



Employment Security Department

WASHINGTON STATE

Wagner-Peyser Employment Service Policy Employment System Administration and Policy

Washington envisions a nationally recognized fully integrated One-Stop system with enhanced customer access to program services, improved long-term employment outcomes for job seekers and consistent, high quality services to business customers. In order to achieve this vision, Employment System Administration and Policy sets a common direction and standards for Washington's WorkSource system through the development of WorkSource system policies, information memoranda, and technical assistance.

Policy Number: 4035

To: Washington WorkSource System

Effective Date: November 17, 2017

Subject: Disabled Veteran Outreach Program (DVOP) Representative and Local Veteran Employment Representative (LVER) Communication Regarding Job Ready Veterans

1. Purpose:

To provide guidelines for effective communication between DVOPs and LVERs in providing services to job ready veterans. This policy also provides the attached LVER Referral Form, which will be used to communicate essential information for referral and assistance with placement of job ready veterans.

While this communication and the attached tool apply to all DVOP and LVER staff, it is also encouraged for use by other Employment Security Department (ESD) and partner staff working with veterans, including staff who refer job ready veterans to Consolidated Veterans' Service Representatives (CVSR) in rural locations.

2. Background:

The Secretary of Labor, acting through the Assistant Secretary of Veterans' Employment and Training (ASVET), develops specific guidelines for DVOP and LVER responsibilities. LVERs collaborate with employers to promote the hiring of veterans, while DVOPs focus on the needs of veterans with significant barriers to employment. Once a veteran with significant barriers to employment has been determined job ready by a DVOP, the LVER markets that veteran's skills to employers with specific needs, per [Veterans' Program Letter \(VPL\) 03-14, Jobs for Veterans' State Grants \(JVSG\) Program Reforms and Roles and Responsibilities of American Job Center \(AJC\) Staff Serving Veterans](#).

3. Policy:

DVOPs and LVERs must meet at least monthly, in a case staffing setting, to review the DVOP's job-ready caseload, as the DVOP and LVER must communicate throughout a veteran job seeker's journey to employment.

Case staffing meetings must include a case-by-case review of all job ready veterans, and must include, but are not limited to, the veteran's progress toward employment, possible resources to assist the veteran, and potential employment options. Other ESD or partner staff working with job-ready veterans should also be invited, especially during periods of program co-enrollments.

When referring job-ready veterans to a LVER, DVOPs must use the attached LVER Referral Form, which communicates critical information to be used in determining the veteran's experience, desires and limitations.

a. Determination of "Job Ready"

Declaring a veteran job ready is the responsibility of the DVOP. At a minimum, the following items must be considered in evaluating a veteran's job readiness:

- i. A resume that can be appropriately tailored to the various occupation(s) being considered.
- ii. A veteran's interview skills and ability to effectively communicate their skills and understanding of the occupation(s).
- iii. Resolution or mitigation of any barriers that would prevent the veteran from succeeding in selected occupation(s).
- iv. Completion of the LVER Referral Form, which will be completed in coordination with the veteran job seeker.

b. Case Staffing of Job Ready Veterans

Case staffing conversations must focus on one client at a time, and should include, at a minimum, discussions of:

- i. Any changes to the veteran's life or employment status that would impact her/his job readiness or qualifications.
- ii. Possible resources or services that might be leveraged to improve the veteran's employability.
- iii. Employment activities that have occurred since the previous case staffing meeting or discussion on the veteran's employment situation.
- iv. Status of pending and potential job opportunities for the veteran.

c. LVER Referral Form Use

The [LVER Referral Form](#) must be submitted upon the DVOP's determination that the

veteran is job ready. It is intended to be a foundational tool to begin conversation between the DVOP and LVER, but is not expected to be all-inclusive.

The “Veteran Information” section of the form is used to provide essential identification information that will permit the LVER to identify the veteran in Efforts to Outcomes (ETO) or to communicate with the veteran for skills clarification or referral purposes. This section is also used to indicate whether the veteran is co-enrolled in any other agency or partner programs. The form serves to provide a “snapshot” of the veteran’s current qualifications, limitations, and career goals.

- i. The “Desired Employment” section of the form is used to assist the LVER in determining appropriate job openings for the veteran’s desires and needs. It identifies occupations or positions in which the veteran is seeking employment and provides a suitable salary range, as determined by the veteran, in coordination with the DVOP. This section is also used to indicate whether the veteran is seeking full time, part time, or either type of employment, where the veteran is prepared to work (i.e. specific city, county, statewide, etc.), and how far the veteran is willing to commute for work. Lastly, this section is used to state whether the veteran is willing to consider positions that are apprenticeship or OJT-based.
- ii. The “Barriers/Background” section is used to inform the LVER of any limitations the veteran might have that would impact her/his ability to accept certain employment situations, and to identify not only significant barriers to employment, as defined in VPL 03-14, but any others that might be an impairment or limitation to the veteran’s ability to work (i.e. child care, transportation, etc.).
 - a. “Employment/Work Limitations” details physical or other factors that inhibit the veteran’s ability to perform a specific task or in a particular setting, as applicable to the desired occupation (i.e. cannot work around crowds, unable to lift more than 25 pounds, etc.).
 - b. The “Legal-Notification/Misdemeanor/Felony” item identifies any pending legal situations or background that may limit the veteran from working with certain employers or in particular settings.
 - c. The “Other” item will be used to provide additional information on factors that should be considered in selecting employment options. These factors could include, but are not limited to, credit problems (for certain occupations or employers) or inability to pass drug testing (for safety-related positions or employers).
- iii. The final section of the form, “Applications Submitted”, informs the LVER of any pending applications the veteran has submitted, and supports the LVER in engagements with employers for potential job development or marketing of a veteran’s skills.

4. Definitions:

None

5. References:

[United States Code Title 38, Chapter 41](#)

[VPL 03-14, JVSG Program Reforms and Roles and Responsibilities of AJC Staff Serving Veterans](#)

6. Supersedes:

N/A

7. Website

<https://wpc.wa.gov/policy/state/labor>

8. Action:

Employment Security Department Regional Directors and WorkSource Administrators must distribute this policy broadly throughout the system to ensure that JVSG and other WorkSource System staff are familiar with its content and requirements.

9. Attachments:

[LVER Referral Form](#) (Word)

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