



**U.S. Immigration
and Customs
Enforcement**



Department of Homeland Security

U.S. Immigration and Customs Enforcement

Operation Warfighter



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Overview

U.S. Immigration and Customs Enforcement (ICE), the largest investigative agency in the Department of Homeland Security (DHS), is charged with protecting national security by enforcing the nation's immigration and customs laws.

ICE actively participates in Operation Warfighter (OWF), a temporary assignment/internship program developed by the Department of Defense for service members who are convalescing at military treatment facilities and seeking to transition back to the military or civilian workforce.

OWF is a rare opportunity for service members on medical hold to build their résumés, explore employment interests, develop job skills, and gain valuable federal government work experience to prepare for their transition to the workplace.

Eligibility

Service members on medical hold, including those assigned to the National Guard or a Reserve unit, are eligible to participate in the OWF program. Each participant will be paid by their respective military branch of service, and duty schedules will be determined by their individual treatment schedules. This flexibility accommodates the participants' medical treatment and is designed to support their well-being and recuperation.

Requirements for participation:

- Must satisfy conditions of internship before a final internship offer is extended;
- Must be a U.S. citizen;
- Must pass a suitability determination by the ICE security office;
- Wounded, Ill, or Injured;
- Combat and Non-Combat Injury; and
- Active Duty, National Guard, or Reserve.

Assignment

The length of assignment is determined by each participant's unique recuperation status and the need of the host program office. The average length of an assignment is 3 to 5 months for a minimum of 20 hours per week.

Training

Program offices may assign a mentor to assist the OWF participants with in-processing and career development guidance throughout their assignment. Mentors should be available to orient OWF participants to their specific office, and provide guidance on specific work duties.

OWF participants will have access to the Virtual University, and they are encouraged to complete courses while assigned to ICE.

Requesting an Operation Warfighter

1. Program offices interested in requesting an OWF for an internship must:
 - Complete the ICE OWF Program Request at Appendix A; and
 - Forward that document to the ICE Veterans Employment Program Manager (VEPM).
2. Once the VEPM receives the OWF request(s), the VEPM will actively seek to fill the request as soon as possible. Most often, this will be accomplished by attending various OWF events held on military bases at the Warrior Transition Units.
3. If a program office would like to send a program office representative to an OWF event in order to conduct the initial interview of an OWF candidate, the program office must coordinate with the VEPM for the appropriate location, date, and time of the event.
4. Each ICE program office should establish an OWF Coordinator to:
 - Work directly with the VEPM;
 - Review requests for OWF candidates submitted by personnel within the program office; and
 - Ensure the OWF packet request is properly transmitted to the VEPM.
5. ICE employees or supervisors may contact the VEPM directly to seek procedural guidance or other relevant information regarding the program, but no action will be taken to fill an OWF request without participation by the program OWF Coordinator.

Duties and Responsibilities

The supervisor must complete a Placement Form (Appendix B) within 48 hours of placement of the OWF explaining the duties and responsibilities, and expectations during this initial session.

The OWF supervisor must provide the OWF meaningful work, as expected of other employees.

Evaluations

The forms below are required to be completed while enrolled in the OWF program:

- Placement Form within 48 hours of assignment – Appendix B;
- Monthly Evaluation not later than 10th of each month – Appendix C; and
- Final Evaluation within 72 hours after final day of assignment – Appendix D.

Program Completion

While there is no guarantee of employment following the completion of an OWF assignment, service members released from medical-hold status are considered potential candidates for full-time employment with ICE, pending separation from the military.

If a program office is interested in hiring an OWF participant, the program office must contact the VEPM for guidance on the process to hire an intern using the Special Hiring Authorities for Veterans. When a program office hires an OWF participant they must report the name and entry on duty date to the VEPM within 48 hours of start date.

Release of Operation Warfighter Intern

If a program office determines an OWF participant is not meeting the supervisor's expectations, the supervisor must refer the OWF participant back to the VEPM. The VEPM will attempt to reassign the OWF participant or refer the OWF participant back to the military unit.

If the OWF participant determines the current position does not support the service member's goals, the OWF participant must be advised to contact the VEPM for further guidance immediately.

APPENDIX A



U.S. Immigration
and Customs
Enforcement

Operation Warfighter Program (OWF)
Expression of Interest Request

Date of Request:

To: DCR, Veterans Employment Program Manager:

(b)(6); (b)(7)(c) @dhs.gov

ICE Program Office:

Program Office POC Name/Contact Information:

Position Information (Series, Grade, Title, Location):

Desired or Preferred Competencies, (KSAs):

Desired Hours of Availability:
Minimum 20 hours per week

Desired Start Date:
As soon as Possible

APPENDIX B



OFFICE OF
WOUNDED WARRIOR
CARE & TRANSITION POLICY
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Operation Warfighter Placement Form

This form is used to capture critical information about each placement. It is the responsibility of the Employer to review and complete this form prior to the start of an Internship. Once it is complete, the Employer and Warrior in Transition each digitally sign the form to confirm the accuracy of the information and acknowledge their agreement with the outlined terms and conditions. The signed form should then be e-mailed as an attachment to the OWF Coordinator.

Part A - Service Member Information

Name (e.g. John Smith):		Rank:	
Mobile Number:		Other Contact Number:	
Email Address:			

Part B - Employer Information

Supervisor Name:			
Telephone:		Email:	
Agency:		Sub-component:	
Work Address:			

Part C - Responsibilities

The volunteer's responsibilities under this Agreement are:

- To perform the duties listed in Part D; and
- To observe all workplace rules, including those relating to conduct, safety, honesty, integrity, and confidentiality of records.

The employer's responsibilities under this Agreement are:

- To provide a suitable workstation and/or equipment for the Intern to perform the services under this Agreement; and
- To provide relevant duties and sufficient guidance to afford the Intern the opportunity to successfully perform those duties.

APPENDIX C



OFFICE OF
WOUNDED WARRIOR
CARE & TRANSITION POLICY
SERVE > SUPPORT > EMPOWER

Operation Warfighter Monthly Evaluation - Employer

7. Please provide comments or describe any issues that have arisen over the past month regarding the internship.

I consent to the use of my comments in internal/external Operation Warfighter printed material.	Yes	No
	<input type="radio"/>	<input type="radio"/>
I consent to the use of my name in conjunction with my comments in internal/external OWF printed material.	Yes	No
	<input type="radio"/>	<input type="radio"/>

Submit

Print Form

APPENDIX D



OFFICE OF
WOUNDED WARRIOR
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Operation Warfighter Final Evaluation - Employer

The purpose of this form is to collect feedback on the performance of the intern you were supervising and to better understand your experience with Operation Warfighter (OWF). Your feedback will help us improve the program for current and future participants of the program.

Once you have completed this form, please click the Submit button at the end of the form and it will be auto populate an e-mail, please send the e-mail to the OWF Program Office. If you do not currently have an internet connection, you can save the form and submit it at a later time.

Part A - Demographic Information

Name of Reviewer: Agency:

Name of Intern:

Internship Start Date: Internship End Date:

Part B - Feedback

1. The intern reported on assigned days and times.	<input type="radio"/> Always	<input type="radio"/> Very Often	<input type="radio"/> Sometimes	<input type="radio"/> Rarely	<input type="radio"/> Never	<input type="radio"/> N/A
2. The intern called or reported in prior to absence.	<input type="radio"/> Always	<input type="radio"/> Very Often	<input type="radio"/> Sometimes	<input type="radio"/> Rarely	<input type="radio"/> Never	<input type="radio"/> N/A
3. The intern appearance was appropriate.	<input type="radio"/> Always	<input type="radio"/> Very Often	<input type="radio"/> Sometimes	<input type="radio"/> Rarely	<input type="radio"/> Never	<input type="radio"/> N/A
4. The intern completed all assigned work tasks in the allotted time frames.	<input type="radio"/> Always	<input type="radio"/> Very Often	<input type="radio"/> Sometimes	<input type="radio"/> Rarely	<input type="radio"/> Never	<input type="radio"/> N/A
5. The intern worked well with others.	<input type="radio"/> Always	<input type="radio"/> Very Often	<input type="radio"/> Sometimes	<input type="radio"/> Rarely	<input type="radio"/> Never	<input type="radio"/> N/A
6. I would provide this intern with a recommendation for future employment.	<input type="radio"/> Always	<input type="radio"/> Very Often	<input type="radio"/> Sometimes	<input type="radio"/> Rarely	<input type="radio"/> Never	<input type="radio"/> N/A

APPENDIX E



Operation Warfighter (OWF)

Operation Warfighter (OWF) is a Federal internship program for wounded, ill, and injured (WII) Service members. OWF places WII Service members in supportive work settings that positively impact their rehabilitation.

Operation Warfighter represents an opportunity for Service members to augment their employment readiness by building their resumes, exploring employment interests, obtaining formal and on-the-job training, and gaining valuable Federal government work experience that will help prepare them for the future.

The OWF Model

The OWF model is based on a win-win proposition for both WII Service members and Federal employers.

1. OWF demonstrates to the Service member that the skills obtained in the military are transferable to civilian employment. For those Service members returning to duty, it offers the opportunity for additional training and experience that can benefit the military.
2. OWF allows Federal employers to better familiarize themselves with the skill sets and capabilities of Service members.

How OWF Works

The first step in the OWF process is to obtain "medical clearance" from a Service member's chain of command to certify that they are ready and able to participate in OWF.

Once a Service member is determined to be medically ready to participate, the local OWF Coordinator will work with the Service member to identify and secure an opportunity that will be a good fit with their interests and capabilities.

After a placement is confirmed, the OWF Coordinator works with both the Service member and the employer to obtain needed security clearances, workplace accommodations and/or transportation assistance.

The OWF Coordinator, along with the Service member's recovery care team, stays in contact with the Service member and the employer throughout the placement to ensure that there is no impact to the Service member's medical profile and that the placement has no negative impact.

At the completion of a placement, an exit interview is conducted with both the employer and the Service member to gather information on how OWF can be improved and adapted to meet the evolving needs of Service members.

Throughout the entire process the OWF Coordinator works with the Service member to connect them to related educational and employment programs depending on the Service member interests.

Stats and Figures

- Operation Warfighter has placed more than 2,000 Service members in internships with more than 105 different Federal agencies and sub-components.
- Currently, there are 395 OWF placements across 25 different Military Treatment Facilities and transition units.
- Approximately 15% of the participants have transitioned into Federal jobs after participating in OWF.

"[Operation Warfighter] gave me hope. It was really motivational to know that I could get a job, continue to live my life and provide for my family. Otherwise, I don't really know what I would be doing today."

— SSG William Castillo (Ret.)

APPENDIX F

Operation Warfighter (OWF) is a Federal internship program for wounded, ill, and injured service members. OWF opportunities places service members in supportive work settings that positively impact their rehabilitation.

Process

1. The ICE Program Office submits a request for an Intern to Garry Gaston, ICE, Veterans Program Employment Manager (VEPM), using the ICE OWF request. The VEPM can be reached at (202)732-0192.
2. Program Offices have designated a collateral duty OWF coordinator to place interns throughout the United States and they must coordinate with the VEPM before intern's placement.
3. The VEPM uses DOD Job Fairs (Ft Meade, Ft Belvoir, Bethesda, etc.), HomeFrontConnections website, and DOD OWF Program Office to identify candidates and fill OWF requests.
4. Once the Intern packet is received the VEPM submits the packet (Resume, SF 52, e-QIP Initiation Worksheet, and the Personal Data Form) to ICE Security for Suitability determinations.
5. Once ICE Security Office verifies the suitability clearance, the Program Office is notified that the intern is cleared to start the internship.
6. The Program Office and/or the VEPM contact the Intern with the Date and Time to report.
7. The Manager briefs the Intern on duties, responsibilities, and duty hours and completes the DOD Placement Form and forwards the Placement Form to the VEPM within 72 hours of Placement.
8. On the date of arrival the Program office escorts the Intern to ICE security for issuance of an ICE Badge and coordinates with ICE helpdesk to establish computer access.
9. The VEPM serves as a mentor for all OWF Participants.
9. The Program office completes a monthly evaluation.
<https://www.surveymonkey.com/s/OWFMonthlyEval>
10. The Program Office Completes an Exit Interview when the OWF participant departs ICE.
<https://www.surveymonkey.com/s/OWFExitEmployer>
11. The Intern reports back to host Military Command upon completing the Internship.

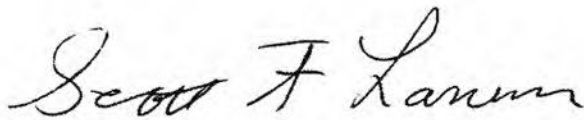
Notes:

- The VEPM must track all Interns
- The VEPM must track all interns hired full time
- The Program Office must process all interns through the VEPM
- The Program Office must inform the VEPM of all interns hired permanently
- The Intern must work a minimum of 20 hours per week
- A Program Office can use as many interns as available

This fact sheet maybe found on ODCR's website.

REFERENCES:

Office of Wounded Warrior Care and Transition Policy Handout
Department of Defense Operation Warfighter Program Charter
ICE Operation Warfighter Program handout



Scott Lanum
Assistant Director, Office of Diversity and Civil Rights

11/2/12

DATE: