



DEPARTMENT OF
CAREER SERVICES

VETERAN SERVICES



Massachusetts Jobs for Veterans State Grant (JVSG) Veteran Program Standard Operating Procedures

Executive Office of Labor and Workforce Development
Department of Career Services



"I never lose. I either win or I learn." – Nelson Mandela

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CHAPTER 1

Purpose

To standardize and specify the processes to be used throughout the Executive Office of Labor and Workforce Development and MassHire Department of Career Services (MDCS) regarding serving Veterans in MassHire Career Centers throughout the Commonwealth, and the Jobs for Veterans State Grant (JVSG) program. A standard operating procedure (SOP) is necessary to ensure Career Centers and its staff is operating within the parameters of applicable state/federal rules, laws, and regulations. This SOP applies to all staff members within EOLWD/MDCS who provide services to Veterans at any service point in the Career Center System.

About Massachusetts Jobs for Veterans State Grant (JVSG) Program

The Massachusetts JVSG program is funded by a grant from the U.S. Department of Labor (DOL) Veterans Employment and Training Services (VETS). The grant funds the Disabled Veterans Outreach Program (DVOP) and Local Veterans Employment Representative (LVER) positions to assist Veterans. (Program operatives are referred to as “DVOPs” and “LVERs.”) DVOPs work with Veterans who have Significant Barrier(s) to Employment (SBE) and provide intensive (WIOA Individualized) Veterans services to overcome or mitigate those barriers, so the Veterans are “job ready.” LVERs work with employers and DVOPs to place job-ready Veterans into employment.

Title 38

Under Title 38, The Department of Labor's Veterans Employment and Training Service (VETS), through cooperative efforts with each state offers employment and training services to eligible Veterans called the Jobs for Veterans State Grant (JVSG). The objective of the program is employment. States are measured in four general areas: Individualized Career Services of ninety percent (90%) or better, Employed Q2, Q4 and Median earnings after Q2 after exit. The grant provides funding for two distinct programs: the Disabled Veterans Outreach Program (DVOP), and the Local Veterans Employment Representatives Program (LVER). In addition to the JVSG program staff, other workforce system resources are made available to serve the Veteran customer. The DVOP will exclusively serve transitioning service member Veterans and their families with significant barriers to employment (SBE) as defined by DOL/VETS. The focus of these services is the provision of intensive services/career services (WIOA individualized services) to assist Veterans in attaining employment. For the LVER the effort is outreach to employers 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 create OJT and apprenticeship opportunities for Veterans. In addition to the Veterans grant program staff other workforce system resources are made available to serve the Veteran customer.

Eligibility Definitions for Service as a Veteran

Federal definition of Veterans status takes precedence. Veteran status should be established before intensive services are rendered to a customer by a DVOP or LVER (Chapter 42, Title 38, and U.S.C.). There are numerous forms and certificates used to verify Veteran status. The DVOP or LVER should be solely

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responsible to make such verification entries in MOSES. In the absence of a DVOP or LVER, the Career Center Director/Operations Manager may verify the DD-214. The DD-214 is proof of eligibility to DVOP services under the JVSG State Grant. Should questions arise in determining such eligibility, call the Veteran Program Coordinator, or the Department of Labor Veterans Employment and Training Service (VETS), as they are available to assist career center staff.

Veteran status:

A person as defined in Title 38 U.S.C. §4211 who:

- Served on active duty for a period of more than 180 days and was discharged or released there from with other than a dishonorable discharge; or
- Was discharged or released from active duty because of a service-connected disability; or
- As a member of a reserve component under an order to active duty pursuant to section 12301(a) (d) or (g), 12302, or 12304 of Title 10, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge; or
- Was discharged or released from active duty by reason of a sole survivorship discharge (as that term is defined in ([§1174\(i\) of Title 10](#))).

Categories of Veterans

Special Disabled Veteran

A Veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary for a disability rated at 30 percent or more or rated at 10 or 20 percent in the case of a Veteran who has been determined to have a serious employment handicap; or a person who was discharged or released from active duty because of service-connected disability.

Combat Veteran

An eligible Veteran any part of whose active military, naval, or air service was in a war or conflict in which campaign badge or expeditionary medal has been authorized. A complete listing of campaign and expeditionary medals can be located on the Office of Personnel Management website www.opm.gov/policy-data-oversight/Veterans-services/vet-guide-for-hr-professionals/.

Disabled Veteran

A Veteran rated at 0% who has applied for disability status or is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Veterans Administration; or a person who was discharged or released from active duty because of a service-connected disability.

Other Eligible Persons – The term “eligible person” as defined in Title 38 §4101 means:

- The spouse of any person who died of a service-connected disability,
- The spouse of any member of the Armed Forces serving on active duty who, at the time of application for assistance under this chapter, is listed, pursuant to section 556 of title 37 and regulations issued

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thereunder, by the Secretary concerned in one or more of the following categories and has been so listed for a total of more than ninety days: (i) missing in action, (ii) captured in line of duty by a hostile force, or (iii) forcibly detained or interned in line of duty by a foreign government or power, or

- The spouse of any person who has a total disability permanent in nature resulting from a service-connected disability or the spouse of a Veteran who died while a disability so evaluated was in existence,
- Care givers/spouse of Wounded Warrior with Service Connection of 30% or more from a Military Treatment Facility.

Massachusetts Priority of Service (Mass Workforce Issuance 100 DCS 15.100.1)

Eligibility for Priority of Service (POS)

Per TEGL No. 10-09, Veterans, and eligible spouses, including widows and widowers as defined in the statute and regulations are eligible for priority of service. For the purposes of implementing priority of service, the Final Rule requires that program operators use the broad definition of Veteran found in 38 U.S.C. 101(2). Under this definition, the term “Veteran” means a person who served at least one day in the active military, naval, or air services, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2). Active service includes full-time Federal service in the National Guard or a Reserve component. This definition of “active service” does not include full-time duty performed strictly for training purposes (i.e., that which often is referred to as “weekend” or “annual” training), nor does it include Full-time active duty performed by National Guard personnel who are mobilized by State rather than Federal authorities (State Mobilizations usually occur in response to events such as natural disasters).

“Eligible spouse” as defined at section 2(a) of the JVA (38 U.S.C. 4215[a]) means the spouse of any of the following:

- a) Any Veteran who died of a service-connected disability
- b) Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - i. Missing in action; or
 - ii. Captured in the line of duty by a hostile force; or
 - iii. Forcibly detained or interned in the line of duty by a foreign government or power.
- c) Any Veteran who died while a disability was in existence. A spouse whose eligibility is derived from a living Veteran or service member (i.e., categories b. or c. above) would lose his or her eligibility if the Veteran or service member were to lose the status that is the basis for the eligibility (e.g., if a Veteran with a total service-connected disability were to receive a revised disability rating at a lower level). Similarly, for a spouse whose eligibility is derived from a living Veteran or service member, that eligibility would be lost upon divorce from the Veteran or service member.
- d) Any Veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veteran Affairs.

The priority of service regulations refers to those Veterans and spouses who are eligible for priority of service as “covered persons” and refer to those not eligible for priority of service as “non-covered persons”. In the interest of specificity, this guidance refers to those eligible as “Veterans and eligible spouses”.

***Interest of brevity, this guidance also adopts the regulatory terminology by referring to those who are not eligible as “non-covered persons”. NOTE: in applying POS to daily Career Center Operations, Veteran status is determined via “self-attestation” (self-identification), and the covered person is not required to provide any proof of status or documentation. When the covered person is enrolled in a specific program (i.e., funding for training), proof of eligibility/status may be required at that point per program requirements.

Integration into the Workforce System

DVOPs and LVERs are fully integrated into the workforce system and serve on the respective teams that are appropriate for their roles. Ideally, DVOPs serve on the jobseeker services team and LVERs serve on the business services team. Neither DVOPs nor LVERs will serve on the “welcome team.” That function is not in line with their roles and responsibilities as outlined in the program guidance in DOL-VETS’ Veterans Program Letter (VPL) 03-14: Jobs for Veterans State Grants (JVSG) Program Reforms and Roles and Responsibilities of the Massachusetts MassHire Career Center Staff Serving Veterans.

CHAPTER 2

JVSG Staff Principal Duties:

State Veterans Program Coordinator

Funding is provided for one (1) *Jobs for Veterans State Grant* (JVSG) State Veterans Program Coordinator to provide functional supervision over the Massachusetts State Veterans Employment Program. The Veterans Program Coordinator (VPC) facilitates program updates by disseminating state and federal policy and providing guidance to JVSG and career center staff as they relate to serving Veterans. Federal guidance often addresses DVOP and LVER roles and responsibilities and related items such as Priority of Service, licensure and certification, or other Veteran related policy. In addition to the functional guidance of the grant program, the Coordinator in Massachusetts also is the manager for those JVSG staff assigned to MassHire Career Centers in the following regions: Boston, Brockton, Hampden County, and Metro North.

The VPC's responsibilities include the Ch. 31 VA VR & E program, submission of required reports - such as the Technical Performance Narrative, Quarterly Manager Reports on Services to Veterans, VR & E Quarterly Tracking Report, Office of Federal Contracting and Compliance (OFCCP) reviews of Businesses, scheduling the training for Veteran Employment Representative (VER) and LVER staff at the National Veterans Training Institute (NVTI); drafting Veterans policy and is the JVSG central point of contact. Furthermore, the VPC will provide technical training on the JVSG Program to all MassHire Career Centers Operations Managers/Career Center Directors and will ensure DVOP staff are properly and correctly updating case management information by using the VCDAS Forms (found in Chapter 6) on a weekly basis.

Disabled Veteran Outreach Program Specialist (DVOP)

Under 38 U.S.C. 4103A(a) a DVOP specialist provide intensive (WIOA individualized) 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 and determined by the Secretary of Labor (Secretary).

DVOPs only work with Veterans or eligible spouses with a Significant Barrier to Employment (SBE) as outlined in VPL 03-14, VPL 03-14 change 2 with subsequent additions in VPL 04-14, VPL 08-14 VPL 03-19. These SBEs are:

1. A "special disabled Veteran" or "disabled Veteran," as defined in 38 U.S.C 4211(1) and (3). Special disabled Veterans 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 a service-connected disability
2. A "homeless person," as defined in Sections 103(a) and 103(b) of the McKinney-Vento Homeless Assistance Act [42 U.S.C. 11302(a) and 11302(b), as amended]. Reference TEGL 19-13 Change 2
3. A "recently separated Veteran," as defined in 38 U.S.C 4211(6), who has been unemployed for 27 or more weeks in the previous 12 months
4. An "offender," (returning Citizen) as defined by the Workforce Innovation and Opportunity Act (WIOA) Section 3(38), who is currently incarcerated or who has been released from incarceration
5. A Veteran lacking a high-school diploma or equivalent certificate

6. A “low-income individual” [as defined by WIOA Section 3(36)]

NOTE: Per Massachusetts MDCS Director, a Veteran who is above the income threshold in the Economically Disadvantaged section in the Full Tab of the Job Seeker record (entry of YES in the income field), but who is in receipt of Chapter 115 funding or other public assistance, will be determined as a Veteran with a SBE; and therefore, eligible for JVSG (providing they first meet the federal definition of a Veteran).

7. Veterans who are between 18 to 24 years of age

8. An active-duty service member who has a DD-2648, “Service Member Career Readiness Standards/Individual Transition Plan,” signed by the service member’s commanding officer, documenting that the service member has not met Career Readiness standards or is in need of intensive services

9. An active-duty service member who is being involuntarily separated through a service reduction-in-force

10. An active-duty service member who has been wounded, ill, or injured, and is receiving treatment in a military treatment facility or a Warrior-Transition Unit (WTU)

11. The spouse/caregiver of an active-duty service member who has been wounded, ill, or injured, and is receiving treatment in a military treatment facility or a Warrior-Transition Unit (WTU)

12. Vietnam Era Veteran

DVOP Outreach

The Massachusetts JVSG Program, “outreach” is defined as a 2-way communication between the DVOP and LVER and the stakeholder. It establishes and fosters mutual understanding while promoting participation and involvement. Outreach is additionally defined as an activity that reached out and finds those Veterans who are not utilizing services provided by the MassHire Career Centers and informing and educating them about all the services available by the Massachusetts Workforce System.

DVOPs will conduct outreach in their local areas to develop a relationship with other community and Veteran based organizations and key WIOA partners in effort of recruitment activities to enroll SBE Veterans and priority category Veterans within a Career Center with the maximum emphasis directed toward recruiting those who are economically or educationally disadvantaged, including homeless Veterans, and Veterans with barriers to employment. On-site visits will occur at the following venues, including but not limited to:

- Vocational Rehabilitation and employment programs
- Homeless Veterans Reintegration Projects grantees (HVRP)
 - The HVRP grant provides services to assist reintegrating homeless Veterans into meaningful employment and stimulate the development of effective service delivery systems that address the complex problems facing homeless Veterans. Homeless Female Veterans and Veterans with families Program HFVWF. Incarcerated Veterans Transition Program IVTP.
- Department of Veterans Affairs (medical centers and Vet centers)
- Homeless shelters
- Civic and service organizations (churches)
- Community stand downs

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- Military installations (camp, post, station, yard, center, homeport facility for any ship, or other activity under the jurisdiction of the Department of Defense.)
- DVOPs will be required to make contact and have regular follow-up with National Guard and Reserve units in their area for the purpose of outreach to identify Veterans with SBEs
- WIOA partners
- State Vocational Rehabilitation
- City/Town VSO (Veteran Service Officer)

DVOP outreach will consist of an organized collaborative plan approach between MassHire Operations Managers/Career Center Directors and DVOP staff. This yearly revisited document should be a “live” document, viewable/editable by both parties. JVSG Program Coordinator and JVSG Program Manager should be made aware of outreach. Plan will consist of the following:

- 1) DVOPs and Operations Managers/Career Center Director will develop a yearly local area outreach plan with community partners and Veteran organizations.
- 2) DVOPs and Operations Managers/Career Center Director will each sign off on local area outreach plan and distribute plan to JVSG Program Coordinator and JVSG Program Manager.
- 3) All plans will be shared with Field Management and Oversight Unit for monitoring local areas.

See MassHire Workforce Issuance 100 DCS 15.104: JVSG: Disabled Veterans Outreach Program (DVOP) Outreach Plan for instruction on utilization of the plan.

Absent DVOP

Staff integration of services will take place in the absence of an assigned DVOP. SBE Veterans are targeted for priority of service and referred to the nearest DVOP for contact and assistance. It is required that the JVSG Program Coordinator, or a designee, is the responsible party to make certain these SBE Veterans are made aware of ALL the services that may be available to them within the Commonwealth. Referrals to Veteran supportive agencies is key to assisting them and preparing them for employment or training options. The designee will communicate with the assigned Career Center Management regarding the process in place to ensure no SBE Veterans are left behind without the opportunity of priority of service, and case management opportunities. The designated responsible will communicate with the assigned Career Center Management regarding the process in place to ensure no SBE Veterans are left behind without the opportunity of priority of service, and case management opportunities. The designated responsible party will develop a procedural checklist with MDCS Operations Manager/Career Center Director to ensure maximum services are being provided.

Training

DVOP staff will be required to attend initial training at the National Veterans Training Institute (NVTI) as referenced in Veterans Program Letter 05-18 attachments 1 and 2. In addition, all DVOP staff will attend quarterly training sessions produced by the JVSG Program Coordinator, for the purpose of skills refreshment, best practices and new training or program ideas. The JVSG Coordinator will keep record of the DVOPs

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completed training and update Career Center Management when further training is open/required for staff. Upon Operations Managers request, the DVOP will provide record of NVTI trainings. The JVSG Coordinator will coordinate NVTI off-site training. DVOPs must include Operations Managers on all communications regarding request for NVTI trainings. Additionally, trainings that are offered will be shared via email with Managers/Supervisors for awareness.

Special Projects/Outreach

DVOPs are required to organize, participate, and execute or assist in the special projects, as identified by MassHire Department of Career Services, to target and serve SBE Veterans. Special Projects/Outreach events should be added in MOSES with follow up to SBE Veterans post event. Some project examples include but are not limited to:

- Resource fairs
- Stand-downs
- Yellow Ribbons
- November Hire-A Veteran Month
- Other community and statewide Veterans events
- Participation in Veteran Collaboratives

DVOP Outreach materials

DVOPs attending events outside the Career Center will be required to have the following materials:

- State provided laptop and State provided cell phone (for Wi-Fi access)
- MassHire Tablecloth
- MassHire Priority of Service signage
- MOSES Event added – Veteran referrals to be added post-event

DVOP staff will provide as much advance communication as possible of participation in special projects, including off-site, and off-hour events to the Manager/Supervisor and JVSG Coordinator prior to attendance. Attendance at outreach/events and special project should be included in the outreach plan. As outlined in VPL 03-14, DVOPs are required to attend outreach/events and special projects.

Report for Identification of Veterans with Significant Barriers to Employment (SBE) for Veteran Employment Service

The Crystal Report, Identification of Veterans with Significant Barriers to Employment (SBE) for Veteran Employment Service, is available on Mass Workforce under Crystal Report Project, <https://www.mass.gov/service-details/Veterans-reports>. This report allows career centers to identify the Veterans that are receiving services in their career center that meet the eligibility criteria to receive services from the DVOP. The DVOP will then connect with those Veterans to provide case management (WIOA Career Planning) and intensive services (WIOA Individualized) if it is determined though the comprehensive

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assessment that they are near job readiness and they maintain compliance with their case manager, and the Veteran wishes to receive in-depth services.

The Report Contains:

- Input to select your Career Center
- Ability to select a date range based on a reportable service at the selected Career Center(s)
- Shows a list grouped by Career Center(s) selected which includes only Veterans who meet 1 or more of the following criteria.
 - Service-Connected Disability
 - Between the Ages of 18-24
 - Exited Military Service within the last 12 months and has not worked for the last 27 weeks
 - They answered YES to their income being below the pre-populated amount after family size is entered
 - They do not have a High School Diploma or HiSET (GED)
 - Veteran States they were released from incarceration over the last 12 months
 - Homeless or at risk of homelessness
 - Vietnam Era Veterans
- Applicant ID
- Name
- Date of last reportable Service
- Currently Case Managed: Yes/No
- A running total of all columns

SBE reports must be run a minimum of bi-weekly (or more frequently as per local policy) to ensure that Veterans in need of in-depth services are identified.

Chapter 115

Under Massachusetts General Law M.G.L. CH. 115, the Commonwealth provides a needs-based means tested program of financial and medical assistance for indigent Veterans and their dependents. Qualifying Veterans and their dependents receive necessary financial assistance for food, shelter, clothing, fuel, and medical care in accordance with a formula, which considers the number of dependents and income from all sources. Eligible dependents of deceased Veterans are provided with the same benefits as if the Veteran were still living.

How to apply: contact the local Veterans Service Officer (VSO) in the city or town where the Veteran lives.

The Veterans Service Officer (VSO)

The VSO works out of a city or Town Hall and is knowledgeable about an array of federal, state, and local benefits to which Veterans and dependents may be entitled. It is the VSO's job to help Veterans in the

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community learn about, apply for, and in some cases, receive benefits. Every VSO is a Veteran. Every city and town have a VSO who administers this program for those with a discharge under honorable conditions.

To find a VSO: refer the Veteran to the local city or Town Hall and ask for Veterans Services; or call the Massachusetts Department of Veterans Services: 617-210-5480 and ask for the VSO name and contact information or visit the Executive Office of Veterans Services (EOVS) website at www.mass.gov/Veterans to search by municipality and to learn more about available benefits and services for Massachusetts Veterans.

DVOP & the VSO

The DVOP and VSO work collaboratively to serve shared customers for employment & training opportunities. Many VSOs require that their Chapter 115 Veterans meet with the area DVOP on a regular basis and share information from that visit prior to receiving their monetary benefits. Developing a strong partnership is crucial to the success of the Veteran. At a minimum, these activities should include the following:

- On-site face to face meetings/Case Conferencing
- Shared Workshops
- Joint Job Day/Job Fairs
- Employer Advocacy
- Round Table/Panel Discussion

CHAPTER 3

Federal Programs

Vocational Readiness and Employment Services (VR & E)

The Department of Veterans Affairs (VA), Veteran Readiness and Employment (VR & E) Service, the Department of Labor, Veterans Employment and Training Service (VETS), and MassHire Department of Career Services agree to provide a seamless employment transition that will eliminate duplication, fragmentation, or delay in delivery of employment services leading to the goal of successful career selection, placement, and rehabilitation for Veterans enrolled in the VR & E program. MDCS, through its DVOP Specialists and MDCS staff, provides intensive services to Veterans participating in the VR & E program. Additionally, Local Veterans Employment Representative (LVER) staff, and other MDCS staff, provide outreach and assistance to employers on behalf of Veterans with service-connected disabilities.

Cooperating agencies are VR & E Division of the Boston and Providence VA Regional Offices, the Massachusetts DOL VETS office, and the Massachusetts Executive Office of Labor and Workforce Development's MassHire Department of Career Services.

Referral Process for employment: The VA VR & E office will initiate all referrals, (employment or Labor Market Information (LMI)) to the State Agency (SA) Intensive Services Coordinator (ISC). From there, the ISC gathers the information provided from the VA Counselor to compose a referral sheet with pertinent information of the CH31 participant to send over to the appropriate DVOP with corresponding LMI Sheet. At the same time, the ISC is responsible for adding each CH31 participant to MOSES and registering them to the Career Center that they are assigned to work with. From there, the ISC monitors the progress of each CH31 participant in the program and alleviate any communication/cooperating issues with the Veteran/DVOP/VA Counselor.

Under the direction of the Veterans Program Coordinator, the ISC:

- Is the central point of contact between the state workforce agency and the VA office
- Initiates all referrals to the DVOP staff and provides the LMI Worksheet & the employment referral to the appropriate DVOP. ICS Registers the Veteran in MOSES if not already in MOSES
 - ☐ The DVOP should contact the Veteran within 10 days and report those results to the ISC
 - ☐ The DVOP will record all Veteran contacts in MOSES & conduct a Comprehensive Assessment
 - ☐ MOU states that DVOP must contact military Veteran 2x's/month
- Will conduct monthly reporting between VA VR & E Employment Coordinator

The DVOP can request the case to be closed for the following reasons: (Financial disincentive to work, satisfied with unsuitable employment, Family responsibilities, Unable to locate, medical reasons, not satisfied

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with services, and Employment). The DVOP may close the case with approval from the manager/supervisor. A note by the DVOP must be recorded in MOSES indicating management approval to close the case plan.

The DVOP will be responsible for the 30 and 60 day follow up for those Veterans who are placed into suitable employment. This is in accordance with the VR & E policy not local area policy.

- Follow-up for VR & E must have 30- and 60-day follow-up; however, follow-up must be providing in accordance with JVSG SOP or local policy whichever is greater.

Please see attached VR & E MOU for detail on military Veteran contact and follow-up for Veterans placed in employment.

Off Base Transition Training

The U.S. Dept. of Labor Veterans Employment & Training Service (VETS) has launched the [Off-Base Transition Training \(OBTT\) Program](#). OBTT consists of 10 separate, 2-hour FREE employment workshops that are an extension of the Active-Duty military Transitional Assistance Program (TAP) curriculum. Massachusetts has been selected to be one of the five pilot states. Attendees can receive a U.S. Dept. of Labor certificate of completion upon completion of each workshop. OBTT workshops are at NO-COST and designed to provide employment preparation to:

- Massachusetts Veterans and their spouses
- Veterans currently serving in the MA National Guard or Reserve components as well as their spouses

MDCS, through its DVOP Specialists provide co-enrollment support and provide(s) an overview presentation of available MDCS services.

DOL VETS Grantees Programs

The Homeless Veterans Reintegration Program (HVRP), Incarcerated Veterans Transition Program (IVTP), and the Homeless Women Veterans and Homeless Veterans with Children Reintegration Grant Program (HWVHVWC) (referred to collectively as HVRP) provides services to assist reintegrating homeless Veterans into meaningful employment.

The Homeless Veterans with Children Reintegration Grant Program (HWVHVWC) provide job training, counseling, and childcare services to expedite the reintegration of women and homeless Veterans with children into the labor force.

The Incarcerated Veterans Transition Program (IVTP) provides referral and counseling services to assist those Veterans at risk of homelessness transitioning from institutional sites.

These homeless Veterans programs are administered by DOL/Vets to support the employment of Veterans who are homeless or at risk of homelessness.

HVRP

The Homeless Veterans Reintegration Program (HVRP) provides services to assist reintegrating homeless Veterans into meaningful employment. The Homeless Female Veterans and Veterans with Families Program (HFVWWF) provide job training, counseling, and childcare services to expedite reintegration of women and homeless Veterans with children into the labor force. The Incarcerated Veterans Transition Program (IVTP) provides referral and counseling services to assist those Veterans at risk of homelessness transitioning from institutional sites. These homeless Veterans programs are administered by DOL/Vets to support the employment of Veterans who are homeless or at risk of homelessness.

Outline HVRP co-enrollment process, (VPL) 03-16 states that DOL VETS will require HVRP grantees serving homeless Veterans to enroll all participants in the public workforce system through the local AJC (Career Center) while these participants are receiving services through VETS' Homeless Veterans Reintegration Program grants (HVRP).

Once a referral from an HVRP grantee has been made, the Career Center/DVOP staff to conduct an assessment to determine if that HVRP referral meets the JVSG Veteran criteria. If the assessment concludes that the homeless Veteran does not meet the definition of Veteran for JVSG eligibility, then a warm handover to a non-DVOP Career Center staff must take place, and a case note identifying that the HVRP participant did not meet eligibility under JVSG must be entered in MOSES.

- National HVRP Grant directory [Find a Grantee – National Veterans Technical Assistance Center \(nvtac.org\)](#)
- HVRP Referral Form: Attachment 7
- [Homeless Veterans Reintegration Program \(HVRP\) Participants Enrollment and Documentation Guidance download \(mass.gov\)](#)

National Veterans Training Institute

The [National Veterans Training Institute](#) (NVTI) was established in 1986 to further develop and enhance the professional skills of Veterans employment and training service providers throughout the United States. The program is funded by the U.S. Department of Labor Veterans Employment and Training Service (DOL VETS) and administered by Management Concepts.

National Veterans Technical Assistance Center

The [National Veterans Technical Assistance](#) Center provides training and technical assistance to its grantees and other organizations who are committed to helping Veterans experiencing homelessness find employment. NVTAC is funded by the U.S. Department of Labor's Veterans Employment and Training Service (DOL-VETS).

CHAPTER 4

Local Veterans Employment Representative (LVER) Program

Local Veterans Employment Representative (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 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 and delivery systems. The LVER, under MassHire will report directly to the JVSG Program Manager.

LVER Procedures

The LVER for the Commonwealth of Massachusetts is an integral part of Labor Exchange System and will work with other service providers to promote Veterans as job seekers with highly marketable skills and capabilities. In essence, LVERs are the arbitrator between WIOA and Veteran services within the MassHire delivery system; working with Veteran job seekers, service providers, and employers to assist Veterans in career realization. The following procedures are to be used as a guideline in order to better facilitate the overall goals working between the DVOP and LVER.

LVER Outreach

In the JVSG program, outreach is defined as a two-way communication between EOLWD/MDCS and the stakeholder to establish and foster mutual understanding, promote participation and involvement, and influence behaviors, attitudes, and actions. Outreach is finding employers who are not using services provided by EOLWD/MDCS and informing and educating them about the services provided by the MassHire Career Center system.

Company Outreach:

The LVER will conduct the following procedures:

- Find companies, Federal contractors, and community-based organizations to secure gainful employment, above minimum wage standards for Veterans.
- Use the MOSES database to determine what prior services have been provided by MassHire BSR's and when appropriate, schedule joint meetings with the MassHire BSR and/or DVOP /LVER.
- Notify local BSR teams of meetings in support of the JVSG program and the Mass BizWorks program.
- LVER will create job order under specific Career Center service delivery area; LVER will inform via email local BSR team, local area DVOPs and Operations Manager and JVSG Program Coordinator. Career Center team will then market, promote and make referrals to job posting(s).
- LVERs will conduct employer briefings on various Mass BizWorks programs and work collaboratively with the Mass BizWorks Team/Rapid Response to support Mass BizWorks program and enhance the overall State Plan.

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- Record appropriate Employer Services in MOSES according to current EOLWD Policies and Procedures.
- LVERs will coordinate with local office BSR to post jobs from companies in their local areas into MOSES. This may include but not limited to RSI projects, mass company email broadcast, and major Federal Contractors.

Referrals:

- When a DVOP makes a job order referral in MOSES to a position posted by the LVER, the DVOP will inform the LVER of the referrals for the position(s). Local DVOPs and the LVER should also collaborate regarding job development referrals to companies where the LVER is the sole business service provider.
- LVER will then contact the Company to verify and inform company of a recent Veteran's application.
- LVER will coordinate with the Office of Federal Contracting and Compliance (OFCCP) to ensure Veterans applying for positions with Federal Contractors are receiving priority in employment.
- Upon acknowledgement, LVER will check in with company for completion on the Veteran's hiring process.
- Once a Veteran is hired, LVER will inform the VER that their Veteran was hired for a particular position and provide all information required for employment entry in MOSES.

Employer Support:

- LVER will conduct and attend Regional Meetings, Outreach and Networking to promote hiring of Veterans, with regional groups and meetings.
- LVER will represent the Commonwealth of Massachusetts in group meetings with multiple companies (i.e., Job Fairs) to attain more opportunities to hire Veterans.
- LVER will help to organize a Statewide meeting with all Veteran organizations to facilitate collaboration across all agencies regarding Veterans benefits and other offered programs available to better serve all the Veteran jobseekers needs.
- LVER will help to find new opportunities in training for Veterans, to help enhance skills needed for job/career acquisition.

MOSES Data Entry:

- LVER will enter in all employer services with appropriate service summaries (include notes if applicable) provided to organizations in accordance with EOLWD/MDCS Policies and Procedures.

Social Media/Virtual Platforms:

- Statewide LVER will create and maintain a social media presence focused specifically on Veteran employment and Veteran opportunities.
- LVER will maintain relationship with Premier Virtual Job Fairs; act as subject matter expert for the Career Center system and assist in development in major events on the Premier Platform.

CHAPTER 5

Career Center Responsibilities & Veteran Customer Service Flow

The Career Center Executive Director is responsible for:

- Ensuring that Career Center (as a whole) implements Priority of Services (POS) for all customers who self-identify as (U.S. Military) Veterans or Eligible Persons (i.e., Spouses).
- Negotiate Career Center service goals with MassHire Workforce Board (MWB) for Veteran customers; monitoring and reporting the number of Veterans served.
- Ensuring that Career Center staff has appropriate training to identify Veteran customers and implement POS as required by appropriate federal laws and statutes.
- Working collaboratively with Operations Manager/Supervisor to achieve program performance goals.

The MDCS Career Center Operations Manager is responsible for:

- Ensuring that Career Center (as a whole) implements Priority of Services (POS) for all customers who self-identify as (U.S. Military) Veterans or Eligible Persons (i.e., Spouses).
- Providing supervision and program oversight regarding the daily operations of MDCS staff and Veteran Employment Representatives (DVOP) regarding providing services Veteran customers.
- Monitoring and tracking Veterans enrolled in the JVSG program.
- Monthly review meetings between DVOPs and Operations Managers reviewing Case Management, including data entry in compliance with MOSES and program regulations. All Case Closures must be reviewed by Operations Manager/Supervisor, prior to closure of case.
- Ensuring DVOP staff participate in local area staff meetings, integrating Veteran services with local MassHire Career Centers.
- Communicating and reporting JVSG program outcomes to appropriate MDCS Program Managers.
- Working collaboratively with the Executive Director to achieve program performance goals.

Functional Service Areas

Note:

- For purposes of brevity, the term “Veteran” will include Eligible Persons (i.e., Spouses).
- Priority of Services (henceforth POS) applies to all functional areas of a career center except for UI Services (noted below).
- At no time will a Veteran customer ever be denied service.

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- Veterans are a priority customer within the Career Center System. This SOP will describe services to be provided to Veterans at all points of entry / functional areas:
- Any Veteran, regardless of SBE status, will be allowed to see a DVOP upon request.

UI Navigation Area

Note:

- Unemployment Insurance services are not Department of Labor funded services and POS is not applicable to Veteran customers seeking UI services.

Point of Entry/Front Desk area:

- All customers who enter at the Point of Entry (Front Desk) Area will be asked if they have “served in the U.S. Military or are a military spouse”. If the customer answers “Yes”, or (before asked) informs front desk staff that they are a Service Member or Eligible Spouse; they are immediately eligible for POS and must be informed of that fact. No proof of eligibility or documentation is required at this point.
- Self-identified Veterans who wish to enroll in a workshop will be provided with POS. Veterans are not exempt from the requirement to be on-time for workshops per SOP.
- If any time any Veteran, regardless of program eligibility, requests to speak with a DVOP, the DVOP will re-direct the Veteran to the triage process.
- If a customer requests to speak with a DVOP prior to the SBE triage process, the Career Center staff must direct the Veteran to the triage process. The DVOP must also ensure the customer follows the SBE triage process should the customer reach out to the DVOP directly.
- If customer self-identifies as a (Prior) Service Member; Front line staff or designated Career Center representative will review the *Veterans and Eligible Spouses Triage Form (Attachment)* with them to complete and start initial assessment. Upon determination of eligible status, DVOP will be informed of new SBE Veteran for further case management and Comprehensive assessment. Note: If Service Member is determined “not eligible”, referral will be made to Career Center Representative for Employment Services.

WIOA Services

- Self-identified Veterans will be provided POS until proof of military service (or proof of Eligible Person status) is required to determine eligibility for WIOA programs. WIOA regulations provide further guidance on the determination of eligibility and the point at which a self-identified Veteran must provide proof of status.
- DVOPs will assist partner staff with verifying a Veteran's DD-214 or Eligible Person (i.e., Spouse) documentation as required per WIOA guidelines.

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- If the DVOP is not available and the verification is a time sensitive issue, MDCS Operations Manager or Supervisor will verify the DD-214. For proof for eligible spouse, death certificate and VA compensation letter of a spouse of a Veteran who died of a disability may be used as documentation.

Career Center Seminar Orientation for Veterans

Career Center Seminar (CCS)

Jobseekers new to the Career Center are required to create a profile on JobQuest. All new members should be asked to self-identify Veteran status and made aware of Priority of Service and special assistance post attendance of CCS.

- The Career Center Seminar (CCS) is the gateway for customers to become members of the Career Center System and to access career center services. Veterans are requested to comply with the requirement to participate in the CCS to become knowledgeable of the full suite of available career center services. Should a Veteran not comply with this requirement, they shall not be denied services from a DVOP if they meet SBE criterion. Veterans determined eligible for DVOP services will be referred to a DVOP upon completion of an initial SBE Assessment. Veterans determined ineligible for DVOP services will be referred to a local area Career Counselor. If a CCS is fully booked, On-Demand CCS courses are available via JobQuest to fill required briefing.
- **Note:** Veterans are not exempt from the requirement to be on-time for the CCS per this SOP. Veterans cannot be denied services if unable to comply with CCS requirement.
- During the CCS, facilitators will ask any “U.S. Military Veterans or Eligible Persons (i.e. Spouses)” to self-identify. It is important to insert the “U.S. Military” portion for clarification, as there may be former members of other nation’s armed services, or who are still serving but fall under the definition of a Veteran. The Veteran must be given the opportunity to voluntarily self-identify. Many Veterans choose not to self-identify in group sessions and they will not be forced to identify.
- Veterans who self-identify during CCS should be triaged first according to POS. In addition to CCS paperwork, Veterans will also be triaged using the **JVSG Significant Barriers to Employment Eligibility Checklist (Attachment)**. This checklist provides a two-part list of items to determine if a Veteran is eligible for JVSG services. The left side of the checklist contains the basic definitions of a Veteran eligible to access JVSG services, and the right side lists the additional potential qualifiers listed as Significant Barriers to Employment. To be eligible to access JVSG services, a Veteran must meet the definition on the left side and have at least one of the SBE’s on the right side of the checklists.


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- i. Not eligible: If a Veteran is determined during triage as not meeting JVSG w/SBE eligibility, the triage rep will discuss this with the Veteran, and they will be offered an appointment with an Employment Counselor. The triage staff will enter an ASSESSMENT / INITIAL ASSESSMENT Service on the GENERAL SERVICES tab and insert the following in the description box of the service: "Completed JVSG SBE Checklist, Veteran does not meet the SBE requirements for DVOP referral at this time. Offered services for Employment Counseling". If the Veteran declines the EC services, enter a MOSES note: "*Veteran has declined EC services at this time*".
 - ii. Eligible: If a Veteran does meet the JVSG w/SBE eligibility, they will be offered an appointment with the DVOP. - The triage staff must include an ASSESSMENT / INITIAL ASSESSMENT service on the GENERAL SERVICES tab and insert the following in the description box of the service: "*Met with Veteran after CCS, completed JVSG SBE eligibility checklist, meets eligibility, referred to DVOP*". Staff will then enter a MOSES note with the following: the eligibility criteria that was checked off on the Career Center Membership form (i.e., Service-Connected Disability), and the date and time of the appointment you made for the Veteran.
- *If the Veteran declines JVSG services, the DVOP staff will add the following service on the ADMINISTRATIVE tab: DVOP / LVER SERVICES TO A VETERAN / WERE OFFERED AND DECLINED THIS SERVICE DATE. Include a MOSES note that Veteran services were offered and declined by the customer. The Veteran will be offered an appointment with non-DVOP staff or advised of walk-in service availability.
 - If at any time a Veteran, who has been determined as JVSG w/SBE ineligible for services, requests to speak with a DVOP following CCS, have the CCS staff person contact the DVOP. If the DVOP is not present, or unable, have the Veteran meet with another staff person.
 - Veterans who were determined as JVSG w/SBE eligible, and that wish to speak with the DVOP, the CCS staff person should make attempt to have DVOP speak with the Veteran. If DVOP is unavailable, staff should recommend that Veteran schedule an appointment with DVOP. Staff person should give the DVOP's contact information to the Veteran. Veteran contact information is recorded and given to the DVOP for follow through. Process should be determined by local area Career Center, for further follow up with Veteran customers.

Serving the Veteran Customer by the Veteran Employment Representative (VER)

- DVOPs are responsible for providing intensive services to Veterans eligible for the JVSG program who have at least one SBE listed on the *JVSG Significant Barriers to Employment Eligibility Checklist*.

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- DVOPs will use the MOSES Career Planning tool to create a career action plan to successfully move the Veteran customer from their present state to employment.
- As stated above, DVOPs are the subject matter experts on Veteran and military matters because of the linkages with local, state, and federal resources regarding Veteran benefits, education & training. DVOPs must make themselves available to staff for any questions regarding these matters. Additionally, they will provide technical expertise and training to the career center management team and staff regarding the laws and regulations governing POS and the JVSG program.
- JVSG w/SBE eligible Veterans are identified in MOSES with a Gold Star icon  on the top of the customer record.
- DVOPs will be part of the Business Services Unit (BSU) to promote/present eligible JVSG job seekers to BSU Team for possible job developments, OJT's etc., and in accordance with Massachusetts WIOA employer and customer demand driven principles as outlined in State Plan and local area Standard Operating Procedures.

Intake:

- Prior to being referred to a DVOP, a Veteran must receive an initial assessment and a completed JVSG w/SBE checklist by a non-Veteran staff member. This is a federally mandated requirement. Upon meeting with a Veteran customer for the first time, the DVOP will check MOSES to ensure non-Veteran staff has completed both an INITIAL ASSESSMENT service in the GENERAL SERVICES tab, and that a MOSES note is present that describes the initial assessment and includes reference to JVSG w/SBE eligibility.
- Upon meeting with a Veteran customer for the first time, the DVOP will review all MOSES screens and update all information (Education, Work History, etc.). DVOP will also review the JVSG w/SBE form completed by the non-Veteran staff member to ensure accuracy.
- The DVOP will conduct a comprehensive assessment (CA) of the Veteran customer and record the COMPREHENSIVE ASSESSMENT in the GENERAL SERVICES tab and in the service description box will enter: "Assessment by DVOP, see notes". A MOSES note will be entered and will include a detailed summary of the conversation. The first line of the note for the comprehensive assessment should state that the Veteran is eligible for JVSG services and the SBE(s) which qualify them.

- If a DD-214 is available, the DVOP will verify the DD-214 in MOSES FULL / MILITARY INFORMATION tab and enroll in the Veteran Program. If Veteran is being re-entered into JVSG Program, DD-214 needs to be re-verified to determine eligibility.

Comprehensive Assessment (Required Service by DVOP or in absence of the DVOP the Designee)

A comprehensive assessment is not a one-time event; it is a continuous process that includes gathering, evaluating, and documenting information gained during each conversation, phone call, or interaction with the job seeker. The information gathered in during the Comprehensive Assessment will help to identify current resources, possible obstacles/barriers, and serve to help guide the development of the individual's employment/development plan (Career Action Plan).

Assessment as a Four-Step Process:

Rapport Building: Develops trust and sets the stage for honesty, information sharing, and expectations between interviewer and interviewee.

Fact Gathering: Objective collection of information needed to determine employability challenges and services needed, conducted in a conversational, non-threatening style.

Interviewing: Use of open-ended questions, active listening skills, and reflective responses to identify and discover subjective information.

Closing: Summary of next steps, assigned tasks, responsibilities, and follow-up.

The Comprehensive Assessment is an individualized and multifaceted process. Each job seeker is unique as to their given situation, employability concerns, communication styles and preferences, etc. Establishing a rapport with the job seeker is a critical step towards providing effective multifaceted process. Each job seeker is unique as to their given situation, employability concerns, communication styles and preferences, etc. Establishing a rapport with the job seeker is a critical step towards providing effective service to that person. Once you have established rapport, you will be able to gather pertinent information through:

Observations: Observations could be made on dress, body language, interaction with others, etc. Physical responses should key you into whether you are receiving correct or pertinent information or if you have discovered something uncomfortable for a person to discuss.

Documents: Documents or other information the job seeker has brought to the interview may provide more information regarding their situation and employability concerns.

Questions: Questions are the key to an effective interview, and it is important the questions asked are pertinent, open-ended, and thought provoking. Lead the person to feel s/he can freely and openly talk with you. The way in which you ask a question, the timing of the question, and the context of what is being discussed is as important as the question itself.

Whole Person Concept

The most important aspect of doing a comprehensive assessment – whether as an initial assessment or a job coaching assessment -- is to realize there is not one instrument or technique that can provide all the information about a job seeker and their specific career goals and interests. Staff should recognize that everyone is unique and has varying influences on their life, goals, and abilities to achieve those goals.

During the assessment processes, gather as much information as possible about the person that may influence or create employment barriers, or help guide the person in identifying employment goals. Gather as many pieces of the puzzle as possible so that you are able to provide intensive services and or develop an employment plan that best serves the job seeker.

The Whole Person Concept is about helping an individual become more self-aware to make educated and informed decisions about their future. It can provide a more comprehensive picture of the job seeker's current condition, especially those in need of intensive services. Consider asking questions about a job-seeker's:

- Previous and desired education and training
- Identifiable transferrable skills
- Potential skills that can be identified or developed
- Personal interests and leisure activities
- Personal traits
- Physical capacities
- Social and economic factors

Job-Readiness

An individual considered as job-ready is one who possesses the skills required to gain employment with minimal assistance from outside sources. An individual is considered job-ready upon meeting the following criteria:

- Possesses appropriate interviewing skills
- Possesses an updated résumé targeted to the individual's desired industry
- Understands the labor market information for the chosen industry and location
- Has the skills and ability to conduct appropriate job searches

If it is determined that the job seeker is not job-ready, intensive and core services may be provided to assist that individual in attaining the necessary knowledge, skills, and abilities to become job-ready and obtain employment.

Questions/Topics during Comprehensive Assessment:

- Current job status (Currently working/day-to-day duties) community program affiliations
- Past job history (What position in military/previous job titles/duties)
- Job readiness (resume review/discuss interview skills)
- Other income (UI benefits/VA compensation/pension/retirement/Social Security Disability/other)

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- Educational level
- Current/potential school enrollment
- VA benefit eligibility (GI Bill (which chapter)/Voc. Rehab)
- Military status/history (Character of discharge/Transitioning/Total time served/currently in a reserve component)
- Family situation (dependents/childcare)
- Living situation
- Offender status (Previous incarceration/Do charges effect employment possibilities/locations?)
- Can you pass a CORI?
- Strengths to employment
 - What are you good at?
 - What have you gained from past experiences?
 - What are you confident about?
- Barriers to employment
- Where are you vulnerable?
- What else do you need to do or learn?
- What is missing from your skill set?
- What can you improve upon?
- Lack of experience, outdated skills
- Unrelated work experiences
- Unverifiable skills set
- Any physical limitations?
- Do you have a valid driver's license? Do you have a car? (If not, other reliable transportation?)

Transferrable Occupation Relationship Quotient (TORQ)

TORQ is a valuable labor market tool that provides career centers with the ability to interact with job seekers to increase their job search prospects based on knowledge, skills, transferable skills, and abilities from previous jobs and education. Staff can see individual employment plans, track customers' progress and activity and email or chat in real time with their customers. Staff users can also generate special reports for career planning and the job training. JVSG staff is highly recommended to use the TORQ system as a part of the comprehensive assessment tools.

Data Validation/Field Management and Oversight

The Massachusetts Field Management and Oversight program team is required by the U.S. Department of Labor to preform annual Data Validation. The Data Validation policy is updated on a yearly basis. Please refer Data Validation questions to the Field Management and Oversight team and to current Data Validation Mass Workforce Policy Issuance.

For current Data Validation guidance, please refer to [Mass Workforce WIOA Field Management and Oversight Policy Issuances](#).

NOTE: The eligibility criteria tab must be activated to avoid failed elements within the JVSG Program.

CHAPTER 6

MOSES & Veterans Compliance Data Analysis Sheet – VCDAS:

Attachment therein can be found within the below policies:

- MDCS Field Management & Oversight Review of the MassHire Workforce Boards
- MassHire Workforce Board Career Center Oversight & Monitoring Requirements

All DVOP's (and in the absence of a DVOP the designee) must utilize the paper or digital form of VCDAS Policy attachment for each new SBE Veteran. Additionally, Career Center Management, Workforce Board Reviewers, and MDCS Monitors will utilize the VCDAS Policy Attachment for each Fiscal Year (FY) review cycle.

Career Planning/Case Management:

The DVOP will not select the Career Planning in the PROGRAMS block on the BASIC screen until:

- The BASIC, FULL, EDUCATION, and WORK EXPERIENCE tabs are complete and accurate. It is understood that some dates may not be available at the first meeting or two for the education or work history sections; the main entries will be made without dates and updated as the case plan is developed.
- The DD-214 has been verified in the MILITARY INFORMATION tab and enrolled in the Veteran Program.
- A comprehensive assessment service and corresponding MOSES note has been completed by the DVOP.
- Career Center membership and EEO service is current per local policy.

Once the tasks above are completed, local areas have the option to utilize the Self-Assigned method for career planning or the Manager-Assigned method for career planning. The method utilized must be documented in the local area operating procedures for enrolling SBE Veterans into career planning. Note: Self-Assigned method for career planning must have supervisor/manager oversight. Career planning is tracked in the Case Plan in MOSES. The DVOP can select the Career Planning and request to be assigned as the Case Manager.

The DVOP will continue to work with the Veteran until an outcome has been attained, or unless the Veteran customer no longer desires to utilize services within the Career Center. If the Veteran is not following through with the DVOP; the current process is to make **three (3) separate attempts to reach out** to the Veteran and record these attempts in MOSES under the appropriate services category/tabs; as well as MOSES notes:

- Telephone call
- Email communication
- Send letter via postal service and/or Email with read receipt

The DVOP will then start a *Veterans Compliance Data Analysis Sheet* (VCDAS) (Attachment) to begin tracking case plan progress.

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The VCDAS is a tool that both the DVOP and the supervisor/manager will use to track career planning data entry in MOSES.

- The Case Plan will be completed fully and accurately in accordance local guidance. This includes complete information entered in the GOALS and ASSESSMENT tabs within the case plan. At a minimum, DVOP's will include an employment goal, and a task that the customer will register in Job Quest. Follow up will consist of two-way communication.
- Should a Veteran be assessed as needing training to make them work ready in the labor market, DVOP will complete a need for training in MOSES notes that includes reasons why the customer cannot obtain employment with the current skill set, the proposed training, and LMI research supporting the choice of training. The DVOP will then notify MDCS Operations Manager or Supervisor of the potential Veteran candidate for training and MDCS Operations Manager or Supervisor will review justification and send email to WIOA Operations Manager to expedite the Veteran for training.
- A VCDAS file will be maintained on each case managed SBE Veteran and reviewed by the manager/supervisor monthly. Local areas will establish a shared location, i.e., shared file where both the DVOP and manager/supervisor have access to VCDAS on file for each SBE Veteran.
- Managers/Supervisors will share VCDAS findings and updates with DVOPs and work with the DVOP to ensure case plans are complete and accurate.
- DVOPs must ensure that MOSES notes tell a continuous story of the services provided and how the Veteran is progressing in their case plan. DVOPs must add blue bold services that indicate staff assistance as appropriate and add notes to describe the service provided. Each note must contain a next step, i.e., "Scheduled follow-up appointment on <date>".
- Formal case closure occurs when the Veteran meets the conditions outlined within the local area standard operating policy and MDCS Career Planning Guidelines. When an employment goal is attained follow-ups will be recorded in the EMPLOYMENT tab in accordance with JVSG Program & WIOA Title 1 Follow Up Services: 100 MDCS 08.102. The DVOP will review cases with the manager/supervisor and will close the case as required with approval from the manager/supervisor. The manager/supervisor will sign the VCDAS form to indicate authorization to close the case plan. A note by the DVOP must be recorded in MOSES indicating management approval to close the case plan. Once the case plan is closed, unless the job seeker returns for services, no recordable (blue) services will be entered. This will allow the Veteran to "soft" (auto) exit from all programs.

Quarterly Report & Performance Measures

The Managers Report on Services to Veterans is required to be completed by the 15th of the month following the quarter. For the quarter January-March the report would be due by April 15. The DVOP should be

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updating the report draft during the reporting period and provide a draft to their manager for review. This report is utilized to ensure local offices are aware of and comply with the processes and objectives under the JVSG program, as well as identify areas where technical assistance is needed, and recognize noteworthy achievements and best practices.

38 USC requires a report on employment and training services provided to Veterans and eligible persons by the local service delivery area and where a DVOP is positioned. This information is captured in the Managers Report on Services to Veterans and includes the following:

- Time period
 - Fiscal year and quarter
- Office and area covered
 - Includes all your locations in the service delivery area
- Report authors
- Outreach to Veteran efforts
 - Description of the services provided during the current quarter to identify Veterans with barriers to employment
- Case Management/Intensive Services
- Veterans Case Management /Intensive services
 - Number of those enrolled into case management (case closure)
 - Number of Veterans exiting case management
 - Of those exited – those with exclusionary outcomes such as: health medical, etc.
- Outreach to employer efforts
 - Include contributory efforts of your BSR team and LVER events promoting and resulting in the hiring of Veterans.
- Priority of Service
 - Examples of POS compliance or process improvements, efforts, and results.
- Success Stories /Best Practices
 - Examples of coordination of services that greatly benefited a Veteran by career center staff.
- Special Projects
 - New grant funded staff projects, accomplishments or initiatives and anticipated results or improvements to services to Veterans.

REFERENCES/ISSUANCES/DEFINITIONS

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References/Issuances

- Title 38, United States Code (USC) Veterans Benefits
 - a. [Chapter 41](#), Job Counseling, Training, and Placement Service for Veterans
 - b. [Chapter 42](#), Employment and Training of Veterans
- Title 20, Code of Federal Regulations (CFR) – Employees’ Benefits
 - a. [20 CFR Part 1001](#), Services for Veterans (1001.100-1001.142)
 - b. [20 CFR Part 1010](#), Priority of Service for Covered Persons (1010.100-1010.330)
- [VPL 03-14](#) Jobs for Veterans State Grants (JVSG) Program Reforms and Roles and Responsibilities of American Job Center (AJC) Staff Serving Veterans
 - a. VPL 03-14 [Change 1](#)
 - b. VPL 03-14 [Change 2](#)
- [VPL 07-14](#) American Job Center (AJC) Participation in Capstone Activities and Other Outreach to Transitioning Service Members
- [VPL 03-16](#) Enrollment of Homeless Veterans Program Participants into a Workforce Innovation and Opportunity Act (WIOA) Workforce Program at an American Job Center (AJC)
- [TEGL 03-15](#) WIOA Adult Dislocated Worker
- [VPL 01-19](#) Training Requirements and Reference Tool for the Newly Hired Jobs for Veteran State Grant Staff & The JVSG PRIMER
- [VPL 03-19](#) Designation of Additional Populations Eligible for Services from Disabled Veterans Outreach Program Specialists
- [VPL 07-19](#) Jobs for Veterans State Grant Recurring Report Requirements
- [TELG 19-13](#) (Change 1) Expansion and Clarification of Definition of Significant Barriers to Employment for Determining Eligibility for the Disabled Veterans Outreach Program (DVOP)
- [TEGL 19-13](#) (Change 2) Expansion and Clarification of Homeless Definition as a Significant Barrier to Employment (SBE)
- [VPL 05-18](#) Redesigned National Veterans Training Institute (NVTI) Core Courses

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- a. VPL 05-18 [Attachment 1](#)
- b. VPL 05-18 [Attachment 2](#)
- [VPL 01-20](#) Consolidated Disabled Veterans Outreach Program (DVOP) Specialist and Local Veterans Employment Representative (LVER) Staff Positions
- [TEGL No. 20-13](#) (Change 2) Designation of Additional Population of Veterans and Other Populations Eligible for Services from the Disabled Veterans Outreach Program Specialists
- [VPL 02-23](#) Homeless Veterans Reintegration Program Participant Eligibility
 - a. VPL 02-23 [Attachment 1](#)
 - b. VPL 02-23 [Attachment 2](#)
- MassWorkforce Issuance 100 MDCS 08.112.2 [Career Planning for WIOA Job Seeker Customers](#)
- MassWorkforce Issuance 100 MDCS 15.100.1 – [Implementing Veterans Priority of Service](#)
- MassWorkforce Issuance 100 MDCS 15.101 – [HVRP](#)
- MassWorkforce Issuance 100 MDCS 15.102 – [Additional Populations of Veterans and other Populations eligible for services from Disabled Veterans Outreach Program Specialist.](#)
- MassWorkforce Issuance 100 MDCS 15.103 – [Veteran Status Determination – Use of DD-214 and other documentation](#)
- MassWorkforce Issuance 100 MDCS 15.107 – [Hilton Honors](#)
- MassWorkforce Issuance 100 MDCS 08.102 - [Title 1 Follow up Services](#)

Official United States Department of Labor (DOL) Employment and Training Definitions

Additional Population – Veterans identified by the Secretary of Labor as a special population, to receive services provided by a DVOP specialist using a case management framework. Used as part of an eligibility determination to receive DVOP services.

American Job Center (AJC) network – A unifying name and brand that identifies virtual and in-person publicly funded workforce development services as part of a single network. Also known as a One-Stop Career Center, a publicly funded location or entity established under Section 121 of the Workforce Investment Act (WIA) of 1998, codified at Section 2841 of Title 29 of the United States Code (29 U.S.C. 2841), that provides online and/or in-person core, intensive, and training workforce services. Services are provided to employers and individuals seeking employment and training assistance.

Assessment – A documented comprehensive evaluation that could include education, skills, job history, desired career, and significant barrier(s) to employment.

Barriers to Employment – Used in the development of the action plan as characteristics that may hinder a Veteran's hiring, promotion, or participation in the labor force.

Case Management/Career Planning Framework – A client-centered approach in the delivery of individualized career services, designed to prepare and coordinate comprehensive employment plans for participants, to assure access to the necessary training and supportive services, and to provide support during program participation and after job placement. This should include at a minimum a comprehensive assessment and documented plan of action.

Case Manager – A DVOP specialist who coordinates, facilitates, or provides direct services to a client or trainee from application through placement, post placement follows up, or other case closing, exclusively through periodic contact and the provision of appropriate assistance.

Compliance Issue – A violation of a federal law or policy and is identified as a Finding in an audit.

DVET – (State) Director for Veterans Employment and Training

Disabled Veterans Outreach Program Specialist (DVOP) – A specialized staff person whose duties are statutorily defined in [38 U.S.C. 4103A](#), 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.

DVOP Outreach – An active effort by program staff to encourage Veterans in the designated service delivery area to avail themselves of program services.

Eligible Person – The term “eligible person” as defined in Title 38 §4101 means:

- The spouse of any person who died of a service-connected disability,

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- The spouse of any member of the Armed Forces serving on active duty who, at the time of application for assistance under this chapter, is listed, pursuant to section 556 of title 37 and
- regulations issued there under, by the Secretary concerned in one or more of the following categories and has been so listed for a total of more than ninety days: (i) missing in action, (ii) captured in line of duty by a hostile force, or (iii) forcibly detained or interned in line of duty by a foreign government or power, or
- The spouse of any person who has a total disability permanent in nature resulting from a service-connected disability or the spouse of a Veteran who died while a disability so evaluated was in existence

Eligible Veteran – A person as defined in Title 38 U.S.C. §4211 who:

- Served on active duty for a period of more than 180 days and was discharged or released there from with other than a dishonorable discharge.
- Was discharged or released from active duty because of a service-connected disability; or
- As a member of a reserve component under an order to active duty pursuant to section 12301(a) (d) or (g), 12302, or 12304 of Title 10, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge; or
- Was discharged or released from active duty by reason of a sole survivorship discharge (as that term is defined in [§1174\(i\) of Title 10](#)).

Finding – Identifies a significant area of non-compliance with federal statute, regulations, policy or terms of the grant agreement with one or more citations included. A finding normally results in a Corrective Action Plan.

FTE – Full-time equivalent as determined by the state merit system policy.

Fiscal Year (FY) – For federal government purpose, any twelve-month period beginning on October 1 and ending on September 30.

GOTR (Grant Officer Technical Representative) – An individual (usually the DVET) serving on behalf of the Grant Officer who maintains and ensures the integrity of the approved grant agreement by reviewing and making recommendations regarding technical matters not involving a change in scope, cost, or conditions.

Individualized Career Services (ICS) – Local employment and training service prescribed in §134 of Public Law 113-128, the Workforce Innovation and Opportunities Act of 2014.

Intake – A process for screening individual applicants for program eligibility or making level of need determinations and the routing or selecting of individual applicants for particular service delivery or program participation.

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Jobs for Veterans State Grant (JVSG) – A Federal formula grant program to states to employ the number of DVOPs and LVERs as the state determines appropriate and efficient to carry out the duties prescribed in 38 U.S.C. §4103A (a) (1) and §4104(A).

Local Veterans Employment Representative (LVER) – A specialized staff person whose duties are statutorily defined in 38 U.S.C. §4104.

Manager’s Report on Services to Veterans – A report on employment and training services provided to Veterans and eligible persons by the local AJC or supported area.

National Veterans Training Institute (NVTI) – National Veterans Employment Training Services Institute (NVTI) – Funded by the U.S. Department of Labor, Veterans Employment and Training Service to provide specific training to personnel involved in the provision of employment, job-training, intensive services, placement, or related services to Veterans. NVTI is operated under contract to Management Concepts Incorporated.

One-Stop Delivery System – As defined in the Workforce Innovation and Opportunity Act of 2014, includes offices of the public employment delivery system operated directly or by contract with the State Workforce Agency as a grantee within a state and may include One-Stop Career Centers, Local Employment Service Offices, any satellite or itinerant offices, or virtual sites, at which labor exchange services are available.

Outstation – A term used to identify locations other than AJCs where DVOP specialists or LVER staff may be stationed to provide services and assistance.

Priority of Service – With respect to any qualified job-training program funded by the U.S. Department of Labor, that a covered person shall be given priority over a non-Veteran for the receipt of employment, training, and placement services provided under that program, notwithstanding any other provision of law, as described in 38 U.S.C. §4215.

Program Year (PY) – The 12-month period beginning July 1 in the fiscal year for which the appropriation is made and ending on the following June 30.

Promising Practice – Items identified as noteworthy that positively impact program performance and/or service delivery and are capable of replication.

Qualified job training program – Any workforce preparation, development, or delivery program or service that is directly funded, in whole or in part, by the U. S. Department of Labor.

Significant Barrier to Employment – As defined in current VETS guidance and is used as part of an eligibility determination to receive DVOP services.

State Performance Outcome Report – New performance reporting system created because of the Workforce Innovation and Opportunity Act regarding performance accountability which replaced the ETA-9002 and VETS-200 series on July 1, 2016. The most current information regarding performance reporting, including

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the Participant Individual Record Layout (PIRL), reporting calculation specifications, and quarterly and annual report templates, can be accessed at <https://www.doleta.gov/performance/reporting/>.

State Workforce Agency (SWA) – The state level organization that manages the workforce system.

Terms and Conditions of the Grant – Imposed by the Grant Officer that guide and direct grant operations and include the special grant provisions.

ATTACHMENTS

- Front Desk Checklist
- Hilton Honors
- JVSG Managers Report
- SBE Checklist
- Blank VCDAS Form
- Comprehensive Assessment Tool
- HVRP Referral Form

Sample Front Desk Staff Veterans Program Services Checklist Questions:

Does Veteran customer have an SBE?

Checklist for Identifying the Veteran Customer

To better serve our Veteran Customers - Please check off all those below that apply and return to the receptionist

- ☐ Service-Connected Disability: A Department of Veteran Affairs Service Connected Disability with a compensable rating of 0% - 100%. (Any other type of disability does not qualify)
- ☐ Homeless or at risk of homelessness (self-attestation)
- ☐ Left military service within the past 12 months and has been unemployed for 27+ weeks
- ☐ Ex-offender, released from incarceration within the past 12 months
- ☐ Lacks a High School Diploma or Hi-Set (formerly GED)
- ☐ Low income: MOSES or Job Quest: Economically Disadvantaged field (Veteran answered "Yes")- **or** – Receiving Chapter 115 benefits from a Massachusetts Veteran Service Officer (VSO)
- ☐ Between the ages of 18 – 24
- ☐ Vietnam-era Veteran

*If any of the above are checked off; Veteran **MUST** be referred to the local DVOP.

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If the DVOP is not available; contact information must be given to the Veteran, AND the customer information given to the DVOP for follow up.

*If **none** of the above are checked off, Veteran can be seen by other Career Center staff.

Hilton Honors:

Hilton Honors Program is designed to assist eligible Veterans transition into civilian employment, by donating 100,000 Hilton Honors Reward Points to a Veterans Hilton Honors Account in order to obtain quality employment. These Reward Points may be redeemed at participating Hilton Hotels for a FREE hotel stay, while in search of or while attending job interviews, job fairs or other activities related to job search. For further reference please see *MassWorkforce Issuance 100 MDCS 15.107*.

<http://www.mass.gov/massworkforce/docs/issuances/wioa-information/15-107.pdf>

Veteran:

- A) Veterans must be enrolled in MOSES
- B) Are currently receiving employment services
- C) MUST show proof of Veteran eligibility or TSM
- D) Veteran must establish account with Hilton Honors Program
 - a. www.joinhonor.com
 - b. 1-800-HHonor (Customer Service Line)

Veteran Requirements:

- A) Veterans must agree to provide referring staff with follow-up information about services for MDCS to track employment outcomes
- B) Veteran will provide constructive feedback
- C) The identification of success stories using the Hilton Honors programs

Referral Process:

- B. A DVOP will determine eligibility before submission to the MassHire Department of Career Services Hilton Honors Reward Program.
 - a. Veterans Form A can be found with Mass Workforce Issuance 100 MDCS 15.107
 - b. Two primary points of contact, email Veterans Form A to Both:
 - 1. Robert.Doucette@mass.gov
 - 2. Chris.Mills@mass.gov
- C. Approval:
 - a. Approval or Denial will be processed within three (3) Business Days.
 - b. Approvals will be submitted to Hilton Honors for their consent and point transfer.
 - c. Veteran will receive email notification of 100,000 points transfer to their accounts.
 - d. Following the approval, Veterans may redeem points automatically.

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Hilton Honors Referral Form

1. HHonors Points Recipient Information

Full Name _____ Date _____ Phone Number _____

Email _____ HHonors Loyalty Number _____ MOSES ID _____

2. Military Information

☐ Recipient has served in the US Military ☐ Service-connected disabled Veteran

US Military dates and branch of service _____

☐ Army ☐ Navy ☐ Air Force ☐ Marines ☐ Coast Guard ☐ Reservist/or National Guard

☐ Copy of DD form 214 or Military ID attached ☐ Driver's License attached ☐ SSAN Card

☐ Veteran received a dishonorable discharge and is not eligible for participation

3. Staff Representative Making Referral

Name _____ Title _____ Email _____

Career Center _____ Phone Number _____

Signature _____

By signing this form, I confirm that the recipient is actively seeking employment and meets the criteria for program participation and is willing to participate in follow-up about these services being received.

4. Job Interview

Employer _____ Job Opening _____

Interview Date _____ Interview Time _____ Interview Location _____

☐ Interview invitation attached

☐ Mock interview held

☐ Interview workshop attended

☐ Veteran has interview attire

5. Job or Training

Training Provider _____ Course Title _____ Training Date _____

Training Time and Location _____

6. Hotel

Hotel reservations have been made at the participating HHonors Hotel /located at:

To be completed after approval and points are received by the Veteran

☐ Approved

Date submitted to Hilton: __/__/__

☐ Denied

Reason for denial _____

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Enter AJC name here

Quarterly Veterans Services Report for Fiscal year

Quarter

Section 1 – Manager’s Report

Manager Name:

Enter name here

I have reviewed and agree to the best of my knowledge that the contents of this report are accurate:

Manager’s Signature

Date

(Submit completed report to Chris.Mills@mass.gov within 35 days after the end of the quarter)

Manager's Check List	Yes	No *
Every customer entering the AJC is asked if they are a Veteran; if so, the job seeker is immediately notified by AJC staff of their potential eligibility, rights, and implementation through Priority of Service		
Upon entering there are signs posted in clear view alerting Veterans to self-identify; as well as stating that Veterans are given priority of service.		
All One-Stop staff, including security guards, and reception desk attendants have been trained on Veterans customer flow and the limited role of the DVOP in only serving Veterans with a Significant Barrier to Employment as defined in TEGLs 19-13, 20-13, and VPL 03-14, 04-14.		
Veterans without significant barriers to employment receive priority of service and are served by non-JVSG funded staff.		
Manager periodically reviews the work of the DVOP to ensure that DVOP is being proactive in providing appropriately identified Veteran’s work-directed intensive services, and that those services are supported with data entry in the MOSES System in accordance with Mass Workforce Issuance 04-34.		
*Narrative explanation required for a "no" answer		

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Narrative Explanation *if applicable*, between 1-3 Sentences:

Outreach Activities by DVOP and non-JVSG staff

What outreach activities were conducted this quarter by the DVOP and were these successful in engaging Veterans with Significant Barriers to Employment?

Narrative Explanation, between 1-3 Sentences:

What outreach activities were conducted by non-JVSG staff this quarter, and were these successful in engaging Veterans with significant barriers to employment?

Narrative Explanation, between 1-3 Sentences:

Success Stories/Best Practices

Please share 1 or more (DVOP and/or non-JVSG) successes and/or best practices in assisting Veterans with Significant Barriers to Employment in becoming job ready and employed. Were these shared with JVSG Program Manager? If there are no success stories, please explain why.

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Narrative Explanation, between 1-3 Sentences:

Special Initiatives

For JVSG Program effectiveness and consistency, describe the roles and responsibility of the DVOP: include unique projects, promising practices, or other initiatives that engage and serve the employment needs of Veterans.

Narrative Explanation, between 1-3 Sentences:

Staffing

Have there been any changes to DVOP staff, or has DVOP been on extended leave during the quarter? If yes provide name, date of change, reason for change, and impact, if any.

Narrative Explanation *if applicable*, between 1-3 Sentences:

Section 2 – DVOP Report (repeat for each DVOP at AJC)

Quarterly Veterans Services Report for Fiscal year

Quarter

DVOP/LVER Name:

Enter name and start date here

NVTI Training:

Enter all required trainings and completion dates for FVE, IS, and EO

I have reviewed and agree to the best of my knowledge that the contents of this report are accurate:

DVOP/LVER Signature

Date

DVOP's Check List	Yes	No *
On a monthly basis outreach is necessary to ALL Veterans both active and non-active within the MOSES case management system that have a significant barrier to employment as defined by VPLs 03-14 and 04-14, and entering the results of that conversation/outcome in the "NOTES" section of MOSES system.		
Every Veteran served by the DVOP has received at least one intensive service, defined by Mass Workforce Issuance 04-34 and those services are supported with data entry in the Notes Section of MOSES.		
All services delivered were to assist Veterans with securing employment/achieving job readiness.		
*Narrative explanation required for a "no" answer		

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Narrative Explanation *if applicable*, between 1-3 Sentences:

DVOP Case Management for the Quarter

	MOSES ID	Significant Barrier	New This Quarter	Referred from VR&E	# of Services YTD	Exited This Quarter	Reason for Exit***
1	12345	Homeless	Y	N	21	Y	E
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							

***Reason for Exit – Employed (E), Improved Wages (\$), No Longer Seeking Work (NLSW), Entered Long-term Training (ELT), Deceased (D), Moved (M), Referred to Other Services (R), (L) lack of interest

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Narrative Explanation (Case management requires services are provided to the Veteran customer. Explain any cases where a Veteran was placed in case management and no continual services were either offered or provided)

Outstation

List off-site locations: include days and hours spent outside the Career Center, and the number of Veterans receiving intensive services as a result of these efforts.

Narrative Explanation *if applicable*, between 1-3 Sentences:

JVSG-SBE ELIGIBILITY CHECKLIST

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Reference current FY Monitoring Mass Workforce Polices & SBE Attachment

For conducting initial assessment of those who self-identify as a Veteran. This form is to be completed by staff member with the Veteran.

Check only those boxes that apply.

Section I: BASIC JVSG ELIGIBILITY

FORMER ACTIVE DUTY, REGULAR MEMBER OF THE ARMED

FORCES:

☐ Did you serve on active duty for more than 180 days (other than training),

AND

☐ Were you discharged or released under conditions other than Dishonorable?

- OR -

☐ Were you discharged from active duty because of a service-connected disability,

AND

☐ Were you discharged or released under conditions other than Dishonorable?

NATIONAL GUARD OR RESERVES:

☐ Were you mobilized for Active Duty (other than training) and did you serve:

☐ during a period of war, **OR**

☐ did you participate in a campaign or expedition for which a campaign or expeditionary medal is authorized, **AND**

☐ were you discharged or released under conditions other than Dishonorable?

ARE YOU THE SPOUSE OF ...

☐ a Veteran who died of a service-connected disability.

☐ an active-duty service member who is currently listed as either Missing in Action (MIA), captured or detained/interned for more than 90 days?

☐ a 100% service-connected disabled Veteran as determined by the V.A.?

☐ a Veteran who had a 100% service-connected disability at time of his/her death?

IF ELIGIBLE HERE, SPOUSE MUST ALSO HAVE AT LEAST ONE QUALIFYING SBE IN THE NEXT COLUMN. NOTE: Only a Veteran can have a service-connected disability – a spouse cannot.

The Spouse is removed from Priority of Services eligibility upon receipt of a revised disability rating on the Veteran or upon divorce.

Section II: SIGNIFICANT BARRIERS TO EMPLOYMENT (SBE)

☐ Do you have a service-connected disability rating of 10% - 100% by the V.A.?

- OR -

☐ Do you have a **pending claim** with the V.A. for a service-connected disability?

☐ Are you homeless, at risk of homelessness, fleeing or attempting to flee from domestic/dating violence, sexual assault, stalking or other dangerous or life-threatening condition in your current housing situation and have no other residence and lack the resources to obtain permanent housing?

☐ Did you leave military service:

☐ Within the past 36 months **AND** have you been unemployed for 27+ weeks (cumulative) within the past 12 months?

☐ Are you a Vietnam-era Veteran?

☐ Have you been subject to any stage of the criminal justice system and need assistance overcoming barriers resulting from a record of arrest or conviction?

☐ Are you lacking a High School Diploma or GED (Hi-Set)?

☐ Low income: (use the current FY low-income guidelines)

☐ MOSES or Job Quest: Economically Disadvantaged field (Veteran - answered "Yes")

- OR -

☐ are you receiving Chapter 115 benefits from a Massachusetts Veteran Service Officer (VSO)?

☐ Are you between the ages of 18 – 24?

☐ Transitioning Service Member identified as needing intensive services, who has not met career readiness standards (indicated on DD form 2958 or referred to career center), or who is between the ages of 18-24, or who has been involuntarily separated from the Armed Forces because of a reduction in force.

☐ Wounded Warrior in military treatment facilities (and their family caregivers)

NAME: _____ MOSES ID: _____ Referred By: _____ Appointment Date/Time: _____

JVSG Program Overview Case Management Criteria

Veterans Caseload Data Analysis Sheet (VCDAS)

Updated as of 8/1/2023

Purpose: The Veterans Caseload Data Analysis Sheet (VCDAS) is used to review WIOA, and the JVSG Veteran Program specific case plans for accuracy and completeness. VCDAS' should be completed with the enrollment of each Significant Barrier to Employment (SBE) Veteran. DVOP's direct supervisor periodically reviews to ensure that the customer case plan is in accordance with **Workforce Issuance 100 DCS 08.112.2** for Career Planning and the program requirements for WIOA, the Jobs for Veterans State Grant (JVSG), and DOL TEGL's/VPL's. Please refer to the MOSES & Veterans Compliance Data Analysis Sheet section of the JVSG SOP for instructions on completing the VCDAS form.

This form maybe subject to change when new guidance is issued under the Workforce Innovation and Opportunities Act (WIOA) or DOL specific regulations.

GENERAL INFORMATION									
MOSES ID:		Name:		Case Mgr:		Reviewer:		Date:	
JVSG / SBE CRITERIA									
Meets JVSG (Veteran or Eligible Spouse) Definition?			<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No (DD-214 or VA Forms for Eligible Spouse)				
SBE (Check all that apply) NOTE: If Eligible Spouse, he/she must have the SBE, not the qualifying service member. MUST be documented.			<input type="checkbox"/> Service Connected Disability <input type="checkbox"/> Homeless (or At Risk) <input type="checkbox"/> Current or Ex-Offender <input type="checkbox"/> Lacks HS Diploma / Hi-Set <input type="checkbox"/> 18-24 Years Old <input type="checkbox"/> Left Service within 12 Months & 27+ weeks unemployed <input type="checkbox"/> Low Income (MOSES) <input type="checkbox"/> Low Income (Chapter 115) <input type="checkbox"/> Transitioning service member in need of Intensive Services <input type="checkbox"/> Wounded Warrior in MTF (or Family Care-giver) <input type="checkbox"/> Vietnam ERA Veteran						
MOSES DATA – BASIC TAB									
Last Reportable Service Date (LRSD):			LRSD w/in 30 Days of VCDAS review?			<input type="checkbox"/> Yes <input type="checkbox"/> No	Comment:		
Is Veteran identified with a GOLD star?		<input type="checkbox"/> Yes <input type="checkbox"/> No		*IF GOLD star-would appear on the SBE report – DVOP follows up					
Check birthdate: is Veteran a targeted Veterans between the age of 18-24?		<input type="checkbox"/> Yes <input type="checkbox"/> No		Birthdate:					
Is data complete on Basic tab?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		Comment:					
Enrolled in Career Planning/Case Management?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		Date:		Comment:			

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Enrolled in Veterans Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Date:		Comment:	
Enrolled in Job Match?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Date:		Comment:	
Enrolled in Career Center Specific (if applicable)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Date:		Program Name:	
MOSES DATA – FULL TAB					
Career Objective? Professionally written – especially if checked off <i>viewed by Employer</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:			
Disability?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:			
MILITARY TAB					
Service Connected Disability?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Percent:	Click to select		
DD-214 Verified PRIOR to enrollment in the Veterans Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Date: Comment:			
Homeless Veteran checked?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:			
Campaign badge?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:			
Recently released offender?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:			
BARRIERS TAB					
Barriers Checked?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:			
Barriers notes are dated and initialed?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:			
Barriers notes include a method to resolve?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:			
Barriers notes include resolution (if resolved)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:			
Other: Full Tab info is complete (i.e. Additional Languages, Education, Economically Disadvantaged)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:			

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MOSES DATA – EDUCATION TAB			
All entries are complete?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
MOSES DATA – WORK HISTORY TAB			
All entries are complete?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
At least 5 yrs Work History?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
MOSES DATA – CASE PLAN TAB/Goals, Assessment, & Training tabs			
Case Plan complete?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Date Enrolled in CP:	
Employment Goal in Case Plan?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
Other Goal(s) in Case Plan?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
Goal Related Task(s) present?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
Assessment Tab Complete?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
LMI Data (Current Skills)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
LMI includes source?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
LOCAL LMI as per area. LMI includes wage/outlook?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
LMI on proposed skills (Training referral only)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
Training Tab complete (Training referral only)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
MOSES DATA – GENERAL SERVICES TAB			
EEO is Current (within 1 year)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Last EEO Service Date:	

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Initial Assessment by Non-Veteran Staff?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	IA Service Date:	
Comprehensive Assessment by DVOP?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	CA Service Date:	
Service every 30 days with corresponding MOSES note OR a note stating why no service occurred	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
All Reportable Services have a MOSES Note?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
MOSES DATA – EMPLOYMENT SERVICES TAB			
Job Referrals / Job Developments present?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
All staff referrals have a service result	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
All Reportable Services have a MOSES Note?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
MOSES DATA – ADMINISTRATIVE SERVICES TAB			
Administrative Services are recorded (when applicable) with corresponding MOSES note	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
If SBE Veteran declines services; MUST be documented under this tab: DVOP/LVER services to Veterans were offered and declined	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
MOSES DATA – MOSES NOTES SECTION			
NOTES include reference to SBE	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	

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Notes tell a continuous story of services and next steps?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
ADDITIONAL ITEMS			
Membership is current per CC policy?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
ALERTS are cleared?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
Veteran has been serviced at no less than 30 day intervals?*	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
** NOTE: WIOA Communication 100 MDCS 08.112.2 states “no less than 60 days”, however, the JVSG Program has been identified as 30 Days. 30 Day interval includes outreach attempts with no contact, but these services must be recorded in the Administrative Tab.			
CASE CLOSURE			
Current Case Management Status:	<input type="checkbox"/> OPEN <input type="checkbox"/> CLOSED <input type="checkbox"/> PENDING CLOSURE	Date Closed:	
Case Plan Closure Authorized By:			
NOTE: Per WIOA Communication 100 MDCS 08.112.2 Case Closure should be requested by DVOP when one of the following conditions listed below occur (MOSES Notes are required to document the reason why the case is being closed):			
Case Closed due to:	<input type="checkbox"/> Customer met all Case Management Goals and appropriate follow up period is completed (90 days) <input type="checkbox"/> Customer has moved from SDA and can/will no longer be able to participate in Case Management <input type="checkbox"/> Customer has self-elected to no longer participate in Case Management <input type="checkbox"/> 90 days with no contact or services – customer		
Other:	List reason case closed:		
CASE REVIEWER – ADDITIONAL NOTES / RECOMMENDATIONS / COMMENTS SECTION			

Psych Armor

Massachusetts Jobs for Veteran State Grant Standard Operating Procedures

Psych Armor is a non-profit organization with a mission to help non-Veteran staff understand the Veteran community. Training is provided through various video presentations through diverse consortiums impacted by pre, during, and post deployment of the military connected community. Impacted consortiums include Employers, Care Givers, and Children and those that assist military families. Training is state sponsored and has been awarded the Veteran Ready Organization seal by Psych Armor.

Comprehensive Assessment Model

VET Staff

- First appointment with Veteran:
- Request that Veteran brings copy of their DD214 or offer assistance in obtaining a copy.
 - DO NOT INITIATE CASE PLAN OR ENROLL IN THE VETERANS PROGRAM IF DD214 HAS NOT BEEN VERIFIED OR IF YOU HAVE NOT SEEN THE VETERAN
 - A comprehensive assessment must be conducted when the Veteran has not had a reportable service in 90 days.
- Discuss career possibilities with Veteran
- Review and record previous work history
- Inquire on and record if applicable
 - Disability
 - Homelessness
- Access and record Current Skills
 - Basic Skills
 - Occupational Skills/Abilities to include Military Occupational Specialty (MOS) if applicable
 - Aptitudes
 - Interest

Enrolling the Veteran Customer in Case Management and the Veterans Program

Veterans are now automatically enrolled in the Veterans Program when/if SBE, JVSG eligible and DD-214 is verified. Note: MOSES does not do the automatic enrollment, staff must still manually enroll the Veteran in the JVSG program.

DO NOT ENROLL IN THE VETERANS PROGRAM IF DD-214 HAS NOT BEEN VERIFIED OR IF YOU HAVE NOT SEEN THE VETERAN

Enrolling in the Veterans Program

- Select the Veteran program in the Programs Panel on the Basic Screen
- Check off the Apply box next to the Veteran program
- All Veterans who have a DD214 Verified ARE ENROLLED in Veterans Program, Not All are Case Managed

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- VET Staff Initiate Case Plan in MOSES at 1ST or 2nd appt. WITH Veteran
- All Veterans with significant barriers to employment, i.e., disabled or recently discharged, **MUST** be case managed
- Enrolling in Case Plan
 - Select the Case Management program in the Programs Panel on the Basic Screen
 - Check off the Apply box next to the Case Management
- Enrolling in the Veterans Program
 - Select the Veteran program in the Programs Panel on the Basic Screen
 - Check off the Apply box next to the Veteran program

Case Management and the Veterans Program

The primary focus for case management is to ensure that we find suitable employment for our Veterans. Develop the Case Plan with the Veteran.

- If Veteran has been unemployed for more than 27 weeks, check off in MOSES, Long Term Unemployed box (NEW)
- Assess Veteran Barriers to Employment
- Barriers Tab:
 - All barriers Veteran may have, should be checked and a brief description written in the detail box as to how the barrier(s) are going to be resolved.
 - Barriers are NEVER unchecked
 - Barriers that are resolved should be dated and noted in individual barrier details box before Veteran is exited.
 - While those Veterans you are case managing have been identified as having SBE's, this does not exclude completing of the Barrier Tab in MOSES.
- Schedule next appointment for Veteran.
- As a general guide appointment should be scheduled within 10 business days after initial appointment (unless customer requests otherwise).
- Continue to work with Veteran toward employment.

Begin researching/developing employment opportunities for the customer.

- Select from the following services as applicable:
 - Services/General: Job Development, as appropriate.
 - Record contact results in MOSES Notes.
 - Services/General: Job Search, as appropriate.
 - Services/Employment: As appropriate.

Maintain required contact with customer following proper case notes procedures.

- MOSES: Services/General Services – Service Category: Received Case Management Services
OR
- MOSES: Services/General Services – Service Category: Counseling: Individual Career/Employment Counseling

Case Plan Tabs in MOSES

Goals Tab: *(Common Goals fall into four basic categories)*

- **Employment:** A description of job the customer will be applying for, if entering training the job the customer will be seeking on completion.

Employment will always be a goal for all case managed Veterans. If entering training an Occupational goal will also be added

As Applicable:

- **Work Readiness:** the need to develop skills needed to find work and to stay in the job once obtained.
 - Description of training.
 - Dates of training.
- **Basic Skills:** the training to obtain basic educational credentials and life skills.
 - Description of training.
 - Dates of training.
- **Occupational Skills:** the formal training needed to obtain the skills needed for the career chosen. To Include:
 - Description of training.
 - Dates of training.

Assessment Tab:

Most of the information is automatically entered by the MOSES system.

- Complete any sections that are not automatically entered.
- LMI on past and future skills should be entered in this tab.
 - LMI Information MUST be recorded within the Labor Market for Skills Description Box.
 - Include the “local” outlook and cite the source of the information.

Documenting MOSES Notes

The Case Plan and Moses Notes describe the Veteran's background and their future goals. To help the Veteran complete the Case Plan and to detect and address any barriers that exist or arise, VET Staff are responsible for regular contact with enrolled Veterans.

Note: Mass Workforce Issuance 100 MDCS 08-112.2 Career Planning for WIOA indicates a case manager should contact the customer at intervals of no longer than 30 days.

Writing in MOSES Notes:

- MOSES notes should be consistent with the customized service strategy developed with the Veteran and should parallel the Case Plan.
- MOSES notes should convey how the Case Manager/ Veteran went from point A to point B. An issue or event that is recorded must have a follow-up entry in MOSES.

For Example:

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You meet with a Veteran, and record in notes that the customer's car is broken, requiring them to miss a few days in a training program.

The next note should state if his car was fixed, or how this situation was resolved.

- MOSES notes should be free of spelling errors and without personalized abbreviations.
- MOSES notes should contain only observable behavior not opinions or derogatory information about the customer.
- MOSES notes are a summarization of what occurred for each service – information copy or pasted directly from a customer email is not allowable.
- Information that is of a highly personal nature should be avoided, if possible, if it cannot be avoided enter the information in MOSES notes and mark note confidential.
- Every service must be accompanied with a MOSES note.

Documentation of MOSES Services

Any in-person, actual phone contact, or two-way mail or email contact should be recorded as follows with a description of the conversation in MOSES notes:

- MOSES: Services/General Services – Service Category: Received Career Planning Services
OR
- MOSES: Services/General Services – Service Category: Counseling: Individual Career/Employment Counseling

Any supportive Services received, uniforms, transportation, etc., should be recorded as follows:

- Services/General Services – Category: Supportive Services, Service Detail: as applicable with a description of the service in MOSES notes.

Any contact with a vendor/organization on the customer's behalf should be recorded as follows:

- Services/General Services – Category: Case Management, Service Detail: Consultation with Other Agencies with a description of the conversation in MOSES notes.

Any referral to an outside agency for supportive or educational services should be recorded as follows (With the exception of referrals to and from Vocational Rehabilitation):

- Services/General Services – Category: Counseling, Service Detail: Referred to Supportive Services or Referred to Educational Services, with a description of the conversation in MOSES notes.

Note: All referrals should be accompanied by a follow-up on the referral with Veteran/agency

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- A customer must be contacted by phone, mail, e-mail or personal contact within the required interval. If unable to reach a customer, a letter or email must go out. Appropriate services should be entered in MOSES and a record of your attempt to contact customer in MOSES Notes.
- Establish a tickler system to manage the contact requirements or run reports given to you by your center.
- Record contact services in MOSES.
- Utilize the Administrative tab when applicable and accompanied with a MOSES note.

If Contact Made:

- MOSES: Services/General Services – Service Category: Received Case Management Services
OR
- MOSES: Services/General Services – Service Category: Counseling: Individual Career/Employment Counseling

USE GENERAL SERVICE ONLY WHEN THERE HAS BEEN DIRECT COMMUNICATION WITH THE CUSTOMER

MassHire DVOP Services Referral Form

Dear Provider:

Referring Counselor/Organization:

Referral Date:

Date Registered with MassHire:

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Name of Veteran:

MOSES ID#

DOB:

DD214 if available:

Military Branch:

Service Dates:

VA Service Connected:

Residential Address:

Phone Number:

E-mail Address:

Specific Needs of the Veteran:

HVRP Grant #:

HVRP Counselor:

Please include Robert Doucette in the referral email, Robert.Doucette@mass.gov
Tel 857-319-4500

The MassHire Department of Career Services - Jobs for Veteran State Grant Program - is proud to serve the man and women Veterans of our United States Armed Forces.



The Massachusetts Jobs for Veteran State Grant Veteran Program Standard Operating Procedures was developed by the Massachusetts Executive Office of Labor and Workforce Development – MassHire Department of Career Services-Field Management & Oversight in juxtaposition with the Department of Labor - Veterans Services Boston Massachusetts

Please note that this Standard Operating Procedure is subject to change and updates will be inserted when deemed necessary.

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An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.