U.S. Department of Labor

Assistant Secretary for
Veterans' Employment and Training
Washington, D.C. 20210

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VETERANS' PROGRAM LETTER NO. 04-14

TO: ALL REGIONAL ADMINISTRATORS AND DIRECTORS FOR VETERANS' EMPLOYMENT AND TRAINING
ALL STATE WORKFORCE AGENCY ADMINISTRATORS
ALL REGIONAL ADMINISTRATORS FOR EMPLOYMENT AND TRAINING ADMINISTRATION

FROM: KEITH KELLY
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SUBJECT: Designation of Additional Population of Veterans Eligible for Services from the Disabled Veterans' Outreach Program Specialist – Veterans Ages 18 to 24

1. Purpose. This Veterans' Program Letter (VPL) identifies for the public workforce system an additional population the Secretary has identified to receive, upon request, services provided by Disabled Veterans' Outreach Program (DVOP) specialists using a case management approach.

2. References.

- 38 U.S.C. chapter 41, Job Counseling, Training, And Placement Service For Veterans (38 U.S.C. 4100–4114), as amended, specifically:
  - 38 U.S.C. 4103A, Disabled veterans' outreach program; and,
  - 38 U.S.C. 4104, Local veterans' employment representatives.
- 38 U.S.C. chapter 42, Employment And Training Of Veterans (38 U.S.C. 4211–4215), as amended, specifically:
  - 38 U.S.C. 4215, Priority of service for veterans in Department of Labor job training programs.
- Workforce Investment Act of 1998 (WIA), as amended (29 U.S.C. 2801 *et seq.*).
- 20 CFR Part 1001, Services for Veterans.
- 20 CFR Part 1010, Application of Priority of Service for Covered Persons.
- TEGL 10-09, *Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in whole or in part by the U.S. Department of Labor (DOL)* (http://wdr.doleta.gov/directives/attach/TEGL/TEGL10-09.pdf).
- Training and Employment Notice 15-10, *Protocol for Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in whole or in part by the U.S. Department of Labor (DOL)*

(http://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2954).

- Veterans Program Letter (VPL) 01-10, *Jobs for Veterans State Grants Recurring Report Requirements*, dated January 15, 2010.
- VPL 05-05, *Direct and Indirect Charges*, dated May 23, 2005.
- Veterans Program Letter (VPL) 07-09, *Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in Whole or in Part by the U.S. Department of Labor* (http://www.dol.gov/vets/VPLS/VPLs/VPL_07-09/VPL_07-09_&_Attachments_A-D%20.pdf).
- TEGL 19-13, *Jobs for Veterans' State Grants (JVSG) Program Reforms and Roles and Responsibilities of American Job Center (AJC) Staff Serving Veterans* (need link)
- VPL 03-14, *Jobs for Veterans' State Grants (JVSG) Program Reforms and Roles and Responsibilities of American Job Center (AJC) Staff Serving Veterans*
- TEGL 20-13 *Designation of Additional Population of Veterans Eligible for Services from the Disabled Veterans' Outreach Program Specialist – Veterans Ages 18 to 24*

3. **Background.** Title 38 U.S.C. 4103A mandates specific roles and responsibilities for Disabled Veterans' Outreach Program (DVOP) specialist staff. The Employment and Training Administration (ETA) and Veterans' Employment and Training Service (VETS) recently issued policy guidance on the distinct roles of the DVOP specialist. That guidance limits the populations of veterans and eligible persons that may be served by DVOP staff and defined those categories of veterans and eligible spouses who are being prioritized by the Secretary of Labor (Secretary) because they have significant barriers to employment.

   Further, TEGL 19-13 and VPL 03-14 stated that, under 38 U.S.C. 4103A(a)(1)(C), the Secretary may identify additional groups of veterans who are entitled to receive intensive services from DVOP staff. This guidance identifies veterans ages 18-24 as such a priority category.

   In recent years, veterans ages 18-24 have experienced a higher rate of unemployment than other veterans as well as nonveterans of the same age. The Department of Labor is anticipating an increase in the number of veterans 18-24 transitioning from active military service. This group of veterans may also possess limited civilian work history, which can make transitioning to the civilian labor force more difficult. Based on these facts, the Secretary has determined veterans between the ages of 18 and 24 may need and benefit from the intensive services provided by a DVOP specialist.

4. **DVOP Services to Veterans Aged 18-24.** The population to be served by DVOP specialists includes any veteran ages 18-24.

   As with all participants, when serving this population of veterans states are reminded that case management continues to be an appropriate service delivery strategy or framework within which intensive services may be delivered, particularly for veterans. Intensive services should be delivered following the case management framework in most cases. However, case management itself is a process, not a service, and is therefore not to be reported as a service, intensive or otherwise.

5. **Actions Required.** This guidance is effective immediately. The following actions are requested:
   - State Administrators and AJC directors are requested to immediately transmit this VPL to appropriate staff. States and AJCs should ensure standard operating procedures are updated to align AJC staff and processes with the requirements outlined in this guidance.
   - States must ensure that they have appointed a sufficient number of DVOP specialists to provide effective services to their client population, including veterans ages 18 to 24.
   - States should consult with the appropriate ETA or VETS regional office if technical assistance is needed.

6. **Inquiries.** All inquiries should be directed to the appropriate ETA or VETS regional office.