Local Operating Procedure

SECTION: Operations	PROCEDURE#: LOP15	PAGE 1 of 4
TITLE: Priority of Service Customer Traffic Flow Procedure	EFFECTIVE DATE: March 5, 2020	

DISTRIBUTION: This procedure applies to all DWFS employees who assist job seeker customers at the CareerSource NCFL Centers.

PURPOSE: The purpose of this procedure is to provide guidance to CSNCFL staff for providing priority of services to CSNCFL Job Seeker Customers who are visiting the CSNCFL Centers and requesting assistance with any of the services provided by CSNCFL Programs.

REFERENCE: CSF Administrative Policy 096, 20 CFR Part 1010, VPL 03-14 & TEGL 19-13, CSNCFL Priority of Service Policy. Career Center Procedure PO13-1919

BACKGROUND:
EmployFlorida - State of Florida's labor exchange system (www.employflorida.com) used to track Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) employment and training services.

Wagner-Peyser Act of 1933 (WP) - Federal legislation that created the nationwide public employment system. The basic purpose of the employment service system is to improve the functioning of the nations' labor markets by bringing together individuals who are seeking employment and employers who are seeking workers.

Initial Assessment (Universal) – The Initial Assessment is a document that provides information to accurately assess an Individual's current challenges to employment, education level, support service needs and employment history to aid with job matching and placement efforts. The Initial Assessment is a required basic career service that every CSNCFL job seeker must complete prior to their referral to any CNSCFL Program.

Disabled Veteran's Outreach Program – Commonly referred to as DVOP.

Procedure:

The first point of contact for the CSNCFL job seeker customers is usually the CSNCFL staff at the front desk. However, it is required that all CSNCFL staff request information about the veteran

status of all CSNCFL job seeker customers. The following steps are required when greeting CSNCFL job seeker customers:

1. Front desk staff will ask the CSNCFL job seeker customer if they are a veteran or if they have served in the military or if his or her spouse is a veteran or have served in the military.
2. If the CSNCFL job seeker customer is not a veteran or has not served in the military, no action is needed in regards to this priority of service procedure.
3. If the CSNCFL job seeker customer is a veteran or has served in the military, the front desk staff will provide the customer with the "Veteran Priority of Service Information" form and the Veteran's Initial Intake Form with instructions for the customer to complete the intake form.
4. Once the intake form is completed, the front desk staff will provide the completed intake form to a CSNCFL staff and refer the veteran to the CSNCFL staff for assistance.
5. The CSNCFL staff will check EmployFlorida (EF) to see if the customer has a completed registration in EF. This includes the completion of the background wizard or the creation/upload of a resume in EF. If the customer is not completely registered, the CSNCFL staff will direct the individual to the Resource Room to register in EmployFlorida. CSNCFL Staff will not complete any activity code entries in EmployFlorida (EF) until the customer is fully registered in EF AND not until the Wagner Peyser application has been completed. "Staff must fully complete the Wagner Peyser application and determine eligibility (eligible to work in the United States) before giving a customer ANY staff-assisted service. Participation does not start until this happens. Keep in mind that a registered individual is not a participant so if a staff-assisted service is added, it does not count and the customer will not be in the performance."
6. If the customer has not completed their EF registration because of technical difficulties or disabilities, staff will assist this individual with the completion of their registration to include the completion of the background wizard/resume. Staff must first gain permission to assist the customer and then enter a case note in Employ Florida that documents the customer's permission to complete their Employ Florida registration. Once the EF registration is completed, "Staff must fully complete the Wagner Peyser application and determine eligibility before giving a customer ANY staff-assisted service. Participation does not start until this happens. Keep in mind that a registered individual is not a participant so if a staff-assisted service is added, it does not count and the customer will not be in the performance."
7. If the customer is not completely registered in EF to include the completion of the background wizard/resume and the customer expresses a desire not to be registered, staff will inform the customer that CSNCFL staff cannot provide any services to him/her until their EF registration has been completed.
8. If the customer has a completed EF registration in EmployFlorida, the CSNCFL staff will ensure that the Wagner Peyser application is completed first and then assist the customer with completing the Universal Initial Assessment (IA). The CSNCFL staff will then document the 102 (IA) activity code in EF and enter an Initial Assessment case note.

For the remainder of this document, it is assumed that the individual has been registered in EmployFlorida with a completed Wagner-Peyser Application.

Conducting the Interview with the Veteran
The CSNCFL staff will review the Veteran's Initial Intake form to determine if the veteran has significant barriers to employment (SBE) as identified in the form. CSNCFL staff will inform the veteran that this information is voluntary and confidential. If the veteran is determined to have a SBE and desires to be referred to the DVOP for additional services, CSNCFL staff will complete the following:

1. Ensure the Initial Assessment activity code (102) is entered in EmployFlorida and documented with a case note in EF and that the Initial Assessment is filed in the veteran's Atlas file.
2. Verify if the veteran has a SBE and make sure that the SBE is listed at the beginning of your initial assessment for quick and easy identification.
3. Verify if the veteran has completed his application and read that they have priority of service in which the activity code (89) will automatically populate in the activities
4. Ensure the Priority of Services activity code (189) is entered in EmployFlorida and a case note entered in EF that identifies the SBE and veteran's notification of the priority of service status if the (89) code is not recorded.
5. Explain the services provided by the Disabled Veterans Outreach Program (DVOP) and ask the veteran or eligible person if they would like to be referred to the DVOP. If the veteran does not wish to have case management then the CSNCFL staff will provide all services requested or assessed to be needed by the veteran.
6. Verify that the dates of services, branch in which they served and character of service they received at separation from active duty are entered in EF.

Entering Activity Codes in EmployFlorida
After the service activity (Initial Assessment 102, priority of service 189, EmployFlorida. The activity codes listed above, i.e. 102, 189, can be entered in EmployFlorida by following the steps below:

1. In the Individual's electronic record in EmployFlorida under the 'Programs' tab in Wagner-Peyser, open up the 'Activities/Enrollments/Services'.
2. Click on 'Create Activity/Enrollment/Service'
3. On the next screen (Service Plan screen), all questions with a red asterisk are required to move forward:
   a. Customer Group: Select 'Wagner-Peyser' in the drop down menu
   b. Service/Activity Code: Select ' - (the service code listed above)
   c. Actual Service Date: Enter the actual date of the service
   d. Completion Code: Select 'Successful Completion' from the drop down menu
   e. LWDB/Region: Should be pre-filled with the correct region 'CareerSource NCFL'
   f. Office Location: Select the correct office location
   g. Position: Check that position is displayed correctly. In most cases, it should be 'Staff'.

h. Click 'Save Changes' at the bottom of the screen. The system will display the updated Programs tab with the activity added to the table. Staff should confirm that the staff-entered activity code was saved properly with the correct information.

Referring Veteran to the DVOP

After this procedure has been completed, CSNCFL staff will:

1. Ensure the Veteran's Initial Intake form is completed signed and filed in the Atlas file
2. Ensure the Veteran's Initial Assessment is completed and dated by both staff and veteran then and filed in the Atlas file.
3. Ensure all activity codes have been entered in EmployFlorida with accompanying required case notes.
4. If the veteran desires case management and a DVOP is available, then refer the veteran to the available DVOP for services.
5. If a DVOP is not available CSNCFL will provide services to the veteran and inform the veteran that follow up services will be provided by the DVOP and the DVOP will contact them with a follow up appointment. **At no time should a veteran be denied services due to unavailability of a DVOP.**
6. Notify DVOP via email by the close of that business day (no more than 8 hours) of the veteran referral. The email must include:
   a) First and last name of veteran
   b) State I.D. number
   c) All referral documentation filed in the Atlas file (attached to email)
   d) Date of veteran's referral to the DVOP

CSNCFL staff may provide contact information to the veteran for the DVOP with information that the DVOP will contact the veteran at a later date to schedule an appointment.

OFFICIAL SIGNATURE

PHYLLIS MARTY
Chief Executive Officer