



**POLICY  
NUMBER**

**P111**

## **Workforce Policy**

<b>Title:</b>	Services For Veterans, Members of the Military, and Spouses		
<b>Program:</b>	Workforce Innovation and Opportunity Act, Wagner-Peyser, Trade Adjustment Assistance, Migrant and Seasonal Farmworker Program, Jobs for Veterans State Grant, National Dislocated Worker Grants		
<b>Type:</b>	Programmatic		
<b>Effective:</b>	06/09/2021	<b>Revised</b>	11/13/2025

### **I. PURPOSE AND SCOPE**

This policy reaffirms Florida's commitment to being the nation's most military friendly state through the provision of high quality and responsive workforce programs, resources, and opportunities that strengthen the state's workforce and economy. Its purpose is to ensure that veterans, military service members, and their families receive prioritized access to high quality workforce services and responsive, tailored support that not only maximizes their unique talents and skills but promotes skill development and employment.

This policy establishes the minimum requirements for Local Workforce Development Boards (LWDBs) to implement effective procedures and ensure priority, high quality workforce service and support for transitioning service members and veterans, as well as their spouses and dependents. The Policy applies to all U.S. Department of Labor (DOL) funded programs including Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser, including the Military Family Employment Advocacy program, Jobs for Veterans State Grant (JVSG), Trade Adjustment Assistance (TAA), and Migrant and Seasonal Farm Worker (MSFW).

### **II. MEASURABLE PERFORMANCE OUTCOMES**

1. Number and percentage of eligible persons served.
2. Time to service and evidence of provision of information on priority of service for veterans; and
3. Federal indicator data and state letter grade metrics specific to the applicable population.

Additional measures of performance for this policy include aligned, clearly written, and publicly posted Local Operating Procedures (LOPs) outlining processes to implement this policy.

### III. POLICIES AND PROCEDURES

#### A. Priority of Service<sup>1</sup>

Veterans and eligible spouses (“covered persons”) must receive priority of service for all USDOL-funded job training programs, which include WIOA programs.<sup>2</sup>

Service must be provided by appropriately qualified staff, consistent with issued federal guidance<sup>3</sup> and Florida Department of Commerce (FloridaCommerce) technical assistance, as soon as possible and in alignment with [Workforce Policy 9, Availability of Services to Floridians](#).

#### 1. Intake Procedures

LWDBs must implement standardized intake processes to identify and provide priority service to veterans and eligible spouses.

##### a. Identification at Entry:

- Staff must ask if individuals or their spouses have served in the U.S. military.
- Electronic kiosks must allow self-identification.
- Prominent signage must encourage self-identification.
- Employ Florida must be used to verify veteran status (flag icon).

##### b. Screening for Enhanced Services:

- Intake must be conducted by non-JVSG staff trained in career center services.
- Eligibility must be determined consistent with requirements in Training and Employment Guidance Letter (TEGL) 03-24 and FloridaCommerce Technical Assistance Letter 25-01<sup>4</sup>.
- Eligible individuals must be referred immediately to DVOP specialists. If the individual declines DVOP services, a proper case note must be recorded in Employ Florida indicating that the eligible person is declining DVOP services.
- If the DVOP specialist is unavailable, services must be provided by the next qualified staff member without delay. Additionally, a DVOP referral must be made and the DVOP Specialist has up to two business days to connect with the eligible person.

#### 2. Eligibility for Priority of Service

Covered persons must first meet the program’s eligibility and any statutory priority criteria to receive priority for participation in the program and receipt of services (i.e., WIOA Adult). Consideration of eligibility for WIOA must be documented.

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<sup>1</sup> [20 CFR 680.650](#).

<sup>2</sup> Priority for veterans and eligible spouses follows other statutory priorities, such as those applied to participants funded through local WIOA Adult funds. See [Workforce Policy 105](#).

<sup>3</sup> [TEGL 10-09](#)

<sup>4</sup> Screening questions are included in Employ Florida and may be reviewed in the DVOP Eligibility Screening Tool developed by the National Veterans Training Institute (NVTI).

Covered persons, for purpose of the provision of priority of services, 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.<sup>5</sup>
  - 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:
    - (1) Missing in action.
    - (2) Captured in the line of duty by a hostile force.
    - (3) Forcibly detained or interned in the line of duty by a foreign government or power.
    - (4) A veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or
    - (5) A veteran who died while a total, service- connected disability was in existence.

## **B. Jobs for Veterans State Grant Program**

The JVSG program<sup>6</sup> provides staffing to LWDBs to provide enhanced services that prepare veterans, eligible spouses, and other eligible persons for meaningful careers through Disabled Veterans Outreach Program (DVOP) specialists and conducts focused outreach and advocacy for veterans and eligible spouses with local employers through Local Veterans' Employment Representatives (LVERs). Each LWDB must integrate JVSG-funded staff into its one-stop system as part of a comprehensive team that provides services to veterans and eligible persons to address their employment and training needs.

LWDBs must follow technical guidance issued by FloridaCommerce regarding eligibility for enhanced services provided by DVOP specialists and operational guidance for DVOP specialists and LVERs.

## **C. Staffing**

Staffing for positions performing required duties as outlined in this policy is funded through multiple means, including, but not limited to the following:

- JVSG
- Military Family Employment Advocate Program<sup>7</sup>

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<sup>5</sup> A service-connected death means that the death resulted from a disability incurred or aggravated in the line of duty in active military service.

<sup>6</sup> See [38 USC Chapters 41 and 42](#), and [20 CFR 1001](#).

<sup>7</sup> [Chapter 445 Section 055 - 2024 Florida Statutes - The Florida Senate](#)

- Other Workforce Development Programs, including:
  - WIOA
  - TAA
  - MSFW
  - Wagner-Peyser

LWDBs must follow issued agency technical assistance and guidance specific to these qualifications, required training, specific duties, etc. that are required for those serving in these positions. Services and support to veterans and eligible spouses should not be delayed by the availability of a specific class, title, position, or staff member and should be provided by any available staff as soon as possible.

#### **D. Enrollment, Shared Services, and Partnerships**

The State has a commitment to the families of members of the military<sup>8</sup> in recognition of the sacrifices they make due to frequent moves and separations which can result in barriers to employment. LWDBs shall provide timely and focused services to these family members, i.e., spouses and dependents.

**Co-enrollment<sup>9</sup> of qualifying veterans and military family members is encouraged and, in some instances, required to maximize employment and training outcomes.** LWDBs are highly encouraged to effectively partner with local government, community partners, and businesses to maximize support for the goals of this program and to reduce the number of veterans requiring public assistance and increase the number of veterans and eligible spouses achieving self-sustaining employment through the training and supports provided.

### **IV. IMPLEMENTATION**

Each LWDB must develop LOPs to implement this policy. Staff must upload all documentation, including that associated with eligibility, to the state-identified case management system. All required activities, including, but not limited to, outreach, co-enrollment, and remote contact, must be documented with appropriate case notes and service codes, consistent with guidance and technical assistance issued by FloridaCommerce.

Additionally, LWDBs must provide annual training to career center staff regarding priority of service and service to veterans and covered persons.

FloridaCommerce monitors compliance associated with this policy to ensure that LWDBs:

- Ensure covered persons are informed of their rights, are identified at point of entry, and receive priority of service.
- Have LVERs provide annual priority of service and veteran/military family member services training.
- Maintain local monitoring procedures.

<sup>8</sup> Section [445.055](#), F.S. describes members of the military.

<sup>9</sup> [Workforce Policy P111, WIOA Adult and Dislocated Worker Program Framework and Design.](#)

## **V. ATTACHMENTS AND RESOURCES**

[DVOP Eligibility Screening Tool \(Veteran Intake Form\)](#)

[Military Spouse Desk Reference](#)