



POLICY

COMMONWEALTH OF KENTUCKY
DEPARTMENT OF WORKFORCE DEVELOPMENT
AND
KENTUCKY WORKFORCE INNOVATION BOARD

POLICY NAME: Veteran Referral Process

POLICY NUMBER: 23-005

DATE OF ISSUE: March 16, 2023

EFFECTIVE DATE: March 16, 2023

APPLIES/OF INTEREST TO: Kentucky Career Centers, One-Stop Operators, Local Workforce Development Areas, Local Workforce Development Boards, the general public, and partners

FOR FURTHER INFORMATION CONTACT: workforce@ky.gov

PURPOSE: The purpose of this policy is to provide guidance to Kentucky Career Centers (KCC), One-Stop Operators, Local Workforce Development Areas (LWDAs), Local Workforce Development Boards (LWDBs), the general public, and partners regarding the process involved in KCC staff referring veterans and other eligible persons to the appropriate Veteran program services.

BACKGROUND: In accordance with all relevant Veterans' Program Letters (VPLs), there are multiple categories of veterans and other eligible persons that are eligible for services provided by Disabled Veteran Outreach Program (DVOP) specialists. The guidance as set forth in VPL 03-14, with Change 1 and Change 2; VPL 07-14; VPL 03-16; and VPL 03-19 clarify the populations of service members who can receive DVOP services. These criteria will be henceforth referred to as Significant Barriers to Employment (SBE).

POLICY:

Instruction to Welcome Staff:

It is the responsibility of the public workforce system to identify veterans or other eligible persons with SBEs and refer these individuals for assistance. Standard procedure is to welcome KCC customers upon arrival and refer them to the appropriate KCC staff for assistance. As part of greeting patrons, each career seeker should be asked the question "have you ever served in the

military?”. If the response is “yes,” that patron will be given Veterans Priority of Service and will be given the Veteran Intake Form to identify their qualification for services.

The staff will use the Veteran Information Form as an initial screening tool to establish eligibility for DVOP specialist services. Once a veteran or other eligible person is identified, the intake process will be the same as other career seekers with the patron receiving Priority of Service. The veteran or other eligible person will then be referred to the appropriate KCC Partner as needed. A veteran must respond yes to at least one (1) question on the Veteran Information Form to be referred to a DVOP specialist. If a DVOP specialist is not available, the veteran or other eligible person should be referred to the appropriate KCC staff. In some cases where the eligible individual requests to specifically be seen by the DVOP specialist, the staff should instruct them to schedule an appointment with their local DVOP specialist. If a veteran is experiencing homelessness, they should immediately be referred to the DVOP specialist, or in instances where a DVOP specialist is not available, be referred to another KCC provider of individualized career services at the time the veteran is enrolled.

KCC Staff working with veterans that are deemed job ready should contact the Local Veterans Employment Representative for job search assistance.

Veteran Staff:

DVOP specialists shall provide services to veterans and other eligible persons with SBEs in accordance with all direction and guidance provided by US Department of Labor Veterans’ Employment and Training Service (US DOL VETS) and the Veterans Program Coordinator (VPC) as deemed appropriate. The goal is to provide Individualized Career Services through case management, which can include:

- Conducting a comprehensive assessment
- Developing an employment plan that must be documented
- Coordinating supportive services
- Career counseling
- Providing short term prevocational services
- Group Employment Counseling and Employment Skills Workshops
- Referrals to KCC Partner or Federal Agencies as appropriate

Case Management and Tracking:

DVOP specialists shall record and track services provided to veterans, and other eligible persons, and conduct extensive follow-up services. Coordinating with partners’ services can provide additional resources that will benefit the veteran. The DVOP specialist should work closely with the Local Veteran Employment Representatives and the Business Services Team staff for veterans who are identified as job ready so they can be promoted to employers for job placement.

Case notes:

All activities, along with corresponding case notes, shall be recorded in the state case management system as required by additional guidance provided to DVOP specialist by the VPLs.

REFERENCES: TEGL 19-13, with Change 1 and Change 2; TEGL 20-13; Jobs for Veterans Act, Public Law 107-288 (Nov. 7, 2002); VPL 03-14, with Change 1 and Change 2; VPL 07-14; VPL 03-16; and VPL 03-19.