



**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)  
PROGRAM POLICY NO. 13 Rev. 2**

**EFFECTIVE DATE:** March 31, 2026

**SUBJECT: VETERAN SERVICE DELIVERY AND REFERRALS**

**I. PURPOSE**

The purpose of this policy is to establish clear, compliant guidance for the delivery of services to veterans and eligible spouses within the Northern Area Workforce Development Area. This policy ensures that Priority of Service is consistently applied and that veterans with Significant Barriers to Employment (SBEs) are appropriately identified and referred to specialized veteran services, in alignment with federal statute, regulation, and U.S. Department of Labor guidance.

**II. AUTHORITY**

This policy is issued pursuant to the following authorities:

- Jobs for Veterans Act, Public Law 107–288
- 38 U.S.C. §§ 4103A (Disabled Veterans’ Outreach Program) and 4104 (Local Veterans’ Employment Representatives)
- Workforce Innovation and Opportunity Act (WIOA), Pub. L. 113–128, §134
- 20 CFR Part 1010 (Priority of Service for Covered Persons)
- 20 CFR Parts 678 and 680 (One-Stop delivery system and career and training services)
- New Mexico Administrative Code (NMAC) 11.2.8 (Job Training Programs)
- Veterans’ Program Letters (VPLs), including current USDOL guidance governing DVOP and LVER roles
- New Mexico Department of Workforce Solutions (NMDWS) state administrative guidance supporting implementation

**III. DEFINITIONS**

- a) **Covered Person:** A veteran or eligible spouse, as defined in 38 U.S.C. §4215 and 20 CFR §1010.110.
- b) **Disabled Veterans’ Outreach Program (DVOP) Specialist:** Staff funded under 38 U.S.C. §4103A who provide individualized career services exclusively to veterans and eligible spouses with Significant Barriers to Employment (SBEs) or who are members of populations identified by the Secretary of Labor.
- c) **Local Veterans’ Employment Representative (LVER):** Staff funded under 38 U.S.C. §4104 responsible for employer outreach, advocacy, and coordination of employment opportunities for veterans.
- d) **Significant Barrier to Employment (SBE):** A condition or circumstance defined in current USDOL Veterans’ Program guidance that significantly impedes a veteran’s ability to obtain or retain employment.

**IV. POLICY STATEMENT**



Priority of Service must be provided to covered persons at all points of entry into the workforce system. Veterans and eligible spouses must receive priority over non-covered persons for the receipt of career services, training services, and employment-related services funded in whole or in part by the U.S. Department of Labor. While all workforce partner staff share responsibility for identifying covered persons and ensuring Priority of Service, the delivery of individualized career services to veterans with SBEs is reserved exclusively for DVOP Specialists.

## **V. ROLES AND RESPONSIBILITIES**

### **A. Wagner-Peyser and WIOA Staff**

Wagner-Peyser and WIOA staff are responsible for:

1. Identifying veterans and eligible spouses at the point of intake.
2. Informing covered persons of their Priority of Service rights.
3. Providing basic and individualized career services consistent with staff role and funding.
4. Conducting preliminary assessments to identify potential SBEs.
5. Referring eligible veterans and spouses to DVOP Specialists when SBEs are identified.
6. Documenting veteran status, Priority of Service, and referrals in NM Jobs.

### **B. Disabled Veterans' Outreach Program (DVOP) Specialists**

DVOP Specialists shall:

1. Provide individualized career services exclusively to veterans and eligible spouses with SBEs or who belong to populations identified by the Secretary of Labor.
2. Develop and manage Individual Employment Plans (IEPs).
3. Coordinate services with WIOA, Wagner-Peyser, and partner programs.
4. Document SBE determinations, services, and outcomes in NM Jobs in accordance with the Electronic File Policy.
5. Avoid provision of general labor exchange or employer outreach services.

### **C. Local Veterans' Employment Representatives (LVERs)**

LVERs shall:

1. Conduct employer outreach and advocacy on behalf of veterans.
2. Promote employment and training opportunities for veterans with local employers.
3. Coordinate with DVOP Specialists to support placement of veterans.
4. Avoid direct provision of individualized career services to veterans with SBEs.

## **VI. INTAKE, IDENTIFICATION, AND REFERRAL PROCESS**

Veterans and eligible spouses are encouraged to self-identify as early as possible during intake or registration.

Workforce staff must verify covered person status and assess for the presence of SBEs.

When an SBE is identified:



- a) The veteran or eligible spouse must be referred to a DVOP Specialist using a facilitated or active referral.
- b) The referral must be documented in NM JOBS, including the basis for the SBE determination.
- c) Services must be coordinated to ensure continuity and avoid duplication.

Only veterans and eligible spouses who meet SBE criteria or are members of populations designated by the Secretary of Labor may be enrolled in DVOP services.

#### **VII. DOCUMENTATION AND SYSTEM REQUIREMENTS**

All veteran service delivery activities must be documented in NM JOBS and maintained in accordance with the NALWDB Electronic File Policy. Documentation must include, at a minimum:

- a) Veteran or eligible spouse status.
- b) Priority of Service notification.
- c) SBE assessment and determination, when applicable.
- d) Referrals to DVOP or LVER staff.
- e) Services provided and outcomes achieved.

#### **VIII. EQUAL OPPORTUNITY AND ACCESSIBILITY**

Veteran services and referrals must be provided in a nondiscriminatory manner consistent with WIOA Section 188 and applicable federal and state equal opportunity requirements. Reasonable accommodation, auxiliary aids, language assistance, and meaningful access must be provided to veterans and eligible spouses as needed.

#### **IX. MONITORING AND OVERSIGHT**

Compliance with this policy is subject to review through routine monitoring conducted by the NALWDB, NMDWS, and federal oversight entities. Identified deficiencies may result in technical assistance or corrective action, as appropriate.

#### **X. EFFECTIVE DATE AND REVIEW**

This policy becomes effective upon approval and will be reviewed periodically to ensure continued compliance with federal and state requirements and USDOL guidance.

This policy rescinds any previous NALWDB policy regarding subject.

INQUIRIES; Contact WIOA Program Manager at (505) 986-0363.

  
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NALWDB CHAIR

3-31-26  
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DATE