



**STATE OF TENNESSEE**  
**DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT**  
DIVISION OF WORKFORCE SERVICES  
220 French Landing Drive  
Nashville, TN 37243-1002  
(615) 741-1031

**Effective Date:** February 10, 2017

**Duration:** Automatic Annual Renewal

**Workforce Services Policy - Veteran Referral Process**  
**TN-WIOA (17-6)**

**Subject:**

Referral of veterans and other eligible persons, such as eligible spouses, with significant barriers to employment to the Disabled Veterans Program Specialist (DVOP)

**Purpose:**

The purpose of this policy is to provide guidance to American Job Centers (AJC), One-Stop Operators, Local Workforce Development Areas, Local Workforce Boards, the general public, and partners regarding the process involved in American Job Center staff referring veterans with Significant Barriers to Employment (SBE) to the appropriate Veteran program services.

**Scope:**

Tennessee Department of Labor and Workforce Development (TDLWD), State Workforce Development Board (State Board), Local Workforce Development Boards (LWDBs), Local Workforce Development Areas (LWDAs), Other Workforce System Subrecipients (Subrecipients), Workforce System Partners (Partners), Workforce System Operators (Operators), Chief Elected Official (CEO), Lead Chief Elected Official (Lead CEO), American Job Centers (AJCs).

**References:**

TEGL 19-13 Change 2; Section 103 (b) of the McKinney Vento Homeless Assistance Act (42 U.S.C. 11302(b)); 38 U.S.C. Section 4211 (1) (3); 38 U.S.C. Section 4211 (6); WIOA Section 3 (38); Jobs for Veterans act, Public Law 107-288 (Nov. 7, 2002); Veterans' Program Letters (VPLs) 03-14, 03-14 Ch. 1, 04-14, 07-14, 08-14, American Job Center (AJC) Participation in Capstone Activities and Other Outreach activities to Transitioning Service Members.

**Background:**

In accordance with all relevant Veterans Program Letters (VPLs) there are multiple categories of veterans and transitioning military personnel who are moving into post service careers that are eligible for services by the Disabled Veteran Outreach Program Specialist (DVOPS). Notwithstanding the guidance as set forth **VPLs 03-14, 03-14 Ch.1, 04-14 and 07-14, VPL 08-14** clarifies three additional populations of transitioning service members who can receive DVOP services. These three categories of service members include:

- Those who have not met Career Readiness Standards as signed by their commanding officer or have received a DD-2658 form
- Service members aged 18-24 regardless of whether they meet Career Readiness Standards or not
- Active duty service members being involuntarily separated through a standard reduction in personnel

**Instruction Welcome Staff:**

It is the responsibility of the public workforce system to identify veterans or other eligible persons with SBEs and refer these individuals to the DVOPs for assistance. The staff will use the Military Service Form LB-1118 (April 2016) as an initial screening tool to establish eligibility. The veteran or other eligible person will complete the MSF to Identify their qualification for services and then be referred to the appropriate AJC Partner as needed. If a DVOP Specialist is not available, the veteran or other eligible person should be referred to the appropriate AJC staff. In some cases where the eligible individual requests to specifically be seen by the DVOP, the staff should instruct them to schedule an appointment with their local DVOP. Standard procedure for all AJC customers, including veterans, is that they are greeted by the welcome desk and referred to the appropriate AJC staff for assistance

**Veteran Staff:**

DVOPS will provide services to veterans and other eligible persons with SBEs in accordance with all direction and guidance provided by US DOL VETS and the Veterans Program Coordinator (VPC) as deemed appropriate. The goal is to provide intensive services through case management which can include:

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

**Case Management and Tracking:**

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

**Case notes:**

All activities, along with corresponding case notes, will be recorded in Virtual One-Stop as required by additional guidance provided to DVOPS by the Veterans Program Letters.

**Contact:**

For questions regarding this policy contact Nicholas Bishop, Director of Compliance and Policy-Division of Workforce Services, at (615) 741-0286 or Nicholas.Bishop@tn.gov

**Attachments:**

**Military Service Form LB-1118 (April 2016)**

**Effective Date: February 10, 2017**

**Duration: Until Changed**

A handwritten signature in cursive script, reading "Sterling van der Spuy", is written over a horizontal line.

Sterling van der Spuy, Administrator of Workforce Services

## MILITARY SERVICES FORM

Priority of service is the right of every qualifying individual who served in the military or eligible military spouses to receive employment, training, and placement services before non-eligible persons, as long as other provisions of the law are met. Please complete this questionnaire so we can determine your eligibility for services.

### SERVED IN THE MILITARY (Section A)

Date: \_\_\_\_\_

Full Name: \_\_\_\_\_ SSN: \_\_\_\_\_

Branch of Service: \_\_\_\_\_ Discharge Type: \_\_\_\_\_ Dates of Service: \_\_\_\_\_ Rank/Rate: \_\_\_\_\_

Contact Information: ( \_\_\_\_\_ ) E-Mail: \_\_\_\_\_  
Home  Cell Phone

How can we help you today? \_\_\_\_\_

Have you ever served on active duty in any branch of the Armed Forces, or are you a Transitioning Service Member, Wounded Warrior, Spouse or Family Caregiver of a service member or veteran? If so you may be entitled to additional services if you can attest to at least one of the criteria below;

1. Are you a special disabled or disabled veteran whereas you are;

Entitled to compensation (or who but for the receipt of military retired pay would be entitled to Compensation)? or \_\_\_\_\_  Yes  No

Have a claim pending with the VA; or \_\_\_\_\_  Yes  No

Were discharged or released from active duty because of a service-connected disability? \_\_\_\_\_  Yes  No

2. Are you homeless or without a permanent residence? \_\_\_\_\_  Yes  No

3. A recently-separated service member, (Within 3 years of End of Active Service) who at any point in the previous 12 months has been unemployed for 27 or more weeks? \_\_\_\_\_  Yes  No

4. An offender, who is currently incarcerated or has been released from custody? \_\_\_\_\_  Yes  No

5. Are you in need of a high school diploma or equivalent certificate? \_\_\_\_\_  Yes  No

6. Low-income (as defined by the State. ( See attached chart)? \_\_\_\_\_  Yes  No

7. Are you between the ages of 18 and 24? \_\_\_\_\_  Yes  No

### OTHER ELIGIBLE (Section B)

1. Are you a Transitioning Service Member with any of the criteria as defined in section A? \_\_\_\_\_  Yes  No

2. Do you have a letter from the VA stating you are an eligible spouse? \_\_\_\_\_  Yes  No

3. Does your spouse have a total disability from a service-connected disability? \_\_\_\_\_  Yes  No

4. Has your spouse been listed as forcibly detained or interned by a foreign government or power, missing in action, or captured in line of duty for a total or more than 90 days? \_\_\_\_\_  Yes  No

5. Are you the surviving spouse of a veteran who died of a service-connected disability as evaluated by the VA or while having a total permanent service-connected disability? \_\_\_\_\_  Yes  No

6. Are you a "Wounded Warrior" currently in a treatment Facility or a Caregiver of one? \_\_\_\_\_  Yes  No

### MILITARY DOCUMENTS

1. Do you need to obtain a DD214? \_\_\_\_\_  Yes  No

2. Did you receive a DD2958 Service Member Career Readiness Standard/Individual Transition Plan? \_\_\_\_\_  Yes  No

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Priority of service is the right of every qualifying individual who served in the military or eligible military spouses to receive employment, training, and placement services before non-eligible persons, as long as other provisions of the law are met. Please complete this questionnaire so we can determine your eligibility for services.

<b>SERVED IN THE MILITARY (Section A)</b>	
Date: _____	
Full Name: _____ SSN: _____	
Branch of Service: _____ Discharge Type: _____ Dates of Service: _____ Rank/Rate: _____	
Contact Information: ( _____ ) Home <input type="checkbox"/> Cell Phone <input type="checkbox"/> E-Mail: _____	
How can we help you today? _____	
Have you ever served on active duty in any branch of the Armed Forces, or are you a Transitioning Service Member, Wounded Warrior, Spouse or Family Caregiver of a service member or veteran? If so you may be entitled to additional services if you can attest to at least one of the criteria below;	
<p>1. Are you a special disabled or disabled veteran whereas you are; Entitled to compensation (or who but for the receipt of military retired pay would be entitled to Compensation)? or _____ <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Have a claim pending with the VA; or _____ <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Were discharged or released from active duty because of a service-connected disability? _____ <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>2. Are you homeless or without a permanent residence? _____ <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>3. A recently-separated service member, (Within 3 years of End of Active Service) who at any point in the previous 12 months has been unemployed for 27 or more weeks? _____ <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>4. An offender, who is currently incarcerated or has been released from custody? _____ <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>5. Are you in need of a high school diploma or equivalent certificate? _____ <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>6. Low-income (as defined by the State.( See attached chart)? _____ <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>7. Are you between the ages of 18 and 24? _____ <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<b>OTHER ELIGIBLE (Section B)</b>	
<p>1. Are you a Transitioning Service Member with any of the criteria as defined in section A? _____ <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>2. Do you have a letter from the VA stating you are an eligible spouse? _____ <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>3. Does your spouse have a total disability from a service-connected disability? _____ <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>4. Has your spouse been listed as forcibly detained or interned by a foreign government or power, missing in action, or captured in line of duty for a total or more than 90 days? _____ <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>5. Are you the surviving spouse of a veteran who died of a service-connected disability as evaluated by the VA or while having a total permanent service-connected disability? _____ <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>6. Are you a "Wounded Warrior" currently in a treatment Facility or a Caregiver of one? _____ <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<b>MILITARY DOCUMENTS</b>	
<p>1. Do you need to obtain a DD214? _____ <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>2. Did you receive a DD2958 Service Member Career Readiness Standard/Individual Transition Plan?_ <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	