

## JOBS FOR VETERANS' STATE GRANTS

(OMB Control Number: 1225-0086)

*The Jobs for Veterans' State Grants (JVSG) are mandatory, formula-based staffing grants to States (including DC, PR, VI 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 quarterly on a Program Year basis (as with the ETA-9002 Series). Currently, VETS JVSG operates on a multi-year 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;*

Idaho covers a large geographic area with limited funding making it unfeasible to station a DVOP in every local office. In order to improve employment outcomes for veterans, the IDOL strategically stations our DVOPs and LVER throughout the state. In 2019, the agency reorganized its service delivery model. Seven offices located throughout the state in Post Falls, Lewiston, Caldwell, Boise, Twin Falls, Pocatello and Idaho Falls serve as central coordinators for all department veterans' services activity within their geographic regions. DVOP staff are primarily assigned to local offices with the highest numbers of registered veterans. DVOP staffing also considers whether an area has a large educational institution that can translate to large numbers of Veteran Readiness and Employment (VR&E) participants.

IDOL employs one full-time regional Local Veterans Employment Representative (LVER) who works in the largest labor market area in the state: Boise/Meridian/Nampa. There is also a full time DVOP presence in both the Boise and Caldwell offices and a consolidated DVOP/LVER position in Boise, Pocatello and Post Falls. In rural areas of the state where fewer veterans reside, IDOL assigns DVOPs on a half-time basis. Idaho has three individuals who devote half of their time (20 hours/week) performing DVOP functions and the other half (20 hours/week) performing Employment Services (ES) or Workforce Innovation and Opportunity Act (WIOA) duties. In an effort to ensure that all veterans have access to our most knowledgeable resource, a DVOP conducts monthly outreach to rural areas of the state where there are no permanently stationed DVOPs to provide individualized career services to veterans with significant barriers to employment (SBEs).

Our DVOPs work closely with the state's Employment Services (ES) staff. The ES staff are trained to work with employers and to provide job developments, and recruit veterans for employment. Our DVOP staff also maintain a list of job ready veterans for our LVER and consolidated staff to use during employer visits. The LVER and consolidated staff review the veteran's resume and case management file to ensure appropriate referrals are made to employers.

Front desk staff are instructed to ask the veteran or veteran's spouse to complete an intake form to determine eligibility for DVOP services or if a referral to an ES consultant is appropriate.

A veteran who enters an American Job Center with a half-time DVOP Specialist receives the same services as a veteran who enters one of the state's Comprehensive American Job Centers with full-time grant-funded staff. If a veteran needs more than core services from one of the AJC offices without an assigned DVOP, they are assessed by staff to determine if a referral to the nearest DVOP is appropriate. An appointment is then made during the DVOP's next rural office visit where the veteran will receive all the services available in the larger offices.

The state's shared internal website for all department staff includes enhancements that allow AJCs without a DVOP to provide the same information available in offices with veterans' staff. This tool is available to all DVOPs as well as managers and other ES staff who serve veterans. All training documents are uploaded to the internal website for all AJC staff to view.

*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;*

#### Duties of the DVOP:

DVOP staff provide the full array of workforce services to veterans with significant barriers to employment (SBEs) and eligible persons with their primary focus on providing individualized career services to those veterans as described indicated in the most current guidance. DVOP staff utilize the case management approach to serve veterans with barriers to employment and with special workforce needs. These services include, but are not limited to:

- Outreach to locate veterans in need of individualized career services; Assessment, including a documented plan of service (Individual Employment Plan (IEP)) and consistent, continual contact;
- Counseling/group counseling and career/vocational guidance;
- Referral of veterans to supportive or remedial services;
- Promoting VR&E and WIOA services to eligible veterans and other eligible persons;
- Referral of veterans to job focused and outcome-driven training, certification;
- Job development services;
- Referral of veterans to employment opportunities.

All the state's AJC managers have attended NVTI training; all keenly aware of the role of the DVOP. They promote priority of service for covered persons, through training and facilitation, in all federally funded programs, primarily Wagner-Peyser and WIOA. All office staff are familiar with the full array of veteran services and are instructed to provide priority of service to qualified covered persons.

All local offices train non-grant-funded staff to refer to the department's internal website to provide basic veterans information. The IDOL website also has a veterans' link specifically to help the self-service veteran navigate through the job search functions as well as the services available to them.

Non-grant-funded AJC staff are trained to triage customers and screen for veteran status as they arrive. Staff assess for career services such as job referral, resume assistance, job search guidance, the need for layoff assistance or more intensive WIOA services. If the assessment indicates a need for more than just core services and the veteran is eligible to meet with a DVOP, they are referred to the DVOP. The DVOP informs the veteran of all the available services and determines if enrollment in WIOA is beneficial and appropriate. The DVOP concentrates his or her efforts on

serving those veterans who have special employment and training needs by focusing on the facilitation of individualized career services through case management.

Duties of the LVER:

The Local Veterans Employment Representative (LVER) according to the most current guidance must perform only the duties outlined in 38 USC 4104 (b), which states, “the LVER’s principle 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.

Therefore, the LVER is assigned duties that promote to employers, employer associations, and business groups the advantages of hiring veterans. When employer outreach is primarily accomplished by a “business services team” or like entity, the LVER must be included as an active member of that team. The LVER advocates for all veterans served by the AJC with business, industry, and other community-based organizations by participating in appropriate activities such as:

- Planning and participating in job and career fairs;
- 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.

Duties of the consolidated DVOP/LVER position:

The consolidated position will have the same roles and responsibilities as the DVOP and LVER positions listed above. The only difference will be the time spent in each position. It will vary but will consist of approximately 20 hours performing DVOP duties and 20 hours performing LVER duties each week.

*c. THE MANNER IN WHICH DVOP SPECIALISTS AND LVER STAFF ARE INTEGRATED INTO THE STATE’S EMPLOYMENT SERVICE DELIVERY SYSTEM OR AMERICAN JOB CENTER;*

In order to initiate services through the One-Stop system, all veterans are registered in the IdahoWorks system (IDOL’s automated customer registration and job matching system). Because this job matching system relies heavily on the information supplied by customers, veteran registration files are routinely reviewed for completeness and for opportunities to update experience or newly acquired job skills. Those veteran customers with registration files needing additional information are contacted via e-mail, telephone, or mail and offered assistance in completing their registration record and are informed of available services and invited to contact the office for further assistance.

Intake forms listing significant barriers to employment (SBE) are handed to veterans at the intake desk. If an SBE is indicated the veteran is routed to see a DVOP. If no barrier is indicated the veteran is routed to see an ES staff person.

DVOPs attend ES and WIOA meetings on a regular basis and make appropriate referrals to WIOA. They also keep a list of job ready veterans that is available to all ES staff for appropriate job referrals.

Other partners are made aware of the services available from a DVOP through outreach. Partners are invited to visit local offices to see the services available directly.

IDOL has one strategically placed a regional LVER whose primary job is to conduct outreach, promote job developments with local employers, and market our services to those employers. The LVER is tasked with performing job development and employer outreach with the goal of facilitating employment opportunities for veteran job seekers. IDOL also has three consolidated positions which utilize part of their work hours to carry out the statutory duties of a LVER. The LVER and consolidated positions work with other organizations to jointly host events such as job search workshops and hiring events in local offices. They market veterans to employers using IDOL's marketing materials.

They also periodically visit employers within their area of responsibility to explain the benefits of using IDOL services and to remind them of the benefits of hiring veterans as well as the availability of a job-ready pool of highly trained veterans. They attend quarterly employer committee meetings held by various AJCs throughout the state to promote the hiring of available veterans. Idaho strives to gain an intimate knowledge of employer practices and review the services available to them from the Department.

They work closely with our ES staff to promote the hiring of veterans to private and public employers. During these outreach visits, they inform the employer about the services that IDOL provides, including DVOP services. ES staff also create employer awareness of this program and the duties of both the DVOP specialist and LVER. This joint effort opens the door to the LVER to work with these employers to create potential veteran job development opportunities.

The state agency then e-mails, or hand delivers veteran/employer information packets to employers. The intended result is to share with the employer community the benefits of hiring veterans and to encourage employers to announce their job openings through IDOL, where veterans have priority to apply for the jobs for which they qualify. The consolidated position performs both the LVER and DVOP duties as described above.

*d. THE INCENTIVE AWARD PROGRAM IMPLEMENTED USING THE 1% GRANT ALLOCATION SET ASIDE FOR THIS PURPOSE, AS APPLICABLE;*

Cash incentive Award Program: This award shall be used in accordance with VPL 01-22 and Title 38 U.S.C. § 4112 or the most recent guidance from USDOL-VETS. The objective of the JVSG cash incentive award program, known as the Veterans Service Performance Incentive Award Program, is to recognize, promote and reward exceptional performance in the provision of service to veterans within the context of statutes and regulations. The award program will create an awareness and continuous level of interest in the importance of providing intentional, high-quality outreach and services for veterans and promote an environment that engenders continuous improvement in the way staff support veterans across the spectrum of service. The award system shall continue to

operate as defined in the applicable State Plan 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, by the fiscal department of IDOL, 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.

Idaho elects to use one percent of the Jobs for Veterans State Grant (JVSG) allocation to provide cash performance awards for eligible employees in local one-stop offices. The IDOL has a team centric vision that allows for all members to strive for excellence in all aspects up to and including serving our nations veterans. This is the reasoning behind awarding the cash incentive awards to the top three highest performing one-stop offices, the team performs together, and the team is awarded together. The awards program is intended to encourage and incentivize the improvement and modernization of employment, training, and placement services for veterans, and recognize eligible employees and offices for excellence in the provision of such services, or for having made demonstrable improvements in the provision of services to veterans.

#### Award Amounts:

The state shall request 1 percent of its annual allocation for each year's JVSG grant as performance incentive awards for eligible one-stop Offices that will be paid in cash.

#### Local One-Stop Office Award Amounts:

1. 1<sup>st</sup> Place Local Office Winner (approximately 1/3 of the annual allocation)
2. 2<sup>nd</sup> Place Local Office Winner (approximately 1/3 of the annual allocation)
3. 3<sup>rd</sup> Place Local Office Winner (approximately 1/3 of the annual allocation)

Eligibility Criteria: Veterans Service Performance Awards will be granted to IDOL's local one-stop offices to recognize exceptional service to veterans or for specific activities or initiatives that promote successful employment of veterans. Nominations must detail the activities that meet this aim and may also include descriptions of how the Office achieved one or more of the following:

1. System improvements that result in improved services to veterans and other eligible individuals under JVSG,
2. Outstanding case management on behalf of a JVSG participants,
3. Exceptional effort expended to assist a homeless veteran, formerly incarcerated veteran, or other hard to place JVSG participant,
4. Activities led to improve performance, reduce time or cost, or promote collaboration around service to veterans,
5. Outstanding outreach or placement efforts on behalf of veterans and JVSG participants,
6. Extraordinary community relations efforts to increase the awareness of veterans' issues, or
7. Development of a program, for which the impact may not be directly measurable, (i.e. resume skills building program), targeted to support veterans.

Selection and Award Process: The solicitation for nominations shall be published in the monthly newsletter each March. The application must be completed, signed, and scanned to the State

Veterans Coordinator by April 1 of each grant year. Each nomination will be screened to ensure the recipient is eligible to receive the award under state and department merit award policies. The State Veterans Coordinator will convene an award review committee of not less than 5 members of the Agency to include One area Manager, Two Office Managers, One Central Office employee and One ES staff member to review nominations and make award recommendations to the Administrator. Nominations will be scored based on information provided in response to the seven questions on the nomination form and may use a scoring rubric established by the State Veterans Services Coordinator. Recommendations after being reviewed by the Administrator will be forwarded to the Director by April 17 of each grant year. The Director will consider the recommendations and approve final awardees.

Winners will be announced in May of each grant year and all awards will be distributed by July of each year.

IDOL will provide an annual incentive award report as per IAW VPL 07-19, or the most updated policy guidance on this subject.

#### References & Resources:

VPL 01-22, VPL 01-22 Attachment 5, Public Law 109-461 Title VI Sec. 603, 38 U.S.C. § 4112

*e. THE POPULATIONS OF ELIGIBLE 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 PARISHES);*

IDOL's DVOPs involve themselves in their communities in many ways to make veterans aware of the benefits, employment and training services available to them. Monthly outreach to the homeless shelters in their areas is an activity that enables the DVOP to complete outreach and provide individualized career services to those veterans that have no mode of transportation. Many of these veterans have the need for individualized career services that are provided by our DVOPs. Those who just need core services such as job search, and resume assistance are referred to AJC ES consultants.

DVOPs serve the following population of veterans per VPL 03-14 change 1 and 2 and VPL 03-19 or current guidance.

- A special disabled or disabled veteran, as those terms are defined in 38 U.S.C. 4211(1) and (3); Special disabled and disabled veterans are those:
  - Who are entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary of Veterans Affairs' or,
  - Were discharged or released from active duty because of service-connected disability.
- Homeless as defined in Section 103(a) and (b) of the Stewart B. McKinney 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; i.e. the term of unemployment over the previous 12 months remains 27 weeks; however, the requirement of 27 consecutive weeks is eliminated;

- An *offender*, as defined by WIOA Section 3 (38), who is currently incarcerated or who has been released from incarceration, i.e. the expanded definition of SBE includes eligible veteran or eligible spouse who is currently or was formerly incarcerated by removing the within the last 12 months requirement;
- Lacking a high school diploma or equivalent certificate; or
- Low-income individual (as defined by WIOA Section 3 (36)).
- Veterans aged 18-24
- Vietnam-era Veterans
- Transitioning members of the Armed Forces who have been identified as in need of intensive services (now referred to as individualized career services);
- Members of the Armed Forces who are wounded, ill, or injured and receiving treatment in a Military Treatment Facility or Warrior Transition Unit; and
- The spouses or other family caregivers of such wounded, ill, or injured members.

The USDOL VETS has a MOU with VR&E. It was signed on 9/29/2020. IDOL is committed to maintaining a strong relationship with VR&E and chooses to maintain an Intensive Services Coordinator (ISC), a half-time position filled by a full-time DVOP. The ISC is out stationed, at times, at the Boise VA Regional Office, but veterans enrolled in the VR&E program are referred to Idaho DVOPs from counselors assigned to Spokane and Seattle, WA, Salt Lake City, UT, and other regional locations. The ISC or assigned DVOP provides Labor Market Information (LMI) as part of the vocational evaluation process. The VA VR&E develops a rehabilitation plan and then approximately 90 days prior to the participant's expected completion of training or education, the VR&E office completes a Job Ready Assessment and refers the veteran to the IDOL ISC or appropriate DVOP for individualized career employment assistance. The VA VR&E office and IDOL jointly monitor the job seeking process to determine when the veteran has entered employment and when the veteran can be considered "rehabilitated."

The IDOL continues to develop new strategies to reach homeless veterans and those at risk of becoming homeless. Our DVOPs and LVER, based on their role and responsibility identified in current guidance, actively help plan and participate in three Stand Down events throughout the state - Boise, Pocatello, and Post Falls. These events provide much needed information, assistance, and supportive services to over 1,500 needy veterans and family members every year.

The Boise VA Regional Office administers the Grant Per Diem program which helps shelter many homeless veterans while attending an education program. The VA Homeless Coordinators work closely with our DVOPs to secure employment for participants in this program. Partnerships like these are proving very beneficial for Idaho veterans. Over the past several years, the number and quality of facilities and services for the homeless have improved dramatically in Idaho's most populated area, the Treasure Valley. DVOPs are in the process of developing partnerships with staff at these new facilities to provide individualized career services and the referral to employment needed to help veterans break the cycle of homelessness. As these partnerships develop, we plan to participate in service information days at the shelters on a regular basis.

Idaho has DVOPs strategically placed in areas near Native American reservations. Outreach activities are conducted at the state's option and conducted with approval of the tribes. A fulltime DVOP is located minutes away from the Shoshone Bannock reservation in Southeast Idaho and provides outreach and individualized career services to the disabled veterans in that area.

In Lewiston, a half-time DVOP works with the Nez Perce Tribe in Lapwai, Idaho. He meets with referrals from tribal veteran representatives, attends Tribal Homeless Veteran Stand Downs and Tribal Resource Fairs, and maintains an open dialogue with Tribal Employment Rights Office (TERO).

In Post Falls, our DVOP has worked with the Veterans Coordinator representing the Coeur d'Alene Tribe based in Worley, Idaho. Most of the contact has been regarding Veteran hiring events, the Stand Down and for special events, emphasizing the provision of individualized career services.

*f. HOW THE STATE IMPLEMENTS AND MONITORS THE ADMINISTRATION OF PRIORITY OF SERVICE TO COVERED PERSONS;*

*The description of how the state implements and monitors priority of service to covered persons is included in the Common Elements of the WIOA State Plan.*

*g. HOW THE STATE PROVIDES OR INTENDS TO PROVIDE AND MEASURE, THROUGH BOTH THE DVOP AND AMERICAN JOB CENTER STAFF:*

*1. Job and job training individualized career services,*

Per VPL 01-22, a response to this section is not required.

*2. Employment placement services, and*

Per VPL 01-22, a response to this section is not required.

*3. Job-driven training and subsequent placement service program for eligible veterans and eligible persons;*

Per VPL 01-22, a response to this section is not required.

*h. THE HIRE DATE ALONG WITH MANDATORY TRAINING COMPLETION DATES FOR ALL DVOP SPECIALISTS AND LVER STAFF; AND*

Per VPL 01-22 a response to this section is not required.

*i. Such additional information as the Secretary may require.*

**Idaho's PY22 & PY23 Proposed JVSG Performance Measures:**

Employment Rate 2<sup>nd</sup> Quarter After Exit: 63%  
Employment Rate 4<sup>th</sup> Quarter After Exit: 61%  
Median Earnings 2<sup>nd</sup> Quarter After Exit: \$5,500