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**STATE INSTRUCTION NUMBER 24-05**

**To:** DEW Area Directors  
DEW Regional Managers  
DEW Veterans' Services Staff  
Local Workforce Area Administrators

**Subject:** **Disabled Veterans' Outreach Program (DVOP) Eligibility**

**Issuance Date:** December 20, 2024

**Effective Date:** Immediately

**Purpose:** This state instruction provides the criteria and guidelines for determining eligibility of veterans, eligible spouses, and additional persons who can receive Disabled Veterans' Outreach Program (DVOP) services.

**References:**

- Training and Employment Guidance Letter (TEGL) 03-24
- Veterans Program Letter (VPL) 05-24
- State Instruction 23-01

**Background:** The Jobs for Veterans State Grants (JVSG) program includes funding for DVOP specialists to provide individualized career and training-related services to eligible veterans and eligible persons with qualifying employment barriers (QEBs) or from specially identified populations. The US Department of Labor (DOL), Veteran Employment Training Services (VETS), issued VPL 05-24 in April 2024, expanding the criteria for populations who may be eligible to receive DVOP services. The program assists veterans with service-connected disabilities in overcoming employment barriers and finding meaningful work. Services may include specialized employment services, including resume writing, interview preparation, and vocational training programs. Through personalized support and guidance, DVOP services help veterans achieve their employment goals and successfully reintegrate into the civilian workforce.

**Policy:** DVOP specialists must provide services to individuals who meet the following eligibility criteria:

1. Interested in receiving one or more individualized career services
2. Meets at least one of the following criteria:

- a. An eligible veteran or eligible person who experiences at least one of the QEBs, as defined below
- b. Member of an additional population eligible for DVOP services, as defined below

**“Eligible Veteran”** is an individual who meets one of the following criteria:

- Served on active duty for a period of more than 180 days and was discharged with other than a dishonorable discharge
- Discharged or released from active duty because of a service-connected disability
- Was a member of a reserve component under an order to active duty (see 10 U.S.C. §§ 12301(a), (d), or (g); 12302; or 12304) who served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and who was discharged or released from such duty with other than a dishonorable discharge
- Discharged or released from active duty by reason of a sole survivorship discharge

**“Eligible Person”** is defined as one of the following:

- Spouse of any person who died of a service-connected disability
- Spouse of a veteran who has, or had (if deceased), a total and permanent service-connected disability rating from the VA
- Spouse of a person on active duty who is listed as one of the following, and has been for 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 power

### **Qualifying Employment Barriers**

An eligible veteran or eligible person must affirm that they are experiencing at least one of the following QEBs:

- Has a disability, which may include any of the following:
  - Special Disabled Veteran—
    - 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 for a disability rated at 30 percent or more, or rated at 10 or 20 percent in the case of a veteran who has been determined to have a serious employment handicap
    - Person who was discharged or released from active duty because of a service-connected disability

- Disabled Veteran—
  - 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 VA
  - Person who was discharged or released from active duty because of a service-connected disability
- Other Disability—Eligible veterans and eligible persons who self-identify as having a disability, as defined by the Americans with Disabilities Act (42 U.S.C. § 12102)
- Vietnam-era veteran—eligible veteran any part of whose active military, naval, or air service was during the Vietnam era (38 U.S.C. §§ 101(29), 4211(2))
- Recently separated veteran—veteran who was discharged or released from active duty within the last three years (38 U.S.C. § 4211(6))
- Referred for employment services by a representative of the VA
- Experiencing homelessness, as defined in Sections 103(a) and (b) of the McKinney Vento Homeless Assistance Act (42 U.S.C. § 11302(a) and (b))
- Justice-involved (WIOA Section 3(38), 29 U.S.C. § 3102(38))
- Between the ages of 18–24 years of age at the time of enrollment
- Educationally disadvantaged—the individual lacks a high school diploma or equivalent certificate
- Economically disadvantaged—the individual qualifies as any of the following:
  - Low-income individual, as defined in WIOA Section 3(36)
  - Unemployed
  - Head of a single-parent household containing at least one dependent child

An **eligible person must personally meet eligibility requirements**—the individual meets the definition of an “eligible person” and is personally experiencing one of the QEBs listed above (e.g., homeless, justice-involved).

### **Additional Populations**

The following additional populations are eligible to receive DVOP services:

- Transitioning service members who, at the time of enrollment have participated in any part of the Transition Assistance Program, including self-paced online modules and Individualized Initial Counseling
- Wounded, ill, or injured members of the Armed Forces who are receiving treatment in military treatment facilities or warrior transition units
- Family caregivers of wounded, ill, or injured service members who are receiving treatment in a military treatment facility or warrior transition unit

**NOTE:** Family caregivers provide personal care services to the service members and may include any of the following:

- Parent
- Spouse
- Child
- Step-family member
- Extended family member
- A non-family member who lives with the service member

### **Verification and Privacy**

Veterans or eligible persons may self-attest to their veteran status. Staff must accept an individual's verbal, written, or electronic confirmation of their eligibility status and experiences as sufficient evidence for referral to DVOP services. However, verification documents are required for veterans or eligible persons who are undergoing eligibility determination and who are registering or enrolling in a program where payment is required by the program. Additionally, verification documents are required when applicable federal program rules demand verification of veteran or eligible person status.

Staff must protect a participants' privacy to the greatest extent possible. When requesting information about a participant's disability or employment barriers, staff must provide the following assurances:

1. The requested information is solely for determining eligibility and service prioritization.
2. Participation is voluntary.
3. The shared information will be kept confidential.
4. The participant may refuse to provide the requested information and doing so will not result in negative consequences.
5. The requested information will be used only in compliance with legal guidelines.

### **DVOP Referral Process**

DEW SC Works center staff must use the **DVOP Eligibility Screening Tool** before referring veterans or eligible spouses to a DVOP specialist to determine if an individual is eligible for DVOP services. This tool is available on SCWOS under Staff Online Resources. The attached **DVOP Eligibility Flowchart** demonstrates the eligibility determination process.

**NOTE:** Other SC Works center staff are encouraged to use the "DVOP Eligibility Screening Tool" prior to referring an individual to a DVOP specialist for services.

<b>DVOP Eligibility Referral Process</b>	
<b>Step 1:</b> Administer the <b>DVOP Eligible Screening Tool</b> .	
<b>Eligible for DVOP Services</b>	<b>NOT Eligible for DVOP Services</b>
<b>Step 2:</b> Enter Activity Code 189: Referral to Veteran Staff into SC Works Online Services (SCWOS) and a corresponding case note, identifying the receiving staff member.	<b>Step 2:</b> Refer the individual to non-DVOP staff who can further assist these individuals and enter a corresponding case note.
<b>Step 3:</b> The DVOP specialist uses the <b>DVOP Case Note Template for Enrollment</b> (available on SCWOS under Staff Online Resources) and the <b>DVOP Eligibility Screening Tool</b> to enter a DVOP enrollment case note.	<b>Step 3:</b> Provide services on a priority of service basis to veterans and eligible spouses.

**Action:** Please ensure that all appropriate staff receive and understand this state instruction.

**Inquiries:** Questions may be directed to [WorkforcePolicy@dew.sc.gov](mailto:WorkforcePolicy@dew.sc.gov).

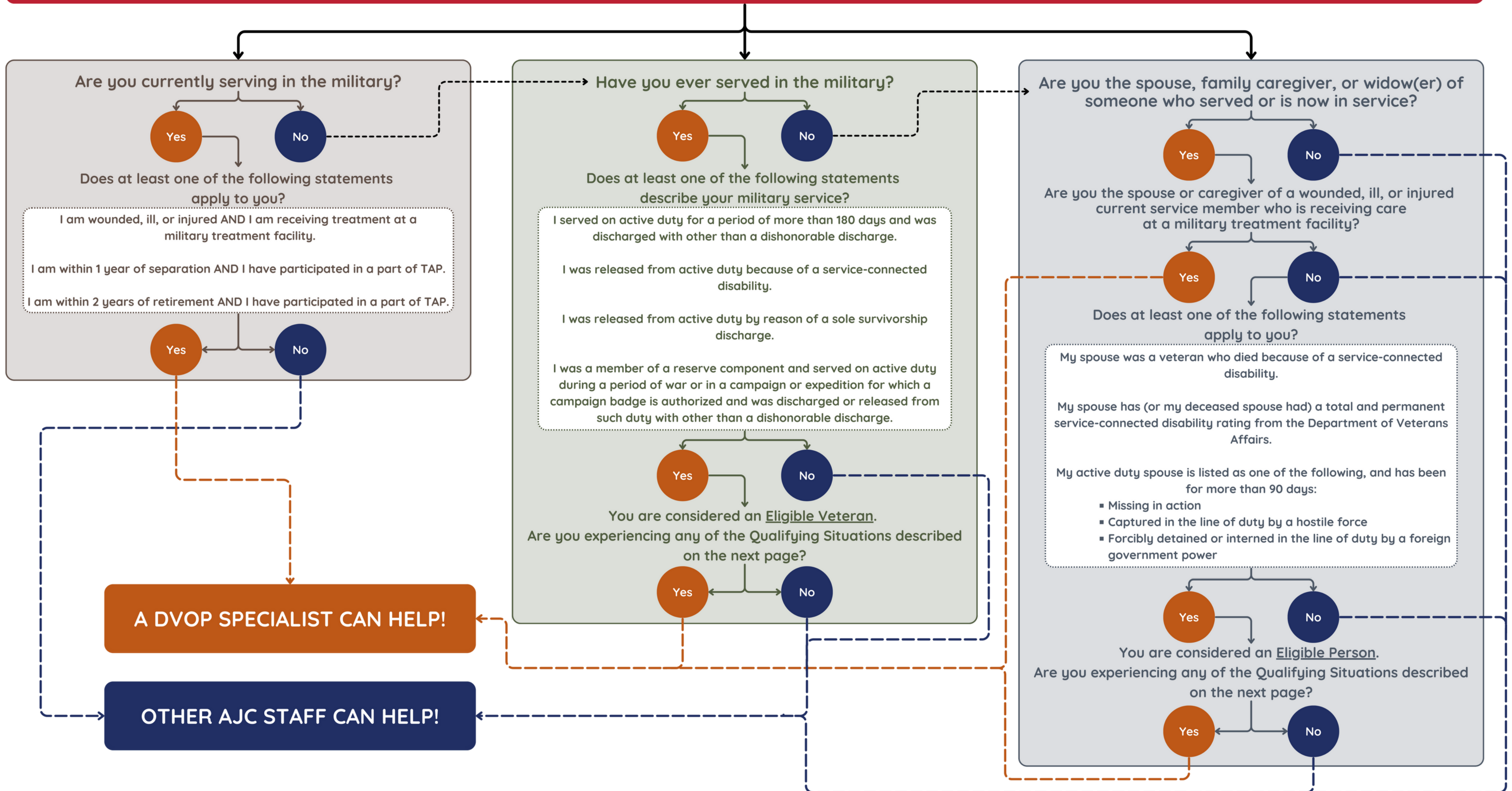
*Nina Stagers*

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 Nina Stagers, Assistant Executive Director  
 Workforce Development Division

Attachments:  
 DVOP Eligibility Flowchart

# DVOP Eligibility Flowchart

Are you interested in one-on-one career counseling or training?



# Qualifying Situations

**If you are an Eligible Veteran or an Eligible Person, you may be referred to a DVOP specialist for one-on-one career counseling if any of the statements on this page apply to you.**

**I am an Eligible Veteran (see Page 1),** and I am experiencing at least one of the following situations:

- I have a service-connected disability that the Department of Veterans Affairs (VA) has rated at 10% or greater, or I currently have a disability claim pending with the VA.
- I was released from active duty due to a service-connected disability.
- Part of my active military, naval, or air service was during the Vietnam era, which means either:
  - I served in the Republic of Vietnam at any time between November 1, 1955, and May 7, 1975, or
  - Any part of my active duty service was between August 5, 1964, and May 7, 1975.
- I was released from active duty within the last three years.

**I am an Eligible Veteran or an Eligible Person (see Page 1),** and I am experiencing at least one of the following situations:

- I have a disability, meaning a physical or mental impairment that substantially limits one or more major life activities.
- I have been referred for employment services by a representative of the Department of Veterans Affairs.
- I am experiencing homelessness, including any of the following:
  - I do not have (and cannot obtain) a fixed, regular, adequate, permanent place to live.
  - I will soon lose my housing and do not have anywhere else.
  - I am attempting to flee domestic violence and have no safe residence or resources to obtain safe permanent housing.
- I have been subjected to any stage of the criminal justice process, or I need assistance overcoming artificial employment barriers resulting from a record of arrest or conviction.
- I am between the ages of 18–24 years of age.
- I do not have a high school diploma or equivalent certificate.
- I receive (or have in the last 6 months received) public assistance through SNAP, TANF, SSI, or state or local income-based programs.
- My total family income does not exceed the higher of the poverty line, or 70% of the lower living standard income level. (Please ask for assistance if you think it might apply to you.)
- I am unemployed and am available to take a job.
- I am the head of a single-parent household.