



# Workforce Issuance

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☒ Policy ☐ Information

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**To:** Chief Elected Officials  
MassHire Workforce Board Chairs  
MassHire Workforce Board Directors  
MassHire Career Center Directors  
MassHire Fiscal Officers  
MDCS Operations Managers

**cc:** WIOA State Partners

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

**Date:** October 12, 2023

**Subject:** **Jobs for Veterans State Grant Program Standard Operating Procedures**

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**Purpose:** To notify MassHire Workforce Boards, MassHire Career Center Operators, and other workforce partners of the Jobs for Veterans State Grant Program (JVSG) Standard Operating Procedures (SOP).

**Background:** The Jobs for Veterans State Grants (JVSG) program provides federal funding, through a formula grant, to MassHire Department of Career Services (MDCS), the State Workforce Agency (SWA) to hire dedicated staff to provide individualized career and training-related services to eligible Veterans and eligible persons with significant barriers to employment (SBE), as well as other authorized populations, and help employers fill their workforce needs with job-seeking Veterans.

The JVSG Standard Operation Procedures (SOP) manual is intended to provide guidance on policies, processes, and standards to assist MassHire managers/supervisors and staff with providing exemplary services to Veteran customers. Utilization of the JVSG SOP will ensure operational and program requirements are met.

**Policy:** MassHire Workforce Boards and Career Center Operators will ensure that the procedures outlined in the JVSG SOP are in place to guide staff in the day-to-day operations for the delivery of services to Veterans and Veterans eligible for participation in the JVSG program. Additionally, MassHire Workforce Boards and Career Center Operators will utilize the JVSG SOP as a training tool for the purpose of informing new and existing staff of the of the roles, responsibilities, and tasks that must be conducted while operating the JVSG program.

**Action**

**Required:** MassHire Workforce Boards shall assure that local policy and practice is consistent with the content of this issuance and attached JVSG SOP.

Please share this with managers, staff, and other partners, as appropriate.

**Effective:** Immediately

**Inquiries:** Please email all questions to [PolicyQA@mass.gov](mailto:PolicyQA@mass.gov); indicate issuance number and description.

**Attachment:** Jobs for Veterans State Grant Standard Operating Procedures