



JOBS FOR VETERANS STATE GRANT

Standard Operating Procedures

South Carolina Department of Employment and Workforce

August 2025

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Overview of Manual

PURPOSE:

This Jobs for Veterans State Grant (JVSG) manual explains the roles and responsibilities of the Disabled Veterans' Outreach Program (DVOP) Specialists and the Local Veterans' Veterans Employment Representatives (LVER) staff in the South Carolina Department of Employment and Workforce (DEW) American Job Centers (AJC).

OBJECTIVES:

- Establish a supplement to the Employment Services (ES) Manual with information and guidance for the JVSG program.
- Communicate expectations for the JVSG program design and service delivery.

HISTORY:

In 1944, the Servicemen's Readjustment Act, commonly known as the G.I. Bill of Rights, was passed to assist Veterans reintegrating into the civilian workforce. It reestablished the Veterans' Employment Service and provided for the appointment of Local Veterans' Employment Representatives (LVER staff). The 92nd Congress passed the Vietnam Veterans' Readjustment Assistance Act of 1972 (P.L. 92-540) which extended priority service for employment counseling, job training and placement services to Vietnam era Veterans. This landmark legislation also extended Veterans' priority to widows and spouses of totally disabled Veterans, prisoners of war, and servicemen missing in action and required the Secretary of Labor to implement stringent administrative controls to ensure the delivery of preferential services to Veterans.

In 1977, President Carter issued an Executive Order that created the Disabled Veterans' Outreach Program (DVOP) as a pilot under the Comprehensive Employment and Training Act (CETA). Staffed in Job Service offices, DVOP Specialists conduct outreach in their communities to identify and encourage Veterans to use the employment service. Passed in 1980, the Veterans' Employment and Training Service (VETS) Act (P.L. 96-466) established the DVOP as a permanent program and placed DVOP Specialists and LVER staff under a new Assistant Secretary for Veterans' Employment (ASVE).

The ASVE was renamed by Secretary's Order 4-83 on March 24, 1983, to the Assistant Secretary for Veterans' Employment and Training (ASVET). The Veterans' Employment, Education and Counseling Amendments of 1988 (P.L. 100-323) detailed position duty statements for Federal and State staff down to the DVOP and LVER positions in the states including hiring and reduction-in-force protections. The VETS Act required monitoring and reporting of the affirmative action hiring of Veterans by Federal contractors (38 U.S.C. 4212), and affirmative action requirements for hiring and advancement within Federal agencies (38 U.S.C. 4214).

In 1998, President Clinton enacted the Workforce Investment Act (P.L. 105-220) to replace the Job Training Partnership Act (JTPA) and required labor exchange services be provided through a One-Stop Career Center concept. This legislation defined intensive services to include case management. President Bush enacted the Jobs for Veterans Act (P.L. 107-288) on November 7, 2002. This legislation revised Chapters 41-43 of Title 38 to give states more latitude in the conduct of their DVOP and LVER staff and placed more emphasis on accountability. It requires states to submit a detailed plan of services to Veterans, requires the ASVET to monitor the distribution and use of the funds by the states, and mandates priority of service to Veterans for all employment and training programs funded in whole or in part by the Department of Labor.

South Carolina JVSG Organization

Funding. The US Department of Labor (DOL) VETS-South Carolina funds the DVOP Specialists and LVER positions through the JVSG.

Organization and Reporting Structure. The JVSG program is operated under the Veterans' Services Director, the Assistant Veterans' Services Director, and the intensive services coordinator (ISC), in coordination with the JVSG staff. The JVSG staff is comprised of DVOPs (commonly referred to as "Dee-VOPs") and LVERs (commonly referred to as "Lee-vers"), fully described in Part 1 and 2, respectively. DVOPs assist "job-ready" eligible Veterans and covered persons with employment opportunities. LVERs work with employers and those Veterans who do not fall under DVOP services. The DVOPs and LVERs report directly to the Regional Manager and operate in an SC Works center regionally.

The regional managers work in conjunction with the Veterans' Services Director who is directly responsible to the Director of DEW via the ES Division in the execution of JVSG funding and administration. The Assistant Veterans' Services Director assists the Veterans' Services Director in their role and responsibilities. The ISC works as DEW's liaison to the Department of Veteran Affairs (VA) Veterans' Readiness and Employment (VR&E) office to assist in placing eligible Veterans, servicemembers, and covered persons for job placement. The diagram below depicts these relationships and locations.

Outreach. In the JVSG program, outreach is defined as a two-way communication between ES and the stakeholders. Outreach establishes and fosters mutual understanding, promotes participation and involvement, and influences behaviors, attitudes, and actions. Time is spent in developing and maintaining contacts with employees, including employer and union organizations. This includes personal, telephone, or mail contacts of a general promotional nature to develop job opportunities for all applicant groups or to promote acceptance of or participation in specific programs.

NOTE: Although the above diagrams show the number of DVOPs, and LVERs, the Veterans Services Director — in consultation with the Director for Veterans' Employment Training (DVET) — determines the suitable ratio of DVOP and LVER staff, assigning them to geographic areas, and adjusting the proportions and assignments as needed.

Full-Time and Part-Time Distinction. DEW has full-time and part-time DVOPs and LVERs. DVOPs and LVERs in a full-time status will only perform duties related to the employment, training, and placement services under 38 U.S.C. Chapter 41 § 4104(e). Part-time (commonly known as 50/50) DVOPs and LVERs will work with 50% of their workday with other Wagner-Peyser programs; however, when doing so, they will conduct those duties in a separate location and under a different account.

Limitations. JVSG staff must not be placed in a situation where they are at risk of performing duties that fall outside of their roles and responsibilities. The following functions are examples of duties that must not be assigned to, or executed by, JVSG-funded staff:

- Staff the SC Works center front desk — JVSG staff must not be assigned at any time to greet incoming customers, conduct intake, or screen for eligibility.
- Provide services prior to eligibility screening — DVOP Specialists may not serve individuals who have not been screened for eligibility and entered into the SC Works Online Services (SCWOS) system.
- Check in customers at job/resource fairs — JVSG staff may not check in attendees; however, they may attend such events to network with other resource providers (DVOP Specialists) and employers (LVERs).
- Determine customer eligibility for other services.
- Administer job preparation workshops if any of the workshop participants are not DVOP-eligible populations.
- Monitor/control foot traffic during SC Works events, unless the event is for a DVOP Specialist's current participants only.

SC Works Center Staff Services to Veterans

Since JVSG is a required partner program under WIOA, SC Works center staff play an important role in the JVSG program. As such, SC Works center staff must:

- Determine whether a customer meets the DVOP eligibility criteria. DVOP Specialists MUST NOT determine a customer's eligibility for DVOP services.
- Show a list of available DVOP-provided individualized career services to all eligible customers and ask if they are interested in learning more.
- SC Works center intake staff must refer Veterans and covered persons who are NOT eligible for, or who DO NOT want or need, DVOP Specialist services to other workforce programs, as appropriate.
- If a DVOP Specialist is not immediately available due to having a full caseload, is not physically or virtually present, or is in a meeting when a customer would typically be referred, the SC Works center staff member should:
 - Offer appropriate services and referrals to address the individual's needs and comply with priority of service requirements outlined in [State Instruction 23-01](#).
 - Inform the customer that they have the option to schedule an appointment to meet with the DVOP Specialist or to be assisted by other staff members.

NOTE: Eligible customers can decide to schedule an appointment with a DVOP Specialist at any time, even if they are already involved in other workforce development program services.

HOW TO USE THIS MANUAL



This manual is meant to provide information about the general processes and procedures for new hires and to be used as a reference tool for experienced DVOPs, LVERs, and JVSG staff. 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. If state instruction/program guidance is released after this manual that contradict the manual, refer to the state instruction/program guidance for proper action. This guide should be used in conjunction with the current [Employment Services Manual](#).

DEW maintains the JVSG SOP in SCWOS under Staff Online Resources and in the DEW Policy Center for DEW employees. Updates to the SOP will be issued through memoranda, which will indicate that the manual has been revised. Additionally, state policy and technical guidance is available in the Policies and Guidance page on www.scworks.org.

Overview: Relevant State Instructions

SI 24-05: Disabled Veterans' Outreach Program (DVOP) Services Eligibility

SI 24-06: Homeless Veterans' Reintegration Program (HVRP) Referrals

SI 23-01: Priority of Service for Veterans and Spouses

SI 24-01: SC Works Certification Standards

SI 19-03, Change 1: SC Works Centers and the One-Stop Delivery System

SI 17-08: Effective Use of Initial Assessment for Wagner-Peyser Customers

SI 16-03: Changes to SCWOS Terms and Conditions

SI 15-08: Identification and Alignment of WIOA Planning Regions

SI 24-03: Regional and Local Planning Guidance

SI 11-11, Change 1: SC Works Center Leadership Team Roles and Responsibilities

Part 1: Disabled Veterans' Outreach Program (DVOP)

1.1 DVOP SPECIALIST ROLE AND RESPONSIBILITIES


DVOP Specialists are required to carry out individualized career services and facilitate placements to meet the employment needs of eligible populations. DVOPs are to place maximum emphasis in meeting the employment needs of Veterans and assist eligible populations who are economically or educationally disadvantaged. According to 38 U.S.C. § 4103A(a), the delivery of those services to eligible Veterans are to be done in the following priority order:

- First: to special disabled Veterans.
- Second: to other disabled Veterans.
- Third: to other eligible Veterans in accordance with priorities determined by the Secretary of Veterans' Affairs.

DVOP Specialists provide basic and individualized career services (20 C.F.R. § 678.430) to eligible participants. These services help participants overcome employment barriers and achieve their employment goals. DVOP Specialists can serve participants directly as well as refer them to other appropriate resources. These resources may include other workforce development programs, training opportunities, and any other in-person or virtual federal, state, and local programs for which the participant may be eligible.

To ensure effective tracking and accountability, DVOP Specialists maintain detailed case files for each participant, documenting provided services and referrals. This guidance will use the term “SC Works Online Services (SCWOS)” when referring to the South Carolina system that staff use to document services, case notes, referrals, etc. Case files are subject to audits by VETS in accordance with [VPL 01-25](#) or the latest guidance.

The purpose of this Veterans' Program Letter (VPL) is to 1) advise to JVSG recipients regarding the VETS program audits; 2) provide guidance for recipient responsibilities as part of the audit process; and 3) share resources to help recipients prepare for and navigate their audits. The eligibility criteria ensure DVOP Specialists serve those participants who are most in need of individualized career services and have adequate time to devote services to specialized populations prioritized under 38 U.S.C. § 4103A. DVOP-eligible populations who

 **Customers must be interested in receiving individualized career services; therefore, DEW staff are encouraged to educate the eligible Veteran, spouse, and additional populations on the benefits of receiving individualized career services and one-on-one case management by a DVOP Specialist.**

are not referred to a DVOP Specialist must be referred to other workforce programs in accordance with priority of service requirements, as described in [VPL 07-09](#) and [TEGL 10-09](#).


1.2 ELIGIBILITY DETERMINATION AND VERIFICATION

In April 2024, through [VPL 05-24](#), VETS expanded the criteria for populations who may be eligible to receive DVOP services, as defined in VPL 05-24, Section VI.A.1. DVOPs provide specialized employment services and resources to eligible Veterans, eligible spouses, and additional populations as defined in VPL 05-24, Section VI.A.2. The program aims to assist disabled Veterans with service-connected disabilities in overcoming employment barriers and finding meaningful work. DVOP Specialists work closely with Veterans to provide career counseling, job placement assistance, and referrals to support services such as medical resources and the VR&E program. Additionally, DVOP services may include assistance with resume writing, interview preparation, and vocational training programs tailored to the individual needs of each Veteran. Through personalized support and guidance, DVOP services help disabled Veterans achieve their employment goals and successfully reintegrate into the civilian workforce.

DEW staff must provide DVOP services to eligible Veterans, eligible spouses, and additional populations who are interested in receiving one or more individualized career services. As such, DEW staff must identify those eligible persons during the intake process prior to referring those persons to a DVOP Specialist.

1.2.1 DVOP Eligibility and Referral Process

DEW intake staff must use the [DVOP Eligibility Screening Tool \(section 1.2.1.1\)](#) to determine if an individual is eligible for DVOP services before referring eligible Veterans, spouses, or additional populations to a DVOP Specialist. The [DVOP Eligibility Flowchart \(section 1.2.1.2\)](#) demonstrates where to direct eligible populations in the service flow. Once the DEW intake staff has identified an individual as eligible to receive DVOP services:

 DVOP Specialists are not allowed, and therefore, must not, screen persons for eligibility. Eligibility must be determined prior to a DVOP Specialist providing services.

1. Intake staff will enter Activity Code 189 in SCWOS under the individual's case notes along with the name of the receiving staff member.

2. DVOP Specialist will enter an enrollment case note utilizing the DVOP Eligibility Screening Tool (below).

When an individual has been identified as NOT eligible to receive DVOP services, DEW intake staff will refer the individual to non-JVSG DEW staff to assist these individuals.

1.2.1.1 DVOP Eligibility Screening tool

The DVOP Eligibility Screening Tool is available on SCWOS at <https://jobs.scworks.org/>, under Staff Online Resources. A sample of the form is provided below.

NOTE: Staff must use this form, and NOT the publicly available form on the National Veterans' Training Institute (NVTI) website.

DVOP Eligibility Screening Tool					
<p>Are you interested in receiving one-on-one career planning or help finding employment? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If Yes, please complete this tool to determine whether you are eligible for DVOP specialist services. If No, please stop here; you may be eligible for priority of service from another staff member.</p>					
<p>Section A: Current Service Members</p> <p>If you are currently serving on active duty, select any statements that apply to you.</p> <ul style="list-style-type: none"><input type="checkbox"/> A.1 I am wounded, ill, or injured, AND I am receiving treatment at a military treatment facility or soldier recovery unit.<input type="checkbox"/> A.2 I am within one (1) year of separation, or two (2) years of retirement, AND I have participated in a part of the Transition Assistance Program (TAP). <p>If you checked any of these, a DVOP specialist can serve you, pending availability; please skip to Section E: Customer Signature. Otherwise, please continue to Section B.</p>					
<p>Section B: Eligible Veterans</p> <p>If you have ever served in the military, select any statements that apply to your service:</p> <ul style="list-style-type: none"><input type="checkbox"/> B.1 I served on active duty for more than 180 consecutive days and was discharged with other than a dishonorable discharge. (For National Guard Reserve, active-duty training does not count toward the 180 days.)<input type="checkbox"/> B.2 I was released from active duty because of a service-connected disability.<input type="checkbox"/> B.3 I was released from active duty by reason of a sole survivorship discharge.<input type="checkbox"/> B.4 I was a member of a Guard Reserve component, AND 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. <p>If you checked any of these, you are considered an Eligible Veteran; please skip to Section D to determine whether a DVOP specialist can serve you. Otherwise, please continue to Section C.</p>					
<p>Section C: Eligible Persons</p> <p>If you are the spouse, family caregiver, or widow(er) of someone who served or is serving in the Armed Forces, select any of the following statements that apply to you:</p> <ul style="list-style-type: none"><input type="checkbox"/> C.1 I am the spouse or family caregiver of a wounded, ill, or injured current service member who is receiving care at a military treatment facility. <p>If you checked the box above, a DVOP specialist can serve you; skip to Section E. Otherwise, please continue:</p> <ul style="list-style-type: none"><input type="checkbox"/> C.2 My spouse was a veteran who died because of a service-connected disability.<input type="checkbox"/> C.3 My spouse has (or my deceased spouse had) a total and permanent service-connected disability rating from the Department of Veterans Affairs.<input type="checkbox"/> C.4 My active-duty spouse is listed as one of the following, AND has been for more than 90 days: C.4.A 1) missing in action, C.4.B 2) captured in the line of duty by a hostile force, or C.4.C 3) forcibly detained or interned in line of duty by a foreign government power. <p>If you checked any of the boxes in this part of Section C, you are an Eligible Person; please continue to Section D to determine whether a DVOP specialist can serve you. Otherwise, please stop here; you may be eligible for priority of service from another staff member.</p>					
<p>Section D: Qualifying Situations</p> <p>Only complete this section if directed by either Section B: Eligible Veterans or Section C: Eligible Persons. Select any of the statements that apply to you.</p> <ul style="list-style-type: none"><input type="checkbox"/> D.1 I have a disability, which may include any of the following:<ul style="list-style-type: none"><input type="checkbox"/> D.1.A I am entitled to compensation for a service-connected disability from the U.S. Department of Veterans Affairs (VA), or I currently have a disability claim pending with the VA.<input type="checkbox"/> D.1.B I was released from active duty due to a service-connected disability.<input type="checkbox"/> D.1.C I have another disability, meaning a physical or mental impairment that substantially limits one or more major life activities.<input type="checkbox"/> D.2 I am an Eligible Veteran, AND part of my active military, naval, or air service was during the Vietnam era, which means either:<ul style="list-style-type: none"><input type="checkbox"/> D.2.A I served in the Republic of Vietnam at any time between November 1, 1955, and May 7, 1975, or<input type="checkbox"/> D.2.B Any part of my active-duty service was between August 5, 1964, and May 7, 1975.<input type="checkbox"/> D.3 I am an Eligible Veteran, AND I was discharged or released from active duty within the last three years.<input type="checkbox"/> D.4 I have been referred for employment services by a representative of the U.S. Department of Veterans Affairs.<input type="checkbox"/> D.5 I am experiencing homelessness, including any of the following:<ul style="list-style-type: none"><input type="checkbox"/> D.5.A I do not have (and cannot obtain) a fixed, regular, adequate, permanent place to live.<input type="checkbox"/> D.5.B I will soon lose my housing, AND do not have anywhere else to go.<input type="checkbox"/> D.5.C I am attempting to flee domestic violence, AND have no safe residence or resources to obtain safe permanent housing.<input type="checkbox"/> D.6 I have been subjected to any stage of the criminal justice process, and/or I need assistance overcoming employment barriers resulting from a record of arrest or conviction.<input type="checkbox"/> D.7 I am between 18–24 years of age.<input type="checkbox"/> D.8 I do not have a high school diploma or equivalent certificate.<input type="checkbox"/> D.9 I receive (or have in the last 6 months received) public assistance through SNAP, TANF, SSI, or state or local income-based programs.<input type="checkbox"/> D.10 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.)<input type="checkbox"/> D.11 I am unemployed, AND am available to work.<input type="checkbox"/> D.12 I am the head of a single-parent household. <p>If you checked any of these, you are eligible for DVOP specialist services; please continue to Section E. Otherwise, you may be eligible for priority of service by other staff.</p>					
<p>Section E: Customer Signature</p> <p>If directed here from a previous section, you are eligible for DVOP specialist services based on your responses. By completing these fields, you certify that your answers are true to the best of your knowledge.</p> <p>Name: _____ Date: _____</p> <p>Signature: _____</p>					
<p>AJC Use Only</p> <table border="1"><tr><td>Intake by: _____</td><td>Referred to: <input type="checkbox"/> DVOP specialist <input type="checkbox"/> Other AJC staff</td></tr><tr><td>Date: _____</td><td></td></tr></table>		Intake by: _____	Referred to: <input type="checkbox"/> DVOP specialist <input type="checkbox"/> Other AJC staff	Date: _____	
Intake by: _____	Referred to: <input type="checkbox"/> DVOP specialist <input type="checkbox"/> Other AJC staff				
Date: _____					



The DVOP Eligibility Screening Tool must be completed by intake staff BEFORE a Veteran is sent to a DVOP Specialist.

1.2.1.2 DVOP Eligibility Flowchart

The DVOP Eligibility Flowchart can be found as an attachment to [State Instruction 24-05](#). A sample of the form is provided below.

The image shows a sample of the DVOP Eligibility Flowchart and Qualifying Situations form. The flowchart on the left asks three main questions: 1. Are you currently serving in the military? 2. Have you ever served in the military? 3. Are you the spouse, family caregiver, or widower of someone who served or is now in service? Each question has a series of follow-up questions and decision points leading to either 'A DVOP SPECIALIST CAN HELP!' or 'OTHER AUC STAFF CAN HELP!'. The 'Qualifying Situations' section on the right lists criteria for being an Eligible Veteran or an Eligible Person, including service-connected disabilities, homelessness, and specific military service periods.

1.2.2 Populations Eligible for DVOP Services

DVOP Specialists must limit their activities to providing services to individuals who meet the following eligibility criteria:

- Interested in receiving one or more individualized career services
- Meets at least one of the following two criteria:
 - An eligible Veteran or eligible person who experiences at least one of the qualifying employment barriers (QEB) ([Section 1.2.3](#))
 - A member of an additional populations eligible for DVOP Specialist services ([Section 1.2.4](#))

“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), (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

See VPL 05-24, Appendix §§ B. and C. for more information on eligibility requirements.

1.2.3 Qualifying Employment Barriers

An eligible Veteran or eligible person must affirm that they are experiencing at least one of the following employment barriers:

- Has a disability, which may include any of the following:
 - Special disabled Veteran (38 U.S.C. §4211(1)) —
 - 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% or more, or rated at 10% or 20% 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 (38 U.S.C. §4211(3)) —
 - 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
 - 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 (ADA), (42 U.S.C. § 12102)
- Vietnam-era Veteran (38 U.S.C. § 4211(2)) — Eligible Veteran any part of whose active military, naval, or air service was during the Vietnam era (38 U.S.C. §§ 101(29))

- 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, as defined in WIOA Section 3(38), 29 U.S.C. § 3102(38) (definition of “offender”)
- 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 §3(36), 29 U.S.C. § 3102(36)
 - Unemployed
 - Head of single-parent households containing at least one dependent child

NOTE: An eligible person must **personally** meet eligibility requirements. In other words, they must both: a) meet the definition of an “eligible person,” and b) be experiencing at least one of the criteria listed above.

1.2.4 Additional Populations

The following additional populations are eligible to receive DVOP services:

- Transitioning Service Members (TSM) who have participated in any part of the Transition Assistance Program (TAP), 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 who provide personal care services to wounded, ill, or injured service members who are receiving treatment in a military treatment facility or warrior transition unit— these caregivers include:
 - Parent

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



The additional population category qualifies as the eligible persons barrier; therefore, these individuals do not need an additional employment barrier to receive DVOP services.

1.2.5 Verification and Privacy

Except for specific circumstances, Veterans or eligible persons are not obligated to provide proof of 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 involved. Additionally, verification documents are required when applicable federal program rules demand verification of Veteran or eligible person.



Eligible persons (missing or detained) documents are not required to qualify for Wagner-Peyser programs, but these forms are required for eligibility to participate in WIOA funded training.

See [State Instruction 24-05](#) for criteria and guidelines for determining eligibility; [TEGL 23-19, Change 1](#) for data validation requirements; [TEGL 23-19, Change 2, Attachment 1](#) for program-specific instructions and [Attachment 2](#) for source documentation and self-attestation guidance; and [TEGL 10-23](#) for guidance on balancing the need for documentation with optimizing customers' experience as they navigate the workforce development system.

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:

- The requested information is solely for determining eligibility and service prioritization
- Participation is voluntary
- The shared information will be kept confidential
- The participant may refuse to provide the requested information and doing so will not result in negative consequences

- The requested information will be used only in compliance with legal guidelines

1.3 INDIVIDUALIZED CAREER SERVICES


JVSG performance is based on services that are provided by DVOPs. Therefore, 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.
- DVOPs CANNOT assist individuals who have not been screened for eligibility; however, they can explain the functionality and details of DVOP services.

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

- 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
- Workshop — Career Advancement and Enhancement
- Workshop — Educational and Personal Skills Upgrade

1.4 DVOP CASE MANAGEMENT

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

Case management is the coordination of services on behalf of a client 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 eligible Veteran, spouse, or additional persons, will determine if the client will be enrolled in case management and the DVOP will determine when to close the case management enrollment. If the client is enrolled in case management, the DVOP is responsible for all the components outlined in this section.

1.5 CONDUCTING ASSESSMENTS IN SCWOS

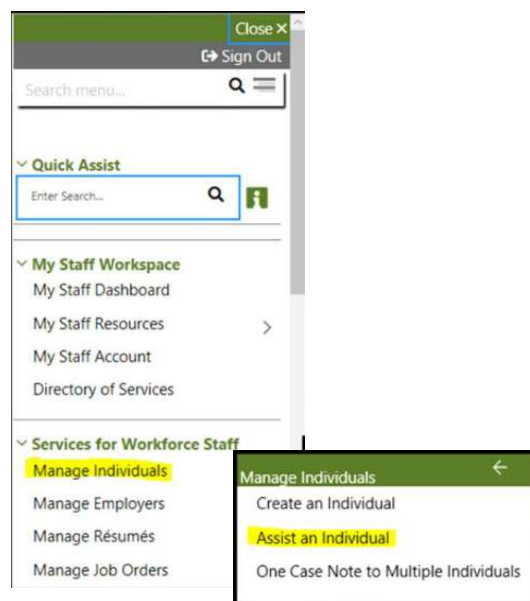
SCWOS is South Carolina’s comprehensive job search tool that helps employers and job seekers connect through the internet. Employers and job seekers can register online, browse applicants or job openings, and request matches against job orders and work registrations. All SCWOS features are free and include the following:

- Online self-registration
- Resume creation
- Online job posting and matching
- Ability to browse jobs or applications 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

General Information

To access the General Information tab of an individual in SCWOS, first locate the individual account by selecting “Manage Individuals,” then “Assist an Individual” on the left drop-down menu. Use the “General Search Criteria” page to search for the individual, then click on the individual’s username to enter the account.

Once in the account, the General Information tab is located under the “My Individual Profiles” tab, then “Personal Profile” menu.



The General Information tab contains the following:

- | | | |
|-----------|------------------------|-----------------------------------|
| • Name | • Birth Date | • Date of Registration of Account |
| • Address | • Assigned LWDA/Office | • Pre-Registration Information |
| • SSN | • Password Reset Link | • Last Login |

1.5.1 Initial Assessment

The initial assessment is an evaluation of a jobseeker's employment history, education, skills, and interests that results in the identification of employment goals, qualifying employment barriers, and services needed to obtain goals. All eligible Veterans and covered persons who receive services from a DVOP will have an assessment entered in SCWOS.

DVOP Specialists MUST not conduct the initial assessment to determine an individual's eligibility for DVOP services. The initial assessment will be conducted by an SC Works center staff member. This assessment will have the Activity Code 189 attached to it.

Individual's must be both eligible AND express interest in receiving one-on-one career planning or help finding employment through DVOP services BEFORE they are sent to a DVOP Specialist to complete the DVOP Eligibility Screening Tool, referenced in [§1.2.1.1. DVOP Eligibility Screening Tool](#).

✓ DEW Intake Staff must enter Activity Code 189 during the initial assessment. DVOP Specialists will conduct the individual's Objective Assessment AFTER initial assessment is complete.

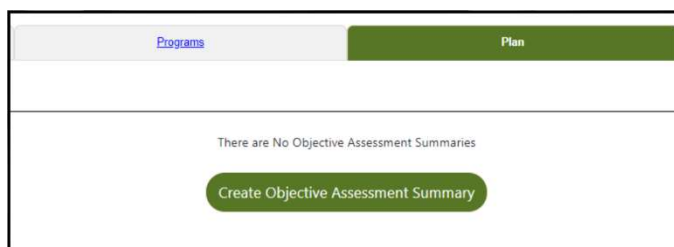
NOTE: This screening tool should only be used if the individual answered YES to wanting DVOP services. Do not waste the form if they are not interested or eligible.

1.5.2 Objective Assessment

More comprehensive than the Initial Assessment, the Objective Assessment Summary (OAS) 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.

When completing an OAS:

- Use the spell check feature available in SCWOS
- **No opinions — only factual information**
- Disabilities and PII information can be disclosed — the OAS is locked down via privileges for only certain groups to view
- Some fields may be pre-populated based on entries from the background tab



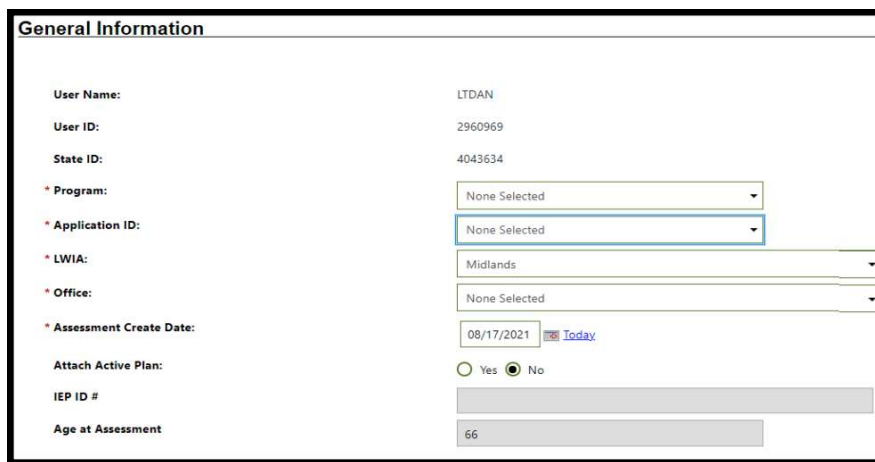
#1 - OBJECTIVE SUMMARY SECTION

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

NOTE: This step will automatically generate [Activity Code 203](#).

#2 - GENERAL INFORMATION AND CONTACT INFORMATION

1. Fill out the General Information section. Certain fields here may already be auto populated.
 - a. Select the Program, Application ID, and Office via the dropdown menus. You must have an Open Enrollment (Participation Record) to select the Program. There must be an open application on file with a Participation Record created.
 - b. Enter in the Assessment Create Date. If the individual has an active, open Individual Employment Plan (IEP), you can choose to attach it to this OAS by selecting “Yes” in the Attach Active Plan field.
2. Complete the Contact and Alternate Contact sections. Some of the fields here may already be populated from the background tab. Be sure that all contact information is as up to date as possible.




The screenshot shows a web form titled "General Information". It contains the following fields and values:

Field	Value
User Name:	LTDAN
User ID:	2960969
State ID:	4043634
* Program:	None Selected
* Application ID:	None Selected
* LWIA:	Midlands
* Office:	None Selected
* Assessment Create Date:	08/17/2021 (Today)
Attach Active Plan:	<input type="radio"/> Yes <input checked="" type="radio"/> No
IEP ID #	
Age at Assessment	66

#3 - STAFF SECTION

1. Enter in the Date Completed using the calendar icon — this date cannot be more than two days from appointment.
2. Minimally, at least one of the criteria listed in [Section 1.2.3 Qualifying Employment Barriers](#) must be copied and pasted into the Overall Note field. See also [VPL 05-24, § VI.A.1](#).

Staff	
Staff User ID	2421831 (Mikita,Patel)
Date Completed	08/09/2021 
Overall Note	<div style="border: 1px solid green; height: 100px; width: 100%;"></div> <p style="text-align: right;">[Clear Text]</p>

#4 - PROGRAM EXPECTATIONS

1. Immediate Employment: This allows you to enter information from the individual concerning what expectations they have.
2. Services: List the services the customer has requested.

[General] [Expectation] [Education] [Degree] [Certificate] [Employment] [Household & Income] [Work Readiness] [Barriers] [Criminal Background] [Tests] [Referrals]	
Program Expectations	
* Are you seeking immediate employment	<input type="radio"/> Yes <input checked="" type="radio"/> No
* What services are you seeking	<div style="border: 1px solid green; height: 80px; width: 100%;"></div> <p style="text-align: right;">[Clear Text]</p>

#5 - EMPLOYMENT EXPECTATIONS

1. Click on the “Select Occupation” blue link to add an occupation to the field.
2. The Occupations selected will be used for the IEP. You can select up to three desired occupations.
3. EVERY BOX MUST BE FILLED, even if it is not required.

Employment Expectations

Occupation 1

[Select Occupation](#)

53-5021.01

Ship and Boat Captains

Occupation 2

[Select Occupation](#)

Occupation 3

[Select Occupation](#)

Employment Type

Regular

Full or Part Time

Full Time (30 Hours or More)

Shift Preferences

☐ 1st
☐ 2nd
☐ 3rd
☐ Rotating
☐ Split Shift
☐ Any

Desired Salary

None Selected

Benefits Needed

☐ Health Insurance
☐ Paid Vacation Time
☐ Paid Sick Leave
☐ Retirement/Pension

Longest Commute Distance (mi)

Job Search Assistance Requested

☐ Help Getting Started in Job Search
☐ Resume Assistance
☐ Completing Job Applications
☐ Interviewing Skills
☐ Job Openings
☐ Referrals to Employers

Desires Help in Career Planning

☐ Yes
☒ No

Seeking Training Services

☐ Yes
☒ No

Training Preferences

#6 - EDUCATION HISTORY

1. Select the Highest Grade Completed for the individual and whether they are Currently Enrolled in School from the dropdown lists.

NOTE: If you are viewing a previously saved OAS, the Highest Grade Completed field will be greyed out and not editable.

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

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

Education History

Highest Grade Completed

High School Diploma

Currently Enrolled in School

No, Not Attending Any School

Education History Assessment Summary

[Clear Text]

#7 – BASIC SKILLS AND EDUCATION FACTORS

1. This section allows you to identify what basic skills and/or education factors the individual has. Select items by clicking in the check boxes as necessary.

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

#8 – DEGREES & CERTIFICATES

1. If the individual has earned any degrees and/or certificates, staff can add them here by clicking on the “Add a New Degree” or “Add a New Certificate” link.

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

Degrees

Degree	Issuing Institution	Completion Date	Action
[Add a New Degree]			

[<< Back](#)
[Cancel](#)
[Print](#)
[Finish](#)
[Next >>](#)

Certificates

Certificate License	Organization	Completion Date	Action
[Add a New Certificate]			

[<< Back](#)
[Cancel](#)
[Print](#)
[Finish](#)
[Next >>](#)

#9 – SUMMARY OF SKILL

1. Under Occupational Transferable Skills, enter the Summary of Skill Assessment for the individual in the text box provided.
2. Add new Employment History within this section of the Objective Summary.

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

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.

Employment History

Employer	Start/End Dates	State
[Add a New Employment History]		

[<< Back](#)
[Cancel](#)
[Print](#)
[Finish](#)
[Next >>](#)

#10 – HOUSEHOLD & INCOME

1. Select the “Add a New Household Member” link to add Household & Income information to the Objective Assessment.
2. On the form, fill out the information pertaining to the household member.

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 saved.

Household & Income Summary

Add Income

* First Name

* Last Name

* Age

* Relationship

* Dependent ☐ Yes ☐ No

Custody

* Income Source

* Income Amount

Frequency


Annual Amount

[\[Clear Text\]](#)

#11 – WORK READINESS

1. This allows you to identify what obstacles or issues the individual might face that will affect their work readiness. Select items that may present obstacles by clicking on the corresponding checkboxes as necessary.

NOTE: See [State Instruction 17-08](#) for information on how individuals are classified as ready for work.

 “Work ready,” “job search ready,” and “job ready” are used interchangeably in the JVSG Program.

[General](#) [Registration](#) [Education](#) [Signet](#) [Certifications](#) [Employment](#) [Household & Income](#) [Work Readiness](#) [Barriers](#) [Criminal Background](#) [Tech](#) [Referrals](#)

Work Readiness

Number of Children under 18

☐ **Dependent Care Needs**

☐ Child Care

☐ Special Needs Child

☐ Adult Care

☐ Not at This Time

Dependent Care Comments:

☐ **Contacts**

☐ Telephone in Home

☐ Access Telephone (Neighbor/Other)

☐ Adequate Contact Person(s)

☐ Transient History

☐ Not at this time

☐ **Transportation**

☐ Driver's License:

☐ Has a Valid License

☐ Does not have a License

☐ Suspended

☐ Restrictions

☐ DUI

Workplace Behavior

☐ **Motivational Factors Affecting Employment**

☐ Negative Work Attitude

☐ Punctuality Issues

☐ Attendance Problems

☐ Co-Worker Relations Issues

☐ **Career Decision Making (Clearly defined goals/plans)**

☐ **Interviewing Skills**

☐ Difficulty Making Positive First Impression

☐ Negative Attitude

☐ Proper Interview Attire

#12 – OBSERVATIONS

1. After observing the individual, you can identify certain obstacles or issues the individual might face that will affect their employment/training. Select items by clicking in the check boxes as necessary.
2. Make all the necessary selections as needed. Keep in mind: Only list organizations the individual is currently working with, DO NOT LIST personal observations.

Health & Behavioral Observations

☐ **Health**

- ☐ Lacks Medical Insurance Coverage
- ☐ Disclosed Disability
- ☐ Needs Glasses
- ☐ Needs Dental Work
- ☐ Speech Impairment
- ☐ Cannot Afford Medication
- ☐ Reasonable Accommodation Required
- ☐ Limitations in Ability to Work Certain Jobs
- ☐ Health has been cause for Absences from Job
- ☐ Pending Surgery or Medical Leave
- ☐ Not at this time

☐ **Behavior**

- ☐ Demonstrates Low Self-Esteem
- ☐ Demonstrates Behavioral Problems
- ☐ Requires Medication
- ☐ Disclosed Disability
- ☐ Required Therapy/Treatment
- ☐ Not at this time

☐ **Substance Abuse**

- ☐ Seeks Referral for Treatment
- ☐ Failed Drug Test
- ☐ Not at this time

#14 – BARRIERS

1. The DVOP Specialist must PROVE that the client meets the qualifications to be in the program. Check all barriers that the client has, and ensure the barriers entered in the “Overall Notes” section are selected.
2. Staff must follow the template listed in the Objective Assessment Summary — How to Guide — Wagner-Peyser (WP) Program document.
3. Format: “Customer is in need of individualized career services based on the objective assessment” + “List of Referrals” made.

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

1. If any Criminal Background information is needed, staff can add it to this page.
2. Make selections as necessary. The Criminal Background Summary text box can be used to add further details.

Criminal Background

Responses to the following items must be completely voluntary and confidential.
Information collected on this screen will NOT be included in print form.

Arrests

Arrests:
Conviction:
Current status of arrest:

Criminal Background Summary

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

[\[Clear Text\]](#)

- ☐ None
- ☐ Formerly incarcerated (not on parole)
- ☐ On probation
- ☐ On parole (adult)/aftercare (juvenile)
- ☐ Under supervision
- ☐ In work release program
- ☐ Living in halfway house/shelter care
- ☐ Evening reporting center

#16 – TESTS

1. To enter results from the individual’s Basic Skill Assessment or other test, click the respective links. A pop-up window will display to add or edit existing assessment results, just as they are maintained in the Assessments tab of the individual’s Case Management Profile.

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

1. If you need to make a referral, click on the “Add a New Referral” link.

Referrals

Agency Name	Result
Add a New Referral	

<< Back
Cancel
Print
Finish

#18 - COMPLETION

1. Once completed, click on the “Finish” button to complete the OAS.

Objective Assessment Summary						
#	LWIA/Region	Office Location	Program	Staff	Date	Action
132039	Midlands	Columbia Center	Title III - Wagner-Peyser (WP)	Patel, Mikita	08/25/2021	Edit Void Delete Print
Create Objective Assessment Summary						

- Once completed, the OAS will show up on the screen as shown above. From here, staff can Edit, Void, Delete, and Print, depending on privileges.
- Enter the [Activity Code 202](#) AFTER completing the OAS.

OAS 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.	

1.6 DEVELOPING THE IEP

The Individual Employment Plan, utilizing the case management framework, is a **negotiated agreement** between the client and the DVOP Specialist detailing the client steps for self-development and the DVOP actions to assist that effort. JVSG staff **must write the IEP with the full participation of the client.**

At a minimum, IEPs must include the following elements:

- Career goals based on the participant's work history, education, training, special skills, interests, and aptitudes
- Clearly defined action steps/objectives to be implemented by the participant to meet the employment goal
- Any barriers to employment, supportive service needs, and planned methods to address barriers

NOTE: Refer to [ES Manual Section 2.2.3](#) for more requirements and guidance on IEP development. Refer to [State Instruction 18-01](#) and [TEGL 19-16](#) for the development and effective use of the IEP.

#1 – Identifying Information

1. An IEP is required for every individual registered into individualized services. An individual can only have one IEP open at a time.
2. The IEP itself must be created first, followed by the plan's goals. A goal must be created before objectives for that goal can be recorded.
3. The first section, Identifying Information, contains display-only information.
4. In the second section, Plan Information, enter the Plan Start Date, the Region, and the Office.

Identifying Information		Plan Information	
Plan ID Number	0	* Plan Start Date	<input type="text"/> (mm/dd/yyyy) Today
State ID	4043634	* LWDB/Region	<input type="text"/> None Selected
User Name	LTDAN	* Plan started in office location	<input type="text"/> None Selected
User ID	2960969	Plan closed on	<input type="text"/> (mm/dd/yyyy) Today
Name	Taylor, Dan		

NOTE: If you intend to close a plan, first close that plan's goals and objectives. If you do not, the goals and objectives associated with the plan will be closed automatically. This action cannot be undone.

#2 – Goals

1. The Goal Tab allows staff to establish or edits goals for an IEP.
2. Under the IEP/ISS Goals section, staff can see the previously created goals, if any. To add a new goal, select the “Add New Goal” link. Keep in mind, Goals must be added to the IEP before Objectives since objectives are linked to them.
3. Goals must be specific and must include what the job seeker is planning to do.

Plan		Goals		Objectives		Services					
General Information		IEP/ISS Goals									
User Name	LTDAN	#	Goal	Date Established	Est. date for Completion	Actual Completion Date	Last Edit Date	Program	Staff	Status	Action
User ID	2960969	No History Records									
Name	Taylor, Dan	Add New Goal Exit Wizard									
		<< Back Next >>									

When adding a new goal, the system will bring up the Goal Information form. Enter the information for all fields. Staff will only enter the Actual Completion

4. Date and change the Completion Status to “close” if they are closing the goal. Additionally, if the goal is being closed, staff must select a Reason Closed option.

#3 – Objectives

1. The Objective Information tab allows staff to add and modify objectives associated with an IEP. To add a new objective, click on the “Add new objective” link.

Plan	Goals	Objectives	Services					
Objective Information								
Goal Description	Objective	Date Established	Actual Completion Date	Last Edit Date	Review Date	Program(s)	Staff	Status
No Objective Records								
Add new objective Select pre-defined objectives Exit Wizard								
				<< Back	Next >>			

- When adding a new objective, the system will bring up the Objective Information form. Enter the information for all fields. If any additional details are necessary, use the text box at the bottom of the page.
- If/when staff are ready to close out the objective, enter an Actual Completion Date, then select a Completion Status and a Reason Closed option from the dropdown menu.
- Staff can also add a "Pre-Defined Objective." The goal must be added in the system on the previous tab to utilize the pre-defined objective option.
- Under Pre-Defined Objectives section, select the goal and the Region/Office location should already be selected.
- Use the dropdown to select the Program Affiliation. Once selected, the pre-defined objectives list will populate depending on the program selected. Available Program Affiliations are tied to the goal previously selected.
- Click the check box for the pre-defined objectives. Enter a date in the Date Established field. The Review date field will automatically fill with a date that is 45 days beyond the date the objective was established.
- Click "save" at the bottom of the page and the system will populate with the selected objectives.

Objective Information	
Goal Description	
Add new objective Select pre-defined objectives Exit Wizard	
Objective Information	
*Goal	test
*LWDB/Region	Midlands
*Office Location	Columbia Center
*Program Affiliation	None Selected

	Pre-defined Objectives	Date Established	Review Date
<input checked="" type="checkbox"/>	Create a resume in SCWorks	09/07/2021 (mm/dd/yyyy) Today	10/22/2021 (mm/dd/yyyy) Today
<input checked="" type="checkbox"/>	Revise a resume	09/07/2021 (mm/dd/yyyy) Today	10/22/2021 (mm/dd/yyyy) Today
<input checked="" type="checkbox"/>	Create a cover letter	09/07/2021 (mm/dd/yyyy) Today	10/22/2021 (mm/dd/yyyy) Today
<input checked="" type="checkbox"/>	Create Thank You letter	09/07/2021 (mm/dd/yyyy) Today	10/22/2021 (mm/dd/yyyy) Today
<input type="checkbox"/>	Attend workshops	(mm/dd/yyyy) Today	(mm/dd/yyyy) Today
<input type="checkbox"/>	Take WorkKeys	(mm/dd/yyyy) Today	(mm/dd/yyyy) Today

#4 – Services

1. If services or activities have been provided via the Programs tab, they will display on the IEP Services tab as view-only and cannot be modified from within the IEP. If there are no services added yet, the screen will display “No Service Records.”
2. Once the IEP has been created, the system will automatically enter in activity code 205. Changes (not edits) to an IEP do require a new 205 code.

Plan Goals Objectives Services

IEP/ISS Services

App # - program	Service/Activity	Begin Date	End Date	Provider	Staff
No Service Records.					

Exit Wizard

<< Back Finish Delete

1.6.1 DVOP Case Notes

During the enrollment process, staff must create a Case Note (instructions below) with the information received using the DVOP Eligibility Screen Tool ([Section 1.2.1.1](#)). Case notes record important details and situations with an individual, creating a timeline of events.

NOTE: The case note must only include the Letter and Number of the checked boxes from the DVOP Eligibility Screening Tool (e.g. **B.4, D.12**). To limit the amount of people who have access to the individual’s personal information, DO NOT write details from the Screening in the Case Note.

Case notes must NEVER include medical information, legal information, or personally identifiable information (PII).

The organization of a case note should include:

- Who – did the contact involve
- What – was the substance of the interaction
- Where – did the event occur
- Why – is this contact significant
- How – was the contact made

✓ Case Notes can be used as legal evidence for appeals. Be sure it is clear, states facts, has a purpose, and is grammatically correct.

Adding a Case Note Within an Activity Code

1. Locate the Individual account.
2. Select an Activity Code for the case note will be under. ([See §1.2.1 DVOP Eligibility and Referral Process](#) and the [Wagner-Peyser Activity Code](#) sheet).
3. Select the “Add a New Case Note” link within the Service Plan form.

PC	EE	Status	Activity	Program	JOP	Schedule Date/Time	Actual End Date	Office	Service Created By
✓	✓	✓	203 - Development of Individual Employment Plan Successful Completion	WP	N/A	09/09/2021 12:00 AM	09/09/2021 12:00 AM	SCDEW - State Staff	2421831 - Patel, M
✓	✓	✓	203 - Comprehensive Specialized Assessment Successful Completion	WP	N/A	09/09/2021 12:00 AM	09/09/2021 12:00 AM	Columbia Center	2421831 - Patel, M
✓	✓	✓	115 - Resume Preparation Assistance Successful Completion	WP	N/A	09/09/2021 12:00 AM	09/09/2021 12:00 AM	Columbia Center	2421831 - Patel, M

Service/Activity Code: 126 - Tax Credit Certification

Program Application Association: 8497756

Scheduled Date: 03/12/2019 Today

Scheduled Time: 1:00 AM

Actual Service Date: 03/12/2019 Today

Completion Code: Successful Completion

RR Event: 60 Search

LWIA / Region: Midlands

Office Location: Columbia Center

Position: Staff

Staff User ID - Created: 2421831

Staff User ID - Last Edited: 2421831

[Add a new Case Note](#) | [Show Filter Criteria](#)

ID	Create Date	Subject	Actions
No data found.			

Newly created case notes associated with this service will not display here until your service has been saved. To view all case notes, use the Show Filter Criteria link.

Case Note Form

1. Case Note Template will pop up to fill in the case note information. The most important item is to ensure “App ID” is populated with the WP application ID number by choosing it from the dropdown menu. This allows the case note to show up on both the activity and within the case notes section of SCWOS.
2. Fill in the Program, App ID, Partner Program (if applicable), Subject, Contact Type, and Case Note Description fields.

NOTE: Checking the “Please check to suppress this Case Note” box to suppress case notes containing sensitive or confidential information; however, the information will be hidden from view until someone selects it to view, so **staff must refrain from adding any sensitive or confidential information to the individual’s case note.**

3. Staff can message the applicant and send a copy of the case note if needed, as well as upload any attachments directly into the case note.

Case Note Details

☐ Please check to suppress this Case Note

* Contact Date:

[Today \(MM/DD/YYYY\)](#)

* LWDB/Region:

None Selected

* Office Location:

None Selected

* Program:

None Selected

Partner Program:

None Selected

* Subject:

Contact Type:

None Selected

Save the Case Note

1. Ensure case note descriptions are grammatically correct. Double check that description answers the who, what, why, when, where, and how questions. Identify that it serves a purpose and does not include any type of medical/legal/PII information.
2. Click “Save” at the bottom of the screen to save the case note. The Case Note is now saved within the Activity Code.

Service Plan

* Customer Group:

Wagner-Peyser

* Service/Activity Code:

126 - Tax Credit Certification

Program Application Association:

8497756

Scheduled Date:

03/12/2019
[Today](#)

Scheduled Time:

: AM

Actual Service Date:

03/12/2019
[Today](#)

Completion Code:

Successful Completion

RR Event:

[\[RR Search \]](#)

* LWIA / Region:

Midlands

* Office Location:

Columbia Center

* Position:

Staff

Staff User ID - Created:

2421831

Staff User ID - Last Edited:

2421831

Case Note:

[Add a new Case Note](#)
[Show Filter Criteria](#)

ID	Create Date	Subject	Actions
8279699	3/12/2019 12:17:00 PM	Sample Test Case Note	Edit

Newly created case notes associated with this service will not display here until your service has been saved. To view all case notes, use the Show Filter Criteria link

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1.6.2 Developing Goals for DVOP

Within the IEP, goals must be well-written, measurable, and assess whether the client accomplished the goal (See step #3 – Objectives of [§1.6 Developing the IEP](#)). For example, a goal stating that “Veterans will understand the importance of soft skills” is impossible to measure. Write a concrete action that is a measurable goal the client can perform, such as “Veteran will initiate a greeting.” Here are three key recommendations for goal writing:

- Use the SMART principle:
 - Specific: Specific goals are easy to read and clearly indicate what the participant intends to do. Specific objectives are the action steps outlining exactly what the participant should do in order to achieve the goal.
 - Measurable: Measurable goals have benchmarks allowing participants to see progress towards successfully achieving the goal. Goals are measurable by the completion of objectives.
 - Attainable: Specific goals and objectives are attainable if the participant can be realistically expected to complete the goal within the timeframe given.
 - Relevant: Goals and objectives must be relevant to what the participant is trying to achieve. A relevant goal is based on the participant’s work history, education, training, special skills, interests, and aptitudes.
 - Time-Driven: Each goal should be limited to a defined period of time and include a specific timeline for each step of the process. Goals are defined as short, intermediate, or long term:
 - Short Term—the goal can be achieved within six months
 - Intermediate—the goal can be achieved within seven to twelve months
 - Long Term—the goal will require more than one year to be achieved
- Focus on taking the client through the steps leading to their long-term goal.
- Do not write goals too far off in the future, as they may appear unattainable. Distinguish short-term goals from long-term goals by following the goal-setting techniques outlined below.

1.6.2.1 Short-Term Goals

Short-term goals are specific objectives the client must complete **before** they can achieve the long-term goals. They can be pursued immediately and finished in fewer than six months. Short-term goals should concentrate on the following area(s):

- Barriers/obstacles — Remove or overcome barriers/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 solely on *what* the jobseeker knows; rather, *who* the jobseeker knows also matters a great deal.

1.6.2.2 Long-Term Goals

Long-term goals are something the client wants to do or accomplish in the future that will take more than one year to complete. These goals require time and planning.

Use long-term goals to set short-term goals and to keep the individual focused on making the present count for the sake of the future. Some examples include:

- 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>.

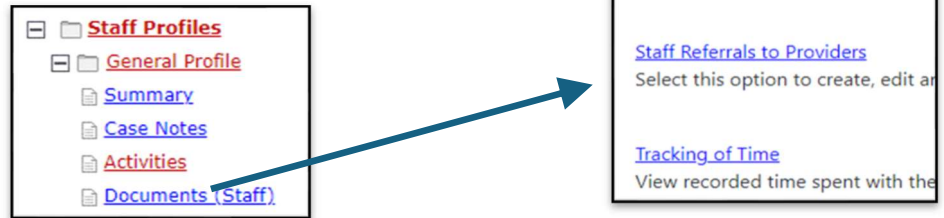
Other considerations when establishing long-term goals:

- Find out what resources would help the individual reach their goals.
- Seek out organizations that will assist the individual, if any.
- Being flexible is important.
- Advance the goals as life changes.

1.6.3 Coordinating Supportive Services

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

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.



1.7 CASE MANAGEMENT FOLLOW-UP — REGULAR AND CONSISTENT CONTACT

An effective IEP process requires extensive follow up to ensure all happens as planned and does not make the client think they have failed to do something. Remember:

- Follow up is ongoing and proactive — do not wait for failure.
- Track all important dates in the IEP and check in with the client before deadlines to ensure the client is following through with identified commitments and goals.
- The IEP is about being successful in the program.

1.7.1 Follow-up Activity Codes

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	Notes
243	Case Manager Contact: Program Service	Recorded when Workforce Consultant and/or case manager contacts customer enrolled in case management wither by phone or virtually to follow-up on their case or to review services options under case management (i.e. case management options, soon to exit reporting, placement information, follow-up, etc.).	A 205, 203, 202 must have been completed before entering this code. A corresponding case note should include date and time of contact and summary of discussion. The Workforce Consultant and/or case manager must have spoken to the customer by phone or virtually.
246	Case Management Follow-up Service	Recorded when Workforce Consultant and/or case manager contacts customer either by phone or virtually to follow-up on their status	A 205, 203, 202, 243 must have been completed before entering this code. A corresponding case note should include date and time of contact and summary of

		after exit (i.e. placement information, follow-up, etc.).	discussion. The Workforce Consultant and/or case manager must have spoken to the customer by phone or virtually.
--	--	---	--

NOTE: These codes will not extend program participation.

1.7.2 Follow-up for Not Job Ready Veterans or Persons Eligible for DVOP Services

If the client services were extensive, the client will require services to prepare for movement of the resumé to the LVER. The requirements are as follows:

- Follow up in person — three documented attempts.
- Follow up every two weeks, at 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.

1.7.3 Follow-up for Job Ready Veterans or Persons Eligible for DVOP Services

If the client services were not extensive and the Veteran is “job ready,” the resumé will be passed to the LVER quickly. This requires:

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

1.8 VA PROGRAMS SUPPORT AND OTHER FUNCTIONS

The VA Programs provides a range of benefits and support to military Veterans, including healthcare, disability compensation, education and training, employment services, and home loan guarantees. In addition to these services, the program also offers life insurance, vocational rehabilitation, and assistance for homeless Veterans. The main function is to ensure that Veterans receive the care, support, and resources they need after their service to the country.

The programs are provided in the following sections. Visit the Department of Veterans Affairs website at <http://www.va.gov> for more information.

1.8.1 DVOP AND USERRA

The Uniformed Services Employment Reemployment Rights Act of 1994 (USERRA) protects military service members and Veterans from employment discrimination based on their uniform service and provides for their prompt restoration to civilian employment when they return to civilian life. USERRA applies to members of the Armed Forces, Reserves, National Guard, and other Uniformed Services. The website can be found here: [USERRA - Uniformed Services Employment and Reemployment Rights Act | U.S. Department of Labor](#).

USERRA ensures that service members are not disadvantaged in their civilian careers because of their service; are promptly reemployed in their civilian jobs upon their return from duty; and are not discriminated against in employment because of their military status or obligations. (See [77 F.R. 43699](#)). This applies to both public and private employers and employees.

DVOPs must report workplace discrimination that the Veterans they service have expressed to VETS-South Carolina:

- To find the current Director and Assistant Director of VETS – South Carolina, visit the SC VA About Us page: [About Us | SC Department Of Veterans' Affairs](#)
- Encourage the Veteran to call while with the DVOP, prior to filing a claim.

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

1.8.2 DVOP AND VR&E

The Veteran Readiness and Employment (VR&E) Program (formally called Vocational Rehabilitation and Employment), helps explore employment options and address education or training needs for those with a service-connected disability limiting the individual's ability to work or preventing them from working altogether.

Refer to VPL 05-24 § IX.B.4. for more information on VR&E Program Participants in relation to DVOP services.

1.8.2.1 Working with ISC referrals

The Intensive Services Coordinator is the liaison between the JVSG and the VA, who receives referrals from the VR&E section of the VA for South Carolina, and VA counselors from other states who make referrals on clients residing in South Carolina. The ISC might be out-stationed at the VA Regional Office; regardless of physical location, they are supervised by DEW. For more information, review the ISC/POC training: [ISC POC Webinar](#).

Once it has been established that the Veteran/covered person will receive services through SC Works, the ISC responsibilities include:

1. Assist in creating a SCWOS account if the individual does not have one.
2. Assign the individual to the closest DVOP Specialist based on location and email their information to the appropriate DVOP. If the assigned DVOP knows of a closer DVOP, the DVOP can email the ISC and request transfer to the closer DVOP.
3. Copy the Non-Paid Work Experience (NPWE) to ensure that the [VR&E VETS-201 Form](#) is updated.
 - a. The VR&E VETS-201 Form is a VR&E (Chapter 31) Tracking Report that records information about Veterans who participate in the VA Chapter 31 program. It tracks the status of Veterans referred to JVSG recipients, including referral and registration dates, and employment outcomes.

Once the ISC has established the contact between the DVOP and Veteran, the DVOPs' responsibilities include:

1. Case note receipt of the referral from the VR&E program in SCWOS.
2. Follow all applicable case management guidelines in Part I of this manual.
3. Record all Veteran contacts and attempted contacts in SCWOS.
 - a. Attempted contact must be made **at least three times per month**.

The DVOP can request the case be closed for the following reasons:

1. Financial disincentive to work: The Veteran is receiving government benefits which would be reduced or terminated upon returning to work.
2. Satisfied with unsuitable employment: The Veteran is satisfied with employment that is not considered suitable by VR&E.
3. Family responsibilities: The Veteran has any domestic duty which limits their available time, resources, or capabilities.

4. Medical reasons: Any medical situation where the Veteran can no longer participate in the program.
5. Not satisfied with services: The Veteran has expressed dissatisfaction with the services provided under the VR&E program.
6. Employment: The Veteran has entered and maintained suitable employment, defined as employment that does not aggravate their disabilities and is stable and consistent with their patterns of abilities, aptitudes, and interests. When requesting closure due to employment, the DVOP must report the following:
 - a. Employer
 - b. Job Title
 - c. Hourly Wage
 - d. Employment Start Date
7. School/continuing education: The Veteran is involved in training and/or education services.
8. Moved out of state: The Veteran moved to another state.
9. Other:
 - a. Job ready status for the maximum 18 months
 - b. Incarcerated
 - c. Self-employed
 - d. Returned to active duty
 - e. Death
10. Unable to locate Veteran/Veteran unresponsive: The DVOP cannot locate the Veteran, and communication attempts have been unsuccessful. The DVOP must have attempted **at least three documented contacts per month** for a maximum of two months, using various methods of contact, before requesting case closure.

1.8.2.2 Non-Paid Work Experience (NPWE) Program

The VA Non-Paid Work Experience (NPWE) program provides eligible Veterans and servicemembers with training and practical job experience. This program is ideal for Veterans and servicemembers who have clear career goals; it can also be beneficial for those who learn well in a hands-on setting and may have a hard time getting a job due to lack of experience. The VA provides a monthly allowance directly to the Veteran.

The NPWE program is only available to federal, state, or local government agencies, allowing them to temporarily employ a Veteran or servicemember without having the position count against the agency's full-time equivalent allocation. VR&E pays the Veteran or servicemember a monthly subsistence allowance while they learn valuable work-related

skills and experiences. The VA will support employers during the NPWE to help with training needs. Federal employers may use Special Hiring Authorities to directly hire NPWE participants without a competitive recruitment — the VA refers only qualified Veterans or servicemembers. Additionally, the employer may hire a Veteran or servicemember at any point during their participation in the NPWE.

An employer must take the following steps to set up a NPWE program:

1. Provide a training outline and a list of required tools, equipment, uniforms, and supplies to identify items a Veteran will need before entering training.
2. Identify specific job objectives for the Veteran to accomplish. Vocational rehabilitation counselors (VRCs) or employment coordinators (ECs) can help identify goals. Employers decide the length of time each objective should take.
3. Sign the form designating the certifying officials, which will list staff authorized to sign NPWE-related documents.
4. Sign a VA Statement of Assurance of Compliance with Equal Opportunity Laws.
5. Fill out the Monthly Record of Training and Wages form for each Veteran and submit to the VRC or EC monthly.

When participating in an NPWE program, the VA, VRC, or the EC will help complete all required forms to reduce the time it takes to complete the paperwork.

For more information, visit <https://www.benefits.va.gov/vocrehab/employers.asp>.

1.9 DVOP OUTREACH

VPL 05-24 § VI.E. states that DVOPs should engage with service providers in their local community to:

- Maximize the participants that service providers refer to an SC Works center who are both eligible for and could benefit from DVOP services.
- Enhance outcomes for participants that the DVOPs refer to other providers.
- Strengthen community awareness of the array of services available through the workforce development system.

When attending events or working outside an SC Works center, DVOPs may encounter individuals who have not yet completed the Initial Assessment with an SC Works staff. **The DVOP must not serve any individual who has not registered and been determined eligible for DVOP services.**

When eligibility has not yet been determined, the DVOP should offer good customer service by informing the individual about DEW services and encouraging them to visit the SC Works center in person, via telephone, or online to register and determine eligibility. They should direct the individual to the SC Works Veterans Portal at: <https://Veterans.scworks.org/vosnet/Default.aspx>.

Once the individual is registered in the system, they can:

- [Search jobs online that their military experience qualifies them for](#)
- [Attend community events, job fairs, and career fairs](#)
- [Submit resumes and ask questions](#)
- [Find job training, assistance programs, and apprenticeships](#)
- [Meet employers, and as a Veteran employer, find job seekers](#)
- [Find information on SC Works Career Centers, Filing UI Claims, and DD-214s](#)

1.9.1 Special Projects

DVOPs must organize and execute, or assist in the organization and execution of, one special project per year. The project must target and serve Veterans with QEBs in some way.

1.9.2 Referral to Resources

Within each local area, the SC Works staff must determine the resources available in the region to aid individuals who come in seeking assistance that the SC Works center cannot provide, such as what is offered by a soup kitchen or a homeless shelter. This information will be kept in an excel spreadsheet which highlights the Supportive Services regionally. Staff should emphasize that once the individual has received the immediate services needed, they should return to the SC Works center for assistance — by informing the individual during the first interaction that they will be assisted upon their return, they will be more inclined to do so.

To create the Resource list of Supportive Services:

- Go to the VA website to see the resources they currently have available
- Go to the 211 website at: <https://www.sc211.org/#/> — this website specifies by city and count to give available resources in each region
- Ask questions and research the local area for any available service providers with non-fee services

Part 1: Relevant State Instructions

SI 13-05, Change 3: Designation of Additional Populations of Veterans Eligible for DVOP Services

SI 17-08: Effective Use of Initial Assessment for Wagner-Peyser Customers

SI 18-01: Individual Employment Plans

SI 11-09: Veterans and Eligible Persons Job Referral Priority

SI 20-14: Required Use of SCWOS for Referrals

SI 23-01: Priority of Service for Veterans and Spouses

SI 24-06: Homeless Veterans' Reintegration Program (HVRP) Referrals

Part 2: Local Veterans' Employment Representative (LVER) Program

2.1 LVER ROLES AND RESPONSIBILITIES

As per 38 U.S.C. §4104(b), LVERs conduct outreach to the employer community and facilitate employment, training, and placement services for Veterans. LVERs duties include informing employers, employer associations, and business groups of the advantage of hiring Veterans.

LVERs should advocate for all Veterans and the additional populations described in [VPL 05-24 § VI.A.2.](#) with business, industry, and other community-based organizations by participating in appropriate activities. These activities include, but are not limited to:

- Plan, conduct, and participate in job and career fairs
- Conduct employer outreach, including facility tours or interviews with current employees to become familiar with job responsibilities or qualifications
- Assist with job development for Veterans, eligible persons, and other DVOP- eligible populations enrolled in workforce development programs
- Facilitate job search workshops, on behalf of and in conjunction with employers, if DVOP/other SC Works staff are available to deliver any needed direct services
- Work with established unions, apprenticeship programs, and businesses or business organizations to promote and secure employment and training
- Inform federal contractors of the process to recruit qualified Veterans
- Promote credentialing and licensing opportunities for Veterans
- Coordinate and participate with other business outreach efforts, including the efforts of WIOA Business Service Representatives
- Educate and train SC Works staff to ensure easier access to the appropriate employment and training services for job-seeking Veterans
- Conduct community outreach and presentations on behalf of employers seeking to hire Veterans
- Promote initiatives and programs, such as the [DOD SkillBridge program](#)
- Promote the [HIRE Vets Medallion Program](#) and assist local area employers in applying for the award when appropriate (see [VPL 02-19](#) and [TEGL 9-18](#), or most current guidance on the subject)

LVERs also play an important role in developing the VETS delivery strategies in the state workforce system, educating SC Works staff on current Veterans' employment initiatives and programs, and providing regular updates on the services and programs.

LVER must also coordinate with DVOPs and other staff serving DVOP-eligible customers to help provide job opportunities. LVERs may speak with Veterans to understand and meet employment needs. Once ready for employment, the Veteran's case manager works with the LVER to help place the Veteran into employment. Veterans must not be "handed-off" to LVERs because additional services may be required and LVERs (except for consolidated DVOP/LVER staff) may not provide direct services to participants.

In the course of their work, LVERs can leverage VETS' [Regional Veterans' Employment Coordinators](#) (RVEC), who engage with local, regional, and national employers and connect them with federal, state, and local, resources to facilitate Veterans' employment. RVECs also develop and leverage partnerships with government, non-government, and industry stakeholders in the Veteran employment space to include training providers and industry associations.

2.2 JOB AND CAREER FAIRS

The responsibilities of LVERs for job and career fairs include, but are not limited to:

- Contact employers to participate
- Acquire locations and set the schedule
 - Ensure employers the time and location of the event
- Cover the 5W's with the employers, as outlined in [§1.6.1 DVOP Case Notes](#)
- Send invitations that ask for requirements and ascertain what vacancies the job seekers have
- Build a schematic of the location and adjust plans to accommodate the employer and ensure attendance
- Conduct post-event surveys to go back for an after action or lessons learned

The Business Services Team and Regional Managers receive feedback on the number of employers and job seekers who attend the job and career fairs, as well as the hires that occur afterwards because of the job and career fairs.

2.2.1 Scheduling an Employer Event

An employer is defined as a person, firm, corporation, or other association or organization that meets the following requirements:

- Located in the United States

- Proposes to employ a worker within the United States
- Hires, pays, fires, supervises, and controls the employee's work
- Withholds and submits quarterly payroll taxes as applicable thresholds are met
- Issues IRS form W-2 showing the employee's wages, tips, and other compensation earned, and taxes withheld while the employee is employed

NOTE: Entities seeking independent contractors are not considered employers under this definition. Independent contractors receive IRS 1099 forms, rather than receiving paychecks as an employee from an employer.

All local SC Works Centers have many options available to employers when it comes to using the center. These options include:

- Schedule a Recruitment Event/Hiring Event or Job Fair
- Conference room use as interview space, orientations, or recruitment events
- Computer lab and/or resource room made available for individuals to complete any pre-screening qualifications, onboarding paperwork, hiring requirements, or the initial application process

All SC Works centers have the flexibility to cater to the employer's needs, per the discretion from Business Consultant/LVER and Regional Manager.

2.2.2 Confirming Event Dates

Most employers have positions available that need immediate fulfillment and will attempt to schedule events as soon as possible. While this ***most likely can be accommodated***, it is encouraged to schedule any type of recruitment/hiring event at least 2-3 weeks prior to the intended event date. This will allow enough time to market the event and receive as much interest as possible. It is imperative for employers to promote these events well.

2.3 DOD SKILLBRIDGE PROGRAM

SkillBridge is a Defense Department (DOD) program for transitioning servicemembers. It offers employment training, internship, and apprenticeship opportunities at more than 3,000 public and private organizations across the country. For servicemembers, DOD SkillBridge provides an invaluable chance to work and learn in civilian career areas. For

industry partners, DOD SkillBridge is an opportunity to access and leverage the world's most highly trained and motivated workforce at no cost. Servicemembers participating in DOD SkillBridge programs continue receiving their military compensation and benefits, while industry partners provide the civilian training and work experience. VA has SkillBridge opportunities for civilian careers at different offices and programs.

Servicemembers of all ranks may be eligible to participate in SkillBridge. A Veteran or servicemember is eligible if they:

- Have completed at least 180 continuous days on active duty
- Can complete the program within final 180 days of military service
- Have approval from chain of command

Each military service may have other requirements for active duty servicemembers and members of the National Guard or Reserves. These may include physical fitness standards, character of discharge and/or completion of TAP.

VA is currently offering SkillBridge opportunities in claims processing and healthcare. More opportunities are posted regularly. For more information about the program, visit the DOD SkillBridge website at [DOD SkillBridge Program](#).

2.4 HIRE VETS MEDALLION PROGRAM

The Honoring Investments in Recruiting and Employing American Military Veterans Act of 2017 (HIRE Vets Act) recognizes employer efforts to recruit, employ, and retain Veterans. The HIRE Vets Medallion Award Program (HVMP) recognizes employers who hire and retain Veterans by establishing employee development programs and Veteran specific benefits to improve retention. Award recipients can utilize the medallion in the marketing of their firm when hiring or attracting additional business as a Veteran-ready business. Employers may apply annually.

Given the unique role SC Works has in working with employers and Veterans, the system can be a strong advocate for the HIRE Vets Medallion Program, ensuring that local employers are recognized for their commitment to hiring our nation's Veterans.

Criteria for recognition vary by level and employer size; however, the criteria for most of the awards are based on measures that can be found here: [About the Program | HIREVets Medallion](#).

DOL VETS uses the following timeline in awarding HIRE Vets Medallion Awards:

1. Solicit applications no later than January 31.
2. Stop accepting applications on April 30.
3. Finish reviewing applications no later than August 31 and select the employers to receive HIRE Vets Medallion Awards no later than September 30.
4. Notify employers receiving HIRE Vets Medallion Awards no later than October 22. VETS will also notify applicants who will not be receiving an award at that time.
5. Announce the names of award recipients at a time to coincide with Veterans Day.

LVERs must provide an analysis of services provided and/or best practices to promote the HVMP. Local areas should develop strategies to expand the awareness of and participation in the HVMP, including but not limited to:

- Utilize state and local Business Service Teams, including LVERs, to inform local employers about the program and its benefits.
- Leverage business-led state and local workforce development boards to develop strategies to expand awareness of and participation in the program.
- Engage other WIOA partners to further promote the program.

All SC Works staff are encouraged to visit www.HIREVets.gov and view the [Workforce GPS HIRE Vets Medallion Webcast](#) to become familiar with the program and available resources, including the [HIRE Vets Medallion Award program fact sheet](#), which should be incorporated with local employer outreach materials. Employer inquiries, including how to apply for the program, should be referred to the DOL HVMP website or by email to HIREVets@dol.gov.

SC Works staff must enter employer service code E31: HIRE Vets Medallion Program in SCWOS when program information is shared with an employer. The corresponding case note must include the employer's name and the date that the HVMP was promoted.

2.5 OFFICE OF FEDERAL CONTRACTING COMPLIANCE PROGRAM

Under The Vietnam Era Veterans' Readjustment Assistance Act (VEVRAA), any federal contract of \$10,000 or more must contain a provision requiring that the contractor will take affirmative action to employ and advance in employment qualified special disabled Veterans and Veterans of the Vietnam era. Federal contractors are required to post employment openings to the SC Works system with three exceptions: 1) Executive and top management positions, 2) Positions to be filled internally, and 3) Positions lasting three days or less.

LVERs are responsible to ensure Veterans are given priority in referral employment openings. Each contractor shall report at least annually to the Secretary of Labor on what is detailed in 38 U.S.C Part 3 § 4212(d).

The DOL [Office of Federal Contract Compliance Programs \(OFCCP\)](#) enforces VEVRAA; refer to the OFCCP website for updates.

2.6 PRIORITY OF SERVICE RESPONSIBILITY

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.

In implementing priority of service for covered persons, the following rules apply:

1. A covered person must first meet the program's eligibility requirements to receive priority of service.
2. Once found eligible, the covered person must receive the highest priority for the program or service, i.e., the covered person must take precedence over eligible non-covered persons in obtaining services.
3. Veterans' priority of service cannot be waived.

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 23-01: Priority of Service for Veterans and Eligible Persons](#).

2.7 LVER EMPLOYER OUTREACH

As per 38 U.S.C. § 4104(b), LVERs must:

1. Conduct outreach to the employer community, including conducting seminars for employers and, in conjunction with employers, conducting job search workshops and establishing job search groups.
2. Facilitate employment, training, and placement services through SC Works.

See VPL 05-24, § VII. for more detail on LVER and Employer Outreach/Facilitation.

LVERs inform employers, employer associations, and business groups of the advantages of hiring Veterans. LVERs must be integrated into employment service delivery systems (outlined in [38 U.S.C. § 4102A\(c\)](#) and clarified in [VPL 01-24, attachment 1](#)).

2.7.1 Outreach Planning Cycle



The LVER Outreach Planning Cycle is a systematic approach to reach out to employers, community leaders, and partners to build relationships and achieve the mission of staffing with Veterans. The cycle includes four phases (planning, development, execution, and evaluation) with follow-up actions that takes place through the cycle.

Following a structured approach, LVERs can ensure that their outreach efforts are effective, efficient, and align with DEW's strategy. The figure below is a snapshot of the Outreach Planning Cycle with each phase detailed in the sections below.

2.7.1.1 Planning Phase

During the Planning Phase, the focus is on laying out the blueprint for outreach.

1. Identify the target audience.

2. Set objectives, timelines, and tasks to provide a roadmap for the entire process. Minimally, these must include an assessment of the employer's labor needs.
3. Identify key messages to promote specific benefits that a Veteran can provide to the employer — this will shape the communication approach and ensure the intended messages are effectively conveyed.
4. Determine what outreach strategy tools will streamline and optimize reach and engagement of employers (e.g., pamphlets, flyers, organizational meetings). These tools provide ways to identify and connect with target audiences, track communication efforts, measure the effectiveness of outreach campaigns, assist in managing contact lists, scheduling follow-ups, and personalizing communications to improve engagement and response rates.

2.7.1.2 Development Phase

During the Development Phase, LVERs develop the plan and create the materials to support the plan during the execution phase. The development phase is about putting the plans into action.

1. Implement the planned objectives, timelines, and tasks to ensure progress towards the desired goals.
2. Shape communication to promote specific benefits that a Veteran can provide the employer and ensure that the intended messages are effectively conveyed.
3. Implement outreach strategy tools.

2.7.1.3 Execution Phase

During the Execution Phase, LVERs carry out the planned activities to achieve the outreach objectives.

1. Put the previously identified objectives, timelines, and tasks into action to ensure the successful implementation of the outreach plan.
2. Collaborate with target audiences and key stakeholders to effectively communicate tailored messages highlighting the unique benefits Veterans bring.
3. Utilize various channels to reach the target audience effectively.
4. Disseminate information using the tools identified in the development phase.
5. Identify and connect with target audiences. Track communication efforts to improve communications, engagement, and response rates.

2.7.1.4 Evaluation Phase

The Evaluation Phase measures the success of the outreach efforts to make informed decisions that refine and improve outreach strategy for better results.

1. Collect and analyze data on the outreach activities, such as the number of employers reached, the response rates, and the level of engagement.
2. Compare the actual outcomes with the predefined objectives and targets set during the development phase.
3. Identify any challenges or barriers encountered during the outreach activities and evaluate their impact on the overall effectiveness.
4. Gather feedback from both Veterans and employers to understand their perspectives and experiences with the outreach efforts.
5. Adjust and improve the outreach strategy based on the evaluation findings to enhance future outreach activities.

2.7.1.5 Follow-up Actions

SC Works is actively invested in ensuring that the needs of the target audience are being addressed. It is essential to maintain engagement with target audience regardless of the stage of the process. Below are some examples of follow-up actions LVERs can take.

Best Practices for Follow-up Actions	
Action	Description
Schedule Follow-Up Meetings	After initial contact with employers, set specific dates for follow-up meetings to discuss their feedback and any questions they might have.
Send Thank You Notes	After engaging with employers, send personalized thank you notes expressing your appreciation for their time and interest.
Analyze Feedback	Collect and review feedback from your outreach efforts to identify areas for improvement or any additional resources needed.
Update Contact Lists	Regularly review and update your contact lists based on new information or interactions for better future outreach.
Track Engagement Metrics	Measure the effectiveness of your outreach tools (e.g., open rates for emails, responses to flyers) to refine strategies.
Share Success Stories	Communicate success stories or testimonials from other employers who have benefited from hiring Veterans to build credibility and interest.
Plan Workshops or Information Sessions	Organize events based on the interests and needs identified during your outreach efforts, inviting employers to learn more about hiring Veterans.
Follow Up on Resources	If you promised to send additional information or resources, ensure to follow up and deliver on those commitments promptly.

Engage on Social Media	Regularly assess the effectiveness of your outreach strategies and adjust them based on what you learn from engagement efforts.
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2.7.2 LVER 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)

2.7.3 LVER Outreach Tips and Examples

- Develop a liaison between the agency and employers
- Improve workforce system awareness among the employer's community
- Share resources and exchange ideas
- Stimulate behavioral change
- One size does not fit all — tailor outreach strategy, message, and materials according to target audience
- Think from the employer's perspective and include information about services that may be helpful
- Enlist key community leaders to be ambassadors
- Consider where outreach is done and think about the employers that are missing
- Track the Veterans you are trying to place and adjust your strategy as needed
- Increase the visibility of SC Works programs among employer community

2.7.4 Preparing for an Employer Meeting

Preparing for an employer meeting is an important task but soon becomes second nature. Listed below are good guidelines for what to expect and how to prepare; however, each LVER may customize how preparation is done.

Employer Visit Checklist	
	<ul style="list-style-type: none"> • Who is hiring?

Know your Local Area Needs	<ul style="list-style-type: none"> Is there a particular industry that has higher employment needs or opportunities?
	<ul style="list-style-type: none"> Has there been a recent layoff, in which a large number of individuals are seeking employment in their experienced field?
	<ul style="list-style-type: none"> Are new companies opening a new site or expanding a current one?
	<ul style="list-style-type: none"> Paying close attention to local news outlets, social media, and agency notifications.
Constructing a Plan	<ul style="list-style-type: none"> Research the intended area of scheduled visits and determine what is the best route plan to make traveling efficient and effective.
Educate Yourself About the Employer	<ul style="list-style-type: none"> Who are they?
	<ul style="list-style-type: none"> What do they do/make?
	<ul style="list-style-type: none"> How many current employees?
	<ul style="list-style-type: none"> Where are they from, how long have they been in their current location?
Marketing Materials to Bring	<ul style="list-style-type: none"> Instructions on how to register in SCWOS.
	<ul style="list-style-type: none"> Blank job order form.
	<ul style="list-style-type: none"> Information, if available, on any upcoming job fairs and how to register
	<ul style="list-style-type: none"> Information on Work Opportunity Tax Credit (WOTC), Federal Bonding, On-the-Job Training (OJT), Incumbent Worker Training (IWT) – if applicable.
	<ul style="list-style-type: none"> Laptop, if needed, to assist employer with account information, job orders, contact list, etc.
	<ul style="list-style-type: none"> Center calendar if employer has already expressed interest in scheduling an event at their local SC Works.

2.7.5 Outreach Do's and Don'ts

Outreach aims to engage employers in the community through strategic partnerships, recognizing that employers play a critical role in training a skilled workforce and leveraging the experience and background of Veteran employees.

LVER OUTREACH DO'S AND DON'TS	
DO	DO NOT
Make a plan, and stick to it.	Ignore logistics by overlooking details such as timing, location, or format.
Make appointments with employers and enter the appointment on your calendar.	Expect to meet contacts after normal working hours, and drive around to look for potential employers.
Always be professional, courteous, respectful, and genuine in your approach.	Act unprofessionally by demonstrating an inconsiderate, disingenuous, casual, or indifferent demeanor.
Focus on what you can bring to the party or offer in the form of contacts, knowledge, or resources.	Neglect the diverse needs and backgrounds of Veterans when developing outreach strategies.

Understand the culture of the employer and being sensitive to it.	Ignore the organizational environment and fail to adapt to or acknowledge the perspectives and practices that are important to the workplace.
Establish strong and meaningful partnerships with local employers to create Veteran employment opportunities.	Rely solely on traditional outreach methods without exploring innovative approaches to connect with employers.
Tailor outreach efforts to highlight the unique skills and experiences that Veterans will bring to their business.	Assume that all employers understand the value of hiring Veterans without providing education and resources.
Be a conversationalist and speak the language of the employer.	Be a preacher and focusing only on delivering your message without listening.
Relax.	Be overly aggressive. Pushing too hard for participation or commitment can turn people away.
Use best practices listed in § 2.7.1.5 Follow-up Actions .	Be inflexible by failing to adapt your approach based on the audience responses or feedback.
Check if the employer is already in SCWOS. If not, create a marketing lead account for them.	Go to employers that other WP consultants have done outreach with.
Conduct outreach as defined in § 5.2 Useful Terms and Key Words .	Count coordinating efforts and administrative duties as outreach (i.e., e-mail to confirm a visit or phone call attempts).
Enter the employer in SCWOS prior to going out to the organization.	Forget to enter the employer in SCWOS prior to going to the organization.

2.7.6 Relating to Employers

This chart shows the various terms used by job seekers and employers to convey the same meanings in employment and recruitment. Understanding the terminology bridges the communication gap and different services for job seekers and employers.

Workforce Terms	Employer Terms
Job Placement	Sourcing, Recruiting, and Pre-screening
Interviewing, Testing, & Assessments	Same/or Selection Process
New Hire Processing	Onboarding
Rapid Response / Layoff Aversion	Outplacement Services
Unemployment vs. Reemployment Services	Outplacement Services
Tax Credits & Incentives	Same / Manual Processing a Concern
Labor Market Information (LMI)	Same / Labor Supply & Demand (Use to identify recruiting strategy and scope)
Customized Services	Fee-Based vs. Cost-Reimbursement (use case studies /Return on Investment (ROI)/Service-Level Agreements (SLAs))

2.7.7 LVER Outreach Log

LVERs must provide the following electronic form to their Regional Manager on a monthly basis. Four community outreach contacts should be made on a monthly basis.

SC DEW WORKFORCE CONSULTANT OUTREACH LOG										
Region:		Directions: Outreach Log should match travel reimbursement sheets.								
Name of Staff:		Contact Summary: Scan Outreach sign in sheet to Regional Manager.								
Program (WP, DVOP, 50/50)										
Outreach Information					Contact Information		Type of Outreach			Notes
Organization Name	Type of Organization (e.g., Shelter, Library, VA)	Date	Time In	Time Out	Contact Name	Contact Phone Number/Email	OV = Outreach Visit/Meeting	AP = Appointments Provided	O = Other	Change to Serve Providers
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										
14										
15										
16										

Int this section, include any notes about this outreach (i.e., if the organization wants a different topic, day of week, etc.)

Part 2: Relevant State Instructions

SI 13-05, Change 3: Designation of Additional Populations of Veterans Eligible for DVOP Services

SI 18-01: Individual Employment Plans

SI 17-08: Effective Use of Initial Assessment for Wagner-Peyser Customers

SI 11-09: Veterans and Eligible Persons Job Referral Priority

SI 20-14: Required Use of SCWOS for Referrals

SI 23-01: Priority of Service for Veterans and Spouses

SI 24-06: Homeless Veterans' Reintegration Program (HVRP) Referrals

PART 3: ADMINISTRATIVE REQUIREMENTS

3.1 TRAINING

The National Veterans' Training Institute (NVTI), through a contract administered by VETS, provides mandatory and other professional skills enhancement training to state and local workforce system staff who provide DOL-grant-funded employment services to Veterans.

✓ Training requirements for each position, course offerings, descriptions, and schedules are found on the [NVTI website](#).

3.1.1 Mandatory Training for JVSG staff

JVSG staff are required to complete the NVTI courses within **18 months of assignment** — this includes both overarching prerequisite courses and courses specific to the DVOP and LVER programs. The NVTI website keeps an updated list of the JVSG training plans, both the required trainings and the NVTI Journey Maps that recommend ideal training paths for specific programs. The website can be accessed here: [Training Plans](#).

3.1.2 Professional Skills Enhancement Training for Other DOL-Funded Grant Program Staff

NVTI also offers an array of courses on Veteran- and grant-related topics. There are in-person, virtual, and on-demand courses in a variety of formats and course lengths ranging from 5 minutes to 3.5 days. All workforce system staff who interact with Veterans can benefit from these courses.

3.2 PERFORMANCE OUTCOMES

Performance goals are established for participants served by DVOP Specialists within the four-year JVSG State Plan. The high-quality individualized career services that DVOPs provide through a case management approach should directly impact these outcomes. The three primary performance indicators are:

- **Employment Rate — 2nd Quarter After Exit.** The percentage of participants in unsubsidized employment during the second quarter after exit from the program.
- **Employment Rate — 4th Quarter After Exit.** The percentage of participants in unsubsidized employment during the fourth quarter after exit from the program.

- **Median Earnings — 2nd Quarter After Exit.** The median earnings of participants in unsubsidized employment during the second quarter after exit from the program.

3.3 DVOP/LVER AND REGIONAL MANAGER MEETING MONTHLY ONE-ON-ONE

Regional Managers are required to conduct monthly one-on-one with their respective DVOPs and LVERs to discuss the following matters:

- Current DVOP case list found in SCWOS
- Current list of Veterans that LVERs are attempting to place into employment
- Quality control of SCWOS activities and case notes
- 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

The objectives of these meetings are to ensure effective communication between the DVOP, LVER, and Regional Manager, and to prevent Veterans from being overlooked.

3.4 JVSG QUARTERLY MANAGERS REPORT ON SERVICES TO VETERANS

DEW must submit reports to the DVET office within 45 days after each quarter; however, state coordinators may request earlier submissions for review. These reports are crucial for metrics, showcasing participant success to the Assistant Secretary, and sharing best practices nationwide. They ensure compliance with the State Plan for Veteran services and inform the Technical Narrative Report, reflecting service delivery for all JVSG staff.

3.4.1 Components of Regional Managers' reports

- Case Management (DVOP)
- DVOP Outreach
- LVER Outreach and Activities

- Priority of Services
- Success Stories, Best Practices, and Special Projects

Employer Tracking Log

Using a mechanism to track outreach allows managers to see actions and can assist in preparation of the Manager's Report. DVOPs can also use this strategy to prepare to report their outreach efforts.

Employer Tracking Log (Example)
10/6 – Met with Wright's Plumbing – First meeting. Provided them Federal Bonding TopStep application. Will follow-up in a week.
10/8 – Visited with The Cake Shop – they have hired two Veterans. Made sure they have WOTC paperwork filled out.
10/10 – Did job development with Ace HVAC and Cooler HVAC for Veteran with HVAC skills. Resulted in one entered employment.
10/15 – Went out with Employer Reps and Economic Development Team to speak with new large potential employer looking to locate in area.

3.4.1.4 Priority of Services

The information provided from this report is based on services provided by all SC Works staff to ensure Veterans and eligible persons are receiving Priority of Service.

Priority of Service	
How are Veterans and covered persons identified at the point of entry to programs and services?	Explain how Veterans are screened from point-of-entry to delivery of services by appropriate staff members.
How are Veterans and covered persons made aware of:	
1. Their entitlement to priority of service?	Are their forms, signs, etc. that inform Veterans of their entitlement to priority of service?

2. Full array of programs and services available to them?	Each SC Works center has partner services that they are linked to. Use this as an opportunity to share your partners.
3. Eligibility requirements for those programs and/or services?	If there are specialized programs that have eligibility requirements, discuss them here.
How does the AJC ensure that Veterans and covered persons take precedence over eligible non-covered persons in obtaining services?	This includes any policies that the AJC has in place or procedures that are used. This could include how partners refer Veterans with SBEs to the AJC.

3.4.1.5 Success Stories, Best Practices, and Special Projects

Success Stories

The success itself and what is done for the Veteran/covered person toward the success must be documented in SCWOS. As such, the story must mirror what has been documented in SCWOS of their time with SC Works. When the individual's account is reviewed, it should have appropriate service referrals, as well as any workshops attended, with the results documented.

Steps for Submitting Success Stories:

1. Encourage the Veteran to sign the [Veterans Success Story Consent Form](#) on day one. This form can be found in Staff Online Resources in the Veterans section.
2. Scan and save it to a success story file.
3. Fill out the [Veterans Success Story Template](#) online. This form can also be found in Staff Online Resources, under Forms, in the Veterans section.
4. Save it with all fields completed. Double check that all the information matches what is on the individual's profile on SCWOS.
5. Mark the appropriate program included — always mark the JVSG program space.
6. E-mail the completed success story form, and the saved release form, to Marlin Bodison (mbodison@dew.sc.gov) and Ryan Tolley (rtolley@dew.sc.gov).

Best Practices

Best Practices presents a unique opportunity to demonstrate forward-thinking partnerships and connections to essential services. Even particular practices already implemented are

valuable to share. Experiences serve as valuable learning resources for others and may be suitable for inclusion in incentive programs.

Special Reports

Sharing updates on special projects involving JVSG staff keeps stakeholders informed about progress and impact. This transparency builds trust and confidence among team members, partners, and other stakeholders. Communicating achievements not only recognizes the team's hard work but also highlights the positive results of the projects. Additionally, it invites valuable feedback, enabling informed decisions and adjustments to enhance project success.

3.4.2 Submission Process for the Quarterly Report

The Manager's Reports on Services to Veterans is mandated by 38 USC § 4104(f) and requires submission of quarterly reports regarding compliance with Federal law and regulations with respect to special services and priorities for eligible Veterans and eligible persons. To facilitate the submission of these reports, the reports listed in Section 3.4.1 must be submitted as follows:

LVER	Regional Manager	Veterans' Services Director
<ol style="list-style-type: none">1. Complete the LVER section for each comprehensive center out of which the LVER operates.2. Submit the Quarterly Report to the regional manager. <p>NOTE: LVERs collect DVOP input.</p>	<ol style="list-style-type: none">1. Review the Quarterly Report.2. Correct and address any issues.3. Submit the report to the Area Director.	<ol style="list-style-type: none">1. Review the Quarterly Report.2. Correct and address any issues.3. Submit the report to the Veterans Services Program Manager.

3.5 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](#))

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



Workforce Reporting and Compliance (WRC—formerly “PolnPro”) now reports to the Workforce Development Division (WDD). WRC’s new inbox: WRC@dew.sc.gov

Part 3: Relevant State Instructions

SI 13-05, Change 3: Designation of Additional Populations of Veterans Eligible for DVOP Services

SI 17-08: Effective Use of Initial Assessment for Wagner-Peyser Customers

SI 18-01: Individual Employment Plans

SI 11-09: Veterans and Eligible Persons Job Referral Priority

SI 20-14: Required Use of SCWOS for Referrals

SI 23-01: Priority of Service for Veterans and Spouses

SI 24-06: Homeless Veterans' Reintegration Program (HVRP) Referrals

PART 4: RESOURCES

4.1 TOPIC

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 in 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, Activity Record Change (ARC) Form, Veterans Triage Form, and more.

Additional Resources

Please find additional Veterans’ resources below:

- [Ticket to Work for America's Veteran's](#)
- [South Carolina Department of Veterans' Affairs Benefits](#)
- [South Carolina Department of Veterans' Affairs Wall of Valor](#)
- [South Carolina Military, Civil Defense and Veterans Affairs Code of Laws](#)
- [South Carolina Income and Withholding Taxes Policy](#)

4.5 ABBREVIATIONS

DA	Americans with Disabilities Act of 2008
AJC	American Job Center
ASVE	Assistant Secretary for Veterans’ Employment
ASVET	Assistant Secretary for Veterans’ Employment and Training
BST	Business Services Team
CETA	Comprehensive Employment and Training Act of 1973
CFR	Code of Federal Regulations
DEW	Department of Employment and Workforce
DOD	Department of Defense
DOL	US Department of Labor
DVET	Director of Veterans’ Employment Training
DVOP	Disabled Veterans Outreach Program
DW	Dislocated Worker
ES	Employment Services
ESGR	Employer Support of the Guard and Reserve
HIRE	Honoring Investments in Recruiting and Employing American Military Veterans Act of 2017
HVMP	Hire Veterans Medallion Program
HVRP	Homeless Veterans’ Reintegration Programs
IEP	Individual Employment Plan
ISC	Intensive Service Coordinator
JDA	Job Development Attempt
JTPA	Job Training Partnership Act of 1982
JVA	Jobs for Veterans Act of 2002

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
NVTI	National Veterans' Training Institute
OFCCP	Office of Federal Contract Compliance Programs
OAS	Objective Assessment Summary
PII	Personally Identifiable Information
PL	Public Law
PIRL	Participant Individual Record Layout
QEB	Qualifying Employment Barriers
RVEC	Regional Veterans' Employment Coordinators
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
TAP	Transition Assistance Program
TEGL	Training and Employment Guidance Letter
TEN	Training and Employment Notice
TSM	Transitioning Service Member
USC	United States Code
USERRA	Uniformed Services Employment and Reemployment Rights Act of 1994
VA	Department of Veterans' Affairs
VETS	Veteran's Employment and Training Services (DOL)
VEVRAA	Vietnam Era Veterans' Readjustment Assistance Act
VOW	Veterans' Opportunity to Work – VOW to Hire Heroes Act of 2011
VPL	Veterans' Policy Letter
VR&E	Vocational Readiness and Employment Services (VA & DEW)
WIA	Workforce Investment Act of 1998
WIOA	Workforce Innovation and Opportunity Act of 2014
WP	Wagner-Peyser Act of 1933
WTU	Warrior Transition Unit