



Workforce Issuance

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☐ Policy ☒ Information

To: MassHire Workforce Board Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Fiscal Officers
MDCS Operations Managers

cc: WIOA State Partners

From: Beth Goguen, Director
MassHire Department of Career Services

Date: October 2, 2025

Subject: **New Training: Jobs for Veteran State Grant Standard Operating Procedures**

Purpose: To inform MassHire Workforce Boards, MassHire Career Center Operators, MassHire Career Center staff and partners of the new training on the Jobs for Veterans State Grant (JVSG) Standard Operating Procedures (SOP) scheduled for October 14 -17, 2025, from 9:00 a.m. to 10:30 a.m.

Background: The JVSG program plays a vital role in ensuring Veterans and eligible persons receive access to high-quality career services. Earlier this year (January 27-31, 2025), MDCS hosted a mini clinic training series that was focused on MOSES data entry for the JVSG program.

Building on that foundation, this new training series introduces updated Standard Operating Procedures designed to guide JVSG program operations across the MassHire Career Center system. The updated JVSG SOP incorporates programmatic changes outlined in Veterans Program Letter (VPL) 05-24:

[Veterans Program Letter \(VPL\) No. 05-24: Jobs for Veterans State Grants Staff Roles and Responsibilities and Coordination with the Workforce Innovation and Opportunity Act Services to Veterans.](#)

To support the successful adoption of these updates, MDCS will provide training on the updated SOP over a four-day period. The training will provide an overview of revised policies, highlight key procedural updates, and demonstrate how the changes should be operationalized.

The training sessions described below are virtual and will be held from 9:00 a.m. – 10:30 a.m. Registration is required for each session.

Day 1 - Tuesday, October 14, 2025:

Description: This session will be an introduction to the newly written JVSG SOP based on Veterans Program Letter 05-24, staff functions, and review of DD-214s.

To register click here: [Day 1](#)

Day 2 - Wednesday, October 15, 2025:

This session will provide an overview of the MassHire Career Center's role with the JVSG program.

To register click here: [Day 2](#)

Day 3 -Thursday, October 16, 2025: This session will focus on JVSG program operations.

To register click here: [Day 3](#)

Day 4 - Friday, October 17, 2025: – This session will share information on training for JVSG staff, program reports, an overview of referral processes, and caseload management.

To register click here: [Day 4](#)

The JVSG SOP training series will be posted on the [Veterans Program Training](#) page for future reference.

Action

Required: JVSG staff are strongly encouraged to attend all training in this series from October 14 -17, 2025. The JVSG trainings series is made available to all MassHire Career Center managers/supervisors and staff to attend as appropriate.

Effective: Immediately

Inquiries: For questions related to the training series please contact chris.mills@mass.gov.