](#) [\[Tests\]](#) [\[Referrals\]](#)

Tests

Basic Skill Assessment [Click Here](#)

WorkKeys [Click Here](#)

Other Testing [Click Here](#)

Aptitude

Career Interest

Testing Results Comments:

Some HTML tags such as embedded videos are not allowed in this text box and will not be saved.

[\[Clear Text \]](#)

#17 - REFERRALS

[\[General\]](#)
[\[Expectation\]](#)
[\[Education\]](#)
[\[Degree\]](#)
[\[Certificate\]](#)
[\[Employment\]](#)
[\[Household & Income\]](#)
[\[Work Readiness\]](#)
[\[Barriers\]](#)
[\[Criminal Background\]](#)
[\[Tests\]](#)
[\[Referrals\]](#)

Referrals

Agency Name	Result
[Add a New Referral]	
<input style="border: none; border-radius: 10px; padding: 2px 10px;" type="button" value=" << Back "/> <input style="border: none; border-radius: 10px; padding: 2px 10px;" type="button" value=" Cancel "/> <input style="border: none; border-radius: 10px; padding: 2px 10px;" type="button" value=" Print "/> <input style="border: none; border-radius: 10px; padding: 2px 10px;" type="button" value=" Finish "/>	

Enter the 202 activity code **AFTER** completing the Objective Assessment Summary.

1.3.4.1.2 OBJECTIVE ASSESSMENT SUMMARY EXAMPLE

General Expectations		
Name: EXAMPLE	User ID: EXAMPLE	State ID: EXAMPLE
Address: EXAMPLE	Phone: EXAMPLE	Alt. Phone:
EXAMPLE	Email: EXAMPLE	
LWIA: EXAMPLE	Office Location: EXAMPLE	
Program: 3-Title III - Wagner-Peyser (WP)	Application ID: EXAMPLE	
Assessment Create Date: 1/8/2020	Age At Assessment: 59	
Attach Active Plan: No	Plan ID: 0	
Staff Completed: EXAMPLE	Date Completed: 1/8/2020	
<p>Overall Note: Veteran meets the qualifications of an eligible veteran, veteran is a special disabled or disabled veteran who is entitled to compensation (or who, but for the receipt of military retired pay, would be entitled to compensation) under laws administered by the Secretary of Veterans Affairs.</p> <p>Veteran meets the qualifications of an eligible veteran, veteran is a recently-separated service member who has been unemployed for 27 or more weeks in the previous 12 months.</p> <p>EXAMPLE was under Case Management by DVOP in the past. He became employed but has since become unemployed again. He contacted DVOP requesting assistance again.</p>		

Program Expectations			
Immediate Employment: Yes		Services Sought: Assistance obtaining sustainable employment in the material handler field. Interested in warehouse work such as forklift driver, puller, shipping/receiving	

Employment Expectations			
Occupation 1: 53-7051.00 - Industrial Truck and Tractor Operators			
Occupation 2: 53-7062.00 - Laborers and Freight, Stock, and Material Movers, Hand			
Occupation 3:			
Employment Type:	Regular	Full or Part Time:	Full Time (30 Hours or More)
Desired Salary:	\$14.50 hourly (approx. \$30,000 annually) or more	Maximum Commute (In Miles):	25
Shift Preferences:	1st	Benefits Needed: Health Insurance, Paid Sick Leave, Paid Vacation Time, Retirement/Pension	
Desired Help in Career Planning: No		Job Search Assistance Requested: Job Openings, Referrals to Employers, Resume Assistance	
Seeking Training Services:	No	Training Preferences: EXAMPLE is not interested in any training at this time.	
Seeking Post-Secondary Education: No		Post-Secondary Preferences: Not Applicable	
Other Assistance Expected: N/A			

Education History			
Highest Grade Completed:	High School Diploma	Currently Enrolled in School:	No, Not Attending Any School
Education History Assessment Summary: High School Diploma			

Basic Skills / Education Factors			
High School Dropout:	No	Basic Skills Deficient: No	

Limited English Proficiency:	No	Enrolled in ABE/Literacy or ESOL:	No
Lacks Computer Skills:	No	Behind Grade Level for Age (Youth Only):	No
Primary Language Spoken at Home:		Needs Interpretation Services:	No
Financial Aid: No			
Basic Skills/Education Factors Summary: EXAMPLE has a high school diploma. He is not interested in training at this time. He can use a computer, but he states he is not really good with one.			

Education				
Degree	Issuing Institution	Location	Completion Date	
High School Diploma	Bessemer City High	NC US	6/1/1980	
Certificate/ License	Organization	Location	Issue Date	Expire Date
Forklift License	Grammar Industrial	SC US	7/1/2005	

Occupational Transferable Skills
Summary of Skill Assessment: Example can operate stand up, sit down, and cherry picker forklifts. Knows inventory control, capable of making informed decisions. He can follow directions and safety minded at all times.

Employment History				
Employer	Job Title	Salary	Dates	Duration
Confluence Outdoor	Forklift Operator	\$9.50	11/1/2005 - 2/12/2006	3
Reason for leaving: Resigned / Quit				
Job Duties Operate cranes, hoists, or other moving or lifting equipment. Inspect cargo areas for cleanliness or condition. Move materials, equipment, or supplies. Load shipments, belongings, or materials. Operate vehicles or material-moving equipment.				

Fingerhut	Forklift Driver	\$9.56	9/12/1992 - 10/15/2005	157
Reason for leaving: Job Ended				
Job Duties: Operate cranes, hoists, or other moving or lifting equipment. Inspect cargo areas for cleanliness or condition. Move materials, equipment, or supplies. Load shipments, belongings, or materials. Operate vehicles or material-moving equipment.				
Labor Ready	Construction Worker	\$8.00	6/15/2007 - 12/15/2013	78
Reason for leaving: Job Ended				
Job Duties: Direct vehicle traffic. Clean work sites. Signal equipment operators to indicate proper equipment positioning. Review blueprints or specifications to determine work requirements. Move construction or extraction materials to locations where they are needed.				
Job Impulse	Forklift Operator	\$14.00	4/17/2016 - 5/13/2018	24
Reason for leaving: Job Ended				
Job Duties: Operate cranes, hoists, or other moving or lifting equipment. Inspect cargo areas for cleanliness or condition. Move materials, equipment, or supplies. Load shipments, belongings, or materials. Operate vehicles or material-moving equipment.				
ProLogistix	Forklift Operator	\$14.00	5/27/2018 - 2/26/2019	9
Reason for leaving: Layoff				
Job Duties: Operate cranes, hoists, or other moving or lifting equipment. Inspect cargo areas for cleanliness or condition. Move materials, equipment, or supplies. Load shipments, belongings, or materials. Operate vehicles or material-moving equipment.				
Peak Workforce Solutions LLC	Material Handler	\$13.20	5/22/2019 - 11/4/2019	5
Reason for leaving: Better Job Opportunity				

Job Duties: Move materials, equipment, or supplies. Sort materials or objects for processing or transport. Load shipments, belongings, or materials. Mark materials or objects for identification. Receive information or instructions for performing work assignments.

Work Readiness			
Number of Children under 18: 0		Dependent Care: Yes: Not at This Time	
Dependent Care Comments: N/A			
Transportation: Yes		Driver's License: Has a Valid License	
Driver's License Endorsements: No			
Automobile: Owns Automobile			
Contacts: Telephone in Home		Work Attire: No	
Emergency Nutritional Needs: No			
Work Readiness Summary: Example has reliable transportation. No dependent care issues. He is interested in 1st shift positions. 8 hour shifts, states 12 hour shifts are too long. Has telephone, can operate a computer, has proper work clothes. Has a number of years' experience in working in a warehouse environment.			

Workplace Behavior			
Motivational Factors Affecting Employment: No		Career Decision Making: No	
Resume: Resume Requires Revision		Application Completion: No	
Appearance and Hygiene Issues: No		Need to Learn To Use Labor Market Information: No	
Interviewing Skills: No			
Work Behavior Assessment Summary: Example needs to update his resume to show last work history. States he is comfortable doing any type of work in a warehouse setting.			

Health & Behavioral Observations		
Health: Not at this time	Behavior: Not at this time	Substance Abuse: Not at this time
Health & Behavior Observations: Example uses the VA medical for any health issues.		

Living Environment	
Housing: Not at this time	Home Life: Not at this time
Living Environment Assessment: Example shares his residence with 2 others. He has stated he hopes to get out on his own in the future. He is not at risk of becoming homeless and has the support of his roommates.	

Economic Factors / Financial Situation	
Credit / Financial: Bankruptcy	
Economic Factors Situation Assessment: See original Assessment in locked file in DVOP office.	

Vocational / Occupational Factors	
Obsolete Work Skills: No	License Expired / Revoked: No
Vocational / Occupational Factor Assessment: Forklift operating/warehouse skills are up to date.	

Other Assistance Received	
Public Assistance: Not at this time	Partner Services: Veterans, Wagner-Peyser
Other Assistance Assessment: Mr. Ray is working with DVOP in search of sustainable employment in the warehouse field.	

Barriers To Employment	
Lacks Significant Work History: No	Sporadic or Limited Work History: No
Restricted Commuting Distance: No	Restricted Work Schedule: Yes
Unrealistic Wage Expectations: No	Legal Issues: No
Single Parent: No	Displaced Homemaker: No
Pregnant or Parenting Youth: No	Runaway Youth: No
LWIA Designated Barrier: No	Other: No
No Barriers to Employment/Work Readiness Issues: No	

Employment Barriers Summary:

Veteran qualifies for individualized career services as established by the initial and subsequent assessment.

Veteran meets the qualifications of an eligible veteran, veteran is a special disabled or disabled veteran who is entitled to compensation (or who, but for the receipt of military retired pay, would be entitled to compensation) under laws administered by the Secretary of Veterans Affairs.

Veteran meets the qualifications of an eligible veteran; veteran is a recently separated service member who has been unemployed for 27 or more weeks in the previous 12 months.

Referrals made to VA and Vocational Rehab.

1.3.4.1.3 OBJECTIVE ASSESSMENT CASE NOTE EXAMPLE

Meets the definition of an eligible veteran or spouse: Veteran (Veteran Services Intake Form: 1, 4, and 8)

Introduction of Client:

On 1/5/2020 at 10:00 AM, DVOP enrolled Veteran as a Participant into the Wagner-Peyser (WP) program for employment. Veteran is unemployed and in need of individualized career services as established by the initial and subsequent assessments. An IEP was completed.

Summary of Visit:

Veteran is an Army Veteran seeking immediate employment. Veteran is interested in an administrative position with a government agency or private business. Veteran stated she had applied to various jobs but to no avail. Veteran has a federal resume and expired resumes in SC Works that were deleted. Veteran has difficulty describing work in the military in terms civilians understand. Because of this, Veteran stated she is not strong in her interview skills.

Clients Strengths:

Veteran has a Bachelors' Degree in Criminal Justice and an Associate's Degree in Paralegal Studies. Veteran has reliable transportation.

Barriers:

Meets the criteria of the DVOP program- SBE veteran, unemployed for 27+ weeks in the previous 12 months. See Locked File.

Current Resources:

V/R&E, Dorn VAMC, Medicaid

Job Ready Status:

Veteran is not job ready at this time. Resume is not ready to be sent to employers, and she needs to practice interview skills. Should be job ready by next appointment.

Next Steps:

DVOP set up Veteran with resume workshop (1/7/2020) and a mock interview (1/7/2020) following the workshop. DVOP reviewed online resources for both resume and interview assistance: ONET, Holland, Skills Profiler, so Veteran can bring materials with them to the resume workshop. DVOP also provided some of the questions that will be covered during the mock interview.

Plan: Veteran Task List

- Attend Resume Workshop and bring resume to DVOP
- Complete Mock Interview

Next Appointment:

- Mock Interview
- Upload resume into SC Works
- Setting up a virtual recruiter in SC Works
- Creating a LinkedIn page (www.linkedin.com)

1.3.5 INDIVIDUAL EMPLOYMENT PLAN (IEP)

- Provides a plan for the veteran, as well as the DVOP
- Helps set expectations
- Builds self-esteem
- Provides a guide for effectively assisting the veteran
- Increases the number of placements and success stories
- Helps facilitate meaningful follow-up

Refer to [ES Manual 2.2.3](#) for more requirements and guidance on IEP development.

1.3.5.1 SHORT-TERM GOALS

Short-term goals are specific objectives the veteran must complete **before** being able to achieve the long-term goal(s). Short-term goals can be pursued immediately and can be finished in fewer than six months.

Short-term goals should concentrate on the following area(s):

- Barriers/obstacles—Remove obstacles in the way of obtaining the long-term goal.
- Experience—Gain as much experience in the intended field as possible.
- Education—Obtain further education.

- Professional reputation—create a strong, positive professional reputation, so that potential employers will want to give the jobseeker an opportunity.
- Networking/contacts—Career success does not hinge on *what* the jobseeker knows—*who* the jobseeker knows also matters a great deal.

1.3.5.2 LONG-TERM GOALS

Long-term goals are something the veteran wants to do or accomplish in the future.

- Long-term career goals can take years to achieve and are the road to the future.
- These goals require time and planning. Use long-term goals to set short-term goals and to keep the veteran focused on making the present count for the sake of the future.

➤ Examples:

“To obtain employment as a <<specific occupation>>.”

“To obtain employment in the field of <<specific field of employment>>.”

“To earn a <<specific degree or certification>>.”

“To achieve a <<specific title>>.”

Other considerations when establishing long-term goals:

- What resources would help the veteran reach his/her goals?
- Are there any organizations that will assist the veteran?
- Being flexible is important.
- Advance the goals as life changes.

1.3.5.3 IEP TIPS

- Well-written goals must be measurable—stated in a way that can be assessed, whether or not the goal was accomplished.
 - For example, a goal stating that “veteran will understand the importance of soft skills” is impossible to measure. Only by demonstrating through a concrete action, such as “veteran will initiate a greeting,” can the veteran perform a goal that can be measured.
- Focus on taking the veteran through the steps that will lead to their long-term goal.
- DO NOT write goals **too far off** into the future. They may appear unattainable.
- Use SMART goals.

1.3.5.4 SMART GOALS

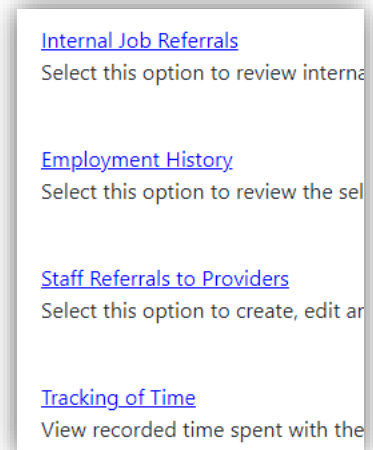
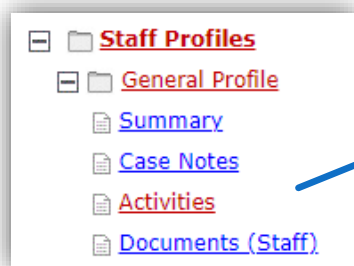
S pecific	Specific goals are very clear about what the veteran is expected to achieve.
M easurable	The veteran cannot know if they have achieved a goal or completed a step unless it is somehow measurable.
A ttainable	The goal and specific steps should be realistically attainable within the period.
R elevant	Steps to be undertaken must be relevant to the stated goal.
T rackable	Use specific dates in order to measure success.

1.3.5.5 GET THE VETERAN TO “BUY-IN”

The IEP is a **negotiated agreement** between the veteran and the DVOP detailing what the veteran will do for self-development and what the DVOP will do to assist that effort. **Staff must write the IEP with the full participation of the veteran.** The veteran must be part of developing the IEP to achieve “buy in” and give it full effort.

1.3.6 SERVICE REFERRALS

All referrals for services, such as Vocational Rehabilitation or Goodwill, must be recorded in SCWOS by going to the Activities folder and selecting Staff Referrals to Providers.



All service organizations that a DVOP is referring veterans to must be in SCWOS. If the service organization is not listed in SCWOS, send an email to the service provider and to your Regional Manager to have the organization added to SCWOS.

1.3.7 FOLLOW-UP EXPECTATIONS

1.3.7.1 PRIMARY COUNSELOR FOLLOW-UP

If the client services were not extensive and the veteran is “job search ready,” the resume will be passed to the LVER quickly.

- Follow up by phone or in person.
- Follow up with the client every two weeks at a minimum.
- Always record the follow-up activity in SCWOS, including case notes.

1.3.7.2 CASE MANAGEMENT FOLLOW-UP

If the client services were extensive, the client will require services to prepare for movement of resume to the LVER.

- Follow up in person—three documented attempts.
- Follow up every two weeks at a minimum.
- Document the follow-up activity in SCWOS.
 - Add the next appointment to the calendar.
 - Enter a case note, including next steps.
 - Update the IEP, as needed.

1.3.7.3 FOLLOW-UP TIPS

- Follow up is ongoing and proactive—don’t wait for failure.
- Track all important dates in the IEP, and check in with the veteran before deadlines to ensure the veteran is following through with commitments and goals identified in the IEP.
- An effective IEP process:
 - Requires extensive follow up to make sure things are happening as planned
 - Is not about playing “gotcha!” after the veteran failed to do something
- Remember that the IEP is about being successful in the program.

1.3.8 RECORDING VETERAN SERVICES IN SCWOS

DVOPs record the services they provide in SCWOS by entering Activity Codes, and corresponding case notes, as appropriate, on the veteran’s SCWOS account. This information is used to report performance to DOL and to develop reports for program management and planning. The “[WP Activity Codes](#)” used by the JVSG Program, and their definitions, can be found in SCWOS on Staff Online Resources.

1.3.8.1 CASE MANAGER CONTACT—PROGRAM SERVICE VS. FOLLOW-UP SERVICE

The following activity codes are used to track contacts by the case manager based on whether the individual is still in case management or has exited the program:

Code	Activity Name	Definition	Requirements
243	Case Manager Contact: Program Service	<p>The case manager contacts the customer, by phone or virtually, to follow-up on their case or review service options:</p> <p style="text-align: center;"><u>While Enrolled in Case Management</u></p> <p>Examples: case management options, soon to exit reporting, placement information, etc.</p>	<ul style="list-style-type: none"> • 202, 203, and 205 must be completed before entering this code. • Case note must include the date, time, and summary of discussion. • Case manager must <u>make actual contact</u> with the customer.
246	Case Management: Follow-up Service	<p>The case manager contacts customer, by phone or virtually, to follow-up on their status:</p> <p style="text-align: center;"><u>After Exit</u></p> <p>Examples: placement information, follow-up, etc.</p>	<ul style="list-style-type: none"> • 202, 203, and 205 must be completed before entering this code. • Case note must include the date, time, and summary of discussion. • Case manager must <u>make actual contact</u> with the customer.

1.4 SPECIAL PROJECTS

DVOPs must organize and execute, or assist in the organization or execution of, one special project per year. The project must target and serve veterans with SBEs in some way. Project examples include:

- Resource Fairs
- Stand-Downs

1.5 USERRA

The Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) protects military service members and veterans from employment discrimination on the basis of their service and allows them to regain their civilian jobs following a period of uniformed service. USERRA protects service members' rights and benefits by clarifying the previous law, improving enforcement of the law, and making federal employees eligible to receive DOL claim assistance.

USERRA applies to members of the Armed Forces, Reserves, National Guard, and other "Uniformed Services." The law ensures that service members are:

- Not disadvantaged in their civilian careers because of their military service
- Promptly re-employed in their civilian jobs upon return from duty
- Not discriminated against by employers because of past, present, or future military service

USERRA applies to both public and private employers.

If a DVOP is working with a veteran who indicates a USERRA issue, the DVOP must:

- Provide contact information for the DOL Veterans' Employment and Training Service (VETS) South Carolina statewide office.

Robert Trahan, Director, VETS—South Carolina
(803) 737-7649
trahan.robert@dol.gov

Brian Washington, Assistant Director, VETS—South Carolina
(803) 737-7649
washington.brian.d@dol.gov

- If possible, encourage the veteran to call VETS while you are with them, prior to filing a claim.

Do **NOT** refer any USERRA claims to Employer Support of the Guard and Reserve (ESGR). ESGR does not administer the USERRA program.

1.6 VOCATIONAL READINESS AND EMPLOYMENT SERVICES (VR&E)

The VR&E Program is a joint collaboration between the US Veteran’s Administration (VA) and DEW to assist veterans with disabilities who have completed or are about to complete their VR&E-funded education ([Employment Services, section 1.6.1](#)) or to assist those who have qualified for VR&E funds but have yet to start their educational program ([Labor Market Information, section 1.6.2](#)). These two distinct phases of the VR&E Program—Employment Services and Labor Market Information—have different processes that the DVOP must follow.

1.6.1 EMPLOYMENT SERVICES

1. The Intensive Service Coordinator (ISC) will receive all referrals from the VR&E section of the VA for South Carolina, in addition to VA Counselors from other states making referrals on clients residing in SC.
2. If the veteran does not have a SCWOS account, the ISC must assist the veteran in creating an account.
3. The ISC will assign the veteran to the closest DVOP, based on the veterans’ location, and the ISC will email the veteran’s information to the appropriate DVOP. If the assigned DVOP knows of a closer DVOP, the DVOP can email the ISC and request transfer to a closer DVOP.
4. The ISC will copy the Non-Paid Work Experience (NPWE) to ensure that the VR&E Form 201 is updated.
5. The DVOP must case note receipt of the referral from the VR&E program in SCWOS, as soon as the DVOP receives the VR&E referral from the ISC.
6. The DVOP must follow all applicable case management guidelines (see [section 1.3.4](#)), including conducting an objective assessment and creating an IEP in SCWOS when working with the VR&E veteran.
7. The DVOP must attempt to contact the veteran at least three times per month.
8. The DVOP must record all veteran contacts and attempted contacts in SCWOS, including case notes.
9. The DVOP can request the case be closed for the following reasons:
 - a. Financial disincentive to work—The veteran is receiving government benefits and would have those benefits reduced or terminated upon returning to work.
 - b. Satisfied with unsuitable employment—The veteran is satisfied with employment that is not considered suitable by VR&E.
 - c. Family responsibilities—The veteran has any domestic duty which limits the veteran’s available time, resources, or capabilities.

- d. Medical reasons—Any medical situation where the individual can no longer participate in the program, e.g., a chronic problem that is preventing further work, a condition that may have worsened so that the individual is unemployable, a medical treatment or condition that interferes with job-search activities, transfer of the veteran to the [Independent Living Program](#) (a VR&E program to assist veterans in restoring daily-living activities), the veteran is entering inpatient substance-abuse or psychiatric treatment.
- e. Not satisfied with services—The veteran has expressed dissatisfaction with the services provided under the VR&E Program.
- f. Employment—The veteran has entered and maintained suitable employment. When requesting closure due to employment, the DVOP must report the following:
 - i. Employer
 - ii. Job Title
 - iii. Hourly Wage
 - iv. Employment Start Date
- g. School/continuing education—The veteran is involved in training and/or education services.
- h. Moved out of state—The veteran moved to another state.
- i. Other:
 - i. Job search ready status for the maximum 18 months
 - ii. Incarcerated
 - iii. Self-employed
 - iv. Returned to active duty
 - v. Death
- j. Unable to locate veteran/veteran unresponsive—The DVOP is unable to locate the veteran, and all attempts to communicate have been unsuccessful. The DVOP must have attempted **at least three documented contacts per month for a maximum of two months**, using various ways of contacting the veteran, before requesting case closure.

1.6.1.1 NON-PAID WORK EXPERIENCE (NPWE) PROGRAM

Eligible veterans and service members actively participating in the VR&E Program have the opportunity to obtain training and practical job experience at the same time through NPWEs.

This program is ideal for individuals with:

- Clearly established career goals
- Ability to learn easily in a hands-on environment
- Difficulty obtaining work due to lack of work experience

NPWE programs may only be established by federal, state, or local government agencies. Participating employers may hire the veteran or service member at any point.

1.6.1.2 SUITABLE EMPLOYMENT

The VR&E Program defines suitable employment as employment that does not aggravate the veteran or service member's disabilities and is stable and consistent with his or her patterns of abilities, aptitudes, and interests.

1.6.2 LABOR MARKET INFORMATION

1. The ISC will receive all referrals from the VR&E section of the VA for South Carolina.
2. If the veteran does not have a SCWOS account, the ISC must assist the veteran in creating an account.
3. The ISC will assign the veteran to the closest DVOP, based on the veterans' location, and the ISC will email the veteran's information to the appropriate DVOP. If the assigned DVOP knows of a closer DVOP, the DVOP can email the ISC and request transfer to a closer DVOP.
4. The DVOP will attempt to contact the veteran at least three times per month, for a maximum of two months.

1.7 HOMELESS VETERANS' REINTEGRATION PROGRAM (HVRP)

Together with partners nationwide, the Department of Veterans Affairs (VA) launched the End Veterans Homelessness Initiative to make sure that veterans are able to obtain permanent housing and that veterans at risk of homelessness remain housed. One effort related to this partnership is to connect homeless veterans to the workforce programs available through American Job Centers (AJCs) to ensure they receive appropriate workforce services. Being connected to the labor market is one step towards self-sufficiency, including the attainment of affordable housing.

The following HVRP grantees are currently operating in South Carolina:

- **Fast Forward - Fairfield, Lexington, and Richland counties**
- **Second Chance Jobs - Greenville, Trident, Upstate, and WorkLink LWDAs**

HVRP grantees are required to enroll all participants through local SC Works centers. This is to create a sustainable partnership in which grantees understand each other's services and to ensure that participants' employment needs are met. Enrollment occurs when the HVRP participant receives a WP-funded employment service, a JVSG-funded DVOP service, or a WIOA Title I-funded service, such as services for adults or DWs. Fast Forward and Second Chance Jobs are responsible for working with appropriate WP, JVSG, and WIOA Title I staff in the SC Works centers to facilitate the enrollment of HVRP participants.

Point of entry and tracking in SCWOS

The [Veterans' Services Intake Form](#) should be used by intake staff at the initial point of entry in the SC Works centers to identify homeless veterans. Homeless veterans meet the criterion of having a SBE and must be immediately referred to a DVOP. If a DVOP is not available, the individual must be referred to a DEW Workforce Consultant for the provision of individualized services.

After an initial assessment, the DVOP or Workforce Consultant will determine if the veteran would benefit from a referral to an HVRP grantee. If so, the DVOP/Workforce Consultant will schedule an appointment with the HVRP grantee and ensure that the participant, HVRP grantee, and DVOP/Workforce Consultant will all be in attendance.

If the initial point of entry for the homeless veteran is the HVRP grantee's office, the grantee will set up the appointment with a DVOP/Workforce Consultant, participant, and grantee. The HVRP grantee will make referrals for enrollment in other workforce programs including WIOA Title I, as appropriate.

To ensure that HVRP participants are uniquely identified in SCWOS, Fast Forward or Second Chance Jobs must be selected by DEW staff in the WP Application under the Participant Individual Record Layout (PIRL) tab.

PART II: LOCAL VETERANS' EMPLOYMENT REPRESENTATIVE (LVER) PROGRAM

2.1 LVER OUTREACH

In the JVSG program, “outreach” is defined as a two-way communication between Employment Services (ES) and the stakeholder. Outreach establishes and fosters mutual understanding, promotes participation and involvement, and influences behaviors, attitudes, and actions. Outreach finds employers who are not using services provided by ES and informing and educating them about the services provided by [South Carolina's workforce system](#).

2.1.1 WHY DO WE CONDUCT OUTREACH?

- Develop a liaison between the agency and employers
- Improve workforce system awareness among the employer community
- Increase collaboration and communication with employers, Chambers of Commerce, and other employer groups
- Share resources and exchange ideas
- Stimulate behavioral change

2.1.2 PRINCIPLES OF OUTREACH

- Clearly identify the employers that you are trying to reach.
- One size does not fit all—tailor your outreach strategy, message, and materials according to your target audience.
- Think from the employer's perspective and include information about your services that may be helpful.
- Enlist key community leaders to be your ambassadors.
- Outreach = Material + Personal Contact in multiple ways and at multiple times; build trust and become a familiar face.
- Be a conversationalist, not a preacher.
- Consider where you have done outreach and think about the employers that are missing; track the veterans you are trying to place and adjust your strategy as needed.

2.1.3 LVER OUTREACH GOALS

Outreach goals will be determined by the Regional Manager and the needs of the Business Services Team (BST), and include:

- Enhance employers' awareness of SC Works centers
- Increase the visibility of AJC programs among the employer community
- Increase employer community support
- Engage new employers

2.1.4 LVER OUTREACH LIFE CYCLE

Planning

- Needs assessment (employers)
- Goals and objectives (Target employers based on the veterans that you are trying to place.)
- Stakeholder identification (Who is doing what?)

Development

- Structure for Implementation (up to 60% planning, a minimum of 40% execution)
- Outreach Strategy Tools (flyers, pamphlets, organizations)

Execution

- Implementation (make it happen)
- Adjustments (flexibility)

Evaluation

- Process and outcome evaluation
- Results analysis

2.1.5 TARGET POPULATIONS

- Employers
- Employer groups, such as:
 - Chambers of Commerce
 - Society of Human Resources Management (SHRM)
 - Economic Development Office (found in each county)
 - Small Business Administration (SBA)

2.1.6 HOW TO TARGET EMPLOYERS WHILE CONDUCTING OUTREACH

2.1.6.1 THE KEY WORD IS “CONVERSATION.”

- Greeting
- Introduction
- Programs available
- Contact information
- Appreciation for the encounter

2.1.6.2 FOLLOW-UP IS ESSENTIAL TO OUTREACH.


- Renew contact.
- Discuss any new programs.
- Review a couple of the programs that have already been discussed.
- Express appreciation for the encounter.

2.1.7 OUTREACH ISSUES

- ODA (Out Driving Around)
- Visiting the same employer over and over again
- “Come see me.” (This *never* gives a result.)
- Going somewhere during social hour (after normal working hours)
- DON’T go to the same organizations where the DVOP is conducting outreach.
- Emailing, phone calls, and conducting administrative duties are NOT outreach.

2.1.8 BY APPOINTMENT ONLY

- Make a plan.
- Make appointments with employers, and then enter the appointment on your calendar.
- Enter the employer in SCWOS prior to going out to the organization.
 - Check to see if the employer is already in SCWOS.
 - If not, create a marketing lead account for the employer.

 Do not place on your schedule that you are “out driving around looking for employers.”

2.1.9 SUMMARY

- Make a plan.
- Stick to the plan.
- If the plan begins to fail, be ready to “adjust fire.”
- Find the right employers for the veterans that you are trying to place.
- Record everything in SCWOS, including case notes.
- Have fun.
- Connect with the intention of helping others.
- Relax. Focus on what you can bring to the party or offer in the form of contacts, knowledge, or resources.

2.2 LVER PRIORITIES

1. Place job-ready veterans into employment using “job development” note category in case notes on the veteran’s SCWOS account.

“Job development” or Job Development Attempt (JDA) occurs when a staff member contacts a registered employer on behalf of an individual or group of individuals to develop a possible employment opportunity where no known job openings or active job order currently exists ([20 CFR § 651.10](#); see also [ES Manual 1.3.8.2](#)).

2. Conduct employer outreach and market all SC Works center programs.

2.2.1 100% LVER STAFF

Full-time LVER staff must perform only the duties outlined in [38 U.S.C. § 4104](#):

- Conduct outreach to employers in the area in order to assist veterans in gaining employment, including conducting seminars for employers and, in conjunction with employers, conducting job search workshops and establishing job search groups
- Facilitate employment, training, and placement services furnished to veterans in SC under ES programs

LVERs must not perform any functions outside of these listed duties.

PART III: OPERATIONS & OVERSIGHT

3.1 DVOP/LVER REGIONAL MANAGER MEETINGS

Goals of DVOP/LVER regional manager meetings:

- Ensure that the DVOP and LVER are communicating with each other and the regional manager
- Ensure that veterans do not “fall through the cracks”

DVOPs, LVERs, and regional managers are required to meet weekly to discuss the following:

- Current DVOP case list found in SCWOS
- Current list of veterans in SCWOS that the LVER is trying to place into employment
- Pending success stories
- Upcoming DVOP outreach plan for the week
- Upcoming LVER outreach plan for the week
- DVOP/LVER special projects, as appropriate
- Quarterly Report, as appropriate

3.2 QUARTERLY REPORTS

3.2.1 DVOP’S ROLE

1. Complete the DVOP section of the Quarterly Report in a timely manner.

NOTE: If there are two DVOPs in the SC Works center, each DVOP must complete the DVOP section of the report with their unique information. DVOPs **must not** combine their information in the Quarterly Report.

2. Submit the report to the LVER.

3.2.2 LVER’S ROLE

1. Complete the LVER section for each comprehensive center out of which the LVER operates. (Some LVERs cover multiple centers.)
2. Submit the Quarterly Report to the regional manager.

3.2.3 REGIONAL MANAGER’S ROLE

1. Review the Quarterly Report.
2. Correct and address any issues.
3. Submit the report to the Area Director.

3.2.4 AREA DIRECTOR’S ROLE

1. Review the Quarterly Report.
2. Correct and address any issues.
3. Submit the report to the Veterans Services Program Manager.

3.3 SUCCESS STORIES

VETS requires all DVOPs and LVERs to submit success stories when the veteran they are working with is successful. The success and what you have done for the veteran toward the success must be documented in SCWOS. The [Veterans Success Story Consent Form](#) and [Veterans Success Story Template](#) can be found in SCWOS under Staff Online Resources.

3.3.1 WRITING THE SUCCESS STORY:

- Encourage the veteran to sign the release form on “day one.” Scan and save it to a “success story file.”
- Fill out the fillable-PDF form online.
 - Save it with all fields completed.
 - Check the appropriate tabs—always check the JVSG tab.
 - Send the completed success story form, and the saved release form, to Marlin Bodison (mbodison@dew.sc.gov) and Ryan Tolley (rtolley@dew.sc.gov).
- The success story is about YOU—what YOU did to make this veteran a success.

Example:

I assisted this veteran with housing and food, and then set up a resume and interview class that the veteran attended. I sent the resume to the jobs team. They secured an interview at which the veteran closed the deal and got the job. He starts at <employer XYZ> on Monday.

- The story must mirror what is documented in SCWOS. When the veteran’s account is reviewed, it should have appropriate service referrals, as well as any workshops attended, with results.

3.4 CHANGE REQUESTS

The JVSG program only uses change requests to correct an individual’s record. Change requests are not used to correct performance. Change requests may be used for the following reasons:

- Correct SSNs
- Merge duplicate records
- Amend case notes that violate rules regarding PII (see [ES Manual 6.6](#))

✔ **Workforce Reporting and Compliance** (WRC, pronounced “work”)—formerly “PolnPro” now reports to the Workforce Development Division (WDD).

WRC’s new inbox: WRC@dew.sc.gov

The [SCWOS Active Record Change \(ARC\) Form](#) may be accessed on SCWOS under Staff Online Resources. This form must be submitted to WRC@dew.sc.gov.

PART IV: RESOURCES

4.1 TOPICS

Case Management

- [SCWOS Case Management Training - Day 1](#) (Sep. 7, 2021)
- [SCWOS Case Management Training - Day 2](#) (Sep. 15, 2021)

Objective Assessment

- [Veterans Objective Assessment: Overall Note Section Desk Aid](#) (Apr. 13, 2023)

Individual Employment Plan (IEP)

- [State Instruction 18-01: Individual Employment Plans](#) (Jul. 6, 2018)
- [IEP Procedures for Veterans' Services Staff in SCWOS](#) (Jul. 10, 2018)
- [IEP Training PowerPoint](#) (Aug. 6, 2018)

4.2 FEDERAL AND STATE PROGRAM GUIDANCE

- Veterans' Program Letters (VPLs) issued by VETS:
<https://www.dol.gov/agencies/vets/resources/VPLS/VPLDirectory>
- Training and Employment Guidance Letters (TEGLs), Training and Employment Notices (TENs), and other DOL guidance:
<https://www.dol.gov/agencies/eta/advisories>
- National Veterans' Training Institute (NVTI) Glossary
<https://www.nvti.org/Resources/NVTI-Glossary>
- State instructions, memoranda, and manuals:
<https://scworks.org/workforce-system/policies-and-guidance>

4.3 EMPLOYMENT SERVICES MANUAL

The [Employment Services \(ES\) Manual](#) provides guidance on ES and the SC Works system. The JVSG SOP should be used in conjunction with the ES Manual. The ES Manual is updated annually and posted on the Policies & Guidance page of scworks.org.

4.4 SCWOS STAFF ONLINE RESOURCES

[Staff Online Resources](#) is a collection of resources for staff found on SCWOS. Login to SCWOS, scroll down the page to the "Other Staff Services" tab in the left margin, and select Staff Online Resources. Documents found on Staff Online Resources include up-to-date WP Activity Codes, ARC Form, Veterans Services Intake Form, and more.

PART V: ABBREVIATIONS

AJC	American Job Center	VPL	Veterans' Policy Letter
BST	Business Services Team	VR&E	Vocational Readiness and Employment Services (VA & DEW)
CFR	Code of Federal Regulations	WIOA	Workforce Innovation and Opportunity Act of 2014
DOL	US Department of Labor	WP	Wagner-Peyser Act of 1933
DVOP	Disabled Veterans Outreach Program and staff who provide services to individuals under this program	WTU	Warrior Transition Unit
DW	Dislocated Worker		
ES	Employment Services		
ESGR	Employer Support of the Guard and Reserve		
HVRP	Homeless Veterans' Reintegration Programs		
IEP	Individual Employment Plan		
ISC	Intensive Service Coordinator		
JDA	Job Development Attempt		
JVSG	Jobs for Veterans State Grants		
LMI	Labor Market Information		
LVER	Local Veterans' Employment Representative		
LWDA	Local Workforce Development Area		
LWDB	Local Workforce Development Board		
MTF	Military Treatment Facility		
NPWE	Non-Paid Work Experience		
PII	Personally Identifiable Information		
PIRL	Participant Individual Record Layout		
SBA	Small Business Administration		
SBE	Significant Barriers to Employment		
SCWOS	SC Works Online Services		
SHRM	Society of Human Resources Management		
SI	State Instruction		
SSN	Social Security Number		
TAA	Trade Adjustment Assistance		
TEGL	Training and Employment Guidance Letter		
TEN	Training and Employment Notice		
USC	United States Code		
USERRA	Uniformed Services Employment and Reemployment Rights Act of 1994		
VA	Veterans' Association		
VETS	Veteran's Employment and Training Services (DOL)		