



Employment Services for Veterans | February 24, 2016

TO: Division of Workforce Development and Adult Learning (DWDAL) staff and Local Workforce Development Area (LWDA) directors

FROM: Division of Workforce Development and Adult Learning
Maryland Department of Labor, Licensing and Regulation

SUBJECT: Employment Services for Veterans

PURPOSE: To provide comprehensive policy guidance on the employment services for Veterans that are offered through the DWDAL

ACTION: Local Workforce Development Area (LWDA) directors, American Job Center (AJC) Labor Exchange Administrators, Local Veteran Employment Representatives (LVERs), and central office managers will ensure all employees are aware of and receive copies of this policy. DWDAL policies are available [on the DLLR website](#).

EXPIRATION: Until cancelled and replaced

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CANCELLATIONS

The following is hereby **cancelled and replaced** by this policy issuance:

- Policy Issuance 2014-15, ~~“Employment Services for Veterans,”~~ dated October 21, 2014;

GENERAL INFORMATION

To meet the training and employment needs of Veterans, the Maryland Department of Labor, Licensing and Regulation (DLLR) answers to two U.S. Department of Labor (USDOL) agencies—the Veterans Employment and Training Service (VETS) and the Employment and Training Administration (ETA). Through collaboration with VETS, DLLR administers its Jobs for Veterans State Grant (JVSF) Program, which allows for Veterans with significant barriers to employment to receive tailored employment and training services. DLLR also administers important ETA programs, such as Workforce Innovation and Opportunity Act Title I Adult, Dislocated Worker, and Youth Programs, and Wagner-Peyser Act Employment Services. These programs are universally accessible to all eligible job seekers. Pursuant to Title 38 of the United State Code and rules and regulations issued by USDOL, Veterans and eligible spouses, including widows and widowers as defined in applicable law, receive Priority of Service for all programs or services for workforce preparation, development, or delivery that is directly funded, in whole or in part, by USDOL.

Both VETS- and ETA-administered programs are offered through the American Job Center (AJC) workforce development system. Through the AJC system (formerly known as the One-Stop Career Center system), DLLR connects employers with work-ready Veterans and provides Veterans with comprehensive employment and training services. Partner agencies interested in connecting Veterans with employment services should contact their nearest AJC.

All AJC staff must recognize that the provision of services to Veterans and their eligible spouses is not the exclusive responsibility of JVSF staff. As such, both JVSF staff providing services through VETS-administered programs, and other AJC staff providing ETA-administered programs must work together to provide seamless delivery of services to Veterans.

The purpose of this Policy is to ensure that both VETS- and ETA-administered programs are offered at the AJC in such a way that Veterans and their eligible spouses are aware of:

- (1) Their entitlement to Priority of Service;
- (2) The full array of employment training, and placement services available under priority of service; and
- (3) Any applicable eligibility requirements for those programs and/or services.

JOBS FOR VETERANS STATE GRANT (JVSF) PROGRAM

USDOL's VETS agency awards non-competitive grant funds to states, like Maryland, through the JVSF. The JVSF allows states to offer employment and training services exclusively to Veterans and eligible spouses with Significant Barriers to Employment (SBE), and to provide outreach to businesses. This, in turn, helps facilitate the transition to civilian employment. To support this mission, VETS also funds Disabled Veterans' Outreach Program (DVOP) specialists and Local Veterans' Employment Representative (LVER) staff positions.

DVOP specialists provide intensive services¹ and facilitate placements to meet the employment needs of Veterans. Pursuant to 38 U.S.C. 4103A, ~~special disabled Veterans,~~ ~~other disabled Veterans,~~ and ~~other eligible Veterans~~ receive priority in the provision of intensive services in accordance with priorities determined by the

¹ Intensive services include: comprehensive and specialized assessments of skill levels and service needs; development of an individual employment plan to identify the employment goals appropriate; achievement objectives and appropriate combination of services for the participant to achieve the employment goals; group counseling; individual counseling and career planning; and short-term prevocational services that may include development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.

U.S. Secretary of Labor. In any event, maximum emphasis must be placed in meeting the employment needs of veterans who are economically or educationally disadvantaged.

LVERs conduct outreach to local employers to assist Veterans in gaining employment. This includes conducting seminars for employers, job search workshops, and facilitating employment training and placement services offered to veterans in the State.

See Section pages 11-13 for “Staff Roles - JVSG Program” for further details on LVER and DVOP staff roles.

WORKFORCE INNOVATION & OPPORTUNITY ACT (WIOA)

The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014 and went into effect July 1, 2015. WIOA supersedes the Workforce Investment Act of 1998 (WIA) and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. To help both businesses and job seekers with their needs, the workforce system established under WIOA is integrated by design, with meaningful partnerships between business, job seekers, and workforce, education, human services, and economic development entities to ensure optimum results and leveraging of resources. The law addresses the needs of job seekers through establishing a workforce system that helps them access employment, education, training and support services to succeed in the labor market. Through the AJCs, WIOA works to address employer needs by matching them to the skilled workers they need to compete in the global economy.

Maryland is required by WIOA to submit a State Plan to the USDOL and relevant partner agencies to describe the strategic and operational design for the workforce system’s next four years. Maryland Governor Larry Hogan decided in October 2015 that the JVSG Program shall be included in Maryland’s WIOA State Plan to ensure optimal customer service and alignment of available resources.

EMPLOYMENT AND TRAINING ADMINISTRATION (ETA)-ADMINISTERED PROGRAMS

USDOL’s Employment and Training Administration (ETA) administers many important workforce programs through the AJC delivery system. The AJC system provides jobseekers with universal access to an integrated array of labor exchange services. AJCs help the State to ensure that all workers, job seekers, and employers can find the employment services they need in “onestop” locations.

Programs that are available to Veterans include, but are not limited to, the following:

- WIOA Adult, Dislocated Worker, and Youth Programs;
- Wagner-Peyser Act (WP) Employment Service Programs;
- Trade Adjustment Assistance (TAA) Programs;
- National Dislocated Worker Grant Programs;
- Senior Community Service Employment Programs;
- Indian and Native American Programs;
- Migrant and Seasonable Farm Worker Programs;
- Reintegration of Ex-Offenders Program;
- National Registered Apprenticeship System.

While these programs and services are universally accessible to all eligible job seekers, Veterans and eligible spouses who meet the program eligibility requirements receive Priority of Service. See pages 6-9 for details on Priority of Service.

PRIORITY OF SERVICE

In accordance with the Jobs for Veterans Act of 2002 and the Veterans' Benefits, Health Care, and Information Technology Act of 2006, DLLR offers covered Veterans and eligible spouses "Priority of Service." The purpose of Priority of Service is to give first consideration for program participation to covered Veterans and eligible spouses who also meet the eligibility criteria of a USDOL training, employment, or placement service in any workforce preparation program.

To receive Veterans Priority of Service for a specific program, a Veteran or eligible spouse must meet the statutory definition of a "covered person" and also must meet any other statutory eligibility requirement applicable to the program. Depending on the type of service or resource being provided, Priority of Service may mean:

- A covered person gains access to services or resources earlier than the non-covered persons;
- A covered person receives service or resources instead of a non-covered person when resources are limited;
- A covered person is placed at the top of a waiting list for the formation of a training class.

However, it is important to note that while a covered person is placed at the top of a waiting list for the formation of a training class, priority of service applies up to the point at which an individual is both (1) approved for funding; and, (2) accepted or enrolled in a training class. Priority of service is not intended to allow a Veteran or eligible spouse to "bump" the non-covered person from that training class.

Veterans Priority of Service should take precedence before applying WIOA Priority of Service for recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

For universal access programs, such as Wagner-Peyser services, covered persons must receive Priority of Service over all other program participants. However, for programs with specific eligibility criteria, such as the WIOA Title I Adult program, covered persons must first meet all statutory eligibility requirements for the program to receive Priority of Service. For programs that target specific populations without statutory mandate, covered persons must receive the highest priority for enrollment, similarly to the Priority of Service applied to universal access programs.

State and local program operators must understand that Priority of Service, as defined in this policy, must be followed. As established by statute, State and local operators do not have the discretion to establish further priorities within the overall Priority of Service; this right is reserved for the United States Secretary of Labor only.

Local Workforce Development Area (LWDA) Directors must ensure that LWDA Plans incorporate a Veterans Priority of Service policy that is consistent with the requirements of this State-issued policy and the law.

COVERED PERSONS

Eligible Veterans

For WIOA Title I programs, Priority of Service is available to any Veteran ***who has served at least one day*** in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as defined by 38 U.S.C. 101(2).

Active military service includes full-time Federal service in the National Guard or a Reserve unit activated for Federal Service. Active service, however, does not include full-time duty performed strictly for training purposes (i.e., weekend or annual training), nor does it include full-time active duty performed by National Guard personnel

mobilized by State rather than Federal authorities. For instance, a National Guard member mobilized by the State in response to a natural disaster would not be considered in active military service.

For Wagner-Peyser and JVSG programs, Priority of Service is available to any Veteran who has served at least 180 days in the active military, naval, or air service, and who was discharged and released under conditions other than dishonorable, as defined by 38 U.S.C. 4211(4)(A).

Eligible Spouses

Priority of Service is also available to any “eligible spouse” of a Veteran. As defined by 38 U.S.C. 4215(a)(B)(i-iv), a spouse is eligible if he or she meets any of the following four categories:

1. A spouse of any Veteran who died of a service-connected disability;
2. A spouse of any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - Missing in action;
 - Captured in the line of duty by a hostile force; or
 - Forcibly detained or interned in the line of duty by foreign government or power.
3. A spouse of any Veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or,
4. A spouse of any Veteran who died while a disability was in existence.

A spouse whose eligibility is derived from a living Veteran or service member, as is the case with Category 2 and Category 3, would lose his or her eligibility if the Veteran or service member was to lose the status that is the basis for the eligibility (e.g. if a Veteran with a total service-connected disability were to receive a revised disability rating at a lower level). Similarly, a spouse whose eligibility is derived from a living Veteran or service member would lose that eligibility upon divorce from the Veteran or service member. However, a spouse who qualifies under Category 1 or Category 4 would not lose covered status through subsequent remarriage.

By way of example, a spouse of a service member who was killed in action, or who was married to a veteran who has a total disability and now is divorced would not be an “eligible spouse.”

APPLYING PRIORITY OF SERVICE

The application of Priority of Service varies by program. For those workforce programs that operate or deliver services to the public as a whole, without targeting specific groups, Veterans and eligible spouses must receive Priority of Service over all other program participants. For WIOA Title I programs, and other “core” services delivered through the AJC workforce development system, Veterans and eligible spouses receive the first level of priority.

Veterans Priority of Service must take precedence before applying WIOA Priority of Service for recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. In such instances, program operators must determine the status of each individual veteran or eligible spouse and apply priority of service as follows:

- **HIGHEST LEVEL PRIORITY** -- Veterans and eligible spouses who meet the mandatory priorities or spending requirements or limitation;
- **SECOND LEVEL PRIORITY** – Non-covered persons who meet the program’s mandatory priority or spending requirement or limitation;
- **THIRD LEVEL PRIORITY** – Veterans and eligible spouses outside the program-specific mandatory priority or spending
- **FOURTH LEVEL PRIORITY** – Non-covered persons outside the program-specific mandatory priority or spending.

For programs with eligibility criteria that identify basic conditions each participant is required to meet, a Veteran or eligible spouse:

- Must first meet any and all of the statutory eligibility criteria to be considered eligible for program enrollment; and,
- Must receive priority for enrollment in the program; and, ultimately, priority of service.

For example, the Senior Community Service Employment Program (SCSEP) requires that every participant be 55 years of age or over, meet a certain income level, reside in a designated area, and be considered “not job-ready.” To receive priority of service for this program, a Veteran or eligible spouse must meet all of the minimum requirements specific to the SCSEP program in order to obtain priority of service.

IDENTIFYING VETERAN STATUS

Each AJC point of entry, either physical or virtual, should inform covered persons, that by identifying as a Veteran or covered spouse, they are entitled to Priority of Service. One of the responsibilities of the Local Veterans’ Employment Representatives (LVERs) is to ensure that signage and detailed sign-in sheets exist at both the physical service delivery point and through the Internet service delivery point.

The workforce system and affiliate program operators must encourage Veterans and eligible spouses to identify themselves as Veterans at the point of entry to the system or program, so that covered persons take full advantage of Priority of Service. AJCs and affiliate program operators must ensure that covered Veterans and eligible spouses are made aware of:

- Priority of Service entitlement;
- The full array of employment training and placement services available; and,
- Applicable eligibility requirements for programs and services.

Signage, Handouts & Web Pages

The DWDAL Veterans Program Manager should ensure that up-to-date Priority of Service signage and handouts are distributed to all AJC locations. The manager should also ensure that affiliate sites receive Priority of Service signage and handouts. Affiliate sites include, but are not limited, to the following:

- The Maryland Center for Veterans Education and Training (MCVET);
- The U.S. Department of Veterans Affairs (VA)’ Vet Centers;
- Veteran service organizations;
- Community Based Organizations (CBOs);
- Stand Downs;
- Libraries; and
- Community Centers.

Labor Exchange Administrators (LEAs), with support from LVERs, must ensure that signage and handouts are visible in high-traffic areas of each AJC. High-traffic areas include, but are not limited to, the following:

- Registration areas;
- Reception desks;
- Main waiting areas;
- Workshop rooms;
- Testing areas; and,
- Areas specifically designated for Veterans.

LWDA staff should make handouts available for jobseekers whenever possible. Examples of handouts are provided through *Attachment A – Veterans Brochure*, *Attachment B – Military to Federal Jobs: Crosswalk Fact Sheet* and *Attachment C – Veterans Full Employment Act Fact Sheet*. LWDA and Business Services staff should work closely with DVOPs and LVERs, to establish effective linkages to ensure that veterans and their eligible spouses are aware of outreach activities, job fairs, and VA Stand Down events. Business Services staff, such as Business Services Representatives (BSRs) and Business Resource Representatives (BRRs), should consider LVERs as active team members. LVERs should have a defined role in all business service plans in each LWDA. *Attachment H – Benefits of Hiring Veterans brochure* provides a brochure that may be helpful for LVERs and other Business Services staff.

The Veterans Program Manager should ensure that webpages maintained by DLLR provide current Priority of Service information. Each LWDA Director should likewise ensure that its LWDA webpages provide current information.

VERIFYING VETERAN STATUS

Any individual self-identifying as a covered person should be provided immediate priority in the delivery of employment and training services. It is neither necessary nor appropriate to require an individual self-identifying as a veteran or eligible spouse to verify his or her status at the point of entry unless the individual who self-identifies as a covered Veteran or eligible spouse:

1. Is to immediately undergo eligibility determination and must be registered or enrolled in a program; or,
2. The applicable Federal program rules require verification of covered Veteran or eligible spouse status at that time.

Similarly, a covered person should not be denied access on a priority basis to any services provided by program staff in order to verify covered person status. Rather, an individual self-identifying as a Veteran or eligible spouse should be enrolled and provided immediate priority and then be permitted to follow-up subsequently with any required verification of his or her status as a Veteran or eligible spouse.

For services that require eligibility verification, such as classroom training, verification only needs to occur at the point at which a decision is made to commit the use of outside resources. For example, to receive training services under WIOA Title I programs, veteran status must be verified. In cases such as these, verification is only necessary where a decision is made to commit outside resources to a covered person over another individual. For all other purposes, covered persons should be enrolled and provided immediate priority before providing verification as a covered person.

To receive Priority of Service for career services, covered persons may self-attest their Veteran or eligible spouse status.

To receive training services under WIOA, however, Veteran status must be verified. This can be done by reviewing the original or a photocopy of the customer's Certificate of Release or Discharge from Active Duty, which is commonly known as the "DD-214 Form." A LWDA director or a designee may also approve verification from another official source.² "Assistance with Lost DD-214 Form," on page 19, provides details on requesting a duplicate DD-214 Form.

GOLD CARD PRIORITY OF SERVICE FOR POST-9/11 VETERANS

Studies indicate that Post-9/11 Veterans face persistently high unemployment rates. To help Post-9/11 Veterans to quickly transition back into the civilian labor market, the ETA and VETS agencies offer a joint effort Gold Card initiative. This initiative offers enhanced Priority of Service to Veterans who served in active military service on or after September 11, 2011.

Post-9/11 Veterans may print a Gold Card here: <http://www.dol.gov/vets/goldcard.html>. Eligible Veterans may present the Gold Card at any AJC. Gold Card Veterans with significant barriers to employment (as defined on page 10) should receive enhanced services from DVOPs, which could include:

- Personalized case management for a **minimum of six months**;
- Assessments;
- The development of an Individual Employment Plan (IEP);
- Career guidance through individual or group counseling to help Veterans in making training and occupational decisions;
- Evaluation of occupational skill transferability and resume development;
- Referrals to connect with employment opportunities and supportive services; and,
- Referrals to job-driven training, like On-the-Job Training (OJT) and Registered Apprenticeship programs.

DVOP staff, as appropriate, must ensure that eligible Post-9/11 Veterans receive this special type of Priority of Service. Gold Card Veterans without SBEs should receive enhanced services from AJC staff.

VETERANS' PRIORITY RESOURCE PAGE

VETS, in partnership with the ETA, offers a resource page on Veterans' Priority for workforce practitioners, such as LWDA, JVSG and AJC staff, at: <http://veterans.workforce3one.org/page/priority-of-service>. The site is designed to assist staff by providing an easy to use source of information for the USDOL Veterans' employment and training programs. DWDAL encourages all staff to visit the site for updated tools and resources.

Included on this resource page are:

- A list of relevant ETA guidance for serving Veterans;
- Information on the Gold Card;
- A Priority of Service page, which includes important guidance and technical assistance;
- Online tools including: My Next Move for Veterans, the Veterans Reemployment Portal, the Career One-Stop Business Center, and the eBenefits Veterans' Employment Center;
- Announcements regarding veterans employment; and,
- A collection of useful links and resources for serving veterans.

² The following other official documents may alternatively be used: (1) An official notice issued by the U.S. Department of Veterans Affairs that establishes entitlement to a disability rating or award of compensation to a qualified dependent; (2) An official notice issued by the DOD that documents the eligibility of an individual, based on the missing or detained status of that individual's active duty spouse; or (3) An official notice issued by a State veterans' service agency that documents veteran status or spousal rights, provided that the State veterans' service agency requires Federal documentation of that information.

STAFF ROLES

DWDAL recognizes that all AJC staff play a critical role in serving transitioning service members, Veterans, and their families by providing resources to assist and prepare them for meaningful careers. The following section outlines the respective roles and responsibilities of JVSG staff and ETA-administered program staff.

JVSG STAFF

The VETS-administered JVSG Program’s mission is two-fold: it offers employment and training services to Veterans with significant barriers to employment and connects employers with work-ready Veterans. The JVSG program provides funding for three key positions to ensure program success – Disabled Veterans’ Outreach Program (DVOP) specialists, Local Veterans’ Employment Representatives (LVERs) and a Veterans Program Manager. In addition to functionally managing and overseeing the JVSG program, the Veterans Program Manager must also ensure that up-to-date signage, handouts and webpages are available, as detailed in, “Signage, Handouts & Web Pages,” on pages 6-7.

Both DVOPs and LVERs play critical, specific roles, which are defined below. To meet the specific needs of Veterans, particularly Veterans with Significant Barriers to Employment (SBE), DVOP and LVER staff are thoroughly familiar with the full range of available job development services and training programs.

Disabled Veterans’ Outreach Program (DVOP) Specialists

DVOP specialists provide intensive services to eligible Veterans and eligible spouses who face Significant Barriers to Employment (SBE) and therefore necessitate DVOP services to obtain or maintain employment. Intensive services include comprehensive and specialized assessments of skill levels and service needs; development of an individual employment plan to identify the employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve the employment goals; group counseling; individual counseling and career planning; and short-term prevocational services that may include development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.

An eligible Veteran or spouse is determined to have a SBE if he or she attests to belonging to **at least one of the 10 categories** that follow. Pages 12-15, “Significant Barriers to Employment (SBE),” provide definitions of each SBE, as according to law.

Significant Barriers to Employment (SBEs)	
1.	A special disabled or disabled Veteran
2.	A homeless Veteran
3.	A recently separated service member, who at any point in the previous 12 months has been unemployed for 27 or more weeks
4.	An offender who is currently incarcerated or has been released from incarceration
5.	A Veteran who is lacking a high school diploma or equivalent certificate
6.	A low-income Veteran
7.	A Veteran between the ages of 18-24*
8.	A wounded, ill or injured Armed Forces member, spouse, or caregiver*
9.	A service member who does not meet military services’ Capstone Career Readiness Standards*
10.	An active duty service member being involuntarily separated through a Service reduction-in-force*

*Denotes a specific category of Veterans, as designated by the USDOL Secretary

By limiting DVOP specialists' activities to helping Veterans with one or more SBE, DVOPs are able to provide more concentrated, intensive services to those who are most in need. DVOPs' intensive services are designed to mitigate SBEs through comprehensive and specialized assessments of skill levels and needs. Services include case management, the development of an individual employment plan, group and individual career guidance and planning, referral to other service providers (e.g., The Vocational Rehabilitation and Employment (VR&E) Program offered by the Department of Veterans Affairs (VA)), job search assistance, and short-term instruction to augment skills development, such as interview and communication skills.

DVOP specialists may be located in AJCs or co-located with other service providers, such as the VA.

DVOP staff are prohibited from completing LVER duties. DVOP staff provide intensive services to veterans and eligible spouses only. When a DVOP staff member is not actively engaged with a full case-load, he/she should complete the following activities, in the following order:

1. Review all open case files of Veterans with SBE and perform case management duties;
2. Conduct relationship building, outreach and recruitment activities with other service providers in the Local Area to locate and enroll other Veterans with SBE in relevant services.

DVOPs & the Maryland Workforce Exchange

To ensure that correct Intensive Services are recorded, DVOP specialists must use **Attachment D – DVOP Service Codes**, which provides a list of applicable Services to be entered into the Maryland Workforce Exchange (MWE).

DVOP staff must only report Services for activities provided. DVOP staff must record all relevant case notes.

Attachment E – Case Notes: What to Include and What to Leave Out lists basic case note guidelines and procedures. The Veterans Program Manager should ensure that staff are properly trained on acceptable case management practices. Case management is not a service, but a process; it should not be reported as a service.

Local Veteran Employment Representatives (LVERS)

Local Veteran Employment Representatives (LVERs) work to develop relationships with business to secure employment opportunities for Veterans. LVERs conduct employer outreach, engage in advocacy efforts, organize and facilitate job fairs, recruitments, and job clubs, and conduct pre-screening for hiring executives, local businesses, business associations, business groups, industry partners and community based organizations. This is done in an effort to increase employment opportunities for Veterans, encourage the hiring of disabled Veterans, and generally assist Veterans to gain and retain employment. LVERs conduct seminars for employers and job clubs for eligible Veterans and spouses who are seeking employment.

LVER staff are prohibited from completing DVOP specialists' duties. However, a LVER may meet with veteran jobseekers recommended by AJC staff for referral to specific employment opportunities. The goal of these interactions is for the LVER to assess the Veteran's suitability for referral, make connection between Veterans and a particular business, and develop feedback to the AJC system on best or promising practices to maximize successful Veteran employment.

LVERs play an important role in the development of LWDA service delivery strategies for Veterans. LVERs and LWDA staff must work together to educate partner staff on the roles of DVOPs and LVERs. All staff must support Veteran employment initiatives and programs.

Regional LVERs act as supervisors for JVSG staff. As supervisors, they must still perform the functions of a LVER. They will review and may approve additional activities as part of the local Veteran service delivery system.

Supervisors must also review roles with JVSG staff and evaluate JVSG staff performance. Annually, LVERs must work with the Veterans Program Manager to create annual training plans for LWDAs. These plans help to ensure that all staff are updated and remain informed on current programs, staff roles, and policies.

ETA-ADMINISTERED PROGRAM STAFF (LWDA STAFF)

DWDAL recognizes that all LWDA staff, including DWDAL AJC staff, are responsible for providing services to Veterans and eligible spouses. As JVSG Program staff, DVOP specialists and LVERs exist to supplement and not supplant the duties of the LWDA staff. All personnel are responsible for serving Veterans and eligible spouses with applicable programs and services.

During a Veteran's initial visit, AJC staff are responsible for assessing the Veteran to determine whether a SBE exists. If a Veteran self identifies as having a SBE, then AJC staff should use **Attachment F – Veteran Services SBE Categories: Eligibility Checklist** to document status. NOTE: The checklist should be used by the AJC staff as a way to lead a conversation concerning potential barriers; staff should not ask the veterans to complete the form themselves. AJC staff should assess the Veteran for SBEs in a private area to allow the Veteran an opportunity to feel safe about providing sensitive information.

Pages 12-15 of this policy, **–Significant Barriers to Employment (SBE),**” provide definitions of each SBE, as according to law.

After the AJC staff's initial assessment and delivery of Basic Career Services, Veterans with a SBE that require and will benefit from intensive services should be referred to the DVOP upon the Veteran's agreement. If a DVOP is requested and is unavailable, the self-attestation form given in Attachment F should serve as a referral for DVOPs to follow-up. If the Veteran with a SBE refuses DVOP services he or she can be provided with the applicable and available ETA-administered AJC services. LVER staff may not receive referrals, and are prohibited from providing these services. If an SBE is not identified, then the Veteran should be provided with the applicable and available ETA-administered AJC services. If a Veteran without a SBE indicates a preference to work with a Veteran's representative, LWDA staff should work with JVSG staff to ensure the Veteran job seeker understands DVOP specialists and LVER staff roles. Priority of Service must be given to all eligible Veterans and spouses.

As supervisors, LEAs, with support from LVERs, must ensure that signage and handouts are visible in high-traffic areas of each AJC. For further details, see **–Signage, Handouts & Web Pages,**” on pages 6-7.

LEAs are also encouraged to participate in the military service's Capstone sessions by sending a staff member to Capstone activities, upon the request of a military service commander. The AJC staff member's role, if sent to a Capstone session, is to provide an overview of the services available via the AJC and the overall workforce system. Capstone sessions are offered by the military service to help transitioning service members make adequate preparations for post-military careers before they leave active duty. During Capstone sessions, service members are assessed by unit commanders on Career Readiness Standards (CRS). For each transitioning service member, unit commanders evaluate and document readiness for transition to civilian employment on the DD-2958 Form, **–Service Member CRS/Individual Transition Plan (ITP). Attachment G – DD-2958** provides an example of this form. When a service member is assessed as not meeting CRS (e.g., if a member does not have an adequate civilian resume), the commander then facilitates a **–warm handover**” of the service member to an AJC staff member or DVOP for intensive services. For additional information on this process, see page 15.

SIGNIFICANT BARRIERS TO EMPLOYMENT (SBE)

While DVOP specialists exclusively serve Veterans with SBE, **all JSVG Program and LWDA staff must understand the details pertaining to each SBE.** AJC staff should be able to successfully determine whether a Veteran has a SBE through assessment with the SBE checklist given in Attachment F.

This chart lists the 10 SBEs:

Significant Barriers to Employment (SBEs)	
1.	A special disabled or disabled Veteran
2.	A homeless Veteran
3.	A recently-separated service member, who at any point in the previous 12 months has been unemployed for 27 or more weeks
4.	An offender who is currently incarcerated or has been released from incarceration
5.	A Veteran who is lacking a high school diploma or equivalent certificate
6.	A low-income Veteran
7.	A Veteran between the ages of 18-24*
8.	A wounded, ill or injured Armed Forces member, spouse, or caregiver*
9.	A service member who does not meet military services' Capstone Career Readiness Standards*
10.	An active duty service member being involuntarily separated through a Service reduction-in-force*

*Denotes a specific category of Veterans, as designated by the USDOL Secretary

The following sections provide detailed definition for each SBE, as according to law and USDOL guidance.

1. SPECIAL DISABLED OR DISABLED VETERAN

As defined in 38 U.S.C 4211(1), a ~~special disabled Veteran~~ is:

- a. A 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 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; or
- b. A person who was discharged or released from active duty because of service-connected disability.

As defined in 38 U.S.C 4211 (3), a ~~disabled Veteran~~ is:

- a. A 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 the VA; or,
- b. A person who was discharged or released from active duty because of a service-connected disability.

An individual who attests to having a disability claim pending with the VA should be considered to have an approved claim for the purposes of determining SBE.

2. HOMELESS VETERAN

As defined in Section 103(a) of the Stewart B. McKinney Homeless Assistance Act, ~~homeless~~ means:

- a. An individual or family who lacks a fixed, regular, and adequate nighttime residence;

- b. An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport or camping ground;
- c. An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including hotels and motels paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, congregate shelters, and transitional housing);
- d. An individual who resided in a shelter or place not meant for human habitation and who is exiting an institution where he or she is temporarily resided;
- e. An individual or family who:
 - Will imminently lose their housing, including housing they own, rent, or live in without paying rent, are sharing with others, and rooms in hotels or motels not paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, as evidenced by: (1) a court order resulting from an eviction action that notifies the individual or family that they must leave within 14 days; (2) the individual or family having a primary nighttime residence that is a room in a hotel or motel and where they lack the resources necessary to reside there for more than 14 days; or (3) credible evidence indicating that the owner or renter of the housing will not allow the individual or family to stay for more than 14 days, and any oral statement from an individual or family seeking homeless assistance that is found to be credible shall be considered credible evidence for purposes of this clause;
 - Has no subsequent residence identified; and
 - Lacks the resources or support networks needed to obtain other permanent housing; and
- f. Unaccompanied youth and homeless families with children and youth defined as homeless under other Federal statutes who:
 - Have experienced a long term period without living independently in permanent housing;
 - Have experienced persistent instability as measured by frequent moves over such period, and
 - Can be expected to continue in such status for an extended period of time because of chronic disabilities, chronic physical health and mental health conditions, substance addiction, histories of domestic violence or childhood abuse, the presence of a child or youth with a disability, or multiple barriers to employment.

Notwithstanding any other provision of the Stewart B. McKinney Homeless Assistance Act, the Secretary shall consider to be homeless any individual or family who is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions in the individual's or family's current housing situation, including where the health and safety of children are jeopardized, and who have no other residence and lack the resources or support networks to obtain other permanent housing.

3. RECENTLY SEPARATED SERVICE MEMBER WHO IS LONG-TERM UNEMPLOYED

To qualify with this SBE, a Veteran must be a recently separated service member, who at any point in the previous 12 months has been unemployed for 27 or more weeks.

As defined in 38 U.S.C 4211(6), a "recently separated service member" is any Veteran during the three-year period beginning on the date of such Veteran's discharge or release from active duty. A person is considered to be "long-term unemployed" if he/she has been unemployed for 27 or more weeks.

4. INCARCERATED OFFENDER OR OFFENDER RELEASED FROM INCARCERATION

As defined by WIOA Sec. 3(38), an "offender" is any adult or juvenile:

- a. Who is or has been subject to any stage of the criminal justice process, for whom services under WIOA may be beneficial; or
- b. Who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.

5. VETERAN WITHOUT A HIGH SCHOOL DIPLOMA OR EQUIVALENT CERTIFICATE

To qualify for this SBE, a Veteran must be without a high school diploma or equivalent certificate, such as a General Educational Development (GED®) certificate.

6. LOW-INCOME VETERAN

As defined by WIOA Sec. 3(36) a “low-income individual” is an individual who³:

- a. Receives, or is a member of a family that receives cash payments under a Federal, State or local income-based public assistance program;
- b. Received an income, or is a member of a family that received a total family income, for the 6-month period of unemployment insurance (UI) compensation, child support payments, and old-age and survivors insurance benefits received under Section 202 of the Social Security Act that, in relation to family size, does not exceed the higher of:
 - The poverty line, for an equivalent period; or
 - 70 percent of the lower living standard income level, for an equivalent period;
- c. Is a member of a household that receives (or has been determined within the 6-month period prior to application for the program involved to be eligible to receive) food stamps pursuant to the Food Stamp Act of 1977;
- d. Qualifies as a homeless individual as defined in subsections (a) and (c) of section 103 of the Steward B. McKinney Homeless Assistance Act;
- e. Is a foster child on behalf of whom State or local government payments are made; or
- f. In cases permitted by regulations promulgated by the Secretary of Labor, is an individual with a disability whose own income meets the requirements of a program, but who is a member of a family whose income does not meet such requirements.

7. VETERAN BETWEEN THE AGES OF 18-24*

The U.S. Secretary of Labor designated this SBE because studies show that young Veterans face persistently high and long-term unemployment rates, the Secretary announced this category of SBE.

To qualify for this SBE, a Veteran must be between the ages of 18 and 24.

8. WOUNDED, ILL, OR INJURED ARMED FORCES MEMBER*

The U.S. Secretary of Labor has designated this category of SBE.

Members of the Armed Forces who are wounded, ill, or injured and receiving treatment in military treatment facilities or warrior transition unit qualify. In addition, the spouses or other “family caregivers” of such wounded, ill, or injured members qualify.

³ Annually, DLLR publishes Maryland’s Lower Living Standard Income Level (LLSIL) tables, based on guidance from the U.S. Department of Labor and the U.S. Department of Health and Human Services. The Veterans Program Manager is responsible for ensuring relevant staff have updated LLSIL information.

As defined in 38 U.S.C. 1720G (d), a ~~family caregiver~~” applies to:

- a. A caregiver who provides personal care services to a member of the Armed Forces who is wounded, ill, or injured and receiving treatment in military treatment facilities or warrior transition units;
- b. A family member who is a caregiver of the Veteran;
- c. An individual who:
 - Is a member of the family of the Veteran, including a parent, a spouse, a child, a step-family member, or an extended family member; or
 - Lives with, but is not a member of the family of the Veteran.

9. SERVICE MEMBER WITH INSUFFICIENT CAREER READINESS STANDARDS*

The U.S. Secretary of Labor has designated this category of SBE.

Transitioning service members are assessed on Career Readiness Standards (CRS) by unit commanders during Capstone sessions. Capstone sessions are offered to transitioning service members to help them make adequate preparations for post-military careers before they leave active duty. When a service member is assessed as not meeting CRS (e.g., if a member does not have an adequate civilian resume), the commander then facilitates a ~~warm handover~~” of the service member to an AJC staff member or DVOP for intensive services.

For each transitioning service member, unit commanders evaluate and document CRS and readiness for transition to civilian employment on the DD-2958 Form, ~~Service Member CRS/Individual Transition Plan (ITP).~~” **Attachment G – DD-2958** provides an example of this form. To qualify for this SBE, the transitioning service member must:

- Undergo a person-to-person introduction, otherwise known as a ~~warm handover,~~” from the unit commander to AJC or DVOP staff as a result of insufficient CRS, as documented by the unit commander during the Capstone session; or,
- Call the ETA Toll-Free Help Line (1-877-US2-JOBS or 1-872-5627) for assistance, in response to the insufficient CRS, and produce a DD-2958 signed by the commander documenting that CRS have not been met.

10. ACTIVE DUTY SERVICE MEMBER AFFECTED BY REDUCTION-IN-FORCE*

The U.S. Secretary of Labor designated this category of SBE.

To qualify for this SBE, a person must be an active duty service member being involuntarily separated through a Service reduction-in-force.

VETERANS & SPOUSES AS DISLOCATED WORKERS

WIOA Title I Dislocated Worker Funds can help Veterans, separating service members, and eligible spouses to enter or reenter the civilian labor force. To receive services under the WIOA Title I Dislocated Worker Program, a Veteran or eligible spouse must be a dislocated worker. By definition, according to WIOA, a dislocated worker is an individual who:

1. Has been terminated or laid off, or received a notice of termination or layoff from employment;
2. Is eligible for, or has exhausted, unemployment insurance (UI) benefits;
3. Has demonstrated an appropriate attachment to the workforce, but is not eligible for UI and is unlikely to return to a previous industry or occupation;
4. Has been terminated or laid off, or received notification of termination or layoff from employment as a result of a permanent closure or substantial layoff;
5. Is employed at a facility where the employer has made the general announcement that the facility will close within 180 days;
6. Was self-employed, but is unemployed as a result of general economic conditions in the community or because of a natural disaster;
7. Is a displaced homemaker as defined by WIOA 3(16); or,
8. Is the spouse of a member of the Armed Forces on active duty (as defined in section 101(d)(1) of Title 10, U.S.C.), and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or is the spouse of a member of the Armed Forces on active duty and is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

Generally, service members exiting the military, including, but not limited to, recipients of Unemployment Compensation for Ex-Military members (UCX), qualify as dislocated workers. Active duty service members who separate by retirement may also qualify as dislocated workers. However, an active duty service member taking early retirement as an incentive must be taken on a case by case basis. In some cases, this type of separation may be the only choice a service member may have. Thus, the service member's retirement could be considered a dislocation. However, if the service member's separation is voluntary, then the service member would not qualify as a dislocated worker.

If a Veteran meets the definition of a dislocated worker, then he/she may also be eligible to receive Priority of Service. For WIOA Title I programs, Priority of Service is available to any Veteran who has served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable. AJCs may consider documentation of a service member's release from active duty on a specific date as equivalent to a layoff notice for WIOA Dislocated Worker Program eligibility. However, service members are not eligible for Priority of Service until they leave active duty. See pages 6-9 for additional details on Priority of Service.

In the case of separating service members, because they may be on a terminal leave⁴ from the military, a separating service member may begin to receive career services while the service member may still be part of the Active Duty military, but has an imminent separation date. It is appropriate to provide career services to separating service members who will be imminently separating from the military, provided that their discharge will be anything other than dishonorable.

⁴ Terminal Leave - Prior to separation or retirement from the military, a member may take the remainder of the leave accumulated. For instance, if a member's separation/retirement date is June 30, and the member has 30 days of leave accrued, the member may go on "terminal leave" beginning June 1. All out-processing from the service would need to be accomplished prior to June 1. Once entering "terminal leave", he/she would have no further military duties, but would still collect a paycheck and other entitlements such as basic allowance for housing, basic allowance for subsistence, and medical coverage, through the official separation/retirement date of June 30.

U.S. DEPARTMENT OF VETERANS' AFFAIRS' G.I. BILL

The U.S. Department of Veterans' Affairs (VA) provides eligible Veterans and spouses with financial support to advance their education and skills through The Servicemen's Readjustment Act of 1944, known informally as the G.I. Bill. Under the G.I. Bill, benefits may be used to pursue an undergraduate or graduate degree at a college or university, a cooperative training program, or an accredited independent study program leading to a degree. Often, the bill also provides financial support for books and fees.

Effective October 1, 2011, in accordance with the Post-9/11 Veterans Educational Assistance Act of 2008, Veterans who received an honorable discharge and served at least 90 days of aggregate military service (or 30 days of continuous service) since September 10, 2001 are eligible for expanded educational benefits. The Act aims to expand training and education opportunities for this post-9/11 group to support successful transitions into civilian jobs.

The following sections provide basic details on some of the available G.I. Bill Programs including: Non-College Degree (NCD) Programs, On-the-Job Training (OJT), Registered Apprenticeships, flight programs, distance learning, and correspondence programs. Payment coverage for each of these programs is also explained below.

Although DWDAL does not explicitly provide these services, all LWDA staff should be aware of the services that are available. Other programs, such as Monthly Housing Allowance (MHA) are also available under the G.I. Bill, but are not explained in this policy. If a Veteran has questions related to the G.I. Bill's educational assistance or MHA, AJC staff should refer the Veteran to the VA. This section is provided for informational purposes only.

NON-COLLEGE DEGREE (NCD) PROGRAMS

Examples of Non-College Degree (NCD) programs include training programs in HVAC repair, truck driving, emergency medical training and barber or beautician school.

G.I. Bill Payment Coverage: The payment amount varies depending on the GI Bill program the Veteran is utilizing and the type of NCD program he or she is attending. Payments are issued monthly after the training is completed. The monthly entitlement is based on the number of clock hours the Veteran attends training during each week of the month. For Post-9/11 Veterans, the benefit covers in-state tuition and fees, or the national maximum (Example: national maximum in 2014 was \$17,500)—whichever is less. The VA will also partially subsidize books and fees.

ON-THE-JOB TRAINING (OJT) & REGISTERED APPRENTICESHIPS

On-the-job training (OJT) is training conducted by an employer that occurs while a participant is engaged in productive work. OJT optimizes the resources available under workforce development initiatives to meet the needs of employers and job seekers. Employers generally pay a reduced OJT wage (generally 40-50 percent of wages) to employ participants, while they train for the job.

Registered Apprenticeship programs combine work-based learning and classroom training to help successful program completers obtain secure, full-time journeyman positions. DLLR's Apprenticeship and Training Program offers over 100 active apprenticeship programs.

G.I. Bill Payment Coverage: A Veteran in an approved program can use his or her G.I. Bill benefit to receive a tax-free stipend that is pro-rated, based on time in the program. The VA may also partially subsidize books, supplies, and related fees.

FLIGHT PROGRAMS

The VA offers flight training benefits to those who want to advance their pilot qualifications. To participate, a Veteran must have a private pilot's license and a valid medical certification prior to participation. Flight training is available for rotary wing, B747-400, dual engine, flight engineer and other types of qualifications.

G.I. Bill Payment Coverage: Payment amounts vary depending on the G.I. Bill program and the flight school. Payments are issued after the training is completed and the school submits the Veteran's enrollment information to the VA.

DISTANCE LEARNING & CORRESPONDENCE TRAINING

Distance learning is a method of studying in which lectures are broadcast over the Internet, without the student's needing to attend a school or college. This type of training is usually offered by institutions of higher learning.

Correspondence training differs from distance learning in that you receive lessons in the mail. You have a certain amount of time to complete and return the lessons for a grade.

G.I. Bill Payment Coverage: The payment amount varies depending on the G.I. Bill program you are utilizing. Payment amounts are determined quarterly after the VA receives certification of lessons completed from the school.

ASSISTANCE WITH LOST DD214

To receive training services under WIOA, Veteran status must be verified. Veteran status is most commonly verified by review of an original or photocopy of a Veteran's Certificate of Release or Discharge from Active Duty, which is commonly known as the "DD-214 Form."

If a Veteran has lost his or her DD-214 Form, AJC staff should be aware of the available resources to help him or her retrieve a duplicate. AJC staff should also inform the Veteran that Veteran status can be verified alternatively, by cross-matching another official document, such as a letter from the VA that certifies Veteran status, with the available Veterans' data. A LWDA director or designee may also approve verification from another official source, which can be cross-matched with available Veterans' data.

The following resources are available to Veterans or next of kin to obtain a copy of the DD-214 Form:

- The United States National Archives and Records Administration's *eVetRecs* website, at: <http://www.archives.gov/veterans/military-service-records/>;
- The Department of Veterans' Affairs and the Department of Defense's Gateway to Benefit Information: www.ebenefits.va.gov;
- Fort Knox, for Army personnel: [888-276-9472](tel:888-276-9472);
- The Maryland VA Baltimore Regional Office is available at [800-446-4926, ext. 6450](tel:800-446-4926) for:
 - World War II Veterans, who were Maryland residents at the time of entry into the service, or
 - Veterans discharged from service after October 15, 1979 and who had a Maryland address at the time of discharge;
- The National Archives may be contacted by mail, if internet access is unavailable:

National Archives & Records Administration
8601 Adelphi Road
College Park, MD 20740-6001
[1-314-801-0800](tel:1-314-801-0800)
Fax: [301-837-0483](tel:301-837-0483)

National Personnel Record Center (NPRC)
1 Archives Drive
St. Louis, MO 63138
Main Menu: 1-886-272-6272, option 2
mpr.status@nara.gov

To obtain a letter from the VA that certifies Veteran status, a Veteran may:

- Visit an AJC staff member who can assist with or arrange for a copy of the certifying letter to be mailed to the Veteran customer; or
- Visit a DVOP, who is providing intensive services to the eligible veteran or spouse with a SBE, for assistance;
- Visit a VA's Veteran's Benefit Counselor at the Baltimore Regional Benefit Office:

Baltimore Regional Benefit Office
31 Hopkins Plaza
Baltimore, MD 21201
Phone: 800-827-1000

PERFORMANCE ACCOUNTABILITY

Performance accountability is a key component of the information system used to manage the effectiveness of the workforce investment system. Annually, the State and USDOL's VETS administration negotiate Maryland's targets for performance measures for employment services for Veterans. Performance during previous periods guides the performance negotiation process to ensure that performance levels are both realistic and challenging. States are expected to develop strategies and policies that demonstrate continuous improvement.

USDOL's VETS administration measures the effectiveness of a State's employment services by reviewing:

1. The Jobs for Veterans State Grant (JVSG) Program; and,
2. All other ETA-administered programs that are offered to Veterans through the AJC delivery system.

If the State falls short of its negotiated targets, then VETS provides technical assistance to help the State achieve success in providing Veterans with employment services that lead to viable opportunities for employment.

JVSG PROGRAM

The measures seek to address the outcomes experienced by eligible Veterans and spouses with Significant Barriers to Employment, who are served by DVOP specialists.

The State's JVSG Program is evaluated on the following measures:

- Intensive Services provided by DVOP specialists divided by the total veterans and eligible persons served by DVOP specialists;
- Total Veterans and eligible persons served by DVOP specialists in Maryland;
- Veterans' entered employment rate;
- Veterans' employment retention rate;
- Veterans' average earnings (six months);
- Disabled Veterans' entered employment rate;
- Disabled Veterans' employment retention rate;
- Disabled Veterans' average earnings (six months).

ETA-ADMINISTERED PROGRAMS OFFERED THROUGH THE AJC SYSTEM

The measures seek to quantify the effectiveness of Maryland's employment service delivery system, as a whole, in meeting the needs of Veterans, transitioning service members, and other eligible persons who are seeking employment.

The State's AJC service delivery system is evaluated on the following measures:

- Veterans' entered employment rate;
- Veterans' employment retention rate;
- Veterans' average earnings (six months);
- Disabled Veterans' entered employment rate;
- Disabled Veterans' employment retention rate;
- Disabled Veterans' average earnings (six months).

REPORTING

State agencies are required to submit timely fiscal and administrative reports each Federal Fiscal Year (FFY) quarter.

FISCAL REPORTING

USDOL's VETS administration monitors expenditures reported by Maryland and other states to ensure funds are spent in accordance with cost principles established for Federal awards and approved State Plans. DLLR submits fiscal reports for Veterans programs.

ADMINISTRATIVE REPORTING

Maryland and all other state agencies are required to submit three types of administrative reports: (1) the Employment Services for Veterans portion of Maryland's Combined State Workforce Plan; (2) Managers Quarterly Report on Services to Veterans; and (3) the Statewide Quarterly Report on Services to Veterans.

Employment Services for Veterans Plan

To receive JVSG Program funding, USDOL requires Maryland and other state agencies to submit either: (1) an Employment Services for Veterans Five Year Plan; or, (2) a Combined State Workforce Plan. Maryland has included the JVSG Program in its Combined State Workforce Plan. Therefore, once USDOL has approved the Maryland Combined State Workforce Plan, it will no longer need to submit the previously submitted Five Year Plan. The plan, which is a narrative plan, describes the following:

- How the State intends to provide employment, training and job placement services to Veterans and eligible persons under the JVSG;
- The duties assigned to DVOP specialists and LVER staff by the State, in accordance with the law;
- The manner in which DVOP specialists and LVER staff are integrated into the State's employment delivery service system or AJC network;
- How Veteran populations will be identified and served;
- The hire date along with the mandatory training completion dates for all DVOP specialists and LVERs; and
- Additional information as required by the Secretary.
- The specific roles of DVOP specialists and LVER staff;
- How the State intends to maintain the distinct duties of JVSG Program staff and ETA-administered program staff, such as AJC and Wagner-Peyser staff;
- How the State intends to provide Priority of Service to eligible persons;
- How the State intends to have DVOP staff provide intensive and job-driven employment and training services to those eligible;

Managers Quarterly Report on Services to Veterans

Managers Quarterly Reports and limited job matching system data are used to measure the performance of the LVER staff. These reports, which are completed by LVERs, are submitted by each service delivery point where JVSG Program staff are assigned as a primary duty location, or where JVSG Program staff are assigned responsibilities on a part-time or interim basis. LWDA Directors and LEAs must jointly review reports each quarter. Upon review, LEAs must sign the Manager's Quarterly Report.

The Manager's Report on Services to Veterans, as required by law, is used to:

- Ensure that local offices are aware of and comply with the processes and objectives approved in the State Plan, including the provision of Priority of Service;
- Identify areas where technical assistance is needed;
- Recognize noteworthy achievements and best practices.

Each narrative Manager's Report provides information on Maryland's:

- JVSG Program outreach to Veterans with Significant Barriers to Employment (SBE);
- JVSG Program case management and Intensive Services;
- JVSG Program outreach to employers and other relevant organizations to include outcomes;
- Priority of Service; and,
- Success stories and special projects or other initiatives.

Statewide Quarterly Report on Services to Veterans

Maryland, like all other state agencies, is required to submit statewide quarterly reports within 45 days of the end of each of the four FFY quarters. The Statewide Quarterly Report on Services to Veterans is a report that is submitted to VETS by the Veterans Program Manager. This report provides a compilation of the Managers Quarterly Reports on Services to Veterans.

MONITORING

The State of Maryland acknowledges that the USDOL's VETS or ETA agencies may conduct annual monitoring of Maryland's employment services for Veterans. Prior to a VETS agency audit, the following information is typically requested for review:

- WIOA State Plan, LWDA Plans and policies;
- State policy letters pertaining to use of JVSG funded staff and services to Veteran customers;
- Position descriptions for JVSG Program Staff;
- Fiscal documentation;
- Links to state Veteran service websites operated by the State that are funded wholly or in part by USDOL;
- Training materials utilized at the state or local level pertaining to employment services for Veterans;
- Performance plans, individual performance standards, individual goals or other measures used to evaluate performance of JVSG funded staff;
- Pertinent ad hoc reports available in respective state;
- Materials that may assist with the audit process, including promotional materials, fact sheets, etc.

To ensure that policies are being followed and expectations are being met, LWDA directors and AJC administrators should also expect DWDAL to conduct its own monitoring. Additionally, Regional LVERs will monitor the same audit items to find and fix discrepancies and to assist in the assurance that we are in compliance at all times.

REFERENCES

LAW

- [*WIOA \(Pub. L 113-128\)*](#), dated July 22, 2014. Title 38, U.S. C.
- [*Veterans' Benefits*](#) (Pub. L. 85-857, as amended);
- Post-9/11 Veterans Educational Assistance Act of 2008, [*Title V of the Supplemental Appropriations Act of 2008*](#) (Pub. L. 110-252);
- 42 U.S.C. § 11302, [*General Definition of Homeless Individual*](#), as amended.

REGULATION

- 20 C.F.R. Part 1010, [*Priority of Service for Covered Persons, Veterans' Employment and Training Service*](#), USDOL (December 19, 2008);
- 29 C.F.R. Part 97, [*Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments*](#).

USDOL GUIDANCE

- Training and Employment Guidance Letters (TEGL) 19-13, Change 2, [*Expansion and Clarification of Homeless Definition as a Significant Barrier to Employment \(SBE\)*](#), dated October 30, 2015;
- Veterans' Program Letter (VPL) 03-14, Change 2, [*Expansion and Clarification of Homeless Definition as a Significant Barrier to Employment*](#), dated October 30, 2015;
- TEGL 4-15, [*Vision for the One-Stop Delivery System under the Workforce Innovation and Opportunity Act \(WIOA\)*](#), dated August 13, 2015;
- TEGL 3-15, [*Guidance on Services Provided through the Adult and Dislocated Worker Program under the Workforce Innovation and Opportunity Act \(WIOA or Opportunity Act\) and Wagner Peyser, as Amended by WIOA, and Guidance for the Transition to WIOA Services*](#), dated July 1, 2015;
- Training and Employment Guidance Letter (TEGL) 22-14, [*Applying the Uniform National Threshold Entered Employment Rate \(UNTEER\) to States' Program Year \(PY\) Veterans' Entered Employment Rates \(VEERs\) to Determine Compliance and Identify Need for Remedial Action*](#), dated March 18, 2015;
- VPL 03-15, [*Applying the UNTEER to States' PY VEERs to Determine Compliance and Identify Need for Remedial Action*](#), dated March 18, 2015;
- TEGL 19-13, Change 1, [*Expansion and Clarification of Definition of Significant Barriers to Employment for Determining Eligibility for the Disabled Veterans' Outreach Program \(DVOP\)*](#), dated February 11, 2015;
- VPL 03-14, Change 1, [*Expansion and Clarification of Definition of Significant Barriers to Employment for Determining Eligibility for the DVOP*](#), dated February 11, 2015;
- Frequently Asked Questions, [*Allowable Activities for LVER Staff*](#), dated February 2, 2015;

- Training and Employment Notice (TEN) 10-14, [*American Job Center \(AJC\) Participation in Capstone Activities and Other Outreach to Transitioning Service Members*](#), dated September 29, 2014;
- VPL 07-14, [*American Job Center \(AJC\) Participation in Capstone Activities and Other Outreach to Transitioning Service Members*](#), dated September 29, 2014;
- VPL 08-14, [*Designation for Additional Populations Eligible for Services from Disabled Veterans' Outreach Program \(DVOP\) Specialists: Transitioning Service Members in need of Intensive Services; and, Wounded, Ill, or Injured Service Members Receiving Treatment at Military Treatment Facilities or Warrior Transition Units \(MTFs – WTUs\); and the Spouses and Family Caregivers of such Wounded, Ill or Injured Service Members*](#), dated September 26, 2014;
- TEGL 20-13, Change 1, [*Designation of Additional Population of Veterans Eligible for Services from the Disabled Veterans' Outreach Program Specialist - Veterans Ages 18 to 24*](#), dated May 7, 2014;
- TEGL 19-13, [*Jobs for Veterans' State Grants \(JVSG\) Program Reforms and Roles and Responsibilities of American Job Center \(AJC\) Staff Serving Veterans*](#), dated April 10, 2014;
- VPL 04-14, [*Designation for Additional Population of Veterans Eligible for Services from Disabled Veterans Outreach Program Specialist – Veterans Ages 18-24*](#), dated April 10, 2014;
- VPL 03-14, [*Jobs for Veterans State Grants \(JVSG\) Program Reforms and Roles Responsibilities of American Job Center \(AJC\) Staff Serving Veterans*](#), dated April 10, 2014;
- TEN 17-13, [*Release and Availability of the Final Report Titled Assessment of the Workforce System's Implementation of the Veterans' Priority of Service Provision of the Jobs for Veterans Act of 2002*](#), dated December 18, 2013;
- TEGL 2-13, [*Implementation of the Uniform National Threshold Entered Employment Rate \(UNTEER\) for Veterans and Eligible Persons in the Wagner-Peyser Employment Service and Jobs for Veterans State Grants \(JVSG\)*](#), dated August 9, 2013;
- TEN 5-12, [*Online Career Tools Updates and Virtual Demonstrations*](#), dated August 13, 2012;
- TEN 29-11, [*Changes to The Post-9/11 Veterans Educational Assistance Act of 2008 \(Post-9/11 GI Bill\)*](#), dated February 16, 2012;
- VPL 01-12, [*Gold Card Initiative*](#), dated November 4, 2011;
- TEN 15-11, [*Gold Card Initiative*](#), dated November 4, 2011;
- TEN 33-10, [*Release and Availability of an Employment and Training Administration \(ETA\) Occasional Paper: An Evaluation of the Priority of Service Provision of the Jobs for Veterans Act by the Workforce Investment System in Providing Services to Veterans and Other Covered Services*](#), dated April 6, 2011;
- TEN 15-10, [*Protocol for Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in whole or in part by the U.S. Department of Labor \(DOL\)*](#), dated November 10, 2010;
- TEN 28-09, [*Announcement of Employment and Training Administration's New Video and Information Brief on Promoting the Employment of Disabled Veterans Through the One-Stop Career Centers*](#), dated January 29, 2010;

- VPL 01-10, [Jobs for Veterans State Grants Recurring Reports Requirements](#), dated January 15, 2010;
- TEGL 10-09, [Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in whole or in part by the U.S. Department of Labor](#), dated November 10, 2009;
- VPL 07-09, [Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in whole or in part by the U.S. Department of Labor](#), dated November 10, 2009;
- VPL 01-09, [National Implementation of the Department of Veterans Affairs Vocational Rehabilitation and Employment and Veterans' Employment & Training Service Partnership Project](#), dated December 11, 2008;
- TEGL 22-04, Change 1, [Serving Military Spouses as Dislocated Workers under the Workforce Investment Act Dislocated Worker Formula Grant](#), September 28, 2007;
- TEN 10-07, [Publication of New Regulations by the Office of Federal Contract Compliance Programs \(OFCCP\)](#), dated September 10, 2007;
- TEGL 2-07, [Leveraging Registered Apprenticeship as a Workforce Development Strategy](#), dated July 12, 2007;
- TEGL 17-05, [Common Measures Policy for the Employment and Training Administration \(ETA\) Performance Accountability System and Related Performance Issues](#), dated February 17, 2006;
- VPL 07-05, [Staffing, Reporting Requirements and Roles and Responsibilities of the Disabled Veterans' Outreach Program Specialist \(DVOP\) and local Veterans' Employment Representative \(LVER\) under the Jobs for Veterans State Grants](#), dated July 27, 2005.
- TEGL 3-03, Change 3, [Revision to the Data Validation Policy for Employment and Training Programs for Program Year 2004](#), dated July 15, 2005;
- TEGL 22-04, [Serving Military Service Members and Military Spouses under the WIA Dislocated Worker Formula Grant](#), dated March 22, 2005;
- TEGL 3-03, Change 2, [Data Validation Submission Instructions](#), dated October 20, 2004;
- TEGL 3-03, Change 1, [Data Validation Policy for Employment and Training Programs](#), dated August 20, 2004;
- TEGL 3-03, [Data Validation Policy for Employment and Training Programs](#), dated August 20, 2003;
- ETA Handbook No. 406, [ETA 9002 Report and VETS 200 Report](#).

OTHER REFERENCE

- Government Accountability Office (GAO) Report 07-594, [Labor Could Improve Information on Reemployment Services, Outcomes, and Program Impact](#), issued May 24, 2007

ATTACHMENTS

Attachment A –Veterans Brochure

Attachment B –Military to Federal Jobs: Crosswalk Fact Sheet

Attachment C –Veterans Full Employment Act Fact Sheet

Attachment D –DVOP Service Codes

Attachment E – Case Notes: What to Include and What to Leave Out

Attachment F – Veteran Services SBE Categories: Eligibility Checklist

Attachment G – DD-2958, Service Member Career Readiness Standards / Individual Transition Plan

Attachment H – Benefits of Hiring Veterans brochure



VETERAN

Priority of Service

Did you Serve in the Armed Forces?

You are a veteran if you are a former military service member or a National Guard Member or Reservist who served on active military duty. Your character, training, and skills are valued by businesses.

Who is Eligible for POS?

Veterans and eligible spouses must be identified at the point of entry to the American Job Centers so that they may take full advantage of Priority of Service (POS).

What is POS?

POS means that veterans and eligible spouses, who meet the eligibility requirement, shall be given access to employment, training, and placement services at an earlier time or before persons who are not eligible for POS.

What Services are Available?

Examples of specific programs and services available include:

- ▶ **Maryland's Commitment to Veterans (MCV)** (1-877-770-4801, 24 hours a day, 7 days a week) is a program under the Department of Health and Mental Hygiene's Behavioral Health Administration (BHA). MCV assists veterans and their families with coordinating behavioral health services, including mental health and substance use disorder, with either the VA or BHA. MCV facilitates and covers the costs of behavioral health transportation for veterans.
- ▶ **Maryland Higher Education Commission** serves as a State Approving Agency (SAA) for the Department of Veterans Affairs to grant approval for post-secondary institutions and training establishments accepting G. I. Bill education benefits for a veteran, reservist, and/or dependent enrolled in their institutions.
- ▶ **Maryland Department of Housing and Community Development (DHCD)** works with partners to finance housing opportunities and revitalize great places for Maryland citizens to live, work, and prosper. DHCD's Maryland Mortgage Program offers a variety of loans with great rates and generous down

payment and settlement cost assistance for veterans and military families.

- ▶ **The Warriors to Work** program provides career guidance and support services to Wounded Warriors interested in transitioning to the civilian workforce. An individual's skills and experience are matched to the needs of hiring managers. These services are also open to registered family members and caregivers.
- ▶ **Helmets to Hardhats** program connects men and women from the Armed Forces with quality career opportunities in the construction industry. DLLR works in partnership with the Department of Veterans Affairs providing services facilitating transition to employment.
- ▶ **Troops to Energy Jobs** is designed to help veterans make a successful move to a rewarding career in the energy industry.
- ▶ **The Work Opportunity Tax Credit (WOTC)** is a Federal tax credit available to employers who hire veterans and individuals from other eligible target groups with significant barriers to employment. The Maryland Department of Veterans Affairs is a State Government Executive Department with a service mission to assist veterans, active duty service members, their families and dependents, in securing benefits earned through military service. Under the Department of Veterans Affairs are five major programs: the Veterans Cemetery and Memorial Program; Charlotte Hall Veterans Home; the Veterans Service and Benefits Program; Outreach and Advocacy Program; and the Maryland Veterans Trust.
- ▶ **The Military Personnel and Service-Disabled Veterans No-Interest Loan Program** is administered by the Department of Business and Economic Development (DBED) in consultation with the Maryland Department of Veterans Affairs. The Program was established to assist (1) Military reservists and National Guard members called to active duty; (2) service-disabled veterans, and (3) businesses which employ or are owned by such persons.

ONE-ON-ONE ASSISTANCE

Veterans' Services at Maryland's American Job Centers

American Job Centers offer a variety of services to assist veterans, transitioning military personnel, and other qualified individuals. Veterans and other eligible persons may also receive one-on-one assistance. Local Veterans Employment Representatives (LVERs) develop hiring opportunities within the local areas by contacting businesses, Federal agencies and contractors, and employer associations to encourage the hiring and advancement of qualified veterans. Disabled Veterans' Outreach Program (DVOP) staff provide specialized intensive employment assistance to eligible veterans who have special employment and training needs. The DVOPs assist individuals to overcome barriers that prevent them from gaining meaningful employment. DVOPs apply a case management approach and access a broad network of providers and resources to assist eligible veterans with their employment goals. A list of American Job Centers is found on side two of this flyer and is on DLLR's website at <http://www.dllr.maryland.gov/county>.

[dllr.maryland.gov](http://www.dllr.maryland.gov)

For more information about Veterans' Services, contact your local American Job Center listed on side two of this flyer or visit the DLLR website at [dllr.maryland.gov](http://www.dllr.maryland.gov).



CONTACT YOUR LOCAL

American Job Center for employment and training opportunities,
including vocational guidance and referral to supportive services.

ANNE ARUNDEL COUNTY

Glen Burnie America Job Center
7480 Baltimore-Annapolis Blvd., Ste 100
Glen Burnie, MD 21061
Ph: 410.424.3240 | Fax: 410.508.2002

Arnold American Job Center
1460 Ritchie Highway, Ste 207
Arnold, MD 21012
Ph: 410.793.5635 | Fax: 410.793.5639

Fort Meade Outreach Center
(must have military ID)
Bldg. 4432
Fort Meade, MD 20755
Ph: 410.674.5240 | Fax: 410.672.3543

Arundel Mills Sales & Service Training
Center (Business Services ONLY)
at Arundel Mills
7000 Arundel Mills Circle
Hanover, MD 21076
Ph: 410.777.1845 | Fax: 410.799.4411

BWI Thurgood Marshall
International Airport:
BWI Airport American Job Center
P.O. Box 46024
BWI Airport, MD 21240
Ph: 410.684.6838

BALTIMORE CITY

Eastside American Job Center
3001 E. Madison Street
Baltimore, MD 21205
Ph: 410.396.9030 | Fax: 410.396.4063

Maryland Center for Veterans
Education and Training
301 N. High Street
Baltimore, MD 21202
Ph: 410.576.9626

U.S. Department of Veterans Affairs
Regional Office, Fallon Federal Building
31 Hopkins Plaza, Rm 124
Baltimore, MD 21201
Ph: 410.230.4500
Toll Free: 1.800.827.1000

Northwest American Job Center
(Re-entry Center) Mondawmin Mall
2401 Liberty Heights Ave., Ste 302
Baltimore, MD 21215
Ph: 410.523.1060 | Fax: 410.523.0970

BALTIMORE COUNTY

Baltimore County Workforce
Development Center at Eastpoint
7930 Eastern Boulevard
Baltimore, MD 21224
Ph: 410.288.9050 | Fax: 410.288.9260

Baltimore County Workforce
Development Center at Hunt Valley
11101 McCormick Road, Ste 102
Hunt Valley, MD 21031
Ph: 410.887.7940 | Fax: 410.329.1317

Liberty - Baltimore County Workforce
Development Center
3637 Offutt Road
Randallstown, MD 21133
Ph: 410.887.8912 | Fax: 410.496.3136

FREDERICK COUNTY

Frederick County Workforce Services
Frederick County Business and
Employment Center
5340 Spectrum Drive, Ste A
Frederick, MD 21703
Ph: 301.600.2255 | Fax: 301.600.2906

LOWER SHORE

SOMERSET, WICOMICO,
WORCESTER COUNTIES
One Stop Job Market
31901 Tri-County Way, Ste 111
Salisbury, MD 21804
Ph: 410.341.8533 | Fax: 410.334.3454

MID-MARYLAND

CARROLL COUNTY
Business & Employment
Resource Center
224 N. Center Street
Westminster, MD 21157
Ph: 410.386.2820 | Fax: 410.876.2977

HOWARD COUNTY
Columbia Workforce Center
7161 Columbia Gateway Drive, Ste D
Columbia, MD 21046
Ph: 410.290.2600 | Fax: 410.312.0834

MONTGOMERY COUNTY

MontgomeryWorks
Westfield Shopping Center
South Office Building
11002 Veirs Mill Road
Wheaton, MD 20902
Ph: 301.929.4350 | Fax: 301.929.4383

MontgomeryWorks
Germantown American Job Center
12900 Middlebrook Road
Germantown, MD 20874
Ph: 240.777.2050 | Fax: 240.777.2070



PRINCE GEORGE'S COUNTY

Prince George's County American Job
Center
1801 McCormick Drive
Largo, MD 20774
Ph: 301.618.8425 | Fax: 301.386.5533

Laurel Regional Workforce Center
312 Marshall Avenue, 6th Floor
Laurel, MD 20707
Ph: 301.362.9708 | Fax: 301.362.9719

SOUTHERN MARYLAND

CALVERT COUNTY
Southern MD Job Source
Louis L. Goldstein Multi-Purpose
Center
200 Duke Street, Rm 1400
Prince Frederick, MD 20678
Ph: 443.550.6750 | Fax: 301.855.1961

CHARLES COUNTY

Southern MD Job Source
175 Post Office Road
Waldorf, MD 20602
Ph: 301.645.8712 | Fax: 301.645.8713

SAINT MARY'S COUNTY

Southern MD Job Source
The Joseph D. Carter Multi-Service
Center
23110 Leonard Hall Drive
P.O. Box 282
Leonardtown, MD 20650
Ph: 301.880.2800 | Fax: 301.475.7874

SUSQUEHANNA REGION

HARFORD COUNTY
Aberdeen Proving Ground
Building 4305, Ste 134, Rm 136
Aberdeen Proving Ground, MD 21005
Ph: 410.306.2354

Susquehanna Workforce Center
University Center
1201 Technology Drive, Rm 107
Aberdeen, MD 21001
Ph: 410.272.5400 | Fax: 443.327.8763

Susquehanna Workforce Center
Bel Air
Mary E. Risteau Building
2 South Bond Street, Ste 204
Bel Air, MD 21014
Ph: 410.836.4603 | Fax: 410.836.4640



CECIL COUNTY

Susquehanna Workforce Center
Elkton
1275 W. Pulaski Hwy
Elkton, MD 21921
Ph: 410.996.0550 | Fax: 410.996.0555

UPPER SHORE

CAROLINE COUNTY
Caroline County American Job
Center
300 Market Street, Ste 201
P.O. Box 400
Denton, MD 21629
Ph: 410.819.4549 | Fax: 410.819.4503

DORCHESTER COUNTY

Dorchester County American Job
Center
627A Race Street
Cambridge, MD 21613
Ph: 410.901.4250 | Fax: 410.221.1817

KENT COUNTY

Kent County American Job Center
118A Lynchburg Streets
Chestertown, MD 21620
Ph: 410.778.3525 | Fax: 410.778.3527

QUEEN ANNE'S COUNTY

Queen Anne's Co. American Job
Center
125 Comet Drive
Centreville, MD 21617
Ph: 410.758.8044 | Fax: 410.758.8113

TALBOT COUNTY

Talbot County American Job Center
Bay Street Plaza
301 Bay Street, Ste 301
Easton, MD 21601
Ph: 410.822.3030 | Fax: 410.820.9966

WESTERN MARYLAND

ALLEGANY COUNTY
Allegheny County American Job Center
138 Baltimore Street, Ste 102
Cumberland, MD 21502
Ph: 301.777.1221 | Fax: 301.784.1702

GARRETT COUNTY

Western Maryland Consortium
Garrett County Office
215 South Third Street
P.O. Box 516
Oakland, MD 21550
Ph: 301.334.3972 | Fax: 301.334.2106

WASHINGTON COUNTY

Washington County American Job
Center
14 N. Potomac Street, Ste 100
Hagerstown, MD 21740
Ph: 301.393.8200 | Fax: 301.791.4673

MILITARY TO FEDERAL JOBS

Crosswalk Fact Sheet



Background

The Maryland Department of Labor, Licensing, and Regulation (DLLR), through a grant from the U.S. Department of Labor's Veterans' Employment and Training Service (DOL/VETS), has developed a web-based tool that will provide a crosswalk between military occupation codes and federal occupational series. The objectives of the Mil2FedJobs tool are to:

- Facilitate moving qualified transitioning service members and veterans into Maryland's BRAC jobs
- Help transitioning service members and veterans in Maryland who will be dislocated by BRAC find suitable positions elsewhere

Key Features of Mil2Fed Jobs

- Service members and veterans can:
 - Search by military occupation code to find related federal occupational series
 - Review background information on federal jobs and how to translate military occupational training and experience to federal jobs
- Civilian hiring managers can:
 - Search by federal occupational series and find related military occupations
 - Review background information on military occupations and considerations for assessing qualifications
- Tool includes direct links to USAJOBS.GOV for specific job openings related to a particular federal occupational series
- Mil2Fed portal can be accessed through the Maryland Workforce Exchange - MWEjobs.maryland.gov

Why is Mil2Fed Jobs Important?

- Existing crosswalks only show military jobs related to civilian private sector jobs
- Private sector jobs are categorized differently than federal jobs
- Military service members have a difficult time knowing which federal occupational series might be comparable to their military occupation
- Can be difficult to narrow down search to compatible jobs on USAJOBS



CONTACT YOUR LOCAL

American Job Center for employment and training opportunities,
including vocational guidance and referral to supportive services.

ANNE ARUNDEL COUNTY

Glen Burnie America Job Center
7480 Baltimore-Annapolis Blvd., Ste 100
Glen Burnie, MD 21061
Ph: 410.424.3240 | Fax: 410.508.2002

Arnold American Job Center
1460 Ritchie Highway, Ste 207
Arnold, MD 21012
Ph: 410.793.5635 | Fax: 410.793.5639

Fort Meade Outreach Center
(must have military ID)

Bldg. 4432
Fort Meade, MD 20755
Ph: 410.674.5240 | Fax: 410.672.3543

Arundel Mills Sales & Service Training
Center (Business Services ONLY)
at Arundel Mills
7000 Arundel Mills Circle
Hanover, MD 21076
Ph: 410.777.1845 | Fax: 410.799.4411

BWI Thurgood Marshall
International Airport:
BWI Airport American Job Center
P.O. Box 46024
BWI Airport, MD 21240
Ph: 410.684.6838

BALTIMORE CITY

Eastside American Job Center
3001 E. Madison Street
Baltimore, MD 21205
Ph: 410.396.9030 | Fax: 410.396.4063

Maryland Center for Veterans
Education and Training
301 N. High Street
Baltimore, MD 21202
Ph: 410.576.9626

U.S. Department of Veterans Affairs
Regional Office, Fallon Federal Building
31 Hopkins Plaza, Rm 124
Baltimore, MD 21201
Ph: 410.230.4500
Toll Free: 1.800.827.1000

Northwest American Job Center
(Re-entry Center) Mondawmin Mall
2401 Liberty Heights Ave., Ste 302
Baltimore, MD 21215
Ph: 410.523.1060 | Fax: 410.523.0970

BALTIMORE COUNTY

Baltimore County Workforce
Development Center at Eastpoint
7930 Eastern Boulevard
Baltimore, MD 21224
Ph: 410.288.9050 | Fax: 410.288.9260

Baltimore County Workforce
Development Center at Hunt Valley
11101 McCormick Road, Ste 102
Hunt Valley, MD 21031
Ph: 410.887.7940 | Fax: 410.329.1317

Liberty - Baltimore County Workforce
Development Center
3637 Offutt Road
Randallstown, MD 21133
Ph: 410.887.8912 | Fax: 410.496.3136

FREDERICK COUNTY

Frederick County Workforce Services
Frederick County Business and
Employment Center
5340 Spectrum Drive, Ste A
Frederick, MD 21703
Ph: 301.600.2255 | Fax: 301.600.2906

LOWER SHORE

SOMERSET, WICOMICO,
WORCESTER COUNTIES
One Stop Job Market
31901 Tri-County Way, Ste 111
Salisbury, MD 21804
Ph: 410.341.8533 | Fax: 410.334.3454

MID-MARYLAND

CARROLL COUNTY
Business & Employment
Resource Center
224 N. Center Street
Westminster, MD 21157
Ph: 410.386.2820 | Fax: 410.876.2977

HOWARD COUNTY

Columbia Workforce Center
7161 Columbia Gateway Drive, Ste D
Columbia, MD 21046
Ph: 410.290.2600 | Fax: 410.312.0834

MONTGOMERY COUNTY

MontgomeryWorks
Westfield Shopping Center
South Office Building
11002 Veirs Mill Road
Wheaton, MD 20902
Ph: 301.929.4350 | Fax: 301.929.4383

MontgomeryWorks
Germantown American Job Center
12900 Middlebrook Road
Germantown, MD 20874
Ph: 240.777.2050 | Fax: 240.777.2070



PRINCE GEORGE'S COUNTY

Prince George's County American Job
Center
1801 McCormick Drive
Largo, MD 20774
Ph: 301.618.8425 | Fax: 301.386.5533

Laurel Regional Workforce Center
312 Marshall Avenue, 6th Floor
Laurel, MD 20707
Ph: 301.362.9708 | Fax: 301.362.9719

SOUTHERN MARYLAND

CALVERT COUNTY
Southern MD Job Source
Louis L. Goldstein Multi-Purpose
Center
200 Duke Street, Rm 1400
Prince Frederick, MD 20678
Ph: 443.550.6750 | Fax: 301.855.1961

CHARLES COUNTY

Southern MD Job Source
175 Post Office Road
Waldorf, MD 20602
Ph: 301.645.8712 | Fax: 301.645.8713

SAINT MARY'S COUNTY

Southern MD Job Source
The Joseph D. Carter Multi-Service
Center
23110 Leonard Hall Drive
P.O. Box 282
Leonardtown, MD 20650
Ph: 301.880.2800 | Fax: 301.475.7874

SUSQUEHANNA REGION

HARFORD COUNTY
Aberdeen Proving Ground
Building 4305, Ste 134, Rm 136
Aberdeen Proving Ground, MD 21005
Ph: 410.306.2354

Susquehanna Workforce Center
University Center
1201 Technology Drive, Rm 107
Aberdeen, MD 21001
Ph: 410.272.5400 | Fax: 443.327.8763

Susquehanna Workforce Center
Bel Air
Mary E. Risteau Building
2 South Bond Street, Ste 204
Bel Air, MD 21014
Ph: 410.836.4603 | Fax: 410.836.4640



CECIL COUNTY

Susquehanna Workforce Center
Elkton
1275 W. Pulaski Hwy
Elkton, MD 21921
Ph: 410.996.0550 | Fax: 410.996.0555

UPPER SHORE

CAROLINE COUNTY
Caroline County American Job
Center
300 Market Street, Ste 201
P.O. Box 400
Denton, MD 21629
Ph: 410.819.4549 | Fax: 410.819.4503

DORCHESTER COUNTY

Dorchester County American Job
Center
627A Race Street
Cambridge, MD 21613
Ph: 410.901.4250 | Fax: 410.221.1817

KENT COUNTY

Kent County American Job Center
118A Lynchburg Streets
Chestertown, MD 21620
Ph: 410.778.3525 | Fax: 410.778.3527

QUEEN ANNE'S COUNTY

Queen Anne's Co. American Job
Center
125 Comet Drive
Centreville, MD 21617
Ph: 410.758.8044 | Fax: 410.758.8113

TALBOT COUNTY

Talbot County American Job Center
Bay Street Plaza
301 Bay Street, Ste 301
Easton, MD 21601
Ph: 410.822.3030 | Fax: 410.820.9966

WESTERN MARYLAND

ALLEGANY COUNTY
Allegany County American Job Center
138 Baltimore Street, Ste 102
Cumberland, MD 21502
Ph 301.777.1221 | Fax: 301.784.1702

GARRETT COUNTY

Wester Maryland Consortium
Garrett County Office
215 South Third Street
P.O. Box 516
Oakland, MD 21550
Ph: 301.334.3972 | Fax: 301.334.2106

WASHINGTON COUNTY

Washington County American Job
Center
14 N. Potomac Street, Ste 100
Hagerstown, MD 21740
Ph: 301.393.8200 | Fax: 301.791.4673

What is the Veterans Full Employment Act?

It's a law that helps qualified veteran and military spouses--who are actively licensed in other states--to obtain expedited licensing in Maryland. It went into effect on July 1, 2013.

Veterans Full Employment Act FACT SHEET

Who qualifies for expedited licensing under the Veterans Full Employment Act?

- Those who have recently received an honorable discharge or otherwise were released (except for a dishonorable discharge) from the U.S. Armed Forces (Army, Navy, Marines, Air Force, Coast Guard) or are on active duty as a member of a reserve or national guard component of these services
- Someone who is a member of the United States Armed Forces who is assigned to a duty station located in Maryland
- A spouse of a member of the United States Armed Forces who is assigned to a duty station located in Maryland
- A spouse of a recently discharged veteran or member of the United States Armed Forces, or surviving spouse of a member of the United States Armed Forces.

What is the Maryland Department of Labor's Role?

The Maryland Department of Labor, Licensing and Regulation (DLLR) assists recently discharged veterans and spouses of currently serving members of the United States Armed Forces, including active duty reservists and members of the National Guard -- as they seek to obtain occupational and professional licenses in Maryland.

DLLR houses the Division of Workforce Development and Adult Learning, the Division of Occupational and Professional Licensing and the Office of the Commissioner of Financial Regulation. All of these divisions offer information and assistance for those applying for the Veterans Full Employment Act.

Division of Workforce Development and Adult Learning

Contact the Veteran Representative at your local One Stop Career Center for more information on the Veterans Full Employment Act, employment and training opportunities, vocational guidance and referral to supportive services. It's free and it's our priority!

Veterans Full Employment Act

FACT SHEET

To find a list of Veterans Representatives and One Stop locations, please visit <https://www.dllr.state.md.us/employment/onestopsvets.shtml>.

Division of Occupational and Professional Licensing

The Division of Occupational and Professional Licensing offers a wide variety of expedited licenses for Veterans. To find out more, please visit <http://www.dllr.state.md.us/license/opvetlic.shtml>.

Commissioner of Financial Regulation

The Commissioner of Financial Regulation offers the following licenses--expedited for Veterans:

- Mortgage Originator License
- Affiliated Insurance Producer-Mortgage Loan Originator License

How to apply?

Visit <https://www.dllr.state.md.us/license/opvetlic.shtml> for more information on applications and the documentation required.

When to apply?

Veterans - Must apply for a license within one year of the date the individual was discharged or separated from active military service.

Current service members - May apply when assigned to a duty station located in the State of Maryland.

Military Spouses - May apply when the person's spouse is assigned to a duty station located in the State.

Surviving Military Spouses - A surviving spouse of a member of the United States Armed Forces must apply for a license within one year of the date the service member died.

A surviving spouse of a veteran of the United States Armed Forces must apply within one year of the date the veteran received an honorable discharge or was otherwise separated from service in Armed Forces of the United States.

For more information on DLLR's expedited licensing under the Veterans Full Employment Act, visit <https://www.dllr.state.md.us/license/opvetlic.shtml>

For more information on services for Maryland Veterans, please visit: <http://veterans.maryland.gov/>

DVOP SERVICE CODES

SERVICE CODES	SERVICE TITLES	SERVICE LEVELS
181 TRANSPORTATION	TRANSPORTATION PARTICIPANT NEEDING TRANSPORTATION ASSISTANCE	INTENSIVE
184 TEMPORARY SHELTER	HOUSING PARTICIPANT NEEDING HOUSING/HOMELESS	INTENSIVE
202	VOCATIONAL GUIDANCE ASSISTED	INTENSIVE
203	OBJECTIVE ASSESSMENT OF SKILL LEVELS AND SERVICE IN DEPTH INTERVIEWING AND EVALUATION TO IDENTIFY EMPLOYMENT BARRIERS AND APPROPRIATE EMPLOYMENT GOALS	INTENSIVE
205	DEVELOPMENT OF AN INDIVIDUAL EMPLOYMENT PLAN (IEP), TO IDENTIFY THE EMPLOYMENT GOALS. APPROPRIATE ACHIEVEMENT OBJECTIVES, AND APPROPRIATE COMBINATION OF SERVICES FOR THE PARTICIPANT TO ACHIEVE THE EMPLOYMENT GOALS	INTENSIVE
210	BASIC COMPUTER SKILLS	INTENSIVE
214	ADULT LITERACY (GED) GOAL TO OBTAIN A GENERAL EQUIVALENCY DIPLOMA	INTENSIVE
220	SKILLS UPGRADING AND RETRAINING SERVICES TO PREPARE FOR EMPLOYMENT	INTENSIVE
227	VETERAN WORKFORCE INVESTMENT PROGRAM (VWIP)	INTENSIVE
250	PROVET HEALTH CARE- PROMOTING REEMPLOYMENT OPPORTUNITIES FOR VETERANS WITH MILITARY OCCUPATIONAL SKILLS IN HEALTHCARE	INTENSIVE
251	REALIFELINES - COMPREHENSIVE PROGRAM TO PROVIDE INDIVIDUALIZED JOB TRAINING, COUSELING AND RE-EMPLOYMENT SERVICES TO EACH AND EVERY VETERAN SERIOUSLY INJURED OR WOUNDED IN THE WAR ON TERRORISM	INTENSIVE
253	VRE- INTENSIVE SERVICE COORDINATOR REFERRED TO LOCAL WORKFORCE EXCHANGE BY THE ISC LOCATED IN MARYLAND REGIONAL OFFICE OF THE DEPARTMENT OF VETERAN AFFAIRS	INTENSIVE
254	VRE-INTENSIVE SERVICE COORDINATOR, A PARTICIPANT SEVERLY WOUNDED OR INJURED IN THE WAR OF AFGHANISTAN AND RECEIVING VR SERVICES THROUGH THE U.S. DEPT. OF VETERAN AFFAIRS	INTENSIVE
255	VRE-INTENSIVE SERVICE COORDINATOR, PARTICIPANT IN THE WAR OF IRAQ AND RECEIVING SERVICES THROUGH U.S. DEPT. OF VETERAN AFFAIRS	INTENSIVE
289 WWW	WORKING WHILE STILL RECEIVING SERVICES, PARTICIPANT MAYBE UNDER EMPLOYED	INTENSIVE

DVOP SERVICE CODES

- 261 DVOP- Ex-Offender Assistance
- 262 DVOP- Veteran Job Club
- 263 DVOP- Interest and Aptitude Testing
- 264 DVOP- Adult Literacy, Basic Skills, or GED Preparation
- 265 DVOP- Development of an Individual Employment Plan (IEP)
- 266 DVOP- Other Intensive Services

Case Notes: What to Include and What to Leave Out

You can use your own case notes to refresh your memory about a veteran. In addition, others might review your case notes for different purposes.

- A coworker might need to consult your case notes to take action when you are not available.
- A supervisor might review your case notes to monitor the veteran's progress or your compliance with federal and state policy.
- A monitor might review your case notes in a desk audit to monitor local compliance with state and federal policy and procedure, especially in data validation.

Whether to refresh your memory or to capture the information someone else needs about the case, case notes should always include:

- Date of the note
- Name of the staff member making the note
- Description of the event
- Factual description of the event
- Purpose of the decision or action involved
- Decision made or action taken
- Details of the decision or action
- Reasons for the decision or action
- Plans for future action
- In any questionable situation, a citation of federal, state, or local policy or procedure allowing the decision or action

In your case notes, you are not just representing yourself. Case notes are legal documents that also represent the local area program. So, ensure that your case notes are appropriate.

- Record facts only – behaviors you observed and statements you heard; don't make a diagnosis.
- Record facts accurately and completely.
- Never include judgmental opinions, stereotypical comments, or any offensive statements. Don't make any comment you couldn't defend in a court of law.
- If you must state an opinion relevant to the veteran's participation and progress, be sure to label your statement as an opinion.
- Use clear, simple, concise language, including professional terminology if appropriate.
- Don't use slang or street language, clichés, or jargon.
- Don't make sarcastic comments.
- Avoid metaphors or similes; just say what you mean directly.
- Don't comment on details that are not relevant to the veteran's participation in program, services or activities.



VETERAN SERVICES– ELIGIBILITY CHECKLIST

NOTE: AJC staff must complete this form, in consultation with the Veteran, Eligible Spouse, or Veteran’s Caretaker, in private.

1. Is the veteran receiving compensation from the Veterans Administration due to retirement, discharge or release from active duty because of a service-connected disability?

Yes No _____ % Percentage of rating

2. Is the veteran homeless, facing eviction, or fleeing life-threatening conditions?

Yes No

3. Is the veteran recently-separated (within three years) veteran who, in the past 12 months, has been unemployed for a total of 27 or more weeks?

Yes No _____ weeks unemployed

4. Is the veteran an offender that is incarcerated or has been released from incarceration?

Yes No

5. Does the veteran have a High School Diploma or GED®?

Yes No

6. Does the veteran meet one of the following "low income" categories (check all that apply):

Receives, or in the past six months received, or is a member of a family receiving or in the past six months state or local income-based public assistance (ex: Temporary Assistance for Needy Families (TANF); Supplemental Nutrition Assistance Program (SNAP); Supplemental Security Income (SSI))

Receives an income, or is a member of a family receiving an income, that, in relation to family size, is not in excess of the current combined 70 percent Lower Living Standard Income Level and U.S. Department of Health and Human Services (HHS) Poverty Guidelines shown on the WIOA Income Guidelines;

7. Is the Veteran between the ages of 18-24 requesting assistance?

Yes No Need assistance with _____

8. Is the veteran wounded, ill or an injured Armed Forces member?

Yes No (See reverse side for caregiver information)

9. Is the veteran an active duty service member being involuntarily separated through a Service reduction-in-force?

Yes No

Veteran or Caretaker Name _____

Address _____

Contact Information _____

Signature _____

(On the back is the definition of wounded, ill, or injured armed forces member and caregiver)

AJC Staff Person Signature _____

Date _____

WOUNDED, ILL, OR INJURED ARMED FORCES MEMBER and CAREGIVER DEFINITION

Support services are to be provided to

- Members of the Armed Forces who are wounded, ill, or injured and receiving treatment in military treatment facilities or warrior transition units; and
- the spouses or other family caregivers of such 'wounded', 'ill', or injured members.

The term "family caregiver" is defined as follows at Section 1720G(d) of Title 38, United States Code (38 U.S.C. 1720G (d) - Assistance and support services for caregivers:

- (1) The term 'caregiver', with respect to an eligible veteran ... means an individual who provides personal care services to the veteran.
- (2) The term 'family caregiver', with respect to an eligible veteran ... means a family member who is a caregiver of the veteran.
- (3) The term 'family member', with respect to an eligible veteran ... means an individual who-
 - (A) is a member of the family of the veteran, including
 - (i) a parent;
 - (ii) a spouse;
 - (iii) a child;
 - (iv) a step-family member; and
 - (v) an extended family member; or
 - (B) lives with, but is not a member of the family of the veteran."

SERVICE MEMBER CAREER READINESS STANDARDS/INDIVIDUAL TRANSITION PLAN CHECKLIST

PRIVACY ACT STATEMENT

AUTHORITY: 10 U.S.C. 1142, Pre-separation Counseling; DoD Directive 1332.35, Transition Assistance for Military Personnel; DoD Instruction 1332.36, Pre-separation Counseling for Military Personnel; and E.O. 9397, as amended (SSN).

PRINCIPAL PURPOSE(S): To document achievement of Career Readiness Standards commensurate with the Service member's desired employment, education, technical training, and/or entrepreneurial objectives.

ROUTINE USE(S): The DoD "Blanket Routine Uses" found at http://dpclo.defense.gov/privacy/SORNs/blanket_routine_uses.html apply.

DISCLOSURE: Voluntary; however, if the requested information is not provided, it may not be possible for a Commander or designee to verify that a Service member has met the Career Readiness Standards.

SECTION I - SERVICE MEMBER INFORMATION

1. NAME (<i>Last, First, Middle Initial</i>)	2. GRADE (<i>Select one</i>)	3. DoD ID NUMBER	4. TRANSITION DATE (YYYYMMDD)
5. SERVICE (<i>Select one from each category</i>)	6. UNIT		

SECTION II - COMMON CAREER READINESS STANDARDS

(X one)

YES

NO

N/A

7. Completed the DoD Standardized Individual Transition Plan				
8. Prepared the DoD Standardized 12-month post-separation budget reflecting personal/family goals				
9. Registered on eBenefits				
10. Completed a Continuum of Military Service Opportunity counseling (active component Service members only)				
11. Evaluated transferability of military skills to civilian workforce (MOC CROSSWALK) and completed DoD standardized gap analysis				
12. Documented requirements and eligibility for licensure, certification, and apprenticeship				
13. Completed an assessment tool to identify personal interests and leanings regarding career selection				
14. Completed a job application package (resume, personal/professional references and, if required, application) or presented a job offer letter				
15. Received a DOL Gold Card and understands post 9/11 Veterans have priority for 6 months at DOL American Job Centers				

SECTION III - ACCESSING HIGHER EDUCATION/CAREER TECHNICAL TRAINING READINESS STANDARDS

16.a. Completed an assessment tool to identify aptitudes, interests, strengths, or skills				
16.b. Completed a comparison of academic or training institution choices				
16.c. Completed a college, university or career technical training application or received an acceptance letter, respectively				
16.d. Confirmed one-on-one counseling with a higher education or career technical training institution advisor or counselor				

SECTION IV - OTHER

17. Completed Preseparation Counseling (DD Form 2648/2648-1) - MANDATORY				
18. Completed VA Benefits Briefings I and II - MANDATORY				
19. Completed DOL Employment Workshop - MANDATORY UNLESS EXEMPT (<i>See Item 20 for exemptions</i>)				
20. REASON EXEMPTED FROM DEPARTMENT OF LABOR (DOL) EMPLOYMENT WORKSHOP (<i>Select one</i>)				
21. Completed Transition GPS Track(s) (<i>Select all that apply</i>)				
<input type="checkbox"/> Accessing Higher Education	<input type="checkbox"/> Career Technical Training	<input type="checkbox"/> Entrepreneurship		
22. Evaluated post-military transportation requirements and developed a plan to meet personal/family needs in ITP				
23. Evaluated post-military housing requirements and developed a plan to meet personal/family needs in ITP				

SECTION V - WARM HANDOVER TO SUPPORTING AGENCIES CONTACT INFORMATION

24.a. VA REPRESENTATIVE (<i>Last Name, First Name</i>)	b. POST-TRANSITION LOCATION	c. TELEPHONE NUMBER	<input type="checkbox"/> d. X IF HANDOVER CONFIRMED
25.a. DOL REPRESENTATIVE (<i>Last Name, First Name</i>)	b. POST-TRANSITION LOCATION	c. TELEPHONE NUMBER	<input type="checkbox"/> d. X IF HANDOVER CONFIRMED
26.a. OTHER RESOURCES (<i>Last Name, First Name</i>)	b. POST-TRANSITION LOCATION	c. TELEPHONE NUMBER	<input type="checkbox"/> d. X IF HANDOVER CONFIRMED

SECTION VI - VERIFICATION

27. I verify that all applicable Career Readiness Standards					were		were not met, as documented in the Individual Transition Plan.	
28.a. SERVICE MEMBER (<i>Print Last Name, First Name</i>)							b. DATE (YYYYMMDD)	
29.a. TRANSITION COUNSELOR (<i>Print Last Name, First Name</i>)							b. REMARKS	c. DATE (YYYYMMDD)
30.a. COMMANDER (OR DESIGNEE) (<i>Print Last Name, First Name</i>)							b. REMARKS	c. DATE (YYYYMMDD)

INSTRUCTIONS

This checklist coincides with the Individual Transition Plan and certifies achievement of the Career Readiness Standards (CRS) commensurate with the Service member's desired employment, higher education, career technical training and/or entrepreneurial objectives. This checklist must be completed prior to the Service member's separation, certified by the Transition Counselor and Service member's Commander or Commander's designee.

Section I - Service Member Information.

1. **Name.** Self-explanatory.
2. **Grade.** Enter or select E1 - E9; W1 - W5; or O1 - O10 from the drop-down list.
3. **DoD Identification Number.** Self-explanatory.
4. **Transition Date.** Enter expected date of retirement, ETS, discharge, or release from active duty.
5. **Service.** Enter or select your specific Service Branch and Component from the drop-down lists.
6. **Unit.** Enter designation of current unit of assignment.

Section II - Common Career Readiness Standards and Section III - Accessing Higher Education/Career Technical Training Readiness Standards. A response is required for each entry. Mark the applicable box Yes, No, Not Applicable (N/A) in response to whether the Service member completed the corresponding Career Readiness Standards (CRS). Service members are required to meet the CRS and have a viable Individual Transition Plan (ITP).

Item 10 pertains only to Active Component Service members. Active Component Service members who are separating must receive counseling from a transition counselor on the value and importance of continuing Military Service in the Reserve Components.

Items 16.a. - d. pertain to Service members seeking higher education or career technical training when they depart from military service.

Section IV - Other.

- 20. Reason Exempted From Department of Labor (DOL) Employment Workshop.** Select the item from the drop-down list corresponding to the reason the Service member may be exempted from attending the DOL Employment Workshop. Select "Not Exempt" if the Service member does not meet the following exemption criteria:
- a. Service members retiring after 20 years or more of Active Federal Service (AFS) in the Military Services.
 - b. Service members, after serving their first 180 continuous days or more on active duty, pursuant to 10 U.S.C., if they meet at least one of the following criteria:
 - I. Provide documented confirmation of civilian employment.
 - II. Provide documented acceptance into an accredited career technical training, undergraduate or graduate degree program.
 - III. Have previously attended the DOL Employment Workshop.
 - c. Service members with specialized skills who, due to unavoidable circumstances, are needed to support a unit on orders to be deployed within 60 days. The first commander in the Service member's chain of command with authority pursuant to chapter 47 of 10 U.S.C. (also known as the "Uniform Code of Military Justice (UCMJ)") must certify on the ITP checklist any such request for exemption from the DOL Employment Workshop. A make-up plan must accompany the postponement certification.
 - d. Recovering Service Members (RSMs) imminently transitioning from active duty, who are enrolled in the Education and Employment Initiative (E2I) or a similar transition program designed to secure employment, higher education, or career technical training post-separation.

Section V - Warm Handover. Enter the name and contact information of the Veterans Administration, Department of Labor, or other employment, education, or supporting resources available at the Service member's final post-transition destination to provide assistance to the Service member after leaving active military service. The warm handover consists of a confirmed person-to-person contact of the Service member with appropriate partner agencies, and assurance that the partner acknowledges post-military assistance is required and that its staff will follow through to assist the member. A warm handover is required for those who do not meet the CRS or need further assistance.

Section VI - Verification. Commanders or Commanders' designees are responsible for verifying that Service members meet the CRS and have a viable ITP at Capstone. If Service members do not meet the CRS, then Commanders or Commanders' designees will take action to connect members via a warm handover to the appropriate interagency partners, or appropriate local resources, for the necessary assistance. Commanders or Commanders' designees will document the warm handover in Section V.

Type in the names of the Service Member, Transition Counselor, Commander or Commander's designee in Items 28.a. - 30.a. in lieu of a "wet" signature.

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- ▶ Respect procedures and systems
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- ▶ Triumph over adversity
- ▶ Understand various technologies

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Who are DVOPs?

Disabled Veterans Outreach Program

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