



***General Meeting***  
**September 9th, 2021 at 10:00 A.M. (CT)**  
**[Join via Microsoft Teams Meeting](#)**  
**or by phone at 561-570-4464 Conference ID: 322 643 44#**  
**Richard - (850) 557-2441; Tabetha - (850) 633-2731**

**A G E N D A**

<b>CALL TO ORDER</b>	Chair, Janice Sumner	
<b>INTRODUCTION OF NEW MEMBER</b>	Janice Sumner	
<b>INVOCATION / PLEDGE TO FLAG</b>	Donnie Read	
<b>ROLL CALL</b>	Tabetha Smith	
<b>PUBLIC COMMENTS</b>	Janice Sumner	
<b>EMERGENCY ITEMS</b>	Janice Sumner	
<b>CONSENT ITEMS</b>	Janice Sumner	
* General Meeting Minutes June 10th, 2021	Janice Sumner	Pages 3-6
<b>NDWG UPDATE</b>	Rose Adams	Pages 7-8
<b>STATUS OF FUNDS REPORT</b>	Richard Williams	To be Provided

## COMMITTEE REPORTS

\*Finance Committee Meeting  
*Request for Approval*  
*2021-2022 Budget*  
September 7<sup>th</sup>, 2021

Donnie Read

\*Executive Committee Meeting  
September 9<sup>th</sup>, 2021

Janice Sumner

## NEW BUSINESS

\*Target Occupation List / Demand Occupations List

Debby Wood      Pages 9-20

\*Contract with Board Member Conflict of Interest  
Calhoun-Liberty Journal

Debby Wood      Page 21

\* One Stop Operator Quarterly Report

Richard Williams      Pages 22-32

\* Approval Request – Opportunity FL &  
Florida's Great Northwest Dues

Richard Williams

\* Sliding Scale Waiver

Richard Williams      Page 33

## UPDATED PROCESS FOR LOCAL OPERATING PROCEDURES

Debby Wood

\*Veteran Intake at Career Center / Local Operating Procedure

Pages 34-45

\*Jobs for Veterans' State Grant (JVSG) Employment and Advocacy Services / Local  
Operating Procedure

Pages 46-64

\*Priority of Service for Veterans and Eligible Spouses / Local Operating Procedure

Pages 65-70

## DIRECTOR'S COMMENTS

Richard Williams      Pages 71-73

## BOARD MEMBER COMMENTS

Janice Sumner

## ADJOURNMENT

Janice Sumner



***General Meeting***

**June 10th, 2021 at 12:00 P.M. (CT)**

**[Join via Microsoft Teams Meeting](#)**

**or by phone at 561-570-4464 Conference ID: 685 216 224#  
4636 Highway 90, Suite K Marianna, FL 32446 - Community Room**

**MINUTES**

**CALL TO ORDER**

A quorum was present and Janice Sumner, Chair, called the meeting to order. Raymond Russell led the group in the Invocation and Pledge to the Flag.

**The following board members were present:**

Janice Sumner, Raymond Russell, Debbie Kolmetz, Sandy Spear, Wendy Blair, Travis Ephriam, Johnny Eubanks, Tracy Andrews, Darrin Wall, David Corbin, Andy Jackson.

**The following board members were absent:**

Mary McKenzie, James Sellers, Arthur Obar, Donnie Read, Ralph Whitfield, Sarah Clemmons, Kyle Peddie, Keith Sutton, Kristy Terry, Larry Moore, Jesse Smallwood, Frances Henderson.

**Others present included:**

Richard Williams, Lauren Morris, Deena Johnson, Rose Adams, Sara Johnson, Melody Wade, Debby Wood, Tabettha Smith – CSC Staff

**PUBLIC COMMENTS**

Janice Sumner asked if there were any public comments. There were none.

## **EMERGENCY ITEMS**

Richard Williams shared the Nominating Committee met prior to the Board Meeting and asked to add it to be discussed first under Committee Reports. Richard Williams then shared Target Occupation List is listed to be discussed under Director's Comments but stated a vote will need to be taken and asked for it to be discussed with New Business. **Raymond Russell made the motion, Tracy Andrews seconded the motion, and the vote was unanimous to approve to add the Emergency Items into the general meeting.**

## **GENERAL MEETING MINUTES**

**Wendy Blair made the motion, Raymond Russell seconded the motion, and the vote was unanimous to approve the minutes of the March 11<sup>th</sup>, 2021 general meeting.**

## **STATUS OF FUNDS REPORT**

Richard Williams noted that Adult Youth Dislocated Worker money has a two-year life cycle, and those funds will transfer over into the new year. Mr. Williams stated that some funds will end in September, such as the Hurricane Michael funds. Mr. Williams also stated that some funds will not be expended, causing those funds to be transferred back to the state, but that it was not unusual due Covid's effect on the lack of people coming to the center or seeking training.

## **NOMINATING COMMITTEE REPORT**

Tracy Andrews presented the nominations for Chair, Vice Chair, and Secretary/Treasurer were to remain in place: Janice Sumner as Chair, Debbie Kolmetz as Vice Chair, and Donnie Read as Secretary/Treasurer. Chair Janice Sumner asked if there were any additional nominations, there were none. **The Nominating Committee made the motion, Raymond Russell seconded the motion, and the vote was unanimous to pass the Nominating Committee's recommendation.**

## **EXECUTIVE COMMITTEE REPORT**

Chair Janice Sumner shared the report from the executive committee meeting. She stated the committee moved to approve Chair signature on the New Sub Agreement with DEO. **The executive committee made the motion, Tracy Andrews seconded the motion, and the vote was unanimous to approve these agenda items as approved by the Executive Committee.**

### **TARGETED OCCUPATION LIST**

Richard Williams asked the Board for approval to continue using the current Targeted Occupations List, as the new information needed to update the list arrived late May. **Raymond Russell made the motion, Andy Jackson seconded the motion, and the vote was unanimous to approve of the usage of the previous Target Occupational List until such time as new recommendations can be brought to the Board.**

### **ESTABLISHMENT OF FUTURE MEETING TIMES AND METHOD**

Richard Williams presented the survey submitted by Board Members on the allowing both in person and virtual attendance of future meetings, along with a time most likely to be able to attend. Chair Janice Sumner agreed with the majority of the survey answers to allow both in person and virtual attendance and opened discussion for future times. **Tracy Andrews made the motion for an additional survey divided upon the two most popular times suggested, lunch time or 6: 00 PM, Wendy Blair seconded, and the vote was unanimous to for an additional survey, giving the Executive Committee the authorization to approve a meeting time based on the new survey.**

### **NDWG UPDATE**

Rose Adams provided an update on the Hurricane Michael National Dislocated Work Grant, stating that there were 30 participants at 10 worksites across all five CSC counties. She also shared that there were 13 participants at 5 worksites as part of the COVID-19 NDWG. Lastly, Ms. Adams shared 4 individuals are currently working for the City of Chipley as part of the Hurricane Sally NDWG.

### **DEO PRELIMINARY MONITORING REPORT**

Debby Wood presented the Program Year 2020-2021 CareerSource Chipola Preliminary Monitoring Exit Report. The DEO reviewed a total of 169 CareerSource Chipola records during the week of May 24-28, 2021. This review included all workforce programs as well as Career Center Credentialing, Management Information Systems, Collection of Demographic Data, Local DEO Merit (state) Staffing Structure, Sector Strategies, and Board Governance. There were only 4 findings, and 5 Other Noncompliance Issues.

It was noted the preliminary financial monitoring report had not been received and would be shared with the Board at the next regular meeting.

### **LABOR FORCE AVAILABILITY PRESENTATION**

Richard Williams gave a presentation and opened discussion on labor force availability in region.

Board Members discussed the current labor situation in the region.

No action was taken.

### **DIRECTOR'S COMMENTS**

Richard Williams revealed the State Workforce Board approved a budget for \$2 million allocated to rural Boards. Mr. Williams then shared they are working with 4 out of 5 counties for Adult Ed Services operations, with Jackson County covering Calhoun County as well as its own. Mr. Williams discussed the social media report, indicating advertising to a younger generation.

### **ADJOURNMENT**

The floor was opened for Board member comments then there being no further business to discuss, Janice Sumner adjourned the meeting.



## National Dislocated Worker Grant

### Hurricane Michael Current Worksites and Workers

<u>County</u>	<u>Active Worksites</u>	<u>Current Workers</u>
Calhoun	2	2
Jackson	6	16
Liberty	1	1
Washington	1	1
<b>TOTAL</b>	<b>10</b>	<b>20</b>

14 - General Laborer 5 - Recovery Support 1-Humanitarian  
**Total Individuals Placed in Temporary Disaster Relief Jobs – 246**  
August 31, 2021 Data





## National Dislocated Worker Grant

### Covid-19 Current Worksites and Workers

<u>County</u>	<u>Active Worksites</u>	<u>Current Workers</u>
Calhoun	1	5
Jackson	4	15
<b>TOTAL</b>	<b>5</b>	<b>20</b>
11 – Disinfection Specialists 9 - Humanitarian Workers		
Total <i>Individuals Placed in Temporary Disaster Relief Jobs</i> - 41		
<u>August 31, 2021 Data</u>		





## **EXPANSION OF REGIONAL DEMAND OCCUPATIONS LIST**

### **Background**

In accordance with CareerSource Florida policy, priority for training should be linked to job openings for businesses in targeted and infrastructure industries and local economic development priorities. The addition of programs in this request will help to lay the foundation for increased job opportunities to meet the local demand of employers who need employees and individuals who need jobs.

Historically, the local policy has been focused on the Demand Occupations List issued by the Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research as **High Skill/High Wage** (HSHW) occupations. Annually, the Programs Committee/Board of Directors would authorize exceptions to the policy.

For Program Year 2021-2022 and moving forward, CSC staff would like to use the annual Regional Demand Occupations List as issued without the primary focus on HSHW designation and have the ability for the Program Committee to take actions to remove/add programs based on local demand. Note: This does not alleviate the requirement for the provider to submit all programs they want considered for inclusion on the local demand list. For clarification purposes, this means CSC staff could enroll a participant in a program on the list which may not actually be designated as “HSHW” but pays well in our local area and is in demand.

The following occupations are not included on the 2021-2022 Regional Demand Occupations List but are in demand at the local level; therefore, should be added to the demand list based on business and industry feedback in “real time” traditional labor market information using Bright Outlook occupations, Job Board postings (Employ Florida, Indeed, Glassdoor, etc.):

- 1) Drafting
- 2) Engineering/Engineering Technician
- 3) Correctional Officer (including Crossover from Law Enforcement to Corrections)
- 4) Paramedic/Emergency Medical Technician
- 5) Certified Nursing Assistant
- 6) Patient Care Technician
- 7) Commercial Vehicle Technician
- 8) Construction Equipment Operator

### **Staff Recommendation**

The recommendation is to allow use of the annual Regional Demand Occupations List issued by DEO without the specific designation of “HSHW”. To be included on the list, the training provider would be required to submit the program information for consideration. Based on review/approval of the Program Committee, a program could be removed from the list if the demand is questionable in the local area. Example: If a contiguous Local Workforce Development Board has a program included on their demand list, CSC does not have to automatically approve the occupation for training.

Also, add the programs listed above to the local Demand Occupations List based on feedback from employers and community partners.

### **Action Item**

Review and approve the proposed expansion of the Regional Demand Occupations List based on staff recommendations and approval of the Program Committee to remove any programs deemed questionable or not in demand.

Also, add the programs listed above to the local Demand Occupations List based on feedback from employers and community partners.

## APPROVED ELIGIBLE TRAINING PROVIDERS AND PROGRAMS - PY 2021- 2022

### PRIOR to applying for WIOA training assistance:

\*Applicants must complete ALL enrollment requirements at the training institution.

\*\*Please review additional requirements noted for select programs (it is the trainee's responsibility to ensure these are met).

\*\*\*For Commercial Driving - Must have CDL A permit, driving record (last 3 years), physical/drug screen, and have paid required deposit



\*\*\*Complete the CJBAT, background check and physical/drug screening for Correctional Officer Program

Complete the background check and physical as required by the training provider/program

Must have official letter of acceptance for the training program

Approved Provider / Training Program	Occupation Code	Program Length	Degree
<b>Chipola College * 3094 Indian Circle, Marianna, FL 32446 * (850) 526-2761</b>			
Advanced Manufacturing & Production Technology	51-1011	600 hours	Vocational Certificate
Automotive Service Technology	49-3023	1800 hours	Vocational Certificate
Building Construction Technologies	49-9071	1050 hours	Vocational Certificate
Business Administration	11-1021	60 credit hours	Bachelor of Science Degree
Certified Nursing Assistant	31-1014	120 hours	Vocational Certificate
Civil Engineering Technology	17-3022	60 credit hours	Associate of Science Degree
Computer Information Technology	15-1121	60 credit hours	Associate of Science Degree
Correctional Officer	33-3012	420 hours	Vocational Certificate
Crossover from Correctional Officer to Law Enforcement	33-3051	515 hours	Vocational Certificate
Crossover from Law Enforcement to Correctional Officer	33-3012	172 hours	Vocational Certificate
Elementary Education, Except Special Ed	25-2021	4 years+D10	Bachelor's Degree
Engineering Technology	13.1199	60 credit hours	Associate of Science Degree
Firefighter (must also have certification as Paramedic/EMT)	33-2011	450 hours	Vocational Certificate
Fire Science Technology	33-1021	60 credit hours	Associate of Science Degree
Help Desk Support Technician	15-1151	19 credit hours	College Credit Certificate
IT Support Specialist	15-1151	28 credit hours	College Credit Certificate
Law Enforcement Officer	33-3051	770 hours	Vocational Certificate
Network/Cyber Security	15-1142	60 credit hours	Associate of Science Degree
Network/Cyber Security	15-1142	31 credit hours	College Credit Certificate
Network Server Administration	15-1142	60 credit hours	Associate of Science Degree
Network Server Administration	15-1142	25 credit hours	College Credit Certificate
Network Support Technician	15-1152	21 credit hours	College Credit Certificate
Nursing (RN)	29-1141	72 credit hours	Associate of Science Degree
Paramedic/Emergency Medical Technician (EMT)	29-2041	300 clock hours	Vocational Certificate
Welding Technology	51-4121	1050 hours	Vocational Certificate
Welding Technology Advanced	51-4121	750 hours	Vocational Certificate
<b>Florida Panhandle Technical College *757 Hoyt Street, Chipley, FL 32428 * (850) 638-1180</b>			
	43-1011	1050 hours	Vocational Certificate
Applied Cybersecurity	15-1142	750 hours	Vocational Certificate
Applied Information Technology	15-1122	600 hours	Vocational Certificate
Carpentry	47-2031	1200 hours	Vocational Certificate
	53-7051	320 hours	Vocational Certificate
Construction Vehicle Technician	47-2073/53-3033	600 hours	Vocational Certificate
Correctional Officer****	33-3012	420 hours	Vocational Certificate
Crossover from Correctional Officer to Law Enforcement	33-3051	489 hours	Vocational Certificate
Crossover from Law Enforcement to Corrections	33-3014	172 hours	Vocational Certificate
	49-3031	1050 hours	Vocational Certificate
Diesel Systems Technician I			
	49-3031	750 hours	Vocational Certificate
Diesel Systems Technician II			
Drafting	17-3011	1500 hours	Vocational Certificate

Electrician	47-2111	1500 hours	Vocational Certificate
Heavy Equipment Operations Technician	47-2073	1200 hours	Vocational Certificate
Florida Law Enforcement Academy	33-3051	770 hours	Vocational Certificate
Graphic Design/Digital Media/Multimedia Design	27-1014	1050	Vocational Certificate
Medical Administrative Specialist	43-1011	1050 hours	Vocational Certificate
Network Support Services	15-1142	1050 hours	Vocational Certificate
Network Systems Administration	15-1142	1050 hours	Vocational Certificate
Patient Care Technician	29-2099	600 clock hours	Vocational Certificate
Phlebotomy	31-9097	165 hours	Vocational Certificate
Practical Nursing	29-2061	1350 hours	Vocational Certificate
Welding Technology	51-4121	1050 hours	Vocational Certificate
Welding Technology Advanced	51-4121	750 hours	Vocational Certificate
<b>Gulf Coast State College, 5230 W. Highway 98, Panama City, FL 32401 (850) 769-1551</b>			
LPN to ADN Transition	29-1141	73 credit hour	A.S. Degree in Nursing
<b>Lively Technical Center, 500 N. Appleyard Drive, Tallahassee, FL 323094 (850) 487-7555</b>			
Medical Assisting	31-9092	765 hours	Vocational Certificate
Nursing Assistant	31-1131	165 hours	Vocational Certificate
Patient Care Technician	31-1014	600 hours	Vocational Certificate
Phlebotomy	31-9097	165 hours	Vocational Certificate
Practical Nursing	29-2061	1350 hours	Vocational Certificate
Welding Technology	51-4121	1050 hours	Vocational Certificate
Welding Technology Advanced	51-4121	750 hours	Vocational Certificate
<b>Wallace College, 1141 Wallace Drive, Dothan 36303 (334) 556-6822</b>			
Air Conditioning & Refrigeration	49-9021	1530 hours	Vocational Certificate
Applied Engineering Technology (Industrial Systems Tech)	49-9041	1455 hours	Vocational Certificate
Certified Nursing Assistant	31-1131	94 hours	Vocational Certificate
Dental Assistant	31-9091	158 hours	Vocational Certificate
Pre-Apprentice Electrical Lineworker	49-9051	280 hours	Vocational Certificate
LPN to RN Mobility (Associate Degree Nursing)	29-1141	1050 hours	Vocational Certificate
Medical Coding	29-2071	100 hours	Vocational Certificate
Welding Industrial	51-4121	144 hours	Vocational Certificate
<b>Approved Training Providers/Programs in Contiguous Regions are Approved on Individual Basis</b>			
<b>Training Programs Approved by CareerSource Chipola (all programs must be offered by an Eligible Training Provider)</b>			
<i>The Board of Directors has approved the following additional programs based on local demand:</i>			
Correctional Officer			
Construction Vehicle Technician			
Certified Nursing Assistant			
Patient Care Technician			
Paramedic/Emergency Medical Technician			
Construction Equipment Operators			
Drafting			
Engineering/Engineering Technicians			
Elementary Education, Except Special Ed			

## 2021-22 Regional Demand Occupations List

Sorted by Occupational Title

Workforce Development Area 3 - Calhoun, Holmes, Jackson, Liberty, and Washington Counties

### Selection Criteria:

- 1 FLOOE Training Code 3 (PSAV Certificate), 4 (Community College Credit/Degree), or 5 (Bachelor's Degree)
- 2 30 annual openings and positive growth
- 3 Mean Wage of \$13.80/hour and Entry Wage of \$11.22/hour
- 4 High Skill/High Wage (HSHW) Occupations:  
Mean Wage of \$21.63/hour and Entry Wage of \$13.80/hour

SOC Code	HSHW††	Occupational Title†	Annual Percent Growth	Annual Openings	2019 Hourly Wage Mean	Entry	FLOOE Training Code	In EFI Targeted Industry?	Data Source†††
113011	HSW	Administrative Services Managers	1.55	1,537	44.46	25.26	4	Yes	S
483011	HSW	Aircraft Mechanics and Service Technicians	1.67	1,474	31.54	16.75	3	Yes	S
532011	HSW	Airline Pilots, Copilots, and Flight Engineers	1.44	610	113.51	69.15	4	Yes	S
274011	HSW	Audio and Video Equipment Technicians	3.23	869	23.38	14.44	4	Yes	S
483021	HSW	Automotive Body and Related Repairers	1.26	1,104	21.85	14.10	3	Yes	S
483023	HSW	Automotive Service Technicians and Mechanics	0.66	5,668	21.81	12.68	3	Yes	S
433031	HSW	Bookkeeping, Accounting, and Auditing Clerks	0.46	13,212	20.99	14.03	4	Yes	S
483031	HSW	Bus and Truck Mechanics and Diesel Engine Specialists	1.53	1,609	25.12	16.82	3	Yes	S
533021	HSW	Bus Drivers, Transit and Intercity	1.52	1,744	19.81	13.59	3	No	S
131199	HSW	Business Operations Specialists, All Other	0.63	31	25.23	15.46	4	Yes	R
535021	HSW	Captains, Mates, and Pilots of Water Vessels	2.09	742	29.34	18.11	3	Yes	S
472031	HSW	Carpenters	1.36	8,240	20.27	14.09	3	Yes	S
472051	HSW	Cement Masons and Concrete Finishers	1.22	1,755	19.31	14.49	3	Yes	S
351011	HSW	Chefs and Head Cooks	4.03	1,939	27.41	15.75	3	Yes	S
131031	HSW	Claims Adjusters, Examiners, and Investigators	0.26	2,070	30.92	20.07	3	Yes	S
532012	HSW	Commercial Pilots	1.74	592	78.64	26.04	3	Yes	S
131141	HSW	Compensation, Benefits, and Job Analysis Specialists	1.61	756	26.93	17.88	4	Yes	S
131041	HSW	Compliance Officers	1.11	2,155	34.71	19.90	3	Yes	S
151143	HSW	Computer Network Architects	1.57	979	51.96	34.03	3	Yes	S
151199	HSW	Computer Occupations, All Other	1.49	1,118	37.67	17.86	3	Yes	S
151131	HSW	Computer Programmers	2.17	1,169	41.69	23.31	3	Yes	S
151121	HSW	Computer Systems Analysts	1.89	2,652	43.26	24.53	4	Yes	S
151151	HSW	Computer User Support Specialists	1.85	4,748	25.83	16.11	3	Yes	S
119021	HSW	Construction Managers	2.22	3,851	53.96	31.71	4	Yes	S
131051	HSW	Cost Estimators	0.78	1,532	31.50	19.43	4	Yes	S
151141	HSW	Database Administrators	1.52	669	46.51	27.69	4	Yes	S
319091	HSW	Dental Assistants	1.51	2,759	18.84	13.24	3	Yes	S
292021	HSW	Dental Hygienists	1.42	1,022	28.14	18.37	4	Yes	S
292032	HSW	Diagnostic Medical Sonographers	2.57	522	30.43	22.17	3	Yes	S
472111	HSW	Electricians	1.67	6,095	22.25	14.68	3	Yes	S
252021	HSW	Elementary School Teachers, Except Special Education	0.30	35	24.92	15.99	5	No	R

Source: Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research (WSER)

## 2021-22 Regional Demand Occupations List

Sorted by Occupational Title

Workforce Development Area 3 - Calhoun, Holmes, Jackson, Liberty, and Washington Counties

Selection Criteria:

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- 4 High Skill/High Wage (HSHW) Occupations:  
Mean Wage of \$21.63/hour and Entry Wage of \$13.80/hour

SOC Code†	HSHW††	Occupational Title†	Annual Percent Growth	Annual Openings	2019 Hourly Wage Mean	FLOOE Training Code	In EFI Targeted Industry?	Data Source†††
332011	HSHW	Firefighters	0.49	1,827	32.55	3	Yes	S
371012	HSHW	First-Line Superv. Landscaping & Groundskeeping Workers	3.08	2,555	24.96	3	Yes	S
471011	HSHW	First-Line Superv. of Construction and Extraction Workers	1.42	6,374	32.00	4	Yes	S
371011	HSHW	First-Line Superv. of Housekeeping & Janitorial Workers	3.38	2,534	18.82	3	Yes	S
491011	HSHW	First-Line Superv. of Mechanics, Installers, and Repairers	1.33	3,411	30.18	3	Yes	S
431011	HSHW	First-Line Superv. of Office and Admin. Support Workers	0.69	12,867	28.38	4	Yes	S
511011	HSHW	First-Line Superv. of Production and Operating Workers	0.84	2,876	17.67	3	Yes	S
331099	HSHW	First-Line Superv., Protective Service Workers, All Other	2.04	662	22.72	3	Yes	S
411012	HSHW	First-Line Supervisors of Non-Retail Sales Workers	0.65	2,947	39.25	4	Yes	S
391021	HSHW	First-Line Supervisors of Personal Service Workers	2.53	2,046	21.96	3	Yes	S
411011	HSHW	First-Line Supervisors of Retail Sales Workers	0.65	12,960	22.94	3	Yes	S
119051	HSHW	Food Service Managers	2.53	3,331	33.46	4	Yes	S
111021	HSHW	General and Operations Managers	0.90	37	38.82	4	Yes	R
472121	HSHW	Glaziers	1.69	721	20.30	3	Yes	S
271024	HSHW	Graphic Designers	0.81	1,953	25.47	4	Yes	S
292099	HSHW	Health Technologists and Technicians, All Other	1.72	941	21.43	3	Yes	S
499021	HSHW	Heating, A.C., and Refrigeration Mechanics and Installers	1.19	3,971	22.06	3	Yes	S
533032	HSHW	Heavy and Tractor-Trailer Truck Drivers	0.16	56	17.94	3	Yes	R
499041	HSHW	Industrial Machinery Mechanics	2.05	1,898	21.93	3	Yes	S
537051	HSHW	Industrial Truck and Tractor Operators	1.40	3,811	18.34	3	Yes	S
151122	HSHW	Information Security Analysts	1.80	565	43.26	3	Yes	S
413021	HSHW	Insurance Sales Agents	1.49	6,578	29.97	3	Yes	S
292061	HSHW	Licensed Practical and Licensed Vocational Nurses	1.15	38	17.94	3	Yes	R
434131	HSHW	Loan Officers	1.36	1,829	22.10	3	Yes	S
132072	HSHW	Maintenance and Repair Workers, General	0.85	1,890	34.72	4	Yes	S
499071	HSHW	Managers, All Other	1.60	32	16.32	3	Yes	R
119199	HSHW	Medical and Clinical Laboratory Technologists and Technicians	1.48	5,014	47.52	4	Yes	S
292010	HSHW	Medical Assistants	1.73	1,713	25.99	4	Yes	S
319092	HSHW	Medical Records and Health Information Technicians	2.72	8,936	17.33	3	Yes	S
292071	HSHW	Medical Secretaries	1.80	1,267	21.43	4	Yes	S
436013	HSHW	Meeting, Convention, and Event Planners	1.63	3,791	17.02	3	Yes	S
131121	HSHW	Network and Computer Systems Administrators	2.81	1,194	24.67	4	Yes	S
151142	HSHW	Operating Engineers/Construction Equipment Operators	1.48	1,754	41.57	4	Yes	S
472073	HSHW	Source: Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research (WSER)	1.26	2,708	23.56	3	Yes	S

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Mean Wage of \$21.63/hour and Entry Wage of \$13.80/hour

SOC Code†	HSHW††	Occupational Title†	Annual Percent Growth	Annual Openings	2019 Hourly Mean	Hourly Entry	FLDOE Training Code	In Eff Targeted Industry?	Data Source†††
472141		Painters, Construction and Maintenance	1.34	3,534	17.12	13.30	3	Yes	S
232011	HSHW	Paralegals and Legal Assistants	1.49	4,085	27.19	18.13	3	Yes	S
292052		Pharmacy Technicians	1.70	2,962	16.45	12.67	3	Yes	S
318097		Phlebotomists	3.32	1,346	16.45	12.85	3	Yes	S
312021	HSHW	Physical Therapist Assistants	3.70	1,224	29.80	21.23	4	Yes	S
472151		Pipelayers	1.39	559	19.38	16.19	3	Yes	S
472152		Plumbers, Pipefitters, and Steamfitters	1.83	34	15.33	13.49	3	Yes	R
335051	HSHW	Police and Sheriff's Patrol Officers	0.48	3,109	34.32	25.32	3	No	S
251189	HSHW	Postsecondary Teachers, All Other	1.66	2,041	33.61	17.29	4	No	S
119141	HSHW	Property, Real Estate & Community Association Managers	1.35	3,777	30.40	17.39	4	Yes	S
292053		Psychiatric Technicians	2.15	931	16.00	12.78	3	Yes	S
292034	HSHW	Radiologic Technologists	1.57	1,112	27.45	19.60	3	Yes	S
419021		Real Estate Brokers	1.87	874	29.34	13.81	3	No	S
291141	HSHW	Registered Nurses	1.49	37	27.10	21.59	4	Yes	R
291126	HSHW	Respiratory Therapists	2.62	776	28.22	23.54	4	Yes	S
535011		Sailors and Marine Oilers	2.21	555	15.40	13.35	3	No	S
414011	HSHW	Sales Representatives, Wholesale & Mfg, Tech. & Sci. Prod.	1.23	2,315	40.66	16.94	3	Yes	S
414012		Sales Representatives, Wholesale and Manufacturing, Other	1.14	11,411	29.65	13.49	3	Yes	S
492098		Security and Fire Alarm Systems Installers	2.36	1,094	22.13	15.43	3	No	S
211093		Social and Human Service Assistants	2.01	1,660	19.09	13.25	3	Yes	S
151132	HSHW	Software Developers, Applications	1.93	3,952	47.47	30.42	4	Yes	S
472221		Structural Iron and Steel Workers	1.87	506	21.16	16.08	3	Yes	S
292055		Surgical Technologists	1.45	809	22.19	16.10	3	Yes	S
492022	HSHW	Telecommunications Equipment Installers and Repairers	0.58	2,258	28.37	19.41	3	Yes	S
472044		Tile and Marble Setters	2.10	827	19.90	15.51	3	Yes	S
113071	HSHW	Transportation, Storage, and Distribution Managers	1.35	513	46.32	26.13	4	Yes	S
292056		Veterinary Technologists and Technicians	2.59	998	18.31	13.04	4	Yes	S
251194	HSHW	Vocational Education Teachers, Postsecondary	1.69	658	29.91	20.20	4	Yes	S
151134	HSHW	Web Developers	1.68	868	34.50	20.88	3	Yes	S
514121		Welders, Cutters, Solderers, and Brazers	1.20	1,920	19.46	13.95	3	Yes	S

†SOC Code and Occupational Title refer to Standard Occupational Classification codes and titles.  
††HSHW = High Skill/High Wage.

Source: Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research (WSER)

## 2021-22 Regional Demand Occupations List

Sorted by Occupational Title

Workforce Development Area 3 - Calhoun, Holmes, Jackson, Liberty, and Washington Counties

Selection Criteria:

- 1 FLOE Training Code 3 (PSAV Certificate), 4 (Community College Credit/Degree), or 5 (Bachelor's Degree)
- 2 30 annual openings and positive growth
- 3 Mean Wage of \$13.80/hour and Entry Wage of \$11.22/hour
- 4 High Skill/High Wage (HSHW) Occupations:  
Mean Wage of \$21.63/hour and Entry Wage of \$13.80/hour

SOC Code	HSHW	Occupational Title	Annual Percent Growth	Annual Openings	2019 Hourly Mean	Hourly Wage Entry	FLOE Training Code	In EFI Targeted Industry?	Data Source
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†††Data Source:

R = Meets regional wage and openings criteria based on state Labor Market Statistics employer survey data. Regional data are shown.

S = Meets statewide wage and openings criteria based on state Labor Market Statistics employer survey data. Statewide data are shown.

NR = Not releasable.

EFI - Enterprise Florida, Inc.

Source: Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research (WSER)



# **2021-22 Florida Statewide Demand Occupations List** **Post Secondary Adult Vocational Certificate or College Credit Certificate/Associate Degree** Sorted by Occupational Title

Selection Criteria:

- 1 FLOE Training Codes 3 (PSAV Certificate) or 4 (College Credit Certificate/Associate Degree)
- 2 500 annual openings and average growth rate of 1.26% or 1,200 annual openings with any positive growth
- 3 Mean Wage of \$15.13/hour and Entry Wage of \$12.31/hour
- 4 High Skill/High Wage (HSHW) Occupations: Mean Wage of \$23.72/hour and Entry Wage of \$15.13/hour

SOC Code	HSHW	Occupational Title	Annual Percent Growth	Annual Openings	2019 Hourly Wage Mean	Entry	FLOE Training Code	In EFT Targeted Industry?	STEM Occupation?	New to List?
113011	HSHW	Administrative Services Managers	1.55	1,537	44.46	25.26	4	Yes	No	No
493011	HSHW	Aircraft Mechanics and Service Technicians	1.67	1,474	31.54	16.75	3	Yes	No	No
532011	HSHW	Airline Pilots, Copilots, and Flight Engineers	1.44	610	113.51	69.15	4	Yes	No	No
274011	HSHW	Audio and Video Equipment Technicians	3.23	869	23.38	14.44	4	Yes	No	No
493021	HSHW	Automotive Body and Related Repairers	1.26	1,104	21.85	14.10	3	Yes	No	Yes
493023	HSHW	Automotive Service Technicians and Mechanics	0.66	5,668	21.81	12.68	3	Yes	No	Yes
493031	HSHW	Bookkeeping, Accounting, and Auditing Clerks	0.46	13,212	20.99	14.03	4	Yes	No	No
533021	HSHW	Bus and Truck Mechanics and Diesel Engine Specialists	1.53	1,609	25.12	16.82	3	Yes	No	No
131199	HSHW	Bus Drivers, Transit and Intercity	1.52	1,744	19.81	13.59	3	No	No	Yes
535021	HSHW	Business Operations Specialists, All Other	1.44	8,846	34.17	17.14	4	Yes	No	Yes
472031	HSHW	Captains, Mates, and Pilots of Water Vessels	2.09	742	29.34	18.11	3	Yes	No	No
472051	HSHW	Carpenters	1.36	8,240	20.27	14.09	3	Yes	No	No
351011	HSHW	Cement Masons and Concrete Finishers	1.22	1,755	19.31	14.49	3	Yes	No	No
131031	HSHW	Chefs and Head Cooks	4.03	1,939	27.41	15.75	3	Yes	No	No
532012	HSHW	Claims Adjusters, Examiners, and Investigators	0.26	2,070	30.92	20.07	3	Yes	No	Yes
131141	HSHW	Commercial Pilots	1.74	592	78.64	26.04	3	Yes	No	Yes
131041	HSHW	Compensation, Benefits, and Job Analysis Specialists	1.61	756	26.93	17.88	4	Yes	No	No
151143	HSHW	Compliance Officers	1.11	2,155	34.71	19.90	3	Yes	No	No
151199	HSHW	Computer Network Architects	1.57	979	51.96	34.03	3	Yes	No	No
151131	HSHW	Computer Occupations, All Other	1.49	1,118	37.67	17.86	3	Yes	No	Yes
151121	HSHW	Computer Programmers	2.17	1,169	41.69	23.31	3	Yes	No	No
151151	HSHW	Computer Systems Analysts	1.89	2,652	43.26	24.53	4	Yes	No	No
119021	HSHW	Computer User Support Specialists	1.85	4,748	25.83	16.11	3	Yes	No	No
119021	HSHW	Construction Managers	2.22	3,851	53.96	31.71	4	Yes	No	No
131051	HSHW	Cost Estimators	0.78	1,532	31.50	19.43	4	Yes	No	No
151141	HSHW	Database Administrators	1.52	669	45.51	27.69	4	Yes	No	No

Source: Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research (WSEER)

Selection Criteria:	
1	FLDOE Training Codes 3 (PSAV Certificate) or 4 (College Credit Certificate/Associate Degree)
2	500 annual openings and average growth rate of 1.26% or
3	1,200 annual openings with any positive growth
4	Mean Wage of \$15.13/hour and Entry Wage of \$12.31/hour
	High Skill/High Wage (HSHW) Occupations:
	Mean Wage of \$23.72/hour and Entry Wage of \$15.13/hour

18 Source: Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research (WSER)

# **2021-22 Florida Statewide Demand Occupations List** **Post Secondary Adult Vocational Certificate or College Credit Certificate/Associate Degree** Sorted by Occupational Title

**Selection Criteria:**

- 1 FLD OE Training Codes 3 (PSAV Certificate) or 4 (College Credit Certificate/Associate Degree)
- 2 500 annual openings and average growth rate of 1.26% or 1,200 annual openings with any positive growth
- 3 Mean Wage of \$15.13/hour and Entry Wage of \$12.31/hour
- 4 High Skill/High Wage (HSHW) Occupations:  
Mean Wage of \$23.72/hour and Entry Wage of \$15.13/hour

SOC Code†	HSHW†	Occupational Title†	Annual Percent Growth	Annual Openings	2019 Hourly Mean	Entry	FLDOE Training Code	In EFI Targeted Industry?	STEM Occupation?	New to List?
434131	HSW	Loan Interviewers and Clerks	1.36	1,629	22.10	15.46	3	Yes	No	
132072	HSW	Loan Officers	0.85	1,690	34.72	18.08	4	Yes	No	
499071	HSW	Maintenance and Repair Workers, General	1.67	11,523	18.01	12.39	3	Yes	No	Yes
119199	HSW	Managers, All Other	1.48	5,014	47.52	24.50	4	Yes	No	
292010	HSW	Medical and Clinical Laboratory Technologists and Technicians	1.73	1,713	25.99	15.73	4	Yes	No	
319092	HSW	Medical Assistants	2.72	8,936	17.33	13.81	3	Yes	No	
292071	HSW	Medical Records and Health Information Technicians	1.80	1,267	21.43	13.45	4	Yes	No	
436013	HSW	Medical Secretaries	1.63	3,791	17.02	13.18	3	Yes	No	
131121	HSW	Meeting, Convention, and Event Planners	2.81	1,194	24.67	15.51	4	Yes	No	
151142	HSW	Network and Computer Systems Administrators	1.48	1,754	41.57	26.59	4	Yes	No	
472073	HSW	Operating Engineers/Construction Equipment Operators	1.26	2,708	23.56	15.61	3	Yes	No	
472141	HSW	Painters, Construction and Maintenance	1.34	3,534	17.12	13.30	3	Yes	No	Yes
232011	HSW	Paralegals and Legal Assistants	1.49	4,085	27.19	18.13	3	Yes	No	
292052	HSW	Pharmacy Technicians	1.70	2,962	16.45	12.67	3	Yes	Yes	Yes
319097	HSW	Phlebotomists	3.32	1,346	16.45	12.85	3	Yes	Yes	
312021	HSW	Physical Therapist Assistants	3.70	1,224	29.80	21.23	4	Yes	No	
472151	HSW	Pipelayers	1.39	559	19.38	16.19	3	Yes	No	Yes
472152	HSW	Plumbers, Pipefitters, and Steamfitters	1.22	3,858	21.99	14.91	3	Yes	No	
333051	HSW	Police and Sheriff's Patrol Officers	0.48	3,109	34.32	25.32	3	No	No	
251199	HSW	Postsecondary Teachers, All Other	1.66	2,041	33.61	17.29	4	No	No	
119141	HSW	Property, Real Estate & Community Association Managers	1.35	3,777	30.40	17.39	4	Yes	No	
292053	HSW	Psychiatric Technicians	2.15	931	16.00	12.78	3	Yes	No	Yes
292034	HSW	Radiologic Technologists	1.57	1,112	27.45	19.60	3	Yes	No	
419021	HSW	Real Estate Brokers	1.87	874	29.34	13.61	3	No	No	Yes
291141	HSW	Registered Nurses	1.35	13,541	33.61	25.00	4	Yes	No	
291126	HSW	Respiratory Therapists	2.62	776	28.22	23.54	4	Yes	No	
535011	HSW	Sailors and Marine Oilers	2.21	555	15.40	13.35	3	No	No	Yes
414011	HSW	Sales Representatives, Wholesale & Mfg. Tech. & Sci. Prod.	1.23	2,315	40.66	16.94	3	Yes	Yes	
414012	HSW	Sales Representatives, Wholesale and Manufacturing, Other	1.14	11,411	29.65	13.49	3	Yes	No	
492098	HSW	Security and Fire Alarm Systems Installers	2.36	1,094	22.13	15.43	3	No	No	
211093	HSW	Social and Human Service Assistants	2.01	1,660	19.09	13.25	3	Yes	No	Yes
151132	HSW	Software Developers, Applications	1.93	3,952	47.47	30.42	4	Yes	Yes	
472221	HSW	Structural Iron and Steel Workers	1.87	506	21.16	16.08	3	Yes	No	
292054	HSW	Technical Field Occupations: Opportunity, Bureau of Workforce Statistics and Economic Research (WSER)	1.45	809	22.19	16.10	3	Yes	No	
492022	HSW	Telecommunications Equipment Installers and Repairers	0.58	2,258	28.37	19.41	3	Yes	No	

## 2021-22 Florida Statewide Demand Occupations List

### Post Secondary Adult Vocational Certificate or College Credit Certificate/Associate Degree

Sorted by Occupational Title

Selection Criteria:

- 1 FLOE Training Codes 3 (PSAV Certificate) or 4 (College Credit Certificate/Associate Degree)
- 2 500 annual openings and average growth rate of 1.26% or 1,200 annual openings with any positive growth
- 3 Mean Wage of \$15.13/hour and Entry Wage of \$12.31/hour
- 4 High Skill/High Wage (HSHW) Occupations:  
Mean Wage of \$23.72/hour and Entry Wage of \$15.13/hour

SOC Code†	HSHW††	Occupational Title†	Annual Percent Growth	Annual Openings	2019 Hourly Mean	Wage Entry	FLOE Training Code	In EFI Targeted Industry?	STEM Occupation?	New to List?
472044		Tile and Marble Setters	2.10	827	19.90	15.51	3	Yes	No	Yes
113071	HSHW	Transportation, Storage, and Distribution Managers	1.35	513	46.32	26.13	4	Yes	No	Yes
292056		Veterinary Technologists and Technicians	2.59	998	18.31	13.04	4	Yes	No	Yes
251194	HSHW	Vocational Education Teachers, Postsecondary	1.69	658	29.91	20.20	4	Yes	No	Yes
151134	HSHW	Web Developers	1.68	868	34.50	20.68	3	Yes	Yes	Yes
514121		Welders, Cutters, Solderers, and Brazers	1.20	1,920	19.46	13.95	3	Yes	No	No

†SOC Code and Occupational Title refer to Standard Occupational Classification codes and titles.

††HSHW = High Skill/High Wage.

EFI - Enterprise Florida, Inc.

Source: Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research (WSER)

**ON-THE-JOB TRAINING AWARD AND**  
**CONFLICT OF INTERST DISCLOSURE FOR BOARD MEMBERS**

**Background:** Chapter 445 Section 007 Florida Statutes and CareerSource FLORIDA Strategic Policy 2017.05.17.C.2 promotes an ethical and transparent structure within the public-private corporation. Board members are expected to safeguard their ability to make objective, fair and impartial decisions. Contracts are transparent and administered through processes designed to ensure fairness and accountability. CareerSource Chipola contracts with board members, or with entities for which board members are involved, are approved when a quorum has been established and the contract is approved by two-thirds of the voting members present.

Board members who may have a conflict of interest relating to a CSC contract or agreement are compelled to openly disclose a potential, real, or perceived conflict as soon as the issue arises. Board members who could benefit financially from a transaction must abstain from discussion and voting on the corresponding contract. The actions will be recorded in the Board meeting minutes.

Calhoun-Liberty Journal received an On-the-Job Training award for one (1) year not to exceed \$10,000 at the Board Meeting held September 10, 2020. An extension of the award is requested for one (1) year and again, not to exceed \$10,000 for the current year. The new OJT award will begin September 10, 2021 and run through September 10, 2022. Johnny Eubanks is a CSC Board member, declared a Conflict of Interest and has the appropriate form on file.

**ACTION NEEDED:**

Extend the current OJT contract with Calhoun-Liberty Journal, Inc. for an additional one (1) year and \$10,000 for the year beginning September 10, 2021. This action requires a 2/3 vote of all members present. Mr. Eubanks has declared a conflict.

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**CareerSource Chipola One-Stop Operator (OSO) Quarterly Review  
PY 2020-2021 Fourth Quarter  
\*WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) BACKGROUND  
(\*Located at the End of this Report)**

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**Date of Report Forwarded to CareerSource Chipola: June 7, 2021**

**Date of On-Site Review:** June 3, 2021

**One-Stop Career Center:** 4636 Highway 90, Marianna, Florida 32446

**Conducted by** Linda Sumblin, CareerSource Chipola contracted One-Stop Operator Consultant

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**CareerSource Chipola Staff Met by One-Stop Operator on June 3, 2021:**

- Richard Williams, Executive Director
- Rose Adams, Disaster Recovery Director
- Tabettha Smith, Administration & Outreach Director

*Note: In addition to the mainstream CSC One-Stop services, the One-Stop Operator onsite review for the 2020-2021 Fourth Quarter also focused on the proposed/adjusted service delivery and administrative implementations due to COVID-19.*

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An *unannounced* One-Stop Operator (OSO) visit was conducted on June 3, 2021, at the CareerSource Chipola (CSC) One-Stop Center located at 4636 Highway 90, Marianna, Florida by Linda Sumblin, contracted CareerSource Chipola One-Stop Operator. The purpose of the review was to assess the effective delivery of applicable services across program lines and with other organizations as required by WIOA (Workforce Innovation and Opportunities Act)

NOTE: As previous One-Stop Operator reports has noted, as implemented by the CSC (*following applicable state and local guidelines*) at the onset of COVID-19, all customers/visitors/staff prior to entrance to the CSC facilities, are required be scanned by designated CSC staff for a temperature check (via Body Temperature Kiosk to ensure safety to CSC customers and staff). Following approved temperature degree and wearing a mask, entrance is permitted. The COVID entrance requirements are clearly posted at the entrance of the CSC facility as well as outlined via the CSC website. (*NOTE: One-Stop Operator was met at the entrance at the One Stop Center by a One Stop Covid Specialists who handled the adopted entrance requirements to the CSC Center in a precise and professional delivery*).

It is instructed verbally by CSC staff as well as multi-signage visually located in the CSC facilities that a mask is always required to be worn while in the CSC facilities and is monitored by staff to ensure compliance.

As identified by the US Department of Labor and Florida Department of Labor, the One-Stop areas of the OSO review included: Flow of Services; Hours of Operation; Basic Services Available/Program Delivery; Partner Memorandum of Understandings; Effectiveness. Also included in the review by the OSO were overall general comments.

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**CareerSource Chipola – One-Stop Operator PY 2020-2021 Fourth Quarter Review**  
**Summary of Review**

**Flow of Services**

CSC is a partner of the US Department of Labor American Job Centers and CareerSource Florida established under the Workforce Investment Act and reauthorized in the Workforce Innovation and Opportunities Act of 2014, which is designed to provide a full range of assistance to job seekers under one roof. CSC offer training referrals, career counseling, job listings, and similar employment-related services to job seekers and the business community as outlined in detail below.

During the June 3, 2021, onsite review, the One-Stop Operator briefly observed the delivery of services at the CSC Marianna Center One-Stop Center.

*NOTED: As acknowledged in the 2020-2021 Fourth Quarter One Stop Operator Review: As a result of the outbreak of COVID-19 and consideration for the staff and customer health and well-being, the CSC Board/Leadership team are continuing to closely review any changes needed for service delivery and adjusting delivery of services as identified.*

During the 2020-2021 Fourth Quarter One-Stop Operator onsite review, it was noted that the implemented healthy safety CSC policies implemented continues for the number of One-Stop customers entrance to the facility at one time (*urging customers by appointment*) is limited. If the set number of customers with appointments allowed in the Center is not met, then following the required screening, walk-in customers are allowed entrance (*not to exceed the established number of customers in the Center at one time*).

There are continued designated CSC staff (COVID Specialists) that are tasked with disinfecting the center (i.e. computers, phones, classrooms, etc.) after each customer usage.

As previously noted, ALL staff and customers are always required to wear masks in the CareerSource Chipola facilities. CSC leadership has access to visually monitoring in One Stop Center to ensure safety compliance is adhered (i.e., mask wearing, temperature checking, social distancing and other safety requirements).

As observed, CSC leadership daily (ongoing) monitors staff to ensure health safety is enforced. Continued monitoring that if a need identified for appropriate removal of staff for health concerns, a plan is in place as well as applicable tracing of the removed staff is put in place to ensure protection of all staff. Again, priority is all CDC rules are applied for the safeguard of all customers and staff.

In addition to the CSC services offered onsite, the services can be accessed via website 7 days/24 hours. [careersourcechipola.com](http://careersourcechipola.com).

It was observed the CSC One-Stop Center staff that assist customers with program information are knowledgeable of services and professional. It was also noted by the OSO that when the universal customer enters the One-Stop Center (with customer entrance limitations), the customers are directed to the Atlas registration/sign-in system The OSO noted that CSC staff have the expertise to design, administer and deliver

all workforce development activities and have demonstrated the ability to adapt and conform to changes in policy, practices and priorities to meet local community and the universal customer-based needs.

The One-Stop Center continues to utilize the ATLAS electronic filing system that provides access to case file and customer activity information through the internet. The electronic system allows staff to engage customers and provide services. Both virtual and center-based service delivery for job seekers, workers, and employers support the talent needs of the regional economy. In addition, the Atlas system allows the CSC to track customer services as well as "waiting time for CSC services" for monitoring of delivery of services.

**Flow of Services Comments:**

**No suggestions/concerns noted.**

**OSO Operator commends CSC Board, Leadership and Staff for their positive efforts to ensure quality delivery of One Stop services while following COVID-19 safety guidelines.**

**CareerSource Chipola Marianna One-Stop Center – Hours of Operation**

The following notice is posted via the Career Source Chipola website:

**Our Marianna and Chipley centers are  
open by appointment only.**

**To reserve a time, give us a call at 850.633.4419 or follow these steps to schedule online:**

1. Visit [careersourcechipola.com/events](http://careersourcechipola.com/events).
2. Find the time you'd like to reserve and click "Attend this Event."
3. Log in with the same information you use to log into the kiosk when visiting our centers in person.
4. If you have never logged in on our kiosks in person, click "Register" in the top right corner of the page.
5. Contact us if you have any questions!

- In addition to the adjusted CSC hours of operation, the CSC Executive Director (*with input from the CSF Executive Committee*) continue to review scheduling CSC job fairs, training, and related CSC event activity to ensure safety for the customers and staff.
- Identified adjusted CSC Center hours (because of COVID-19) are posted via social media and visually posted at the Center.
- CSC staff are providing ongoing communication (*via numerous formats*) with customers that access to CareerSource Chipola services regardless of the time of day by using the Internet.

**NOTE:** *As situation dictates, delivery of services will be adjusted as determined by the CSC leadership and Board.*



**Hours of Operation Comments:**

**No suggestions/concerns noted.**

**The CSC Board and Executive Director are to be highly commended for the ongoing review of the customer delivery services and implementation of adjusted/flexible hours/delivery of CSC services due to COVID-19 to ensure the safety and well-being to the CSC staff and customers.**

**Basic Services Available/Program Delivery**

CSC Marianna One-Stop Career Center continues to offer during the COVID-19 pandemic a wide range of *job seeker and employer* services including job postings, local and statewide Labor Market Information (LMI), and skill-based job matching available online at Employ Florida Marketplace (EFM) - [www.employflorida.com](http://www.employflorida.com).

As noted in the WIOA Legislative Required Partners matrix below, CareerSource Chipola has established program service delivery methods for requirement WIOA partners. The CSC program systems and partner relationships are well developed and internally reviewed ongoing for enhancement and growth. CSC is to be acknowledged for their positive partnerships and performance outcomes.

Additional (*but not limited to*) resources/referrals CSC extends (*as noted in the CSC Center and CSC website*):

- Chipola College
- Florida Panhandle Technical College
- Opportunity Florida
- Vocational Rehabilitation
- Tobacco Free Florida

CareerSource Chipola is continues to deliver National Emergency Grant (NEG) services as a result of Hurricane Michael and the needed follow up recovery. Ms. Rose Adams remains on the CareerSource Chipola staff overseeing the National Emergency Grant program. Mr. Williams shared that the CareerSource Chipola program continues to be still full speed with on-going NEG needs identified in the community. There is an identified and documented on-going need for the NEG funding.

**Program Delivery Comments:**

**Noted via the CSC website highlights links to twitter (and other social media platforms) announcing applicable announcements/job postings.**

**No suggestions/concerns noted.**

#### Memorandum of Understandings (MOU)

At the time of the OSO, there were no noted CSC MOU's changes/edits noted since the previous OSO quarterly review.

As noted in prior OSO reports, the Basic elements/description of services as outlined in legislation of the MOU is included with the CSC MOU's:

- *Method/s for referring individuals*
- *Duration/Procedures of MOU*
- *Resolution of MOU Disputes*
- *Cost Sharing*

A matrix (identifying entity delivery services; MOU execution date; and method of delivery of services) of the required WIOA MOU's is noted below.

#### Memorandum of Understandings (MOU) Comments

**No suggestions/concerned noted.**

#### Effectiveness

One of the outlined elements in WIOA legislation for OSO to review the Center "Effectiveness" as defined below.

The CSC OSO based the Effectiveness ranking of the program/delivery of Center services on a Scale of 1-10 with 10 being top performance). Three areas of Effectiveness ranked as defined in the WIOA legislation:

- 1) Provider job seekers with skills and credentials necessary to secure and advance in employment with wages that sustain themselves and their families.*
- 2) Provide access and opportunities to job seekers, including individuals with barriers to employment.*
- 3) Enable business and employers to easily identify and hire skills workers*

#### CareerSource Chipola One Stop Operator Effectiveness Comments

**As a result of the 2020-2021 Fourth Quarter One-Stop Operator onsite review as outlined, the One-Stop Operator ranked the current Effectiveness for the CareerSource Chipola at a 9.5. out of a ranking of 10.0.**

## General Comments

- A review of the following CSC Board/Committee meetings noted no concerns or issues.
  - ❖ Executive Committee - 5/12/2021
  - ❖ Executive Finance Committee – 3/11/2021
  - ❖ Executive Committee – 3/4/2021
- As ongoing identified need/s (including program and administrative) due to the to COVID-19, the CSC and Executive Director will implement adjustments as applicable.
- The following Department of Economic Opportunity (DEO) Communiques, Administrative Policies, or Memorandums posted since the OSO 2020-2021 3rd Quarter onsite review. It was noted all DEO Policies/Communiques/Memoranda's are being reviewed/implemented by the CSC leadership team.
  - Administrative Policies
    - WIOA – 110 - Issued 03/04/2021– LWD Area & Board Governance Complied Responses
    - General Information -086 – Issued 7/1/2021– Indirect Cost Rate
  - Communiques
    - WP – TEGL 13-16 – Issued 5/20/2021 – Apprenticeship.
    - WIOA – Issued 5/4/2021 - Adjusted Lower Living Standard Income Wage Rate
    - WIOA – Issued 4/29/2021 – Youth Service Provider List
  - Memoranda
    - Veteran Training -Issued 6/22/2021
    - SNAP Apprenticeship – Issued 5/28/2021
    - WP – Issued 4/30/2021 & 5/20/2021
- The unemployment rate in the CareerSource Chipola region (Calhoun, Holmes, Jackson, Liberty, and Washington counties) was 5.0 percent in April 2021 (*released May 21, 2021*). This rate was 3.0 percentage points lower than the region's year ago rate of 8.0 percent. The region's April 2021 unemployment rate was 0.1 percentage point lower than the state rate of 5.1 percent. The labor force was 42,919, up 3,541 (+9.0) over the year. There were 2,126 unemployed residents in the region.

## **\*WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) BACKGROUND**

Under the Workforce Innovation and Opportunity Act (WIOA), the vision for one-stop career centers is characterized by providing excellent customer service to job seekers and employers, customer-centered service delivery, and continuous improvement. As defined by Florida guidance, identified One-Stop Centers should strive to assure quality services are being delivered in the most efficient and effective ways possible, through full integration and coordination of one-stop career center partners and resources to support seamless service delivery.

<b>Workforce Innovation and Opportunity Act (WIOA)</b>	The goals and format of the One-Stop-Operator are set out in Workforce Innovation and Opportunity Act (WIOA) Section 121 subsection (e) according to PUBLIC LAW 113-128—JULY 22, 2014 (WIOA) Sec. 121(d)(2)(A), Federal Regulation 29 U.S.C. §§ 3151 (d) One-Stop operators.
<b>One-Stop Operator Role and Responsibilities</b>	<p>As outlined and agreed by both parties (CSC and OSO) the 2017-2018 executed OSO contract, was renewed on June 10, 2019 for an additional one-year term for delivery of outlined One-Stop Operator Services for the period PY 2019-2020. The renewed OSO was based on performance, business needs and the availability of funds.</p> <p>As outlined by legislation, the Local Board defines the role and responsibilities of One-Stop career center operators in its local area. The Local Board may vary roles and responsibilities for career centers within its local area.</p> <p>As defined by CareerSource Chipola and agreed by OSO Contractor for this review as: Conduct program year 2019-2020 quarterly unannounced visits to the Marianna Career Center. Within thirty (30) days of the visit provide a report indicating if the Marianna Career Center is effectively delivering services across program lines and with other organizations as required by WIOA. If it is determined the Center is not effectively providing services the report must include recommended actions to be undertaken at the Center to correct any issues. Additionally, as part of the required report, the Contractor may include comments on best practices or suggestions for improvement.</p>
<b>CareerSource Chipola Background</b>	<p>The Chipola Regional Workforce Development Board, Inc., dba CareerSource Chipola is the administrative entity/grant recipient for the region (<i>serving Calhoun, Holmes, Jackson, Washington, and Liberty Counties</i>). The Chipola Regional Workforce Development Board, Inc., dba CareerSource Chipola has operated as the fiscal agent and administrative entity since 1996 as approved in the approved Interlocal Agreement .</p> <p>The CareerSource Chipola One-Stop and satellite locations are located to population centers, governmental buildings and shopping centers making them convenient locations for most customers. Centers are connected by a wide area network that spans the three locations providing e-mail, Internet access, state systems access, case management, and data/print sharing. The ATLAS electronic filing system provides access to case file and customer activity information through the internet. This electronic system allows staff(s) at any</p>

	location to engage customers and provide services. Both virtual and center-based service delivery for job seekers, workers, and employers support the talent needs of the regional economy.
<b>Contracted CareerSource Chipola One-Stop Operator Linda Sumblin, Contractor Execution Date of Renewed Contract: June 10, 2019</b>	<p><i>Credentials:</i> Linda Sumblin was formerly employed with the CareerSource Okaloosa Walton since Board inception in 1996. She was named Executive Director October, 2011. Prior to being named the Executive Director, Linda served in many areas for the Board including the Chief Operating Officer/Assistant Director. Linda's career in workforce development began in January 1989 when she joined the Private Industry Council, the predecessor governing board for job training.</p> <p>As initial contracted OSO for the period July 1, 2017 through June 30, 2018 (<i>with a 2-year renewal as agreed by both parties</i>). Linda Sumblin has declared no conflict of interest with any entities of CareerSource Chipola (Board, staff or partners) and that firewalls have been established to ensure conflict of interest policies and procedures are adhered.</p> <p>It is understood and agreed that the One-Stop Operator cannot assist in the development, preparation and submission of local plans; and that they cannot manage or assist in the competitive process for selecting operators or select or terminate One-Stop Operator, Career Services and Youth Providers.</p>

### CareerSource Chipola Memorandum of Understandings

NOTE: NO Changes in the MOU's during the One-Stop onsite review. \*Denotes WIOA Legislative Required Partners

Program	Agency Delivering Services	MOU Date Executed (or latest Addendum)	On Site Delivery of Services/ Delivery of Referral Services
*Title I – Adult	CareerSource Chipola	Cooperative Agreement with Department of Economic Opportunity	On Site
*Title I – Dislocated Worker	CareerSource Chipola	Cooperative Agreement with Department of Economic Opportunity	On Site
*Title I – Youth	CareerSource Chipola	Cooperative Agreement with Department of Economic Opportunity	On Site
*Title II – Adult Education and Literacy Act	Calhoun School Board  Holmes School Board  Jackson School Board  Liberty School Board  Washington School Board  Florida Panhandle Technical Center (Washington-Holmes Technical Center)	Calhoun School Board- 8/14/2017  Holmes School Board – 9/14/2016  Jackson School Board – 3/15/2016  Liberty School Board – 6/07/2016  Washington School Board – 8/14/2017  Florida Panhandle Technical Center August 14, 2017	Electronic/ Direct Referral
*Title III – Wagner Peyser Employment Services	CareerSource Chipola/Department of Economic Opportunity (Jointly Managed)	Cooperative Agreement with Department of Economic Opportunity	On Site
*Title IV – Vocational Rehabilitation	Vocational Rehabilitation  Division of Blind Services	February 2, 2017  December 16, 2016	Electronic Referral
*Title V – Older American Act (SCSEP)	National Caucus and Center on Black Aged, Inc. (SEP)	May 15, 2016 Cost Sharing with In-Kind Staffing Support	On Site
*Veterans Employment and Training Services Under Chapter 41 of Title 38, U.S.C.	CareerSource Chipola/Department of Economic Opportunity (Jointly Managed)	Cooperative Agreement with Department of Economic Opportunity	On Site
*Trade Adjustment Assistance Act (TAA) NAFTA Assistance Activities	CareerSource Chipola	Master Agreement with Department of Economic Opportunity	On Site
*Unemployment Insurance (Note: CareerSource Chipola extends "re-employment assistance")	Department of Economic Opportunity (No DEO staff onsite to extend UI assistance)	Master Agreement with Department of Economic Opportunity	Electronic/ Telephone Referral
*Temporary Assistance For Needy Families (TANF)	CareerSource Chipola   Healthy Families North Florida	<ul style="list-style-type: none"> <li>Cooperative Agreement with Department of Economic Opportunity (Funded by DCF)</li> <li>Department of Children and Family Services – November 9, 2016</li> <li>Healthy Families North Florida – April 11, 2017 (Cost Sharing Cooperative)</li> </ul>	On Site  Referral

Program	Agency Delivering Services	MOU Date Executed (or latest Addendum)	On Site Delivery of Services/ Delivery of Referral Services
*Post Secondary Vocational Education under Carol Perkins Career and Technical Education (CTE)	Chipola College  Florida Panhandle Technical Center (Washington-Holmes Technical Center)  Calhoun School Board  Holmes School Board  Jackson School Board  Liberty School Board  Washington School Board	Chipola College* – 10/13/2016 Updated 1/2021  Florida Panhandle Technical Center*– 8/14/2017  Calhoun School Board- 8/14/2017  Holmes School Board* – 9/14/2016  Jackson School Board – 3/15/2016  Liberty School Board – 6/07/2016  Washington School Board*– 8/14/2017  <i>*Multi-MOU's for varying programs identified</i>	Electronic/ Direct Referral
*Job Corps	Department of Economic Opportunity	Cooperative Agreement with Department of Economic Opportunity	Electronic/ Direct Referral
*Community Services Block Grant (CSBG)	Tri-County Community Council  Capital Area Community Action Agency	Tri-County - May 17, 2016  Capital Area Community Action Agenda - May 17, 2017	Electronic Referral
*HUD Employment Programs (U.S. Department of Housing and Urban Development)	Tri-County Community Council	May 17, 2016	Electronic/  Telephone Referral
*Migrant and *Seasonal Farm Worker	Department of Economic Opportunity	Cooperative Agreement with Department of Economic Opportunity	Electronic Referral
*Native American Program ( <i>Tribes, Tribal Organization, Native Hawaiians</i> )	Department of Economic Opportunity (No known sector population identified in Area)	Cooperative Agreement with Department of Economic Opportunity	Electronic Referral

It is the opinion of the Chipola CareerSource contracted One-Stop Operator based on legislative review that the Chipola CareerSource Board and staff are acknowledge and have and/or implementing the goals and format of the One-Stop-Operator requirements as set forth in the Workforce Innovation and Opportunity Act (WIOA) Section 121 subsection (e) according to PUBLIC LAW 113–128—JULY 22, 2014 (WIOA) Sec. 121(d)(2)(A), Federal Regulation 29 U.S.C. §§ 3151 (d) One-Stop operators.

*Linda Sumblin*

**Linda Sumblin, One-Stop Operator**

June 7, 2021

**Date**



### **Sliding Scale Waiver**

State law has a requirement that 50% of expended WIOA Adult and Dislocated Worker funds must be spent on Individual Training Accounts (ITA) unless a waiver is granted. The state is providing an automatic waiver for our region that requires us to spend 30% of the funds on ITA expenditures.

Prior to Covid we had a waiver that allowed us to spend 15% on ITA's, and with the impact of Covid, and our use of disaster funds we had a waiver down to 8%.

Based upon the amount of disaster grants remaining, the current low demand for training, and the continued impacts of Covid, staff is requesting the Board consider requesting a waiver that would require 20% of funds be expended on ITA's in the region.

## **UPDATED PROCESS FOR LOCAL OPERATING PROCEDURES**

### **Background**

The new updated process for local operating procedures is provided ***For Information Only*** and does not require any action. The information below will provide the background as to the purpose of providing “*Draft*” local operating procedures to you for review and approve.

The Florida Department of Economic Opportunity (DEO) instituted a new process related to Local Operating Procedures (LOPs) that coincided with the release of new administrative policies. The goal of the new process is to ensure DEO is providing the oversight and support needed for Local Workforce Development Boards (LWDBs) to administer and operate workforce programs in a manner that meets federal and state requirements.

The following process will take place when new or revised administrative policies are issued by DEO:

- Within 30 days of the policy being issued, DEO will conduct a webinar to review the policy language with LWDB staff.
- When an administrative policy requires corresponding LOPs, DEO will advise LWDBs of the requirement to review LOPs for alignment when the policy is issued. This review should determine if new LOPs are required, if existing LOPs align with the new or revised administrative policy or if existing LOPs require updating. Note: LOPs include any local board approved policies/directives as well as procedural documents that govern the related processes. Policies/directives must be approved by the local board prior to being submitted to DEO; however, LWDBs may consult with DEO for technical assistance during the development of local LOPs. Note: CSC developed the local operating procedure based on language issued in the DEO policy. In this manner, CSC ensures that the required information is included.
- Within 180 days of the policy being issued, LWDBs will be required to submit their LOPs to DEO for state-level review.
- Within 90 days, DEO will review LOPs for alignment with federal requirements and state policy and notify LWDB staff of concurrence with the policy as presented or provide feedback regarding any required revisions.
- If revisions are required, LWDBs will be required to make the necessary updates and return updated LOPs to DEO for a final review within 30 days of this notification.

### **Not an Action Item**

## **LOCAL OPERATING PROCEDURE**

### ***Veteran Intake at CareerSource Chipola***

#### **Background**

CareerSource Chipola (CSC) is committed to serving transitioning service members, veterans, eligible spouses, and their families by providing the necessary resources to prepare them to obtain meaningful careers and maximize employment and training opportunities.

The purpose of this local operating procedure is to provide CSC staff members the requirements for establishing an initial intake process to facilitate employment for transitioning service members, veterans, and eligible spouses at career centers throughout the CSC service area.

#### **Staff Recommendation**

The recommendation is to approve the *Veterans Intake at CareerSource Chipola* local operating procedure for submission to DEO for review in accordance with policy requirements.

#### **Action Item**

Review and approve the local *Veterans Intake at CareerSource Chipola* operating procedure.

**CAREERSOURCE CHIPOLA**  
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Phone (850) 633-4417, Fax (850) 482-3590 [www.careersourcechipola.com](http://www.careersourcechipola.com)

**Workforce Local Operating Procedure WP - #\_\_**

**TO:** CareerSource Chipola Staff

**FROM:** Debby Wood, Program & Center Director

**DATE:** July 1, 2007; updated August 30, 2011; updated March 23, 2015; updated February 9, 2018; updated October 7, 2019; updated July 2021

**SUBJECT:** Veterans Intake at CareerSource Chipola

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**Purpose:**

The purpose of this policy is to provide CareerSource Chipola (CSC) staff members the requirements for establishing an initial intake process for transitioning service members, veterans, and eligible spouses at career centers throughout the CareerSource Chipola service area.

**Background:**

Florida is committed to serving transitioning service members, veterans, eligible spouses, and their families by providing the necessary resources to prepare them to obtain meaningful careers and maximize employment and training opportunities. Florida serves transitioning service members, veterans, eligible spouses, and their families through the Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser, Jobs for Veterans' State Grant (JVSG), and Military and Family Employment Advocacy (MFEA) employment programs.

The JVSG enables the hiring of Disabled Veteran Outreach Program (DVOP) specialists and Local Veteran Employment Representative (LVER) staff to provide employment services to veterans. JVSG is but one component of an umbrella of programs that are required by law to ensure veterans receive quality employment and training services. The JVSG staff fill a niche in that overall set of services for veterans and must be used to provide specialized services for specific segments of the veteran population, in accordance with current U. S. Department of Labor (DOL) Veteran Program Letters (VPL).

**Procedure**

CSC staff members should pay close attention to the specific language used in this local operating procedure. When the terms "**will**", "**shall**", and/or "**must**" are used in the procedure; **these are all areas that will be cited during a local or DEO monitoring review.**

CSC collects demographic information for customers entering the career centers through the sign-in kiosk. CSC staff members must apply Priority of Service to all Veterans and eligible spouses at Point of Entry (physical or virtual) in accordance with the definition included in this guidance. At point of entry in a career center, the screening process includes the greeting "How may we help you today?" followed by "Have you or your spouse ever served in the U.S. military?" If a veteran or eligible spouse acknowledges their service and eligibility for priority of service, this is

considered self-attestation. CSC staff members will provide information as to available services specific to the population.

Every veteran or eligible spouse should complete the veteran intake form and the form will be reviewed by the first available CSC staff member.

If a CSC staff member questions the eligibility of a veteran or eligible spouse for referral to a DVOP specialist, the CSC staff member should direct questions to the DVOP specialist for clarification.

**\*\*\*\*\*If a veteran has a recognized Significant Barrier to Employment (SBE), he/she should be referred to the DVOP.**

Every veteran and eligible spouse will receive an Employ Florida Service Activity Code 159 and a case note will be entered describing the outcome of the veteran intake.

**Service code 159 case note example: (if the veteran has an SBE)**

**Veteran's SBE is a special disabled veteran.**

**Veteran came into the Marianna career center at 10:50 AM on Tuesday, June 15, 2021. Veteran is seeking employment. Referred veteran to DVOP specialist for individualized career services.**

**Service code 159 case note example: (if the veteran does not have an SBE)**

**Veteran does not have an SBE.**

**Veteran came into the Chipley career center at 10:50 AM on Tuesday, June 15, 2021. Veteran is seeking employment. Referred veteran to the next available CSC staff member for employment services.**

If a veteran or eligible spouse decline services from a DVOP or staff, a case note must be entered in Employ Florida for the service code 159 stating the refusal.

The veteran or eligible spouse should receive either a 102 (Initial Assessment) or 203 (Objective Assessment) but the preference by the Department of Economic Opportunity (DEO) is that the veteran/eligible spouse should not have both 102 and 203.

It is the expectation that CSC staff members will enter all service codes and case notes within two (2) days of the service but MUST not exceed the DEO allowable days policy requirement.

### **Identifying Transitioning Service Members, Veterans, and Eligible Spouses**

CSC staff members must enable transitioning service members, veterans, and eligible spouses to self-identify at the point of entry of all career centers so that they may take full advantage of priority of service and be apprised to the full range of services available to them. Veterans may be identified through several means, including, but not limited to:

- Ensuring staff ask individuals at the point of entry if he/she, or his/her spouse, is currently serving, or has ever served, in the United States (U.S.) military;
- Prominent priority of service signage that encourages veterans and eligible spouses to self-identify;
- Electronic kiosk intake systems which allow the individual to self-identify as a transitioning service member, veteran, or eligible spouse; or

- Staff review of the individual's military service section of the State's Management Information System (MIS), Employ Florida.

**Note:** Veterans are identified in Employ Florida by an American flag icon.

### **Intake Screening for Enhanced Services**

It is the expectation of CSC that the Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) program staff members provide employment services to most veterans, which will permit JVSG-funded DVOP specialists to focus their efforts on eligible veterans with Significant Barriers to Employment (SBEs) and/or special populations designated by DOL.

To facilitate the intake screening, CSC staff members must use the **Veteran Intake Form**, to determine the individual's service level needs and eligibility for enhanced services from a DVOP specialist. The Veteran Intake Form can be found in CareerSource Chipola's [SharePoint](#).

Individuals determined eligible for DVOP specialist services must **immediately** be referred to a DVOP specialist. Individuals who are not found to be eligible must be provided services by the first available CSC staff member. In instances where a DVOP specialist is not available, individuals who would normally be served by DVOP specialist must be served by the next available CSC staff member. Services to SBE and special population veterans must not be delayed or postponed due to the unavailability of a DVOP specialist. The intent of Priority of Services is that veterans are served and served first.

The DVOP specialist will be considered unavailable if he/she is out of the office or with a customer. Otherwise, the DVOP specialist can communicate via TEAMS with the SBE Veteran, as applicable. Staff are instructed to take the veteran to a secure office to allow him/her to communicate with the DVOP specialist. CSC staff members will work diligently to connect eligible veterans or spouses to the DVOP specialist.

#### **1. Eligible Veteran and Spouse**

In accordance with Title 38, U.S.C., CSC staff members must apply a more narrowly defined definition of veteran (i.e. eligible veteran) or veteran/military spouse (i.e. eligible spouse) when determining eligibility for services from a DVOP specialist. CSC has an established local process to ensure all individuals referred to, and/or who receive services from the DVOP specialist, meet the definition of eligible veteran or eligible spouse. Individuals that meet the definition of one of the special population groups, as described in Section IV.B.2(i-l) of this policy, are exempt from this requirement and may be served by a DVOP specialist regardless of their status as an eligible veteran or eligible spouse.

- a. Eligible veteran means a veteran who meets any of the following:
  - I. Served on active duty for a period of more than 180 days and was discharged or released with a character of service other than dishonorable; Note: this means the veteran served on active duty which begins after the completion of boot camp and initial training. The first day counts toward the 180 when the veteran gets to his/her assigned duty station.
  - II. Was discharged or released from active duty because of a service-connected disability.

- III. Was discharged or released from active duty by reason of a sole survivorship discharge; or
  - IV. As a member of a reserve component under an order to active duty, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with a character of service other than dishonorable.
- b. Eligible spouse means the spouse of any of the following:
- I. A veteran who died of a service-connected disability;
  - II. A 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:
    - a. Missing in action;
    - b. Captured in the line of duty by a hostile force;
    - c. Forcibly detained or interned in the line of duty by a foreign government or power;
  - III. 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
  - IV. A spouse of any veteran who died while a total, service- connected disability was in existence.

## 2. Significant Barriers to Employment and Special Populations

In addition to meeting the definition of an eligible veteran or spouse, CSC's local operating procedure ensures individuals referred to and/or who receive services from a DVOP specialist qualify under one of the following categories:

### a) Disabled Veteran

A veteran of the U.S. military, ground, naval or air service 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 Veterans Affairs or was discharged or released from active duty because of a service- connected disability. This category of SBE is not applicable to non-veterans or eligible spouses.

This category also includes special disabled veterans, which are defined as veterans who have been rated at thirty (30) percent disabled or more or rated at ten (10) or twenty (20) percent disabled in the case of a veteran who has been determined under Title 38, U.S.C. 3106 to have a serious employment barrier.

Note: Veterans who have a pending disability claim with the U.S. Department of Veterans Affairs qualify for DVOP services under this category, as the CSC must assume the decision for the veteran's claim will be in the affirmative.



## **b) Homeless**

As defined in Title 42, U.S.C. 11302(a) and (b), the definition of homeless for the purpose of determining eligibility for DVOP services includes eligible veterans and spouses:

- a. Who lack a fixed, regular, and adequate nighttime residence;
- b. 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 camp ground;
- c. Who is 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. Who resides in a shelter or place not meant for human habitation and who is exiting an institution where he or she temporarily resided;
- e. 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.
- f. Veterans and eligible spouses who:
  - 1) 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:
    - i. A court order resulting from an eviction action that notifies the individual or family that they must leave within 14 days;
    - ii. 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
    - iii. 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.
  - 2) Have no subsequent residence identified; and
  - 3) Lack the resources or support networks needed to obtain other permanent housing.

## **c) Recently Separated, Long-Term Unemployed**

A veteran who has been separated from military service within the past three (3) years and who has been unemployed for 27 or more weeks, in the previous 12 months. The total



unemployed weeks may be non-consecutive. This category is not applicable to non-veterans or eligible spouses.

**d) Offender**

An offender, as defined by WIOA Section 3 (38), is an individual who is currently incarcerated or who has been released from incarceration at any time.

Note: Individuals who were previously incarcerated but were later determined innocent or had charges dismissed are also eligible under this category.

**e) Lacks High School Diploma or Equivalent**

Eligible veterans or spouses who lack a high school diploma or equivalent.

Note: The Florida Department of Education provides for the award of a standard high school diploma, with no testing requirement, to eligible veterans who meet the following criteria:

- Left a public or non-public school located in any state prior to graduation and entered the armed forces of the United States;
- Is a current resident of the state of Florida or was previously enrolled in any high school in this state or was a resident of the state of Florida at the time of death; and
- Was honorably discharged from the armed forces of the United States.

**f) Low Income**

As defined by WIOA Section 3 (36), low income means an individual who:

- a) Receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, assistance through:
  - i. Supplemental Nutrition Assistance Program (SNAP); or
  - ii. Temporary Assistance for Needy Families (TANF) program; or
  - iii. Supplemental security income program; or
  - iv. State or local income-based public assistance.
- b) Is in a family with total family income that does not exceed the higher of:
  - i. The poverty line; or
  - ii. Seventy (70) percent of the Lower Living Standard Income Level (LLSIL).

**g) Special Population: Veterans Ages 18 to 24**

Veterans who are between the ages of 18 to 24 at the time of application.

**h) Special Population: Vietnam Era Veterans**

The term "veteran of the Vietnam era" means an eligible veteran whose active military, naval, or air service was between August 5, 1964 and May 7, 1975 (regardless if the individual had ever been stationed or served (in-country) in the Republic of Vietnam).

In the case of a veteran who physically served in the Republic of Vietnam, the date range is expanded to the period between February 28, 1961 and May 7, 1975.

**i) Special Population: Transitioning Service Members, Capstone**

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 a CSC staff member or DVOP specialist for individualized career services. For each transitioning service member, unit commanders evaluate and document CRS and readiness for transition to civilian employment on the member’s [DD eForm 2648 - Service Member Pre- Separation / Transition Counseling and Career Readiness Standards eForm for Service Members Separating, Retiring, Released from Active Duty \(REFRAD\)](#).

**j) Special Population: Transitioning Service Members Ages 18 to 24**

Transitioning service members who are between the ages of 18 to 24 at the time of application.

**k) Special Population: Transitioning Service Members Reduction in Force**

Transitioning service members who are being separated from active U.S. military service due to a reduction in force.

**l) Special Population: Military Treatment Facility and Warrior Transition Unit**

Members of the Armed Forces who are wounded, ill, or injured and receiving treatment in a Military Treatment Facility (MTF), also known as military hospitals, or Warrior Transition Unit (WTU), also known as Soldier Recovery Units; and the spouses or other family caregivers of such wounded, ill, or injured members.

**C. Employ Florida Recording**

The provision of the veteran intake screening for DVOP eligibility must be recorded by a CSC staff member in Employ Florida using service code 159 (Initial Intake Screening – DVOP Services) and must include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide. Service code 159 (Initial Intake Screening – DVOP Services) does not trigger nor does it extend participation.

Note: An initial assessment, as recorded by Employ Florida service code 102 (Initial Assessment) must no longer be used solely to determine eligibility for DVOP services. The purpose of the intake screening is to refer those individuals who are eligible for DVOP specialist services without delay. **The first service from the DVOP specialist will be an objective assessment to determine service level needs.**

The CSC staff member conducting the veteran intake must, in addition to providing the intake screening, ensure priority of service has been explained to covered persons in accordance with

DEO Administrative Policy 111: Priority of Service for Veterans and Covered Persons and CSC local operating procedure regarding Priority of Service for Veterans and Covered Persons.

#### **D. Exceptions**

Veterans referred by certain partner programs, or engaged during planned DVOP specialist outreach, upon verification of their eligible veteran/person status, may immediately be referred to, or served by (in certain circumstances) the DVOP specialist. Additionally, the DVOP specialist may make initial remote contact to veterans who have completed an Employ Florida registration and self-attested to having an SBE and/or are designated as a special population veteran. The exceptions to the veteran intake policy include:

##### **1. Outreach**

The DVOP specialist is required to conduct outreach to areas where veterans congregate in order to engage SBE and special population veterans. If the DVOP specialist engages with a veteran during planned outreach, the DVOP may evaluate the veteran for JVSG eligibility and, if eligible, immediately provide individualized career services. The DVOP specialist must record a case note in the participant's objective assessment that states the veteran was initially engaged during outreach and record Employ Florida service code 117 in the individual's Wagner Peyser program application in accordance with the Employ Florida Service Code Guide. If the DVOP specialist engages a non-eligible veteran during outreach, the DVOP specialist will refer the individual to a non-JVSG CSC staff member to assist with any required services.

##### **2. Employ Florida**

The intake screening categories are an integrated function of the State's case management and online labor exchange system, Employ Florida. The system's individual registration and Wagner-Peyser program application capture information from the individual that indicates eligibility for DVOP services. Individuals who meet the eligible veteran or spouse criteria with an SBE, or who are designated as a special population, are identified by an SBE icon below their name. It is imperative that staff review the Employ Florida registration to ensure that the veteran indicators are all completed correctly.

The DVOP specialist may be the initial, remote contact for eligible SBE and special population veterans and spouses who have registered in Employ Florida for the purpose of explaining and promoting available career center services, including JVSG services. This remote contact must be recorded in Employ Florida in the form of a case note. If the individual presents at the career center for employment services as a result of the DVOP specialist's contact efforts, the individual may be immediately referred to the DVOP specialist. The DVOP must record a case note in the participant's objective assessment that states the veteran was initially engaged as a result of targeted, Employ Florida outreach.

##### **3. Veteran Readiness and Employment Program, Chapter 31**

The Veteran Readiness and Employment program, formally known as Vocational Rehabilitation and Employment (VR&E), is a joint collaboration between the U.S. Veteran's Administration (VA) and the Florida Department of Economic Opportunity (DEO)

to provide employment services to disabled veterans who have completed, or are about to complete, their VR&E-funded education. All veterans participating in the VR&E program are disabled veterans; therefore, they meet the SBE requirement for DVOP services.

#### **4. Homeless Veteran Reintegration Program**

The Homeless Veterans' Reintegration Program (HVRP), authorized by Title 38, U.S.C., Chapter 20, is an employment focused competitive grant program of the Department of Labor, Veterans' Employment and Training Service (DOL-VETS), and is the only federal grant to focus exclusively on competitive employment for homeless veterans.

In accordance with Veteran Program Letter (VPL) 03-16, HVRP grantees must ensure HVRP veterans are co-enrolled with their local career center. Co-enrollment means the HVRP participant must receive, at minimum, one program-funded service from the CSC. This may be accomplished by having Wagner-Peyser or other non-JVSG staff assist the veteran with the following:

- a) Notification of priority of service;
- b) Orientation to available programs and services in the career center;
- c) Employ Florida account registration assistance;
- d) Ensuring the HVRP grantee's five-digit grant number is entered in the veteran tab of the veteran's Employ Florida Wagner-Peyser Program Application, as detailed in the Employ Florida Virtual OneStop® User Guide for Staff, Section 5: Programs – Wagner-Peyser.

Note: Employ Florida service code 189 (Notification of Priority of Service) does not trigger program participation for the purpose of performance reporting. This process is to ensure the veteran referred by HVRP is not enrolled in the CSC's performance unless he/she is interested in receiving workforce services.

After the veteran has been informed of priority of service and all available workforce programs, and if the HVRP veteran meets the definition of an eligible veteran/person, he/she may be referred immediately to the DVOP for services, if desired. If the HVRP veteran is requesting employment services and does not meet the definition of an eligible veteran, they must be served by the first available non- JVSG career center staff member.

#### **E. State and Local Monitoring**

Services and activities provided under JVSG must be monitored annually. Effective October 2021, the JVSG staff will complete veteran-specific monitoring in conjunction with the DEO Programmatic Monitoring Team. All monitoring will be conducted to review local activities, policies, and procedures for alignment with the requirements outlined in this policy.

At the local level, CSC ensures that monitoring is conducted quarterly, at a minimum.

#### **DEFINITIONS**

**Caregiver** - As defined by Title 38, U.S.C. 1720G(d), with respect to an eligible veteran, a caregiver means an individual who provides personal care services to support the veteran's:



- a) Health and well-being;
- b) Everyday personal needs (like feeding, bathing, and dressing); and/or
- c) Safety, protection, or instruction in their daily living environment.

**Career Center** - CareerSource Chipola career centers are designed to provide a full range of assistance to job seekers under one roof. Established under the Workforce Investment Act and reauthorized in the Workforce Innovation and Opportunities Act of 2014, these centers offer training referrals, career counseling, job listings, and similar employment-related services. CareerSource Chipola provides services in three (3) career centers.

**Case Notes** - Online statements entered in the State MIS, Employ Florida, by the staff member that identifies a participant's status for a specific data element, the date on which the information was obtained, and the career planner who obtained the information.

**Covered Person** - A veteran or eligible spouse who is entitled to priority of service as defined in Administrative Policy 111: Priority of Service for Veterans and Covered Persons.

**Disabled Veteran Outreach Program (DVOP) Specialist** - Specialists who provide individualized career services and facilitate placements to meet the employment needs of veterans and eligible persons who have significant barriers to employment or have otherwise been designated by the U.S. Department of Labor Veterans' Employment and Training Service (VETS).

**Individualized Career Services** - Services required to retain or obtain employment, consistent with 20 CFR 678.430. Generally, these services involve significant staff time and customization to the veteran's needs. Individualized career services include services such as: specialized assessments, developing an individual employment plan, counseling, work experiences (including transitional jobs), etc.

**Priority of Service** - With respect to any qualified job training program, a covered person shall be given priority over nonveterans for the receipt of employment, training, and placement services provided under that program, notwithstanding any other provision of law. In order to be eligible for priority of service, a veteran must have served at least one day in the active military, naval, or air service, and have been discharged or released under conditions other than dishonorable, as specified in Title 38, U.S.C. Section 101.

**Remote Contact** - Customer contacts, or contact attempts, by the staff member which are facilitated through phone, text message, video conference, or electronic mail (e-mail).

**Service Connected** - Means, with respect to disability or death, that such disability was incurred or aggravated, or that the death resulted from a disability incurred or aggravated, in the line of duty in the active military, naval, or air service.

**Transitioning Service Member** - A member of the U. S. military who will separate from active service in the next 12 months, or, who will retire from active service in the next 24 months.

## **LOCAL OPERATING PROCEDURE**

### ***Jobs for Veterans' State Grant (JVSG) Employment and Advocacy Services***

#### **Background**

CareerSource Chipola's (CSC) JVSG program prepares veterans, transitioning service members, and eligible spouses for meaningful careers. The Disabled Veteran Outreach Program (DVOP) specialist provides individualized career services to eligible veteran persons experiencing significant barriers to employment, with an emphasis on assisting veterans who are economically or educationally disadvantaged. The Local Veteran Employment Representative (LVER) conducts outreach to employers and business associations and engages in advocacy efforts with hiring executives to develop employment opportunities for veterans and encourage the hiring of veterans.

The purpose of this local operating procedure is to provide CSC staff members with the minimum requirements for providing employment and advocacy services to participants in the JVSG program.

#### **Staff Recommendation**

The recommendation is to approve the *Jobs for Veterans' State Grant Employment and Advocacy Services* local operating procedure for submission to DEO for review in accordance with policy requirements.

#### **Action Item**

Review and approve the local *Jobs for Veterans' State Grant Employment and Advocacy Services* operating procedure.

**CAREERSOURCE CHIPOLA**  
4636 Highway 90 E, Suite K, Marianna, FL 32446  
Phone (850)-633-4417, Fax (850) 482-3590 [www.careersourcechipola.com](http://www.careersourcechipola.com)

**Workforce Local Operating Procedure WP - #\_\_**

**TO:** CareerSource Chipola Staff  
**FROM:** Debby Wood, Program & Center Director  
**DATE:** August 2021  
**SUBJECT:** JVSG Employment and Advocacy Services

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**Purpose**

The purpose of this policy is to provide CareerSource Chipola (CSC) staff with the minimum requirements for providing employment and advocacy services to participants of the Jobs for Veterans' State Grant (JVSG) program.

**Background**

With funding from the U.S. Department of Labor Veterans Employment and Training Service (DOL VETS), the Florida Department of Economic Opportunity (DEO) assigns JVSG-funded Disabled Veteran Outreach Program (DVOP) specialists, Local Veteran Employment Representatives (LVERs), and Consolidated Positions (CP).<sup>1</sup>

Florida's JVSG program prepares veterans, transitioning service members, and eligible spouses for meaningful careers. DVOP specialists provide individualized career services to eligible veterans and persons experiencing significant barriers to employment, with an emphasis on assisting veterans who are economically or educationally disadvantaged. LVER staff conducts outreach to employers and business associations and engages in advocacy efforts with hiring executives to develop employment opportunities for veterans and encourage the hiring of veterans. CP staff serve in a dual role as both DVOP and LVER.

**Authority**

[38 United States Code \(U.S.C.\), Chapter 41](#)

[38 U.S.C., Chapter 42](#)

[Veterans' Program Letter \(VPL\) 07-10](#)

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<sup>1</sup> All requirements established in this policy for DVOP specialists and LVER staff are applicable to CP staff and **must** be adhered to when performing the respective role of the DVOP specialist or LVE

[VPL 03-14](#)

[VPL 03-14, Change 1](#)

[VPL 03-14, Change 2](#)

[VPL 07-14](#)

[VPL 03-19](#)

### **Procedure**

Effective October 1, 2021, CSC will operate with a Consolidated Position approach to allow the JVSG positions to serve in both LVER and DVOP roles. When the terms, **MUST**, **SHALL**, or **WILL** are used, these are all areas where federal/state/local monitoring will occur.

Upon determination of a jobseeker's eligibility, the DVOP specialist **must** facilitate employment services to eligible persons as described in this local operating procedure.

#### **A. Disabled Veteran Outreach Program Specialist**

In accordance with [Title 38, U.S.C. 4103A](#), the DVOP specialist facilitates individualized career services to eligible persons through the case management framework<sup>2</sup>. The purpose of individualized career services is to provide eligible veterans and spouses the necessary information and customized support for obtaining sustained employment. Case management assists participants by evaluating the individual's service level needs, establishing an employment plan, and delivering services and consistent contact through a proactive and structured framework. The DVOP specialist **must** emphasize a customer-focused approach, which recognizes that the eligible persons they serve are individuals who may require services that are tailored to their specific needs, situations, and goals.

#### **B. Career Services and Employ Florida Reporting**

Services provided to eligible individuals **must** be recorded in the State's online labor exchange and case management system, Employ Florida. DVOP specialists **must** facilitate the creation, or update, of the eligible person's individual registration and Wagner-Peyser Program Application in accordance with the Virtual OneStop User Guide for Staff: [Employ Florida - Virtual OneStop® User Guide for Staff](#)

<sup>2</sup> The minimum service requirements of the case management framework are the provision of an objective assessment, the joint development of a written IEP, and consistent contact.



**Note:** Veterans who are participating in the U.S. Department of Veterans Affairs' Veteran Readiness and Employment (VR&E) Chapter 31 Program and/or the U.S. Department of Labor Homeless Veteran Reintegration Program (HVRP) **must** be recorded as such in the Veteran page of the Wagner-Peyser Program Application.

The DVOP specialist **must** enroll eligible persons into the JVSG sub-program by entering a JVSG eligibility date on the Intro page of the Wagner-Peyser Program Application. Once the eligible person's individual registration and Wagner-Peyser Program Application has been created, the DVOP specialist **must** document employment services in the participant's Employ Florida Wagner-Peyser program application by recording the service code which corresponds to the service provided, as follows:

Service Code	Service Code Description	Individualized Career
V01	JVSG - Objective Assessment <sup>5</sup>	Yes
V02	JVSG - Specialized Assessments	Yes
V03	JVSG - Individual Career Counseling	Yes
V04	JVSG - Individual Employment Plan Update	Yes
V05	JVSG - Short-term Prevocational Services	Yes
V06	JVSG - Coordination of Wraparound Services	No
V07	JVSG - Work Experience	Yes
V08	JVSG - Workforce Preparation Activities	Yes
V09	JVSG - Consistent Contact	No
V10	JVSG - DVOP Outreach Engagement	No
V11	JVSG - Work Readiness Case Conference	No
205	Individual Employment Plan	Yes
500	Referred to Job Over 150 Days	No
114	Staff-Assisted Job Search	No

**Note:** There may be other services that are provided, but the services indicated in the table above are the primary services to be administered by the DVOP specialist to assist eligible persons.

### 1. Objective Assessment

The DVOP specialist **must** conduct an objective assessment for eligible persons to determine the appropriate service level and path to obtain employment. The objective assessment is performed using in-depth interviewing and evaluation to identify barriers and appropriate employment goals. The objective assessment **must** be the first service provided to the veteran by the DVOP specialist. Additional DVOP service codes are contingent on the objective assessment being present in the participant's program application; **meaning, no other services may be recorded until the objective assessment has been recorded successfully.**

The Objective Assessment **must** be the initial service provided to the eligible person to initiate JVSG participation.

The objective assessment will serve as the foundation and justification for all services and should guide the development of the participant's Individual Employment Plan (IEP). The assessment **must** include a detailed examination of the participant's qualifications, skills, and capabilities and explore any relevant barriers that may hinder the participant's ability to secure sustainable employment. This examination may include, but is not limited to, a review of the JVSG participant's:

- a) Attitude towards work
- b) Current labor market opportunities
- c) Educational background
- d) Emotional and physical health (including disabilities)
- e) Employment history
- f) Financial situation
- g) Justice involvement
- h) Transportation
- i) Motivation
- j) Wrap-around service needs

All elements of the objective assessment **must** be completed using the Employ Florida Objective Assessment Summary. Instructions on how to administer an objective assessment through the Objective Assessment Summary are available at the following website: [VOS Staff Services User Guide \(employflorida.com\)](https://employflorida.com/vos-staff-services-user-guide)

The objective assessment **must** be recorded in Employ Florida using service code V01 (JVSG - Objective Assessment) and include the required documentation/case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.

**Note:** If an objective assessment has already been completed by another DVOP specialist or partner program staff, the DVOP specialist may reaffirm the results from that assessment. If any elements of the Employ Florida Objective Assessment Summary are missing, the DVOP specialist **must** administer the missing elements. A new objective assessment does not need to be completed if one has already been done, the DVOP simply needs to build the V01, and case note it as follows; "Objective assessment was previously completed, and this code was built to allow the DVOP to provide additional services and codes for the veteran client".

All staff members who conduct monitoring should be closely looking to ensure that the V01 is the first service provided by the DVOP specialist. If the first service provided by the DVOP is not a V01, this is considered a "Finding" in local, state, or federal monitoring.

## **2. Specialized Assessments**

Specialized assessments help establish a participant's skill level and service needs. The DVOP specialist may use a multi-faceted approach to the specialized

assessment process by administering assessment(s) which examine one or more of the following categories:

- a) Basic literacy in math, reading, or writing
- b) English language proficiency
- c) Interests and aptitude
- d) Occupational skill levels
- e) Transferable skills

Specialized assessments may be provided through the Workforce Innovation and Opportunity Act (WIOA) program, which will require the DVOP specialist to assist the participant with scheduling the assessment(s). When referring participants to WIOA for specialized assessments, this service **must** be recorded using service code 211 (Referral to WIOA). The case note should indicate how the DVOP specialist helped facilitate the referral and the specific assessment referred to.

The DVOP specialist may assist participants who qualify for, or are already receiving, Department of Veteran Affairs (VA) education benefits, with completing the CareerScope<sup>®</sup> specialized assessment at: <https://va.careerscope.net/gibill>. CareerScope<sup>®</sup> is a no-cost, online assessment tool that measures the participant's interests and skill levels and helps determine suitable career paths. It recommends careers the participant may enjoy and jobs in which they are likely to do well. The tool also recommends courses or training programs that can help the veteran become more marketable in the selected occupations. Note: The Wagner-Peyser (WP) and/or WIOA staff are required to administer CareerScope since the service is a no-cost service for veterans.

**Note:** The DVOP specialist may request assistance from WP and/or WIOA staff to help administer additional specialized assessments beyond CareerScope<sup>®</sup> in accordance with CSC policy and procedures.

Specialized assessments, and the results of the assessment, **must** be recorded in Employ Florida using service code V02 (JVSG - Specialized Assessment) and include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.

### 3. Individual Career Counseling

Individual career counseling may be provided by the DVOP specialist following the objective assessment to assist the participant in making informed educational, training, and occupational choices and may include the following:

- a) Assisting in developing a participant's knowledge of educational and occupational opportunities, and/or the steps involved in career planning;
- b) Assisting in developing career goals by using sound information including appropriate assessments and career explorations that focus on the talents, knowledge, transferable skills, interests, values, and aptitudes of the participant;

- c) Interpreting the local job market(s) and providing the steps necessary for the participant to obtain and retain employment in an occupation of the participant's interest;
- d) Providing specific information about job duties, working conditions, and hiring requirements of occupational areas of interest; and
- e) Helping a participant explore and select occupational skills for training opportunities.

Individual career counseling **must** be recorded in Employ Florida using V03 (JVSG - Individual Career Counseling) and include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.

#### 4. Individual Employment Plan (IEP)

The IEP is a negotiated agreement between the participant and the program detailing what the participant will do to obtain/return to employment and what the program will do to support the participant's efforts. The IEP **must** include a clear employment goal and outline the steps necessary (objectives) to achieve the goal. The IEP **must** address any barriers that may prohibit the participant from achieving the goal.

##### a) Developing the IEP

The IEP **must** be created using the Employ Florida IEP/Service Strategy wizard<sup>4</sup>. Instructions on how to create an IEP using the Employ Florida IEP/Service Strategy wizard are available in the [Virtual OneStop® User Guide for Staff, Section 4: Individuals - Case Management](#). The Employ Florida system will automatically create a service code 205 (Individual Employment Plan). The IEP should be signed by the participant and **must** be retained in the participant's file. No case note is required if the plan is developed in accordance with this policy.

Employ Florida only allows for one IEP per participant. If the participant has an existing IEP in Employ Florida, the DVOP specialist **must** determine if the IEP is still active and work with the program partner who created the existing IEP to determine if the plan should be closed or will require joint coordination. An IEP that is coordinated across multiple programs requires constant communication between the DVOP specialist and partner program staff to maximize the effectiveness of the plan and prevent the duplication of services.

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<sup>4</sup> HVRP participants that have an existing employment plan developed by the HVRP grantee that meets the criteria set forth in this policy are not required to create a duplicate plan with the DVOP specialist. The DVOP specialist **must** coordinate with the HVRP case manager to maximize the effectiveness of the plan and prevent the duplication of services.

b) **Establishing an Employment Goal and Objectives**

The IEP **must** have one employment goal that drives the plan. The description of the employment goal should be written in a manner that is succinct and pertinent. Additional details regarding the employment goal may be included in the Goal Details text box. The term of a goal can be identified as long-term (12+ months), intermediate (3-12 months), or short-term (0-3 months).

The objectives of the IEP break down the larger goal into comprehensive steps that assist the participant in reaching the employment goal. Effective objectives identify an individual responsible for completing the task and **must** include review dates for completion. The DVOP specialist **must** adjust their Employ Florida IEP alert subscription to notify when an objective is nearing the review date for completion by following the instructions in the [Virtual OneStop® User Guide for Staff, Section 31: Manage Communications](#).

An effective IEP should use the S.M.A.R.T. principle to create specific, measurable, attainable, relevant, and time-bound goals and objectives, as described below:

- i. **Specific** goals are easy to comprehend and clearly indicate what the participant intends to do. Specific objectives are the action steps outlining exactly what the participant should do to achieve the goal.
- ii. **Measurable** goals have benchmarks allowing participants to see progress towards successfully achieving the goal. Goals are measurable by establishing objectives to show progress.
- iii. **Attainable** specific goals and objectives are attainable if the participant can be realistically expected to complete the goal within the timeframe given.
- iv. **Relevant** goals and objectives **must** be relevant to what the participant is trying to achieve. A relevant goal is based on the participant's work history, education, training, special skills, interests, and aptitudes.
- v. **Time-bound** goals should be limited to a defined period and include a specific timeline for each step of the process. The employment goal **must** have an estimated completion date, and the objectives **must** have a review date for completion assigned in the Employ Florida IEP/Service Strategy wizard.



- g) [Goodwill](#)
- h) Homeless Shelters
- i) [Homeless Veterans Reintegration Program](#)
- j) [Housing Urban Development - Veterans Affairs Supportive Housing](#)
- k) [Iraq and Afghanistan Veterans of America](#)
- l) [Legal Assistance](#)
- m) [Marine Corps League](#)
- n) [Salvation Army](#)
- o) Supportive Services for Veteran Families
- p) Veteran Readiness and Employment Program (Chapter 31)
- q) [Veteran Service Officers](#)
- r) [Veterans of Foreign Wars](#)
- s) [Vocational Rehabilitation](#)

Once the resource network has been established, the DVOP specialist **must** do more than refer the participant to local resources or community partners; they **must** take an active role in assisting the participant to access the resources requested (i.e., direct referral, scheduling an appointment, assisting to prepare necessary documentation, and conducting consistent contact to determine the outcome of the referral). The DVOP specialist **must** coordinate wraparound services to assist the participant in overcoming any barriers specified in the objective assessment as doing so will demonstrate the program's value and its commitment to the participant's success.

The coordination of wraparound services **must** be recorded by service code V06 (JVSG - Coordination of Wraparound Services) and include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.

**Note:** The CSC WP Team Program Lead will work with the DVOP specialist to ensure referral outcome records are maintained to establish best practices and overall resources gained from the referral activities. These records should be reviewed on a quarterly basis to ensure referral activities are productive.

## 7. Work Experience

The DVOP specialist may place JVSG participants in work experience opportunities through the Workforce Innovation and Opportunity Act (WIOA), or other programs for the purpose of providing work-based opportunities to practice and enhance the skills and knowledge gained from their military service, program of study, or industry training program.

Work experience is a structured learning experience that takes place in a workplace for a limited period and may be paid or unpaid. Work experience **must** include academic and occupational education concurrently or sequentially.

Work experience opportunities include, but are not limited to:

- a) Apprenticeships;
- b) Department of Defense SkillBridge Program;
- c) Internships;
- d) Job shadowing;
- e) Pre-apprenticeship programs;
- f) Transitional jobs; and
- g) Veterans Affairs Work Study Program.

A work experience should be related to the participant's employment goal. The assessment process and development of the IEP will help to identify appropriate worksites for each participant. The objective assessment process may identify concerns or issues that should be addressed prior to or concurrently with a work experience.

Work experience opportunities may be provided through the WIOA program, which will require the DVOP specialist to assist the participant with determining eligibility and scheduling necessary orientations and appointments. To expedite the process, the DVOP specialist **must** work with the participant and WIOA program staff to complete and submit all required paperwork to determine eligibility and receive program approval. When referring participants to WIOA for work experience opportunities, service code 211 (Referral to WIOA) **must** be recorded. The case note should indicate how the DVOP specialist helped facilitate enrollment in the work experience opportunity.

CSC encourages the referral of JVSG participants to WIOA work experience opportunities and other relevant services with an emphasis on the referral of VR&E (Chapter 31) veterans to work experience opportunities.

**Note:** Veterans referred to WIOA-funded workforce experience opportunities and other relevant services, who are determined eligible, receive priority of service in accordance with local and state policy.

The enrollment of a JVSG participant in a work experience opportunity by a DVOP specialist **must** be recorded using service code V07 (JVSG - Work Experience) and include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.

## 8. Workforce Preparation Activities

The DVOP specialist may provide participants workforce preparation activities to increase a participant's employability and help prepare them for the workforce. Workforce preparation activities refer to skills and competencies that are not only useful in the workplace but are fundamental life skills. These preparations may be in the form of activities, programs, and/or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills including competencies in:

- a) Adjusting to civilian culture;
- b) Critical thinking;
- c) Digital skills;
- d) Skills necessary for successful transition into and completion of post-secondary education, training, or civilian employment;
- e) Utilizing resources; and
- f) Working with others.

The provision of workforce preparation activities **must** be recorded by service code V08 (JVSG - Workforce Preparation Activities) and include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.

## 9. Consistent Contact

Regular, consistent contact between the DVOP specialist and the participant, including meetings and updates, both pre-and post-employment, is the foundation of quality case management. Consistent contact is based on the participant's individual needs and situation per the written plan and case notes. Consistent contact may be conducted remotely or in-person; however, no pre-employment contacts should be made without reference to the IEP's goal and objectives. The purpose of pre-employment consistent contact is to ensure all parties are accountable for achieving the objectives and goal of the jointly developed IEP.

When the participant successfully obtains employment, the DVOP specialist **must** provide post-employment consistent contact for 90 days to ensure sustained employment. Post-employment consistent contact **must be performed on a biweekly basis the first month following employment and on a monthly basis thereafter**. Example: Joe Smith starts employment on August 9, 2021. Veteran Consistent Contact should be made on August 23 (2 weeks) and again on August 30, 2021 (4 weeks). Thereafter, Consistent Contact **must** be made on or before September 30, 2021, and again on October 30, 2021. All contacts **must** be documented in Employ Florida with the correct service code (VO9) and a case note. Note: These actions are to ensure the veteran does not need any additional services.

Successful consistent contact **must** involve direct contact with the participant; contact attempts which are not successful do not constitute a successful consistent contact service activity. Direct contact is considered to have occurred when the DVOP specialist and the participant have exchanged information, or the participant has agreed to the service being provided. Contact attempts should be made through various means (i.e., phone, email), and conducted at different times of the day.



The DVOP specialist who is unable to contact a participant after 90 days **must** close and exit the case in accordance with [Administrative Policy 115: Common Exit](#).

Successful consistent contact **must** be recorded by service code V09 (JVSG – Consistent Contact)<sup>5</sup> and include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.

Unsuccessful consistent contact attempts **must** be recorded by service code V09 (JVSG – Consistent Contact) and include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide. Unsuccessful contact attempts **must** be recorded using Employ Florida Completion Code: Unsuccessful Completion – Failed to Report.

#### **10. Disabled Veteran Outreach Program Specialist Outreach Engagement**

As part of their primary duties, the DVOP specialist conducts outreach activities in the local area to build capacity with community resources, engage with current participants, and actively recruit eligible veterans to increase their case load. When conducting outreach activities, the DVOP specialist may provide immediate services to individuals determined eligible in accordance with [Administrative Policy 102: Veteran Intake at Career Centers](#) and the local operating procedure by the same name. Additionally, the DVOP specialist may need to conduct outreach<sup>6</sup> to actively case manage participants and provide necessary in-person services.

When a DVOP specialist provides a service to a JVSG participant during outreach, or an individual is enrolled in JVSG as a result of outreach activities, service code V10 (JVSG - DVOP Outreach Engagement) must be recorded including a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide. This service does not commence or extend participation but is necessary for performance of duties.

**Note:** The service code V10 (JVSG - DVOP Outreach Engagement) is to be utilized in conjunction with the employer service code E49 (Organizational Visit VET/MSFW). The E49 (Organizational Visit VET/MSFW) code captures the outreach location visit and the V10 (JVSG - DVOP Outreach Engagement) code captures the individual who was served during, or as a result of, the outreach activities. The CSC WP Program Lead will ensure monitoring is completed to analyze the relationship between the V10 (JVSG - DVOP Outreach Engagement) and the E49 (Organizational Visit VET/MSFW) codes to determine the effectiveness of the DVOP specialist outreach activities.

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<sup>5</sup> Service code V09 (JVSG – Consistent Contact) is contingent on the IEP present in the current program application and does not extend nor trigger participation.

<sup>6</sup> DVOP specialists **must** not conduct outreach to a participant's private residence. Outreach for the purpose of providing services to a participant who is already enrolled in JVSG should occur in a safe and public setting (e.g., college campus, homeless shelter, community partner's facility).

## 11. Work Readiness Case Conference

In a team approach, a DVOP specialist will provide the individualized career services needed to prepare the participant to be deemed work ready to be referred to a LVER for job development and advocacy services. These activities conducted by the LVER provide individualized advocacy and additional opportunities to veterans and eligible persons that effectively facilitate the participant's employment.

The LVER **must** meet directly with the veteran or eligible person, in person or remotely, to verify work ready status and determine an effective outreach strategy to market the participant to appropriate employment opportunities. This meeting is facilitated by the DVOP specialist through an organized and scheduled case conference. It is recommended the DVOP specialist advise the participant of the role of the LVER as early in the case management process as possible. The effective explanation of the LVER's role demonstrates the program's value to the participant and should further encourage the participant to remain engaged throughout the case management process.

Prior to scheduling the work readiness case conference, the DVOP specialist **must** ensure the participant's work ready status by ensuring, at minimum, the participant has:

- a) An occupational goal with a favorable market outlook as determined using Employ Florida Labor Market Information (LMI);
- b) The knowledge, skills, aptitudes, and abilities required for the occupational goal;
- c) No barriers that prevent obtaining and retaining employment<sup>7</sup>;
- d) An appropriate, targeted, and current resumé;
- e) Suitable interview attire;
- f) Reliable transportation<sup>8</sup>; and
- g) Demonstrated proper interviewing skills.

Additionally, prior to the referral, the DVOP specialist **must** provide the LVER information regarding the participant's:

- a) Justice-involvement issues (if applicable);
- b) Occupational interests;
- c) Physical limitations; and
- d) Salary expectation.

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<sup>7</sup> The veteran may be deemed work ready regardless of unresolved barriers to employment, so long as the remaining barriers will not hinder or prevent the obtaining or retaining of employment.

<sup>8</sup> Veterans who do not have access to reliable, private transportation may be referred to the LVER; however, the LVER **must** tailor the outreach strategy to those employers accessible through public transportation and within walking/biking distance of the participant's residence.

The coordination of a work readiness case conference **must** be recorded by service code V11 (JVSG – Work Readiness Case Conference) and include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.

#### **12. Job Referrals**

The DVOP specialist may provide work-ready participants referrals to employment openings in accordance with [Administrative Policy 96: Job Seeker Registration, Application and Services](#). Also, the DVOP specialist will follow the local operating procedure in reference to Job Seeker Registration. Job referrals **must** be recorded in Employ Florida by following the instructions available in the [Virtual OneStop® User Guide for Staff, Section 19: Manage Labor Exchange](#). Referrals recorded in Employ Florida in accordance with this policy will automatically generate the relevant service code and the DVOP specialist **must** include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide. DVOP specialists should inform LVER staff of referrals made to allow for veteran advocacy efforts.

#### **13. Staff-Assisted Job Search Activities**

The DVOP specialist may provide staff-assisted job search activities for work ready participants. Staff assisted job search activities **must** include significant staff involvement designed to help the participant plan and carry out a successful job-search strategy. These activities include resume preparation assistance, job search workshops, job finding clubs, and development of a job-search strategy. Conducting a job search through Employ Florida on behalf of the participant does not constitute a staff-assisted job search activity.

The provision of staff-assisted job search activities **must** be recorded by service code 114 (Staff-Assisted Job Search) and include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.

#### **C. Local Veteran Employment Representative (LVER)**

The CSC LVER conducts employer outreach activities as part of the CSC's business services team that support veteran individual job developments and the referral of veterans to appropriate job openings. To serve veterans and eligible persons effectively and efficiently, LVER staff **must** focus on their primary role, which is employer outreach on behalf of veterans. In executing this role, LVER staff **must** concentrate efforts on advocacy services for veterans jointly determined to be work ready after receipt of individualized career services from a DVOP specialist. These activities **must** include efforts to increase job opportunities for veterans and eligible persons through direct employer contact<sup>9</sup>.

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<sup>9</sup> Direct employer contact may be conducted in-person, over the phone, or through other remote means. Direct contact requires an acknowledgement from the employer regarding the specific service provided.

#### D. Advocacy and Job Development Activities and Employ Florida Reporting

The CSC LVER **must** document advocacy efforts in the employer's service record and/or the participant's Employ Florida Wagner-Peyser program application, in accordance with this policy, by recording the service code which corresponds to the service provided, as follows:

Service Code	Service Code Description	Employer or Participant Code
123	Job Development Contact	Participant
E33	Job Development	Employer
500	Referred to Job Over 150 Days	Participant
V12	Veteran Advocacy Contact	Participant
E53	Veteran Advocacy	Employer

#### 1. Job Developments

[20 Code of Federal Regulations \(CFR\) § 651.10](#) defines a job development as the process of securing a job interview with a public or private employer for a specific participant for whom the career center has no suitable opening on file. Prior to conducting job development activities on behalf of a participant, LVER staff **must** conduct a full review of Employ Florida to ensure there is no suitable employment opening on file<sup>10</sup>.

The process of securing a job interview on behalf of a veteran or eligible person **must** occur through direct contact with the employer. Job developments **must** center on each veteran's needs, skills, abilities, goals, physical abilities, and limitations determined through the work readiness case conference, as described in [Section IV.B.11](#) of this policy.

LVER staff **must** document job developments made on behalf of work ready JVSG participants by:

- a) Recording service code 123 (Job Development Contact) in the participant's Employ Florida Wagner-Peyser Program Application and attaching a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide; and
- b) Recording employer service code E33 (Job Development) in the employer's service plan. A case note is not required if the case note was entered appropriately on the corresponding 123 (Job Development Contact) service code.

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<sup>10</sup> If a suitable employment opening is available in Employ Florida, the LVER should coordinate with Wagner- Peyser staff or the DVOP specialist to facilitate a direct referral. LVER staff may contact the employer to advocate on behalf of the veteran in accordance with this policy.



**Note:** The V12 (Veteran Advocacy Contact) and E53 (Veteran Advocacy) are complementary service codes that are required for documenting individual advocacy attempts. There should be a corresponding number between both services for LVER staff.

### 3. CSC Career Center Staff

CSC career center staff **must** be prepared to serve eligible persons when a DVOP specialist is unavailable. At minimum, CSC staff **must** ensure that the eligible person is provided with the services needed by the appropriate staff member. Additionally, CSC career center staff **must** refer the eligible person to the DVOP specialist within 48 hours<sup>11</sup> so that they may provide a follow-up contact to determine if any additional services are desired.

Referral by a CSC career center staff member to a DVOP specialist for follow-up **must** be recorded using service code 158 (Referral for DVOP Follow-Up) and include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.

### E. State and Local Monitoring

CSC services and activities provided under JVSG **must** be monitored annually for compliance with JVSG requirements by DEO. DEO will monitor the requirements outlined in this policy inclusive of required local operating procedures. Additionally, CSC has an established Monitoring Process that include, at minimum:

1. Roles of the JVSG participant and LWDB staff;
2. Coordination of DVOP and LVER staff; and
3. Local monitoring procedures for implementation of this policy.
4. CSC staff that performs monitoring will carefully review to ensure that the first service provided by the DVOP specialist is the V01 (Objective Assessment) service code.

## II. Definitions

**Caregiver** - As defined by [Title 38, U.S.C. 1720G\(d\)](#), with respect to an eligible veteran, a caregiver means an individual who provides personal care services to support the veteran's:

- a) Health and well-being;
- b) Everyday personal needs (like feeding, bathing, and dressing); and/or
- c) Safety, protection, or instruction in their daily living environment.

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<sup>11</sup> When no DVOP specialist is available due to position vacancies, career center staff **must** maintain a list of eligible persons served for the DVOP specialist(s) to contact once fully onboard and trained.

**Note:** The 123 (Job Development Contact) and E33 (Job Development) are complementary service codes that are required for documenting job development contact attempts. There **must** be a corresponding number between both services for LVER staff.

**a. Job Development Job Orders**

Successful job development activities which result in a job order **must** be recorded in Employ Florida in accordance with [Administrative Policy 99: Job Orders and Placements](#) and CSC local operating procedures.

**b. Referral to Job Development Job Orders**

LVER staff may make direct referrals of veterans and eligible persons to job development job orders in accordance with [Administrative Policy 96: Job Seeker Registration, Application and Services](#). Job referrals **must** be recorded in Employ Florida by following the instructions available in the [Virtual OneStop® User Guide for Staff, Section 19: Manage Labor Exchange](#). Referrals recorded in Employ Florida in accordance with this policy will automatically generate the respective service code. **The CSC LVER must not make referrals to job orders that were not created through their job development activities.**

**2. Individualized Veteran Advocacy**

The CSC LVER **must** advocate on behalf of all veterans, with an emphasis on individualized advocacy on behalf of veterans who have been deemed work ready after receipt of individualized career services from a DVOP specialist. LVER staff conduct individualized advocacy by making direct contact with employers and attempting to secure an interview for a specific veteran for an employment opening that is on file in the Employ Florida online labor exchange system.

LVER staff **must** document individualized advocacy attempts made on behalf of work ready veterans and eligible persons by:

- a) Recording service code V12 (Veteran Advocacy Contact) in the participant's Employ Florida program application and include a case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.
- b) Recording employer service code E53 (Veteran Advocacy) in the employer's service plan. A case note is not required if the case note was entered appropriately on the corresponding V12 (Veteran Advocacy Contact) service code.

**Career Center** - Also known as a one-stop center or American Job Center (AJC), career centers are designed to provide a full range of assistance to job seekers under one roof. Established under the Workforce Investment Act and reauthorized in the Workforce Innovation and Opportunity Act of 2014, these centers offer training referrals, career counseling, job listings, and similar employment-related services.

**Case Notes** - Online statements entered in the State MIS, Employ Florida, by the staff member that identifies a participant's status for a specific data element, the date on which the information was obtained, and the career planner who obtained the information.

**Consolidated Position (CP)** – Staff who performs the functions and duties of both a LVER and DVOP specialist in select LWDBs as assigned by the State Veterans' Program Office. Effective October 1, 2021, CSC will have CPs.

**Disabled Veteran Outreach Program (DVOP) Specialist** – A specialist who provides individualized career services and facilitate placements to meet the employment needs of veterans and eligible persons who have significant barriers to employment or have otherwise been designated by the U.S. Department of Labor Veterans' Employment and Training Service (VETS).

**Eligible Person** – A veteran, spouse, or caregiver who is eligible to receive services from a DVOP specialist as described in Administrative Policy 102: Veteran Intake at Career Centers and by local CSC procedure.

**Individualized Career Services** - Services required to retain or obtain employment, consistent with [20 CFR 678.430](#). Generally, these services involve significant staff time and customization to the veteran's needs. Individualized career services include services such as: specialized assessments, developing an individual employment plan, counseling, work experiences (including transitional jobs), etc.

**Job Finding Clubs** - An organized activity that provides instructions on resume writing, application preparation, interviewing skills, and/or job lead development and includes a period of structured application where participants attempt to obtain jobs.

**Job Referral** - A staff-assisted job referral is the act of LWDB staff facilitating the match between qualified jobseekers and employers with job openings, and the recording of such referral in Employ Florida.

**Job Search Planning** - Development of a plan (not necessarily a written plan) that includes the necessary steps and timetables to achieve employment in specific occupational, industry, and/or geographic area.

**Job Search Workshop** - An organized activity that provides instructions on resume writing, application preparation, interviewing skills, and/or job lead development.

**Justice Involved** - Having had interactions with the criminal justice system as a defendant.

**Local Veteran Employment Representative (LVER)** - A representative funded by the JVSG who:

- a) Conducts outreach to employers in the area to assist veterans in gaining employment, including conducting seminars for employers and, in conjunction with employers, conducting job search workshops and establishing job search groups;
- b) Ensures priority of service is administered within the career center in accordance with federal and state requirements; and
- c) Facilitates employment, training, and placement services furnished to veterans in a State under the applicable State employment service delivery systems.

**Participant** - An individual who is determined eligible to participate in the program and receives a service funded by the program in either a physical location (CareerSource Florida Network Career Center or affiliate site) or remotely through electronic technologies.

**Priority of Service** - With respect to any qualified job training program, a covered person shall be given priority over nonveterans for the receipt of employment, training, and placement services provided under that program, notwithstanding any other provision of law. In order to be eligible for priority of service, a veteran **must** have served at least one day in the active military, naval, or air service, and have been discharged or released under conditions other than dishonorable, as specified in [Title 38, U.S.C. Section 101](#).

**Resume Assistance** - The act of providing a participant instruction on the content and format of resumes and cover letters and providing assistance in the development and creation of the same.

**Suitable Employment** - Employment that offers wages comparable to the participant's recent employment and duties that correspond to his/her education level and previous work experience. Further, suitable employment should be within a reasonable commuting distance from the participant's place of residence, based upon the participant's commuting capabilities (i.e., personal vehicle, bus, walking).

**Transitioning Service Member** - A member of the U. S. military who will separate from active service in the next 12 months, or who will retire from active service in the next 24 months.



## **LOCAL OPERATING PROCEDURE**

### ***Priority of Service for Veterans and Eligible Spouses***

#### **Background**

The Jobs for Veterans Act (JVA) established a priority of service requirement for covered persons (i.e., veterans and eligible spouses) in qualified job training programs. The purpose of this local operating procedure is to provide CareerSource Chipola (CSC) staff the minimum requirements for implementing priority of service for veterans and eligible spouses for all United States Department of Labor funded programs and services.

#### **Staff Recommendation**

The recommendation is to approve the *Priority of Service for Veterans and Eligible Spouses* local operating procedure for submission to DEO for review in accordance with policy requirements.

#### **Action Item**

Review and approve the local *Priority of Service for Veterans and Eligible Spouses* operating procedure.

**CAREERSOURCE CHIPOLA**  
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Phone (850) 633-4417, Fax (850) 482-3590 [www.careersourcechipola.com](http://www.careersourcechipola.com)

Workforce Local Operating Procedure WP - #\_\_

**TO:** CareerSource Chipola Staff

**FROM:** Debby Wood, Program & Center Director

**DATE:** July 1, 2007; updated August 30, 2011; updated March 23, 2015; updated February 9, 2018, updated October 7, 2019; updated August 2021

**SUBJECT:** Priority of Service for Veterans and Eligible Spouses

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**Purpose:**

The purpose of this policy is to provide guidance to CareerSource Chipola (CSC) staff on providing veterans and eligible spouses Priority of Service for all U. S. Department of Labor (DOL) funded programs.

**Background:**

The Jobs for Veterans Act (JVA), codified at 38 United States Code (U.S.C.) 4215, established a priority of service requirement for covered persons (i.e., veterans and eligible spouses) in qualified job training programs. While recipients of DOL funds for qualified job training programs have been required to provide priority of service since 2002, the publication of 20 CFR Part 1010, Priority of Service for Covered Persons Final Rule, which took effect on January 19, 2009, signaled that recipients of USDOL funds for these job training programs should review, and if necessary, enhance their current policies and procedures to ensure that adequate protocols are in place to ensure that priority is given veterans and eligible spouses.

**Procedure**

Priority of Service means that covered persons are given priority over non-covered persons for the receipt of employment, training, and placement services funded in whole or in part by DOL, including, but not limited to;

- a. Workforce Innovation and Opportunity Act (WIOA) Title I, (Adult, Youth and Dislocated Worker);
- b. WIOA Title III, (Wagner-Peyser);
- c. Trade Adjustment Assistance (TAA);
- d. Migrant and Seasonal Farmworkers (MSFW);
- e. National Dislocated Worker Grants (NDWG); and
- f. Senior Community Service Employment Program (SCSEP).

A person who 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 specified in 38 U.S.C 101(2). Active service includes full-time Federal service in the National Guard or a Reserve component. It does not include fulltime duty performed strictly for training purposes, nor does it include full-

time active duty performed by National Guard personnel who are mobilized by State rather than Federal authorities.

CSC staff will apply Priority of Service to all Veterans and eligible spouses at Point of Entry (physical or virtual) in accordance with the definition included in this guidance.

It is the expectation that CSC staff will enter all service codes and case notes within two (2) days of the service but MUST not exceed the DEO allowable days policy requirement.

### Eligibility

Covered persons may self-attest their status as eligible for priority of service. The only services that require eligibility verification are those cases where a decision is made to commit funding (e.g., WIOA training) to a covered person over another non-covered individual. Covered persons, for purposes of the provision of priority of service, are defined as follows:

- a. Veteran: A person who 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 specified in 38 U.S.C 101(2). Active service includes full-time Federal service in the National Guard or a Reserve component. It does not include full-time duty performed strictly for training purposes, nor does it include full-time active duty performed by National Guard personnel who are mobilized by state rather than federal authorities.
- b. Eligible Spouse: The spouse of:
  - i. A veteran who died of a service-connected disability.
  - ii. A 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:
    - a. Missing in action;
    - b. Captured in the line of duty by a hostile force;
    - c. Forcibly detained or interned in the line of duty by a foreign government or power;
    - d. 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
    - e. A spouse of any veteran who died while a total, service-connected disability was in existence.

Note: The statutory requirements for the Jobs for Veterans' State Grant (JVSG) require application of a more narrowly defined definition of veteran (i.e., eligible veteran). For purposes of receiving individualized career services from a Disabled Veteran Outreach Program (DVOP) specialist, "eligible veteran" means a person who meets any of the following:

- a. Served on active duty for a period of **more than 180 days** and was discharged or released with a character of service other than dishonorable;
- b. Was discharged or released from active duty by reason of a sole survivorship discharge;
- c. Was discharged or released from active duty because of a service-connected disability; or

- d. As a member of a reserve component under an order to active duty, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with a character of service other than dishonorable.

### Identifying Covered Persons

CSC must develop and implement measures, to include Local Operating Procedures (LOPs), to identify covered persons who access career centers and/or programs and notify them with timely and useful information on priority of service for covered persons. These measures include:

- a. **Point of Entry:** CSC staff (receptionists, welcome team) must ask individuals at the point of entry if he/she, or his/her spouse, is currently serving, or has ever served, in the U.S. military;
- b. **Electronic Intake Systems:** Ensuring electronic kiosk intake systems allow individuals to self-identify as a covered person;
- c. **Prominently Displayed Notices:** To encourage covered persons to self-identify, CSC must develop and prominently display notices and signs strategically throughout the career center, to include the front intake area;
- d. **Staff Training:** All career center personnel must receive priority of service training on an annual basis. The CSC Local Veteran Employment Representative (LVER) must provide the required training. If a LVER is not available to conduct the training, the CSC will temporarily assign another qualified staff member to conduct the training. CSC are encouraged to use the Priority of Service Training Template, developed by the Department of Economic Opportunity's (DEO's) State Veterans' Program Office;
- e. **Websites:** CSC websites must include an explanation of priority of service for covered persons; and
- f. **Orientations:** Orientations, conducted remotely or in person, must include an explanation of priority of service for covered persons.

### Applying Priority of Service

The application of priority of service varies depending on the eligibility requirements of the program. The four basic categories for WIOA Title I funded programs are listed below:

1. Universal Access Programs: For workforce programs that operate or deliver services to the public without targeting specific groups (e.g., Wagner-Peyser, WIOA basic career services), veterans and eligible spouses receive priority of service over all other program participants. Priority of Service provides covered persons access to a service earlier than a non-covered person, or if a service or resource is limited, the person receives access instead of or before the non-covered person. For example, if a veteran arrives at a career center and there is a waiting list to use a resource room computer, the covered person moves to the front of that list. Priority of service does not mean that staff a non-covered person to cease using the resource room computer to allow the covered person access. Covered persons do not supplant non-covered persons who are already in receipt of a service.
2. Programs with Eligibility Criteria: Eligibility criteria identify basic conditions that each participant in a specific program is required to meet. For example, for the WIOA Adult, Dislocated Worker, and Youth programs, every participant is required to meet program eligibility requirements (e.g., age, selective service registration, etc.). A veteran or eligible spouse must first meet all the eligibility criteria to be considered eligible for participation in the

program. Once determined eligible for participation, the covered person receives priority for participation in the program and receipt of services.

3. Programs with Statutory Priorities: In addition to the eligibility criteria that all participants are required to meet, some programs have priorities that target certain populations and establish a rank order for enrolling or serving participants. While veterans' priority is required under federal law and cannot be waived, it is not intended to displace existing eligibility requirements and statutory priorities. Therefore, in these instances, veterans and eligible spouses must first meet both the program's eligibility and statutory priority criteria to receive priority for participation in the program and receipt of services (i.e., WIOA Adult). LWDBs must administer priority of service in accordance with the rank order prescribed in Administrative Policy 105: Priority of Service.
4. Programs with Discretionary Priorities: Programs with discretionary priorities may try to provide a certain level of service to a group. However, the law does not mandate that the target group be served before other eligible individuals. With respect to priority of service, the only feature that distinguishes discretionary targeting programs from universal access programs is the additional application of the discretionary targeting criterion to non-covered persons. Therefore, LWDBs must apply priority of service in the order below:
  - a. Veterans and eligible spouses;
  - b. Non-covered persons within the discretionary targeting group; then
  - c. Non-covered persons outside the discretionary targeting group.

#### **Reporting Priority of Service**

When a covered person self identifies at the point of registration in Employ Florida, the system automatically generates a service code 089 (Automated Veteran Priority of Service Notification) on the participant's Wagner-Peyser Program Application.

In instances where a covered person does not self-identify at registration, but is later determined to be eligible, staff must ensure the covered person is provided information regarding their priority of service rights and document this staff-assisted service through Employ Florida service code 189 (Notification of Veteran Priority of Service) and include the appropriate documentation/case note that aligns with the requirements prescribed in the Employ Florida Service Code Guide.

An 089 or 189 should be documented once for every new Wagner-Peyser Application with appropriate documentation/case note.

#### **Monitoring**

Priority of service for veterans and eligible spouses must be monitored annually for compliance with state and federal requirements. DEO will monitor the requirements outlined in this policy inclusive of local operating procedures. Additionally, CSC has established a Monitoring Schedule and Process outline to include all program monitoring. CSC staff conducts frequent monitoring for the WP program, including veterans served by the DVOP and CSC staff for priority of service.

## DEFINITIONS

**Covered Person** - An individual who meets the definition of veteran, or eligible spouse and as such, is eligible for priority of service.

**Disabled veteran** - A veteran who is entitled to compensation, or who, except for the receipt of military retirement pay, would be entitled to compensation, under the Department of Veteran Affairs, or a veteran who was discharged or released from active duty, because of a service-connected disability.

**Disabled Veterans' Outreach Program (DVOP) Specialist** - A specialized case manager funded by the JVSG who provides basic and individualized career services and facilitates placements to meet the employment needs of eligible veterans with significant barriers to employment or who are part of a special population as designated by DOL.

**Local Veteran Employment Representative (LVER)** - A representative funded by the JVSG who:

- a. Conducts outreach to employers in the area to assist veterans in gaining employment, including conducting seminars for employers and, in conjunction with employers, conducting job search workshops and establishing job search groups;
- b. Ensures priority of service is administered within the career center in accordance with federal in state requirements; and
- c. Facilitates employment, training, and placement services furnished to veterans in a State under the applicable State employment service delivery systems.

**Non-Covered Person** - Any individual who meets neither the definition of veteran, nor the definition of eligible spouse.

**Veteran (for Priority of Service)** - A person who 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 specified in 38 U.S.C 101(2). Active service includes full-time Federal service in the National Guard or a Reserve component. It does not include fulltime duty performed strictly for training purposes, nor does it include full-time active duty performed by National Guard personnel who are mobilized by State rather than Federal authorities.

## June 2021 Social Media Insights

	Reach	% Change	Engagement	% Change	Link Clicks	Shares	Reactions	New Followers	Largest Audience Segments
Facebook	10,863	-26.4%	1,095	-32.1%	826	138	101	10	1. Women 35-44 2. Women 25-34 3. Women 45-54

	Impressions	% Change	Profile Visits	% Change	Link Clicks	Retweets	Mentions	New Followers
Twitter	1,163	11.00%	93	12.40%	6	0	0	1

	Accounts Reached	% Change	Total Followers	Content Interaction	% Change
Instagram	29	-	9	19	-

\*\*\*New account as of June 2021

	Unique Visitors	% Change	New Followers	% Change	Page Views	% Change	Custom Button Clicks
LinkedIn	10	42.86%	0	-	0	-	0

## July 2021 Social Media Insights

	Reach	% Change	Engagement	% Change	Link Clicks	Shares	Reactions	New Followers	Largest Audience Segments
Facebook	8,972	-17.8	805	+47.4	24	202	122	-3	1. Women 35-44 2. Women 25-34 3. Women 45-54

	Impressions	% Change	Profile Visits	% Change	Link Clicks	Retweets	Mentions	New Followers
Twitter	1,141	6.80%	169	81	1	1	4	1

	Accounts Reached	% Change	Total Followers	Content Interaction	% Change
Instagram	36	33.3	60	17	10.6

	Unique Visitors	% Change	New Followers	% Change	Page Views	% Change	Custom Button Clicks
LinkedIn	12	71.00%	2	0	24	118%	1

### GOING FORWARD:

1. Continue to reengage Twitter with new content, shares, and retweets of partner organizations, notable and relevant public figures, etc.
2. Build LinkedIn page to engage business audience.
3. Create specific content unique to the audience of each platform.
4. Utilize new creation and scheduling platform (Canva) to manage all socials from one account.



## August 2021 Social Media Insights

	Reach	% Change	Engagement	% Change	Link Clicks	Shares	Reactions	New Followers	Largest Audience Segments
Facebook	10,088	12.4%	468	-41.7%	263	73	118	2	1. Women 35-44 2. Women 25-34 3. Women 45-54

	Impressions	% Change	Profile Visits	% Change	Link Clicks	Retweets	Mentions	New Followers
Twitter	1,290	13.10%	35	-79.30%	0	0	0	3

	Accounts Reached	% Change	Total Followers	Content Interaction	% Change
Instagram	43	19.40%	69	16	-5.90%

	Unique Visitors	% Change	New Followers	% Change	Page Views	% Change	Custom Button Clicks
LinkedIn	8	-20.00%	2	0	21	-13%	0