



Local Operating Procedure

SECTION: Operations	PROCEDURE#: WPJVSG01	PAGE 1 of 6
TITLE: Jobs for Veterans State Grant (JVSG) Priority of Service, Intake, Eligibility & Case Management Workflow	EFFECTIVE DATE: 10/15/26	

DISTRIBUTION: This procedure applies to all CSNCFL 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, intake, eligibility, and case management to CSNCFL Job Seeker Veterans who are visiting the CSNCFL Centers and requesting assistance with any of the services provided by CSNCFL Jobs for Veterans State Grant (JVSG).

REFERENCE: CSNCFL is committed to implementing Priority of Service (POS) and JVSG Intake/Eligibility in compliance with:

- 38 U.S.C. 4215 (Priority of Service)
- 38 U.S.C. Chapter 41 (DVOP & LVER)
- 20 CFR 1010 (POS Regulations)
- Florida Commerce Administrative Policies 102, 103, 111, 117
- Veterans Program Letters including VPL 05-24 & TEGL 03-24

This workflow ensures covered persons (veterans & eligible spouses) receive Priority of Service and that JVSG-eligible individuals are properly identified, screened, and referred.

BACKGROUND:

Local workforce development boards must develop and implement a policy for prioritizing employment, career and training services to individuals identified as covered persons.

DEFINITIONS:

1. Covered Person (Priority of Service) - A veteran or eligible spouse qualifying for priority access to USDOL-funded programs. Members of Reserve or National Guard components that were activated under title 10 for deployment overseas during a war and were discharged with anything other than a dishonorable discharge
2. Veteran - Veteran means a person who served in the active military, naval, or air service, and who was discharged or released therefrom under conditions other than dishonorable. Active service includes full-time duty in the National Guard or a Reserve component, other than full-time duty for training purposes.
 - a. Eligible spouse means the spouse of any of the following:
 - i. (1) Any veteran who died of a service-connected disability;
 - ii. (2) 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:
 - iii. (i) Missing in action;
 - iv. (ii) Captured in line of duty by a hostile force; or
 - v. (iii) Forcibly detained or interned in line of duty by a foreign government or power;
 - b. Any veteran who has a 100% disability rating from a service-connected disability, as evaluated by the Department of Veterans Affairs;
 - c. Any veteran who died while a disability, as indicated in paragraph (3) of this section, was in existence.
3. Eligible Veteran - A veteran meeting specific service criteria such as:
 - Active duty >180 days (waivered under certain conditions),
 - ANG/Reserve Title 10 active duty during wartime with campaign badge eligibility,
 - Sole survivorship.
 - A service member discharged from active duty with a service-connected disability awarded at the time of separation from service, under the 180 day threshold
4. SBE-Significant Barrier to Employment qualifies a veteran for DVOP services and is determined by the DVOP during assessment.

Procedure:

1. Priority of Service Workflow (Front Desk & Universal Services):

Step 1: Ask the Mandatory Question

At first contact (in-person, virtual, or event): Have you or your spouse ever served on active duty in

the U.S. military for at least one day, with a discharge other than dishonorable?

Step 2: Immediately Explain and Provide POS

If the answer is yes, staff must provide priority for:

"Welcome to CareerSource North Central Florida. Before we get started today, I want to let you know that under the Jobs for Veterans Act, our center provides **Priority of Service** to all eligible veterans and their spouses. This means you get first priority for our employment, training, and placement services over non-covered persons. These include but are not limited to:

- Wagner-Peyser services (universal services)
- Workshops
- Career center access
- Resource rooms/computers
- WIOA

Self-attestation is sufficient (no documentation required unless funds are committed).

Step 3: Record POS in Employ Florida

- If self-identified online → Service Code 089.
- If staff identify → Service Code 189 + case note.

Case note example must reflect:

- Notification of POS
- Programs/services available
- Eligibility requirements

2. Determination of Eligibility, Intake, and Workflow:

Step 1: Service code 189-Complete Initial Intake Screening, and notification of priority of services

All covered people must undergo the Veteran intake process.
Screening includes determination of:

- Need for services
- Interest in Individualized Career Services (ICS)
- Presence/absence of SBE
- Veteran's priority of service is explained using the scripted language as listed above in paragraph 3

Step 2: Record Intake

Enter: Service Code 159 – Initial Intake Screening – DVOP Services

Requires a detailed case note stating:

- Whether one or more SBEs are present, and the correct listing of the SBE
- Veteran's expressed service needs.
- Referral or non-referral decision.
- The veteran's intake form is to be attached to the 159-case note.
- The resource room staff will go through the Veterans Intake form, with the veteran, checking that all applicable boxes are correctly checked, and that the form is complete. Eligibility cannot be determined if the Intake form is not completed correctly
- If needed, Resource Room staff or the Center Specialist will take the veteran to a designated cubicle and work with the veteran to complete the required Employ Florida registration.
- The resource room staff will ensure that a full registration in Employ Florida is completed, including: the veterans full work and educational history and the upload or completion of the veterans resume in the Employ Florida Resume tool
- For intake purposes, VA hospital is not the same as a military hospital or Wounded Warrior treatment facility.
- The resource room staff is to determine if the veteran is eligible to be serviced through CareerSource North Central Florida (CSNCFL) as a resident of our six-county region. If the veteran resides outside of CSNCFL, they are to be referred to the appropriate CareerSource Region.

Step 3: Determine DVOP Eligibility

The veteran/spouse is DVOP-eligible if:

- An Eligible Veteran or Eligible Spouse (as defined above)
AND
- At least one SBE is present
OR
- They belong to an additional DVOP-served population (TSM, caregiver, wounded/ill/injured).
 - A caregiver is defined under 38 USC 4101 (5) and 38 USC 1720G(d) as an individual who provides personal care and services to a veteran or a service member who is enrolled in the VA Caregiver Support Program.
 - They must be a son, daughter, spouse, parent, step-family member or extended family member, AND
 - Live with the veteran full time
 - Be at least 18 years of age
 - And must be officially designated by the Department of Veterans Affairs as the primary or secondary family caregiver for a veteran who has a serious service-connected disability.

- And the care must be palliative (the veteran must be dependent on the caregiver due to incapacitation because of the veteran's disability.)

Step 4: DVOP Referral Workflow

If DVOP is available: If the DVOP is in the office, they are to be notified by the resource room staff that there is a veteran present, for a warm handoff, so the DVOP can meet with the veteran in person. The 168 code does not need to be entered.

If DVOP is not available:

- If the DVOP is not present in the office, the Service Code 168 (Referral to DVOP for Follow-Up) is to be coded and case noted and...
- DVOP is to be notified by email containing the following information: The veteran's name, the veterans contact telephone number or email and the veteran's State ID number, and the date of the visit
- This information is to be provided in a timely manner, so that the DVOP can contact veteran within 2 business days upon receipt.
- Resource room and other designated CareerSource North Central Florida staff can assist veterans in the absence of the DVOP. These services can include: resume assistance, labor market information, referrals to other CareerSource North Central Florida services, job search assistance, and any other ancillary services that do not require DVOP case management
- A case note must document interim assistance provided (resume support, workshop info, etc.)

The intake form is to be coded within 24 hours or upon completion by the veteran and after review by the resource room staff, or the center specialist, based on customer flow in the resource room when the DVOP is available for a walk-in appointment.

It is the right of the veteran to decline DVOP services at any time during this process.

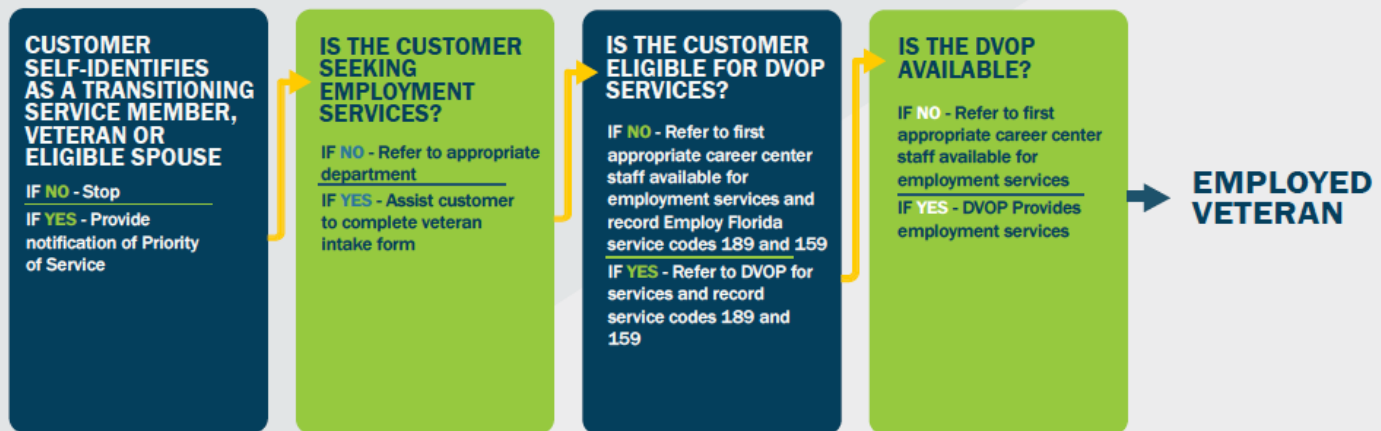
3. Program Application Workflow (Priority of Service): Covered persons receive priority ONLY when otherwise eligible for the program:

- Universal Access Programs, a veteran is always first in line and must be paced in any available slot as part of veteran's Priority of Service (POS).
- A veteran cannot force the removal of another eligible person from a full program, where the slot has already been filled by that eligible person, even with veteran's POS
- In the case listed above, the veteran will be added to the program waiting list and be offered the first available slot to maintain veteran POS
- The veteran must still meet program eligibility.
- Programs with statutory or discretionary priorities for the covered person's POS is applied alongside those priorities.

4. **Staff Training Requirements:** All staff must be trained to:

- Ask the POS identification question
- Conduct Veteran intake properly
- Understand eligibility & SBES
- Record service codes correctly
- Make DVOP referrals accurately

Career Center Veteran Intake Process



OFFICIAL SIGNATURE

PHYLLIS MARTY
Chief Executive Officer