



Workforce Issuance

100 DCS 15.139

☐ Policy ☒ Information

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

cc: WIOA State Partners

From: Diane Hurley, Acting Director
MassHire Department of Career Services

Date: September 11, 2024

Subject: **Roles and Responsibilities of MassHire Career Center Staff Serving Veterans:
TEGL NO. 03-24: Jobs for Veterans' State Grants (JVSG) Program Reforms**

Purpose: To inform MassHire Workforce Boards, MassHire Career Center Operators, and other workforce partners of Training and Employment Guidance Letter (TEGL) No. 03-24: Jobs for Veterans' State Grants (JVSG) Program Reforms and Roles and Responsibilities of American Job Center (AJC) Staff Serving Veterans.

Background: TEGL No. 03-24 aligns with Veterans Performance Letter (VPL) 05-24, which was developed by Veterans' Employment and Training Services (VETS) in consultation with the Department of Labor Employment and Training Administration (DOLETA) and outlines the roles, responsibilities, and duties of JVSG staff. It emphasizes statutory duties and staffing flexibilities to maximize integration of services and collaboration within the workforce development system and AJCs (in Massachusetts known as MassHire Career Centers). Additionally, the TEGL is designed to update state workforce professionals about the AJC staff roles with JVSG.

An equal opportunity employer/program.

Auxiliary aids and services are available upon request to individuals with disabilities.

TDD/TTY 1-800-439-2370 - Voice 1-800-439-0183

TEGL No. 03-24 underscores Department of Labor’s commitment to serving transitioning service members, Veterans, and their families by providing resources to assist and prepare them to obtain meaningful careers and to maximize their employment opportunities. DOL’s commitment is an important part of fulfilling our national obligation to the individuals who have served our country.

Core guidance provided in TEGl No. 3-24 includes:

- **JVSG Staff Integration in the AJC**
Clarifies that JVSG staff are required to be integrated in the states’ workforce delivery systems, and WIOA includes JVSG as a required program partner.
- **Role and Responsibilities of JVSG Staff**
Outlines the roles of responsibilities of the Disabled Veteran Outreach Program (DVOP) specialist and the Local Veteran Employment Representative (LVER).
- **JVSG Staff Limitations**
Requires that JVSG staff are not to be placed in situations where they are at risk for performing duties that fall outside of their roles and responsibilities.
- **AJC Staff Roles in JVSG**
Clarifies that AJC staff determine the service needs of incoming customers and screen them for eligibility and referral to appropriate program staff services.
- **Priority of Service**
Confirms that Veterans and eligible persons receive priority of service for employment and training services.
- **Coordination with Other Programs**
Emphasizes cross-program coordination with the Homeless Veterans’ Reintegration Program (HVRP) and other resources to enhance services to Veterans.
- **Promising Practices**
Notes that DOL champions cross-program collaboration and integration as a best practice that leads to the most effective and efficient service delivery for both jobseekers and employers.

Action

Requested: Please review TEGl NO. 03-24 in full and share with all managers, staff and partners as appropriate.

Effective: Immediately.