

# WORKFORCE POLICY DEVELOPMENT TRACKER

## SERVICES FOR VETERANS, MEMBERS OF THE MILITARY, AND SPOUSES

### A. GENERAL INFORMATION

<b>Policy Name:</b>	P111 Services for Veterans, Members of the Military and Spouses
<b>Policy Type:</b>	Programmatic
<b>Related Policies:</b>	<a href="#">Workforce Policy P111 - Priority of Service for Veterans and Eligible Spouses</a> <a href="#">Workforce Policy 102 – Veteran Intake at Career Centers (Sunset)</a> <a href="#">Workforce Policy 103 – Local Veteran Employment Representative and Disabled Veteran Outreach Program Specialist Outreach Process at American Job Centers (Sunset)</a> <a href="#">Workforce Policy 112 – Staffing Requirements (Sunset)</a> <a href="#">Policy 117 – JVSG Employment and Advocacy Requirements (Sunset)</a> <a href="#">Workforce Policy 119 – JVSG Consolidated Position Operational Requirements (Sunset)</a>
<b>Date to Publish:</b>	November 14, 2025

### B. PROJECT SUMMARY

CareerSource Florida and the Florida Department of Commerce (FloridaCommerce) collaborated to consolidate existing policies that provide the minimum requirements for implementing priority of service for veterans and eligible spouses for all U.S. Department of Labor (DOL) funded programs and services including the Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser, Trade Adjustment Assistance, Migrant and Seasonal Farmworker Program, Jobs for Veterans' State Grant Program (JVSG), and National Dislocated Worker Grants. Revised Workforce Policy P111 – Priority of Services for Veterans and Eligible Spouses ensures veterans, military members, and their families receive priority access to high-quality employment services. This supports faster job placement, reduces barriers, and strengthens the state's economy.

The policy is updated to align with federal and state laws and reaffirm Florida's commitment to being the most military-friendly state. The revised version is shorter, clearer, and focused on effective procedures that support veterans, transitioning service members and their dependents.

CareerSource Florida and FloridaCommerce worked with executive directors and staff of LWDBs to align the updated policy with the law, and existing policies. Policies were sent to all 21 LWDBs for consultation feedback. Upon approval, five of the additional policies cited above will be sunset and re-developed as technical assistance.

Feedback Response Key	
<b>Incorporated</b>	8 (53.3%)
<b>Future Action</b>	5 (33.3%)
<b>No Change</b>	2 (13.3%)
<b>Total</b>	15

## C. OVERVIEW OF CHANGES

Substantive Change	Location	Reason
Purpose and Scope expanded.	Section I. Purpose and Scope (Page 1)	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,
Measurable Performance Outcomes added including the requirement for "aligned, clearly written, and publicly posted Local Operating Procedures (LOPs) outlining processes to implement this policy."	Section II. Measurable Performance Outcomes (Page 2)	Adds public-facing procedures to improve accountability and ensure timely, effective services for veterans and spouses.
Policies and Procedures, Priority of Service modified to include intake procedures and eligibility for priority of service,	Section III. Policies and Procedures, A. Priority of Service (Pages 2-3)	Standardizes intake and eligibility to ensure veterans and spouses are identified early and served promptly, in line with federal and state rules. Standardized intake and clear eligibility definitions help LWDBs meet federal requirements ( <a href="#">20 CFR 680.650</a> ) and FloridaCommerce guidance, improving service consistency and accountability.
Where electronic kiosks are in use, they must allow self-identification. Electronic kiosks are not mandatory.	Section III. Policies and Procedures, A. Priority of Service, 1. Intake Procedures, a. Identification at Entry (Page 2)	Veterans may be identified in multiple ways so priority of service can be determined and provided. Additional information and support will be provided by FloridaCommerce via technical assistance.
LWDBs must implement standardized intake processes to identify and provide priority of service to veterans and eligible spouses. Employ Florida must be used to verify veteran status.	Section III. Policies and Procedures, A. Priority of Service, 1. Intake Procedures, b. Screening for Enhanced Services( Page 2)	Additional information will be provided by FloridaCommerce via technical assistance.

Policy revised to read “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”	Section III. Policies and Procedures, A. Priority of Service, 1. Intake Procedures (Page 2)	This change ensures that veterans and eligible spouses are immediately connected to DVOP specialists, who are trained to provide intensive employment services. Prompt referral helps reduce delays in accessing support, while documenting refusals in Employ Florida ensures accountability and compliance with federal requirements under <a href="#">20 CFR 680.650</a> . This strengthens service delivery, improves tracking, and supports better employment outcomes for those who served.
Policy revised to read: “If the DVOP specialist is unavailable, service must be provided by the next qualified staff member immediately. Additionally, a DVOP referral must be made and the DVOP Specialist has up to two business days to connect with the eligible person.”	Section III. Policies and Procedures, A. Priority of Service, 1. Intake Procedures (Page 2)	This practice helps ensure uninterrupted access to employment services for veterans and eligible spouses, even when DVOP specialists are temporarily unavailable. By requiring immediate service from the next qualified staff member and mandating a DVOP referral within two business days, the policy ensures timely engagement, minimizes service delays, and maintains compliance with federal standards <a href="#">under 20 CFR 680.650</a> .
Footnotes added.	Section III. Policies and Procedures, A. Priority of Service and B. Jobs for Veterans State Grant Program	Footnotes link to federal and state rules that guide how services must be delivered. Footnotes and references help clarify which groups get priority when multiple statutory priorities apply, ensuring veterans and eligible spouses are served correctly. This supports consistent and lawful implementation across LWDBs. Technical assistance will be provided by FloridaCommerce to support LWDBs.
Revised Policies and Procedures	Section III. Policies and Procedures, B. Jobs for Veterans State Grant Program (Page 3)	Aligns with federal and state guidance to ensure veterans receive targeted services through integrated staffing.
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	Section III. Policies and Procedures, B. Jobs for Veterans State Grant Program (Page 3)	This requirement ensures LWDBs follow consistent rules when identifying who qualifies for enhanced services from DVOP specialists and how those services should be delivered. Guidance from FloridaCommerce helps LWDBs meet federal standards like <a href="#">20 CFR 680.650</a> and WIOA requirements, improves service quality, and ensures veterans and eligible

		spouses get the right support at the right time.
Revised Policies and Procedures relating to staffing requirements.	Section III. Policies and Procedures, C. Staffing (Pages 3-4)	Allows cross-trained staff to deliver services regardless of funding source, ensuring timely support and compliance.
Co-enrollment of qualifying veterans and military family members is encouraged and, in some instances, required to maximize employment and training outcomes.	Section III. Policies and Procedures, D. Enrollment, Shared Services and Partnerships (Page 4)	Co-enrollment helps veterans and military families get more complete support by combining services from different programs. It improves job and training outcomes by using all available resources. It also reduces the need for public assistance by helping people find stable jobs faster. Additional information and support will be provided via technical assistance by FloridaCommerce.
Revised Policies and Procedures related to Enrollment, Shared Services and Partnerships	Section III. Policies and Procedures, D. Enrollment, Shared Services and Partnerships (Page 4)	Supports military families through timely services, co-enrollment, and local partnerships that expand access and reduce employment barriers.
Each LWDB must develop local operating procedures to implement this policy. All documentation, including that associated with eligibility, must be uploaded to the state identified case management system.	Section IV. Implementation, (Page 4)	LWDBs to document procedures, upload eligibility records, and provide annual training to ensure consistent implementation and compliance.
Links are added to a WIOA Veterans Fact Sheet and a Military Spouse Desk Reference.	Section V. Attachments and Resources (Page 4)	Adds quick access to supporting materials for staff and stakeholders.