

## **WORKFORCE INVESTMENT FIELD INSTRUCTION (WIFI) No. 10-11**

**DATE:** January 18, 2012

**TO:** WIA Directors  
Labor Exchange Administrators

**SUBJECT:** Gold Card Services for Post-9/11 Era Veterans

**PURPOSE:** To communicate the Department of Labor, Licensing and Regulation's (DLLR) policy and provide guidance on implementing the new Veteran's Gold Card Initiative to Post-September 11, 2001 (Post-9/11) Era veterans accessing services in Maryland's network of One Stop Career Centers.

**BACKGROUND:** The Gold Card initiative is a joint effort of the U.S. Department of Labor's Employment and Training Administration (ETA) and the U.S. Department of Labor's Veterans Employment Training Service (VETS). Gold Cards are being offered to enhance services to Post-9/11 Era Veterans. Post-9/11 Era Veterans are defined as Veterans who served in active military service on or after September 11, 2001, regardless of the length of that service.

Because of persistently high unemployment rates experienced by Post-9/11 Veterans, Gold Card services are being offered to assist Post-9/11 Veterans in getting the assistance they need to transition back into the civilian labor market as quickly as possible.

Ensuring our nation's veterans get the opportunities they have earned has been one of Maryland's top priorities. The Gold Card initiative combined with priority of service provisions will provide unemployed Post-9/11 Era Veterans in Maryland with the enhanced intensive services and follow-up services they need to successfully transition from military occupations to civilian occupations.

**POLICY:** Local Workforce Investment Areas must continue to ensure that eligible veterans and covered spouses receive priority in full array of programs and services funded in whole or in part by the U.S. Department of Labor.

Post-9/11 Era Veterans can present the Gold Card at One Stop Career Centers to receive enhanced intensive services that includes case management for a minimum of six months. Other enhanced intensive services include:

- Assessments;
- Development of an Individual Employment Plan (IDP);
- Career guidance through individual or group counseling that helps veterans in making training and occupational decisions;
- Resume development and assistance in evaluating occupational skill transferability;
- Referrals to connect the veterans to employment opportunities and supportive services;
- Referrals occupational training by WIA-funded or third party service providers;
- Referrals to occupational training programs like on-the-job-training and registered apprenticeship programs; and
- Personalized case management for a minimum of six months.

**ACTION  
REQUIRED:**

Local Workforce Investment Areas must develop and implement policies, procedures and practices to:

- Inform and train staff on the Gold Card initiative for Post-9/11 Era Veterans;
- Ensure that Post-9/11 Era Veterans are informed of the enhanced services available under the Gold Card Initiative;
- Print and distribute Gold Cards to Post- 9/11 Era Veterans interested in the Gold Card Initiative;
- Identify eligible Post-9/11 Era Veterans in the Maryland Workforce Exchange (MWE);
- Continue to collect to Veteran status information and begin to collect Post-9/11 status information; and
- Ensure that eligible Post-9/11 Era Veterans receive personalized case management for a minimum of six months.

**CONTACT  
PERSON:**

Sheree Finley (410) 767-2995 or [sfinley@dldr.state.md.us](mailto:sfinley@dldr.state.md.us)

**EFFECTIVE:**

Immediately



Paulette Francois  
Assistant Secretary  
Division of Workforce Development and Adult Learning