

P.O. Box 995  
1550 Gadsden Street  
Columbia, SC 29202  
dew.sc.gov



Henry McMaster  
Governor  
  
William H. Floyd, III  
Executive Director

---

## STATE INSTRUCTION NUMBER 25-15

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

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

**Issuance Date:** June 10, 2026

**Effective Date:** April 27, 2026

**Purpose:** To provide the criteria and guidelines for determining eligibility of veterans, eligible spouses, and additional persons who can receive Disabled Veterans' Outreach Program (DVOP) services. **This guidance replaces state instruction letters 13-05, Change 3 and 24-05.**

### **References:**

- Workforce Innovation and Opportunity Act, Public Law 113-128
- 38 US Code (U.S.C.) §§ 101; 4101; 4211
- Veterans Program Letter (VPL) 5-24
- Grant Officer's Memorandum (GO Memo) 3-26
- Training and Employment Guidance Letters (TEGLs) 3-24; 19-13; 19-13, Change 1; 19-13, Change 2; 20-13, Change 2; 23-19, Change 2
- State Instruction Letters (SILs) 11-09; 23-01

**Background:** The Jobs for Veterans State Grants (JVSG) program includes funding for DVOP specialists to provide individualized career and training-related services to meet the employment needs of eligible veterans and eligible persons. Annual appropriations acts may expand the list of additional populations that DVOP specialists may serve.

The US Department of Labor (DOL), Veteran Employment Training Services (VETS), issued VPL 05-24 in April 2024, expanding the criteria for populations who may be eligible to receive DVOP services. The program assists veterans with service-connected disabilities in overcoming employment barriers and finding meaningful work. Services may include specialized employment

services, including résumé writing, interview preparation, and vocational training programs. Through personalized support and guidance, DVOP services help veterans achieve their employment goals and successfully reintegrate into the civilian workforce.

**Policy:** DVOP specialists must limit their activities to providing services only to individuals who:

1. Are interested in receiving one or more individualized career services, and
2. Meet at least one of the following criteria:
  - a. An eligible veteran or eligible person experiencing at least one QEB
  - b. Member of an additional population eligible for DVOP services

*Eligible Veteran.* An individual who meets one of the following criteria:

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

*Eligible Person.* An individual who meets one of the following criteria:

- Spouse of any person who died of a service-connected disability
- Spouse of any member of the Armed Forces serving on active duty who, at the time of application for assistance under 38 U.S.C 4101(5), 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
- Spouse of any person who has a total disability permanent in nature resulting from a service-connected disability, or the spouse of a veteran who died while a disability so evaluated was in existence

*Additional Populations.* An individual who meets one of the following criteria:

- Transitioning service members of the Armed Forces who have participated in the Transition Assistance Program (TAP) and have been identified as in need of intensive services
- Wounded, ill, or injured members of the Armed Forces who are receiving treatment in military treatment facilities or warrior transition units

- The spouse or family caregivers of such wounded, ill, or injured service members

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

- Parent
  - Spouse
  - Child
  - Step-family member
  - Extended family member
  - A non-family member who lives with the service member
- Surviving spouses of individuals who died while serving as members of the Armed Forces
  - Surviving spouses of individuals who died as a result of a service-connected disability

### **Qualifying Employment Barriers**

To receive DVOP services, 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—
    - Veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the VA for a disability rated at 30 percent or more, or rated at 10 or 20 percent in the case of a veteran who has been determined to have a serious employment handicap
    - Person who was discharged or released from active duty because of a service-connected disability
  - Disabled Veteran—
    - Veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the VA
    - Person who was discharged or released from active duty because of a service-connected disability
  - Other Disability— Eligible veterans and eligible persons who self-identify as having a disability, as defined by the Americans with Disabilities Act
- Vietnam-era veteran: Eligible veteran any part of whose active military, naval, or air service was during the Vietnam era
- Recently separated veteran: Veteran who was discharged or released from active duty within the last three years
- 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
- Justice-involved, as defined in WIOA section 3(38)

- Between the ages of 18–24 years of age at the time of enrollment
- Educationally disadvantaged: the individual lacks a high school diploma or equivalent certificate
- Economically disadvantaged:
  - Low-income individual, as defined in WIOA Section 3(36)
  - Unemployed
  - Head of a single-parent household containing at least one dependent child

**Verification and Privacy**

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

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

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

**DVOP Referral Process**

SC Works center staff must use the **DVOP Eligibility Screening Tool** to determine if an individual is eligible for DVOP services prior to referral to a DVOP specialist. This tool is available on SC Works Online Service (SCWOS) under Staff Online Resources and as an attachment to this policy.

Once the DVOP Eligibility Screening Tool has been administered, SC Works center staff will proceed in one of the following manners depending on the eligibility status of the individual:

Eligible for DVOP Services	NOT Eligible for DVOP Services
1. Enter Activity Code 189: Referral to Veteran Staff into SC Works Online Services (SCWOS) and a corresponding case note, identifying the receiving staff member.	1. Refer the individual to non-DVOP staff who can further assist these individuals and enter a corresponding case note.

2. The DVOP specialist uses the DVOP Case Note Template for Enrollment (available in Staff Online Resources) and the DVOP Eligibility Screening Tool to enter a DVOP enrollment case note.	2. Provide services on a priority of service basis to veterans and eligible spouses.
--	--

The attachment **DVOP Eligibility Flowchart** demonstrates the eligibility determination process.

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

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

*Diana Goldwire*

---

Diana Goldwire, Assistant Executive Director  
Employment Services Division

**ATTACHMENTS**

- DVOP Eligibility Screening Tool
- DVOP Eligibility Flowchart

# DVOP Eligibility Screening Tool

Are you interested in receiving one-on-one career planning or help finding employment?  Yes  No

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.

## Section A: Current Service Members

If you are currently serving on active duty, select any statements that apply to you.

- A.1 I am wounded, ill, or injured AND I am receiving treatment at a military treatment facility or soldier recovery unit.
- A.2 I am within 1 year of separation or 2 years of retirement, AND I have participated in a part of the Transition Assistance Program (TAP).

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**.

## Section B: Eligible Veterans

If you have ever served in the military, select any statements that apply to your service:

- 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.)
- B.2 I was released from active duty because of a service-connected disability.
- B.3 I was released from active duty by reason of a sole survivorship discharge.
- 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.

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**.

## Section C: Eligible Persons

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:

- 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.
- C.2 I am the surviving spouse of an individual who died while serving as a member of the Armed Forces (including any reserve component) or as a result of a service-connected disability.

If you checked a box above, a DVOP specialist can serve you; skip to **Section E**. Otherwise, please continue:

- C.3 My spouse has (or my deceased spouse had) a total and permanent service-connected disability rating from the Department of Veterans Affairs.
- C.4 My active-duty spouse is listed as one of the following, and has been for more than 90 days: 1) missing in action; 2) captured in the line of duty by a hostile force; or 3) forcibly detained or interned in line of duty by a foreign government power.

If you checked either of the boxes above, you are an Eligible Person; please continue to **Section D**. Otherwise, please stop here; you may be eligible for priority of service from another staff member.

**Notice To Our Customers:** We are requesting this information to best meet your employment and training needs. We will keep all information you provide to us confidential to the greatest extent allowed by law. If you do not provide this information, you will not be subjected to any adverse treatment.

# DVOP Eligibility Screening Tool

## Section D: Qualifying Situations

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.

- D.1** I have a disability, which may include any of the following:
  - **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.
  - **D.1.B** I was released from active duty due to a service-connected disability.
  - **D.1.C** I have another disability, meaning a physical or mental impairment that substantially limits one or more major life activities.
- 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:
  - **D.2.A** I served in the Republic of Vietnam at any time between November 1, 1955, and May 7, 1975, or
  - **D.2.B** Any part of my active duty service was between August 5, 1964, and May 7, 1975.
- D.3** I am an Eligible Veteran, and I was discharged or released from active duty within the last three years.
- D.4** I have been referred for employment services by a representative of the U.S. Department of Veterans Affairs.
- D.5** I am experiencing homelessness, including any of the following:
  - **D.5.A** I do not have (and cannot obtain) a fixed, regular, adequate, permanent place to live.
  - **D.5.B** I will soon lose my housing and do not have anywhere else to go.
  - **D.5.C** I am attempting to flee domestic violence and have no safe residence or resources to obtain safe permanent housing
- 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.
- D.7** I am between 18–24 years of age.
- D.8** I do not have a high school diploma or equivalent certificate.
- 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.
- 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.)
- D.11** I am unemployed and am available to work.
- D.12** I am the head of a single-parent household.

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.

## Section E: Customer Signature

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.

Name:

Date:

Signature:

**SC Works Center Use Only**

Intake by:

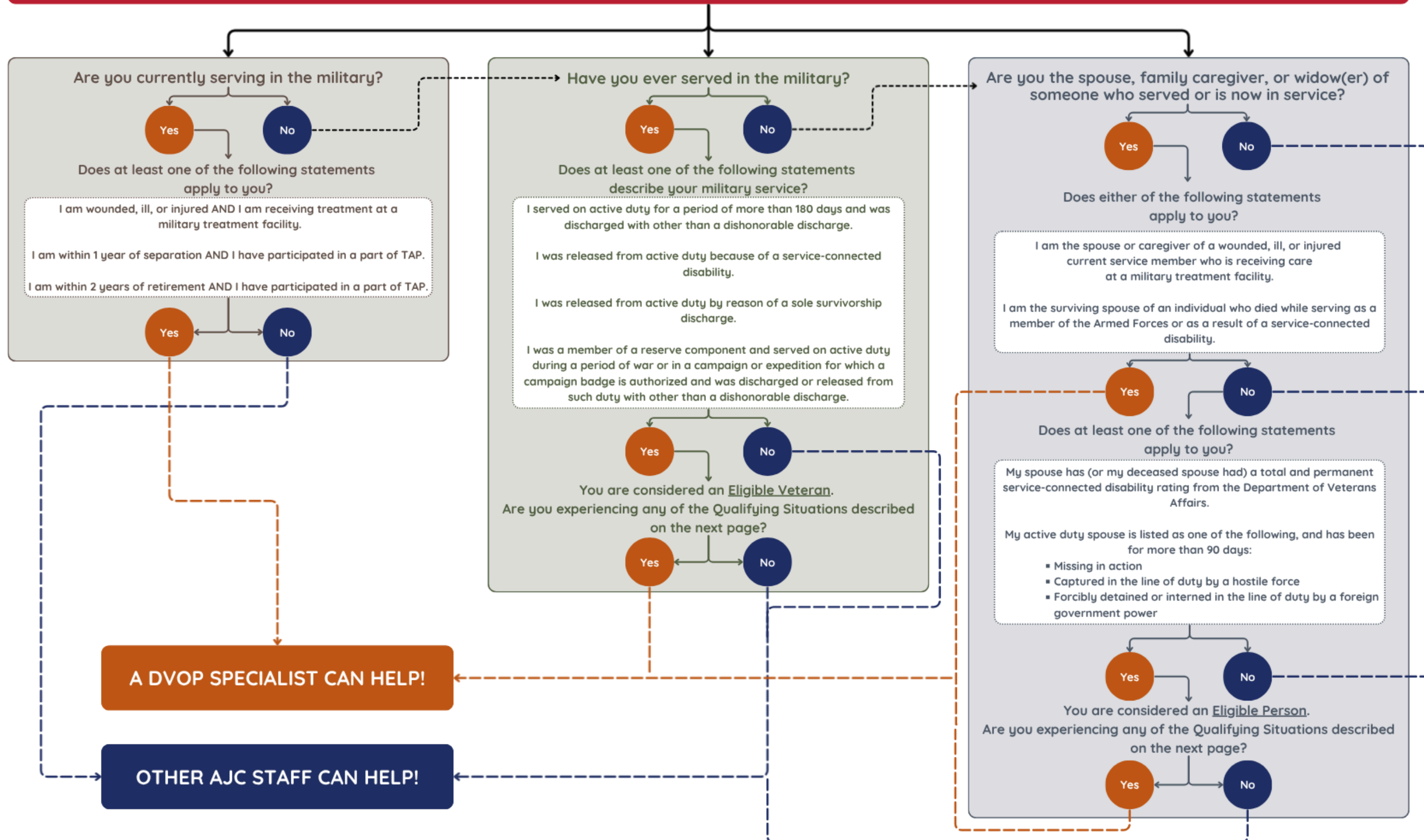
Date:

Referred to:  DVOP specialist:

Other SC Works staff:

# DVOP Eligibility Flowchart

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



# Qualifying Situations

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

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

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

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

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