

# Freedom...

*Thank a vet.*

*A guide to providing  
veterans' services for DWS  
service providers.*



# jobs.utah.gov

**Department of Workforce Services**

DWS 08-08-0406

*Equal Opportunity Employer/Program • Auxiliary aids and services are available upon request to individuals with disabilities by calling (801) 526-9240.  
Individuals with speech and/or hearing impairments may call Relay Utah by dialing 711.  
Spanish Relay Utah: 1-888-346-3162*

# Have you ever wondered...

how you can thank a vet? Here's your chance! As veterans return to Utah after serving our country, they need your assistance. This desk guide was prepared for you, the DWS Service Provider, to inform you of your obligation to provide veterans **priority of service** as they transition into civilian employment.

You may see veterans present a card entitled "Key to Career Success." This card directs veterans to local one-stop employment centers where they and their spouses can obtain comprehensive training and employment services integral to their transition.

If you see this card, or you find out otherwise a vet is inquiring about services, please be prepared to provide the highest quality service. Reading this guide is the first step you will take in meeting your moral obligation to provide the best service to those who served our nation.

The "Key to Career Success" campaign, launched by the U.S. Department of Labor in collaboration with the Department of Defense, is to heighten awareness of the many services available in one-stop employment centers and to help ensure priority of service to veterans.



wallet card



key chain card

*Veterans and their families are eligible for high-priority comprehensive training and employment services. Another goal of the campaign is to help businesses find the skilled workers they need to compete and succeed. This card is issued to transitioning military personnel.*

**Why you need this guide**



The campaign is being executed at the national, state and local levels. Our state and local roles and responsibilities are as follows.

### **State Level - Department of Workforce Services**

State and Regional Workforce Investment Boards will build awareness about the campaign among state workforce system partners.

#### *DWS*

- Inform one-stop employment centers about this campaign and encourage all staff to support the campaign.
- Explore opportunities for supporting this campaign through state and regional promotional activities.
- Utilize contacts with state veterans service organizations (VSOs) to support this campaign.
- Work with Utah's Director of Veterans Employment and Training (DVET) to promote and sustain the initiatives of this campaign.

### **Local Level**

#### *One-Stop Employment Center Managers*

- Ensure ALL staff members are familiar with this campaign.
- Encourage business service representatives to market veterans to employers.
- Ensure ALL staff understand federal, state and local policies related to priority of service for veterans.

#### *One-Stop Employment Center Staff*

- Watch for veterans to present *Key to Career Success* cards.
- Share knowledge and experience regarding veterans services with fellow workers.
- Use all tools available to better assist veterans.
- Provide high quality priority service to veterans and eligible family members.

## **Overview of state and local roles...**

# Keep this in mind...

## **Universal Services**

Veterans and spouses should be offered and informed of the full array of services available at One-Stop Employment Centers. Assisting veterans is a priority for **ALL** staff members. Disabled Veterans' Outreach Program (DVOP) specialists and Local Veterans' Employment Representative (LVER) specialists are a strategic resource for those veterans needing more intensive services.

## **Priority of Service**

The 2002 federal "Jobs for Veterans Act" directs that veterans and spouses be given priority of service at One-Stop Employment Centers (and other employment programs funded by the U.S. Department of Labor) as explained in Training and Employment Guidance Letter (TEGL) No. 5-03. Additionally, any DVOP or LVER can provide further information relative to Priority of Service.

## **Spouses of Active Duty Military or Veterans**

A spouse who leaves his/her job to follow the active duty military member or veteran may be eligible to receive employment and trainings services as a dislocated worker under the Workforce Investment Act of 1998 (TEGL No. 22-04).

## **Veteran Federal and Civil Employment Privileges**

Office of Personnel Management's *VetGuide* explains the special rights and privileges that veterans enjoy in federal civil service employment and summarizes laws and regulations that affect veterans' employment.

[www.opm.gov/veterans/html/vetguide.asp](http://www.opm.gov/veterans/html/vetguide.asp)

## **Utah State Specific Benefits for Veterans**

The Utah Division of Veterans' Affairs publishes a *Fact Sheet* detailing benefits specifically for Utah veterans.

[www.ut.ngb.army.mil/veterans/UTAH\\_VETERANS\\_BENEFITS.pdf](http://www.ut.ngb.army.mil/veterans/UTAH_VETERANS_BENEFITS.pdf)

## **Uniformed Services Employment and Reemployment Rights Act (USERRA)**

USERRA protects civilian job rights and benefits for many veterans and members of Reserve components returning to civilian life after military service. Contact Dale Brockbank, the U.S. Department of Labor DVET in Utah, at (801) 524-5703 for questions. Fact sheet available at:

[www.dol.gov/vets/programs/userra/userra\\_fs.htm](http://www.dol.gov/vets/programs/userra/userra_fs.htm)



*"To care for him who shall have borne the battle and for his widow and his orphan."*

-Abraham Lincoln

## Partnerships strengthen your effectiveness...

Partnerships with service organizations for veterans and military spouses can leverage the effectiveness of training and placement.

- Employer Support for the Guard and Reserve (ESGR) promotes cooperation and understanding between Reserve component members and their civilian employers and assistance in the resolution of conflicts arising from an employee's military commitment. [www.esgr.org/contracts.asp](http://www.esgr.org/contracts.asp)
- A large number of Veterans Service Organizations (VSO) exist to serve veterans and their families in various ways. The Office of the Secretary of Veterans Affairs publishes an online Directory of Veterans Service Organizations as an informational service. [www.va.gov/vso](http://www.va.gov/vso)
- The U.S. Department of Veterans Affairs (VA), whose Mission Statement reads: "To care for him who shall have borne the battle and for his widow and his orphan." These words, spoken by Abraham Lincoln during his Second Inaugural Address, reflect the philosophy and principles that guide VA. The vision of the VA is to meet the needs of the Nation's veterans and their families today.

View VA information at the following sites:

- [www.va.gov/index.htm](http://www.va.gov/index.htm) (federal)
- <http://www.ut.ngb.army.mil/veterans> (state)

# For more information...

**Resources for Education and Training:** In addition to the services offered through One-Stop Employment Centers, veterans may also qualify for the GI Bill educational assistance program. [www.gibill.va.gov/education/StateNGAid.htm](http://www.gibill.va.gov/education/StateNGAid.htm)

**Resources for Veterans with Disabilities:**

- One-Stop Toolkit: Resources for a broad audience; individuals with disabilities, advocates, parents, counselors and other professionals. [www.onestoptoolkit.org](http://www.onestoptoolkit.org)
- VetSuccess.gov: A VA vocational rehabilitation and employment site providing vocational exploration and job readiness resources. [www.vetsuccess.gov](http://www.vetsuccess.gov)

**Resources for Mental Health:**

- SLC Vet Center: 1-800-281-1294
- Provo Vet Center: 1-800-246-1197
- Utah Veterans Affairs: 1-800-894-9497

**Resources for Military Spouses:**

- MilSpouse.org: [www.milspouse.org](http://www.milspouse.org)
- Military Spouse Job Search: [www.militaryspousejobsearch.org](http://www.militaryspousejobsearch.org)

**Resources for Transitioning Back to Civilian Life:** We offer a Transition Assistance Program (TAP) at Hill Air Force Base for military personnel transitioning to civilian life. Contact Utah's DVET, Dale Brockbank, at (801) 524-5703.

**Resources for Homeless Veterans:** There are programs for homeless veterans. Contact Utah's Director of Veterans Affairs for help at (801) 326-2372.

**Resources for One-Stop Employment Counselors:** A link to resources through the Internet related to veteran employment, reemployment, training, education and benefits: <http://nvti.cudenver.edu/vetsresource2>

**Utah Veterans Contacts:**

- U.S. Department of Labor DVET serving Utah: (801) 524-5703
- Find a local One-Stop Employment Center Veterans Representative (LVER or DVOP): <http://jobs.utah.gov/jobseeker/veterans/vetreprs.asp>
- Utah Director of Veterans Affairs: (801) 326-2372

**U.S. Department of Labor:**

- Employment and Training Administration help line: 1-800-US2-Jobs
- Education Benefits: 1-888-827-442-4551
- Voc. Rehab. and Employment: 1-800-827-1000
- VA Home Loans: 1-800-827-1000
- VA Compensation Pension: 1-800-827-1000
- VA Life Insurance: 1-800-669-8477
- VA Debt Management Center: 1-800-827-0648
- VA Hospital and Medical Benefits: 1-877-222-8387
- VA Burial Benefits: 1-800-827-1000