

Appendix 2: Jobs for Veterans State Grants

The Jobs for Veterans' State Grants (JVSG) are mandatory, formula-based staffing grants to states (as well as the District of Columbia, Puerto Rico, the U.S. Virgin Islands and Guam). The JVSG is funded annually in accordance with a funding formula defined in the statute (38 U.S.C. 4102A (c) (2) (B) and regulation and operates on a fiscal year (not program year) basis. However, performance metrics are collected and reported (VETS-200 Series Reports) quarterly (using four "rolling quarters") on a program year basis (as with the ETA-9002 Series). Currently, VETS JVSG operates on a five-year (FY 2015-2019), multiyear grant approval cycle modified and funded annually.

In accordance with 38 U.S.C. § 4102A(b)(5) and § 4102A(c), the Assistant Secretary for Veterans' Employment and Training (ASVET) makes grant funds available for use in each state to support Disabled Veterans' Outreach Program (DVOP) specialists and Local Veterans' Employment Representatives (LVER) staff. As a condition to receive funding, 38 U.S.C. § 4102A(c)(2) requires states to submit an application for a grant that contains a State Plan narrative, which includes:

- (a) How the state intends to provide employment, training and job placement services to veterans and eligible persons under the JVSG;**
- (b) The duties assigned to DVOP specialists and LVER staff by the state; specifically implementing DVOP and LVER duties or roles and responsibilities as outlined in 38 U.S.C. § 4103A and 4104. These duties must be consistent with current guidance;**
- (c) The manner in which DVOP specialists and LVER staff are integrated into the state's employment service delivery system or one-stop delivery system partner network;**
- (d) The Incentive Award program implemented using the 1% grant allocation set aside for this purpose, as applicable;**
- (e) The populations of veterans to be served, including any additional populations designated by the secretary as eligible for services, and any additional populations specifically targeted by the State Workforce Agency for services from one-stop delivery system partners (e.g., Native American veterans; veterans in remote rural counties, or in Louisiana, parishes);**
- (f) How the state implements and monitors the administration of priority of service to covered persons;**
- (g) How the state provides or intends to provide and measure, through both the DVOP and one-stop delivery system partner staff: (1) job and job training individualized career services, (2) employment placement services, and (3) job-driven training and subsequent placement service program for eligible veterans and eligible persons;**
- (h) The hire date along with mandatory training completion dates for all DVOP specialists and LVER staff; and,**
- (i) Such additional information as the secretary may require.**

Jobs for Veterans State Grant Program Plan Narrative

- A. Services to Veterans and Eligible Persons under the JVSG
- B. Jobs for Veterans State Grant (JVSG) Staff Duties
 - a. Disabled Veteran Outreach Program (DVOP) Specialists
 - b. Local Veteran Employment Representative (LVER) Staff
- C. Integration of JVSG Staff into Service Delivery System
- D. Incentive Award Program
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The Louisiana Workforce Commission (LWC), hereinafter referred to as the “state” is providing the following information as a part of its Combined State Plan for the Jobs for Veterans State Grant Partner Program. In submitting this supplemental data, the state affirms its commitment to abide by the provisions of the Jobs for Veterans Act, Title 38, Chapters 41 and 42, as amended, Title 20, CFR, Chapter IX, Part 1001 and 1010 et. Seq.; Title 20 CFR, Chapter V, Parts 658-667, and any future special USDOL policies and federal directives.

The Jobs for Veterans’ State Grants (JVSG) is a mandatory, formula-based staffing grant. The JVSG is funded annually in accordance with a funding formula defined in the statute (38 U.S.C. 4102A (c) (2) (B) and regulation and operates on a fiscal year (not program year) basis. However, performance metrics are collected and reported (VETS-200 Series Reports) quarterly (using four “rolling quarters”) on a program year basis (as with the ETA-9002 Series). In accordance with 38 U.S.C. § 4102A(b)(5) and § 4102A(c), the Assistant Secretary for Veterans' Employment and Training (ASVET) makes grant funds available for use in each state to support Disabled Veterans' Outreach Program (DVOP) specialists and Local Veterans' Employment Representatives (LVER) staff.

A. Services to Veterans and Eligible Persons under the JVSG

Services are provided to veterans and eligible persons by JVSG staff members according to the needs of the veteran, any significant barrier to employment (SBE) they may possess and the roles and responsibilities of JVSG personnel. DVOP specialists and LVERs are essential parts of and fully integrated into the workforce development network. They are included among the One Stop Career Center (OSCC) partner staff, which consists of all staff employed by programs or activities operated by OSCC partners listed in 29 U.S.C. 2841(b) that provide online and/or in-person workforce development or related support services as part of the workforce development system. Other BCSC partner staff members include staff of Workforce Innovation and Opportunity Act (WIOA), Wagner Peyser (WP) and other OSCC network partner programs.

DVOP specialists -- Under 38 U.S.C. 4103A(a), a DVOP specialist provides intensive services and facilitates placements to meet the employment needs of veterans, prioritizing service to special disabled veterans, other disabled veterans and other categories of veterans in accordance with priorities determined by the Secretary of Labor; and

LVER -- Under 38 U.S.C. 4104(b), the LVER’s principal duties are to: (1) conduct outreach to employers in the area to assist veterans in gaining employment, including conducting seminars for employers and, in conjunction with employers, conducting job search workshops and establishing job search groups; and (2) facilitate employment, training and placement services furnished to veterans in a state under the applicable state employment service delivery systems.

DVOP specialists are domiciled in local OSCC offices throughout the state or with other partner agencies. One LVER is designated as the state coordinator of veterans services and one DVOP is currently assigned as an intensive service coordinator (ISC) co-located with the Veterans Affairs VR&E office in New Orleans. The state is currently operating under an approved waiver from DOL VETS to utilize four LVERs as veteran program managers (lead LVERs) in the JVSG Program. These LVERs provide direct supervisory and administrative oversight for the DVOP staff in their assigned areas of operation. It is anticipated the lead LVER will perform the traditional role of the

LVER within their assigned geographical area 70% of the time. The remaining time will be spent performing supervisory functions such as payroll activities, schedule approval, performance evaluation, etc. for DVOP staff in their respective geographical area.

An analysis of the veteran population in each parish throughout the state was recently conducted to determine an equitable distribution of DVOP specialists. Official domiciles and areas of responsibility have been adjusted in accordance with the results of that analysis. The state will review analysis results annually in conjunction with the Annual Funding Modification process and adjust domicile locations as necessary based on population shifts in order to best serve veterans (with SBEs) and other eligible persons in targeted populations. In addition to DVOP specialists, each OSCC has individuals trained in case management and business and/or community services networking. DVOP specialists coordinate closely with these OSCC staff members when providing intensive services to veterans with an SBE or those that are otherwise targeted. In turn, DVOP specialists provide advice and guidance as needed to OSCC staff members that are providing services to other veterans and other eligible persons. This team approach ensures that all veterans and other eligible persons receive quality services that afford them the greatest opportunity for a successful outcome.

When not actively providing intensive services or reviewing open case files, DVOP specialists and other OSCC career specialists fully trained in case management and networking conduct outreach at off-site locations including, but not limited to, U.S. Department of Veterans Affairs offices, Community Based Outpatient Clinics (CBOC) for the U.S. DVA, Military Treatment facilities (MTF), Warrior Transition Units/Battalion (WTU/WTB) and Homeless Veterans' Reintegration Program (HVRP) grantee locations. The purpose of these outreach efforts is two-fold. The first purpose is to find veterans in need of services and offer the needed services to them. The second purpose is to develop relationships with supportive services in the area so that SBE and other veterans can be referred to those agencies for services.

LVER staff members are domiciled in local OSCCs throughout the state. In the state's business services delivery model, one industry sector coordinator and one business services coordinator has been assigned to each of the state's eight regional labor market areas. The area of responsibility for each LVER staff member has been adjusted to align with that of these regional labor market areas. The LVER coordinates with regional industry sector coordinators, business services coordinators and members of the Recruitment and Placement Team assigned to OSCCs to advocate to employers on behalf of veterans and to develop job opportunities specifically for veterans. LVER staff train all OSCC employees to network for veterans and comply with priority of service requirements.

B. Jobs for Veterans State Grant (JVSG) Staff Duties

The specific duties of DVOP specialists and LVER staff throughout the state are consistent with the roles and responsibilities outlined in 38 U.S.C. § 4103A, 4104, and current guidance provided by DOL Veterans Employment and Training Services (VETS).

a. Disabled Veteran Outreach Program (DVOP) Specialists

The primary function of the state's DVOP specialist team is to provide intensive services for veterans identified to have an SBE in accordance with 38 U.S.C. § 4103A, VPL 07-10 and VPL 03-

14, or the most recent USDOL policy, and those veterans that are a member of a special population in accordance with VPL 04-14, or the most recent USDOL policy.

Prior to conducting any other intensive service, DVOP specialists shall conduct a comprehensive assessment, which shall be an “intensive interviewing process” and may also include the use of an Interest Inventory, Work Keys, WIN Assessment or other assessment tool. Once the comprehensive assessment has been completed, the DVOP shall, with the cooperation of the veteran, develop and implement an Individual Development Plan (IDP). DVOP specialists shall always, and as a minimum, complete these two intensive services. Case management continues to be an appropriate delivery strategy or framework within which intensive services may be delivered and in most cases, shall be followed. To enhance the implementation of the IDP career guidance, supportive services, job development contacts, job referrals and intensive services and training may also be provided. Depending on the needs of the individual, the goal of the IDP may be to obtain education, training or employment. Training or education may be short- or long-term depending on the certification, licensing or skills being acquired to optimize successful employment outcomes. The DVOP specialist may receive assistance with these functions by other career specialists who are also specifically trained to facilitate case management.

The state requires DVOP specialists to conduct outreach to locate veterans with an SBE with the purpose of providing intensive services and to form partnerships with external and internal supportive services programs that can provide those services. Examples of the programs are listed below.

The DVOP will work closely with the following partner programs or organizations:

- VA Vocational Rehabilitation and Employment facilities
- Homeless Veteran Reintegration Programs
- Quad Area Community Action Agency two grants (urban and non-urban)
- Volunteers of America Greater New Orleans (urban)
- VA VET Centers
- Homeless and Halfway Shelters
- Civic and Veteran Service Organizations
- Workforce Innovation and Opportunity Act partners
- Louisiana Vocational Rehabilitation facilities
- Southeastern Louisiana University Veterans' Upward Bound Program
- State Veterans' Affairs Representatives
- Local College and Universities and Vo-Tech Veterans' Service Representatives
- Veterans' Service Organizations
- Department of Social Services TANF initiatives for veterans
- Parish Veteran Service Officers

b. Local Veteran Employment Representative (LVER) Staff

The LVER responsibilities are specifically targeted to promote the advantages of hiring veterans to employers, employer associations and business groups. LVER roles and responsibilities are consistent with 38 U.S.C. § 4104, VPL 07-10 and VPL 03-14.

As such, the LVER serves an important role in the state's Business Services Delivery Model. In coordination with the other members of the business services team, the LVER advocates for employment and training opportunities through outreach to employers, training facilities, unions, apprenticeship programs and private and government businesses. The LVER also participates in job fairs, promotes programs that offer licensing and credentialing opportunities and develops and makes presentations to employers. Each LVER must provide a monthly report to the state veterans coordinator detailing their outreach activities. LVER Staff members conduct outreach to perform the following activities:

- Conducting employer outreach;
- In conjunction with employers, conducting job searches and workshops and establishing job search groups;
- Coordinating with unions, apprenticeship programs and businesses or business organizations to promote and secure employment and training programs for veterans;
- Informing federal contractors of the process to recruit qualified veterans;
- Promoting credentialing and licensing opportunities for veterans; and
- Coordinating and participating with other business outreach efforts.

The state intends for LVER staff to play a central role in facilitating the provision of services to veterans. This is accomplished through building partnerships, especially with OSCCs in their assigned regions, providing subject matter expertise and promoting the efficient and effective integration of all employment services provided to veterans. Within each OSCC, LVER staff shall coordinate closely with the local area coordinator (LAC) to provide training and technical assistance on priority of service, best practices for providing effective services to veterans, relevant external partners, the role of DVOP specialists, integration of DVOP specialists into the OSCC service delivery model, and best practices for conducting outreach to employers.

To maximize the impact of the streamlined LVER staff, the state takes a top-down, cooperative approach to employer outreach. LVER staff shall coordinate with their business service team partners, and other state agencies or programs such as Louisiana Rehabilitative Services (LRS), to conduct outreach to employer associations at the state and regional level. In this way the maximum number of employers can be efficiently and effectively incorporated into the promotion of hiring of veterans. This outreach will educate employers on the advantages of hiring veterans, and inform employers on how to find qualified veteran applicants by leveraging the State workforce system and OSCCs. The state intends to increase veteran employment by making a sound business case to employers regarding the advantage of hiring veterans and providing employer's tools and contacts to do so effectively.

C. Integration of JVSG Staff in to Service Delivery System

Louisiana provides employment, training and placement services to all veterans through a network of strategically located OSCCs operated by 16 Regional Workforce Development Boards (WDB) and supported by the state's proprietary HiRE database system. The state, working closely with each OSCC and their WDB, has implemented a standardized framework for customer flow. This flow determines the methodology through which all clients (both job-seeker and employer) are integrated

into the system and how they are assessed to identify their service needs. All programs are coordinated through a joint referral process described in each region's memorandum of understanding (MOU) between partners. Each partner performs the services allowed by their authorizing legislation or policy.

Inter-staff collaboration is also enforced via program updates and workforce development policies are shared among partners at regularly scheduled staff meetings and training. During those contacts, all staff members share information about new employers and job orders received, OSCC scheduled activities and positive recruitment activities taking place in the region.

All DVOP specialists are full-time employees, including the DVOP specialist ISC out-stationed with VA VR&E. They are singularly responsible for locating and providing intensive services to targeted veterans and other eligible persons in the context of an effective network system. Although DVOP specialists are responsible for facilitating the case management and intensive services of veterans with significant barriers, they are not alone in this effort. Providing services to veterans with SBEs takes a team effort and as such, all services available in any particular OSCC are available to veterans on a priority-of-service basis. The state mandates and monitors that non-JVSG funded staff provide intensive services and case management as appropriate to veterans and other eligible persons when no DVOP specialist is available.

The state promotes employment and job training opportunities through the use of several specialized programs. The state funds an Incumbent Worker Training Program (IWTP) initiative through collaboration with local education and training facilities in order to train participants who are already working toward upgrading their skills and pay. Southeastern Louisiana University and Delgado Community College operate Veterans' Upward Bound Programs to promote additional education for veterans and assist with college or technical school programs designed to help earn a degree or certification. These opportunities are presented to veterans through OSCC office visits and presentations at veterans workshops.

The state's Business Services Delivery Model divides the state into eight separate labor regions. Each region is assigned an industry sector coordinator and a business services coordinator. The LVER functions as a member of these Business Services Teams in their respective regions. The team's primary focus is to conduct job development and outreach to employers, including federal contractors and labor unions. LVER staff responsibilities include operating targeted hiring events, and veterans' job fairs. LVER staff provides program continuity by acting as the technical program advisor and trainer for OSCC staff. The state has no part-time LVER staff.

To facilitate the optimal utilization of the services and resources available from other service providers, the state has developed cooperative relationships with many service providers including all WDBs, OSCCs, the Louisiana Economic Development (LED), Homeless Veterans' Reintegration Program (HVRP) grantees, Employer Support of the Guard and Reserves (ESGR), Louisiana Department of Veterans Affairs (LDVA), U.S. Department of Veterans Affairs (VA), Louisiana Rehabilitation Services (LRS) and numerous local agencies and nonprofit organizations. The state continues to execute robust, coordinated outreach efforts at the local, regional, and state levels to identify and reach out to additional service providers. As part of this outreach, all DVOP specialists are required to conduct outreach to local USDOL-VETS competitive grantees (currently there are

two HVRP grantees in Louisiana) and the one Wounded Warrior Transition Unit located at Fort Polk, La. This outreach ensures an accurate and realistic picture of what other services and resources are available at the local, regional and state levels and promote the development of relationships to leverage those service providers. This information is shared with JVSG staff across the state. Information sharing provides a vehicle for DVOP specialists to integrate available partner services and resources into the IDP for the veterans they are serving and provide LVER staff with additional avenues to promote and facilitate employment services and placements for veterans and other eligible persons.

The state partners with many of these organizations through the MOU process and DVOPs make regular outreach contact with these organizations on behalf of the veterans they serve.

All OSCCs across the state work together with JVSG grant-funded staff to ensure that information flow regarding employment and training opportunities is clear, concise and continuous. The state lists approved training providers on its website including detailed descriptions of training provided and the veteran's potential for employment after successful completion of the training, based on occupational demand.

Louisiana's Native American tribes live in open tribal lands and are not segregated from the general public. As such, resources of other organizations that provide employment services to veterans are openly available to the very small Native American population residing in Louisiana.

Louisiana has adopted a demand-driven approach to all workforce and employment programs to ensure that all services and training are directed toward high-demand jobs. To support this effort, the state is heavily engaged with employers, employer associations and other partners in the top industries within each region to continuously identify the skills necessary to both enter and succeed in high-demand careers.

The local WDBs and their constituent OSCCs make up the central hub for all workforce activities and associated training within the state. The state's strategy for the leveraging of other state and federal education and training programs to develop skills necessary to prepare veterans for in-demand jobs is therefore focused on and operated in close cooperation with our OSCC partners. The combined effects of the effective integration of the JVSG into the OSCC service delivery model, outreach to and relationship building with relevant partners, and comprehensive up-to-date information on in-demand jobs and skills, produces a coordination of programs and services that reduces or eliminates duplication, closes gaps in service and identifies the program or service best suited to the individual veteran being served. In this way, the state leverages a wide range of state and federal training programs to efficiently and effectively provide veterans with the specific skills necessary to secure and succeed in current in-demand jobs.

The state's outreach efforts and public information activities are used to inform veterans of the services available at their local OSCC and the training opportunities that are available in their area and within the state. These outreach efforts, as described in Section B above, are focused on key service providers likely to interact with SBE veterans. The intent of this outreach is to educate service providers about job training and other services available to veterans at their local OSCC. In turn, the state's partner service providers can encourage veterans to seek services at an OSCC. Due

to the complexity of eligibility criteria and the variance of programs offered in disparate areas, public information systems usually do not provide specifics on particular programs but do direct veterans and other eligible persons into the local OSCC.

The state is actively engaged in promoting development of high-demand, job-driven training opportunities for veterans and other eligible persons within the education community. Business Services Teams, specifically the ISC, partnering with LED staff members, advise and collaborate with employers and educational institutions, (particularly the Louisiana Community and Technical College System), to promote access to, retention in and completion of individual training and education.

D. Incentive Award Program

The state shall request 1 percent of its annual allocation for each year's JVSG grant as performance incentive awards for eligible staff. This award shall be used in accordance with VPL 02-07 or the most recent guidance from USDOL-VETS. The objective of the LWC incentive award program is to recognize, promote and reward superlative and exceptional performance in the provision of service to veterans within the context of statutes and regulations. The basic objective of the awards program is to create an awareness and continuous level of interest in the importance of priority of service for veterans and an environment that engenders continuous improvement in serving veterans across the spectrum of service. The award system shall continue to operate as defined in the applicable State Policy and as approved by USDOL.

The state anticipates that individuals and teams will recognize the value and process of the awards program and will, as a result, develop a competitive attitude within the agency that supports esprit de corps within the team while sharpening the focus on service to other eligible persons.

Incentive awards shall be expended up to and including 1 percent of the total grant amount for the fiscal year, which is set aside strictly for this purpose in the annual grant budget. Awards shall be determined based on a percentage of total award available for that fiscal year but shall not (in total) exceed 1 percent of the total available funds for a given fiscal year or the most current USDOL guidance on grant-funded incentive award amounts.

Exceptional merit is based on a number of factors, with the overriding concept being the value of the process. In essence this is determining both a quantitative and qualitative rating and merit based on the following factors:

- Total numbers of veterans served and total services rendered to those veterans within the parameters of these areas;
- Outreach to veterans and subsequent flow of core services that result in veterans becoming job ready, or the need for intensive services;
- Outreach to and the comprehensive assessment of special target groups within the veteran community;
- Intensive services, case management and outcomes of those efforts;
- Job placements, in particular job developments, for veterans and disabled veterans;

- Other successful outcomes for veterans who may not return to employment, but through community partner referral developed an improved situation and/or economic stability;
- Outreach to and partner development with employers and federal contractors in the support of creating job opportunities for veterans;
- Outreach to and partner development with community service agencies, other state and federal programs and internal agency components in creating a supportive service network for veterans with barriers to employment and who may need case management;
- Organization of, participation in and success in job fairs and other veteran center community activities;
- Any other innovative veteran-related activity.

The award process is restricted by state law, such that to operate all awards must be cash, and all cash awards must be presented directly to individuals. This means that offices (teams) receiving incentive recognition shall share equally in the overall office award, and the individual award amount shall be determined by the team composition.

Half the total award fund available shall be awarded to JVSG funded staff, 35% of the total award fund available shall be split between two offices (teams of which JVSG grant funded staff may be a part) and 15% of the total award fund available shall be awarded to three individual partner agency service providers. The two awards made to offices shall be split between one large office (6) full-time staff or and one small office (5) or fewer full-time staff.

Awards shall be administered and distributed as approved by the state of Louisiana Civil Service Board as detailed in the approved policy. For state merit staff awardees, the incentive will be paid out through the payroll system. For non-state merit employee, a separate payroll check will issued to the individual. Any employee contributions that result from the payment of the incentive will be charged to the JVSG grant.

An email request for team details and recommendations shall be sent to all Workforce Development Boards, local area coordinators, site supervisors, senior field leadership and JVSG-funded staff during August. Recommendations may come from anyone in the system, co-workers, supervisors, managers, coordinators, directors and JVSG staff.

Determination of the award shall be by a combination of objective and subjective data. Data compilation, analysis and award determination shall be by a team comprised of the veterans state coordinator and members of the management of information systems (MIS) staff. The final award approval shall be by the appointing authority, director of the Office of Workforce Development who is also the signatory authority for the JVSG grant relationship with USDOL.

Incentive award funds distributed shall be obligated by Sept. 30 each fiscal year and distributed not later than Dec. 31 of the same year in accordance with the regulation. The incentive award report shall be in compliance with USDOL VETS reporting requirements.

Winners shall be publicly recognized locally by their peers, local dignitaries and leadership for their exceptional performance on behalf of veterans. Winners shall also be recognized at a statewide conference or other similar large-scale event forum that provides the greatest positive publicity for the program.

Insufficient nominees: Because the entering arguments for eligibility are based on objective performance data, there shall be sufficient nominees. Unless, and in the unlikely and extraordinary circumstance that the appointing authority chooses not to make any award, all incentive award funds shall be distributed.

Tie breakers: If two or more individuals or offices (teams) score equally for their category, then those ties shall be broken by selecting the office that had the highest ratings on customer service reports during the review period, taken from the JVSG Customer Service Surveys, or for the individual by selecting the individual who had the most successful outcomes or the most successful job developments for the period.

Documentation: Documentation used for the award nominee selections shall be taken from the state proprietary employment system HiRE, veteran staff reports and job fair records. Data shall encompass the period of the first three federal fiscal quarters of the fiscal year. Credit for activities and services shall not be awarded without back-up documentation.

E. Population of Veterans to be Served by DVOP Staff

Veterans that attest to belonging to at least one of the six criteria listed below or are members of a special population are considered to have an SBE and are targeted by the DVOP specialist:

- A special disabled or disabled veteran, as defined in 38 U.S.C. § 4211(10) and (3);
- Homeless, as defined in Sections 103(a) and (b) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11302(a) and (b)), as amended;
- A recently separated service member, as defined in 38 U.S.C § 4211(6), who has been unemployed for 27 or more weeks in the previous 12 months;
- An offender, as defined by WIOA Section 3 (38), who is currently incarcerated or who has been released from incarceration;
- Lacking a high school diploma or equivalent certificate; or
- Low-income, as defined by WIOA Section 3(36).

DVOP specialists shall also provide services to priority category populations identified by the Secretary under 38 U.S.C. § 4103A (a)(1)(C). Currently, the secretary has identified four such populations. These populations are:

Transitioning service members who have participated in the Transition Assistance Program and have been identified as in need of intensive services;

Service members who are wounded, ill or injured and receiving treatment in military treatment facilities or warrior transition units;

The spouses or other family caregivers of such wounded, ill or injured service members;

Veterans, as defined in 38 U.S.C. § 4211, aged 18 to 24.

F. Priority of Service

Priority of service is one of the most important elements of service for veterans, as prescribed by 38 U.S.C. § 4215(b) and 20 CFR Parts 1001 and 1010 and reinforced through the State issued Workforce Development Policy 18.

Priority starts with the first OSCC member that comes in contact with the veteran or eligible person. During the reception process, a series of questions identifies veteran or eligibility status. Qualified veterans and/or qualified spouses are provided services prior to other customers and an initial assessment is completed by the first available OSCC staff member. If during the initial assessment it is determined that the veteran has an SBE or is a member of another special category, the veteran is immediately referred to a DVOP specialist.

The state provides priority of service in accordance with TEGE 05-03. When a veteran is identified as having barriers to employment, they are fast-tracked on a priority basis to ensure that those barriers are resolved as expeditiously as possible. The state has MOU agreements with the USDOL funded programs covered by 38 U.S.C. § 4215(b) on veterans' priority and refers veterans to training and supportive services within that network on a priority basis. The state has partnered with educational entities within the state and the vocational/technical institutions, which also provide priority service for veterans and assists them with their educational and literacy needs.

Veterans receive priority for employment and job training opportunities available through WIOA funding, on-the-job training, skills development training and youth training contracts. Veterans can locate training opportunities through use of the HiRE data base and receive training at private facilities, which have been approved through the State Established Training Provider List (ETPL). Should veterans meet the eligibility criteria, their training costs are paid by the WIOA program or through Individual Training Accounts. Veterans take priority in instances of training-fund shortages. LVER staff and other OSCC staff identify jobs and training opportunities specifically tailored for veterans, as they promote veterans as potential employees. These priority services are made available and provided to veterans, transitioning service members, Chapter 31 veterans, Native American Veterans, and other groups targeted for special consideration, including difficult to serve veterans and veterans with barriers to employment.

Each WDB coordinates available funds with those provided by the VA VR&E program such that there is no duplication of services. When VR&E is providing training and supportive services, WIOA can provide services to spouses or services that were not covered by the VA VR&E program. WIOA may also provide Work Keys testing and certification to veterans, designed to identify skills designated by employers as necessary to perform certain jobs. This enhances veterans' employability for jobs needing the skills identified in their certifications.

In conjunction with the LACs, the state closely monitors the provision of priority of service. Both JVSG management and LACs shall periodically conduct site checks to ensure all required priority of service signs are present and properly displayed, and that OSCC staff understand both the requirement of priority of service and its proper implementation. During these site visits, monitors

pay particular attention to the implementation of priority of service beyond core services, particularly in the allocation of training funds.

The state analyzes data from ETA 9002 and VETS 200 series reports in conjunction with HiRE data in order to continuously compare outcomes by veterans and other eligible persons to the outcomes of non-veteran populations. This ongoing analysis supports the state's continuous improvement process. Specifically, this is the relative rates of referral to USDOL funded training, referral to employment by OSCC staff and job placement activities provided by OSCC staff. The state shall consider an indicated referral rate in any one of these areas being lower for veterans and other eligible persons than for nonveterans, evidence of a potential priority of implementation problem. The state shall immediately place the affected region under examination and corrective action measures to include, but not be limited, to additional training. The DVET shall also monitor a percentage of the OSCCs within the state annually.

G. Services to Veterans by DVOP and Partner Staff

DVOP specialists are integrated into the OSCC service-delivery model. In this model, veterans are initially identified through self-attestation during registration for service. On a priority of service basis, OSCC staff members determine the eligible person's purpose for registering. Once the veteran or other eligible person is identified, the career specialist conducts an initial assessment. This initial assessment uses a customized intake form to help determine if the veteran or other eligible person has an SBE or that they may be a member of another special priority group. Those veterans determined not to possess an SBE are provided services as needed by OSCC and other partner staff on a priority of service basis. If a determination is made that the client is a veteran with an SBE or other special criteria, they are referred to the DVOP specialist for further assessment and service.

The referral process described above is a critical component of fully integrating the DVOP specialist into the state's workforce system. By making the identification and referral of veterans and other eligible persons who may qualify for services by a DVOP specialist a formal part of the OSCC triage process, DVOP specialists have become integrated into the OSCC service-delivery model at the beginning of the process. The same guidance mandating this referral process also encourages dual enrollment of veterans and other eligible persons into all appropriate OSCC services and programs. DVOP specialists are required to refer veterans and other eligible persons, with whom they are working, to any and all appropriate and available workforce partners and programs both internal and external to the OSCC. Other programs shall make reciprocal referrals to a DVOP specialist.

H. JVSG Staff Information

Provided below, is a list of the hire date along with the mandatory completion dates for all DVOP specialist and LVER staff. The state does not have any current JVSG staff members that have not attended mandatory training within 18 months of entering the program.

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