

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

Executive Office of Labor
and Workforce Development
MassHire Department of Career Services



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Chapter 1

Overview of the JVSG Program

Purpose of the Jobs for Veterans State Grant (JVSG) Standard Operating Procedures (SOP)

To standardize and specify the processes to be used throughout the Executive Office of Labor and Workforce Development (EOLWD) and MassHire Department of Career Services (MDCS) relevant to 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 staff are operating within the parameters of applicable state/federal rules, laws, and regulations. This SOP applies to all staff members within EOLWD/MDCS and MassHire 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 Barrier(s) to Employment (BE) and provide intensive (WIOA Individualized) Veterans' services to overcome or mitigate those barriers, so the Veterans are ready to pursue employment. 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 through 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 serve transitioning service members, Veterans and their families with barriers to employment, 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 creating On-the-Job Training (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.

JVSG Staff Positions:

JVSG provides funding to states to exclusively serve Eligible Veterans and Eligible Persons (as defined by 38 U.S.C. 4101(5)) as well as provide outreach to employers.

1. DVOP Specialists: DVOP specialists provide individualized career services and facilitate placements to meet the employment needs of eligible Veterans and eligible persons. The DVOP specialist must prioritize service to special disabled Veterans, other disabled Veterans, and other categories of eligible Veterans in accordance with priorities determined by the Secretary of Labor.
2. LVERs: LVERs' principal duties are to 1) conduct targeted outreach to employers in the area to assist Veterans in gaining employment, including conducting seminars for employers and, in conjunction with employers, conducting job search workshops and establishing job search groups; and 2) facilitate employment, training, and placement services furnished to Veterans in a state under the applicable state employment service delivery systems.
3. Consolidated DVOP/LVER staff: Consolidated JVSG Staff positions perform the duties of both a DVOP specialist and an LVER. These consolidated staff are subject to approval by VETS and must be requested in accordance with *VPL 01-20* (or the most current guidance on the subject). They may perform DVOP or LVER duties in any combination of their time. They may only perform DVOP specialist and LVER duties as specified in this guidance and are subject to all requirements (including National Veterans Training Institute (NVTI) training) for both positions. Any reference to either DVOP specialist or LVER duties in any statute, regulation, or policy applies equally to these consolidated positions unless otherwise specified or clearly not applicable.

Preference in Hiring JVSG Staff

1. DVOP Specialist: As required by 38 USC 4103A(b), state agencies must make every effort to employ:
 - a. First, qualified disabled Veterans, as defined by 38 U.S.C. 4211(3)
 - b. Second, qualified Veterans, as defined by 38 U.S.C. 101.
2. LVER and Consolidated DVOP/LVER staff. As required by 38 U.S.C. 4104(c), state agencies must make every effort to employ:
 - a. First, qualified service-connected disabled Veterans, as defined by 38 U.S.C. 4211(3).
 - b. Second, qualified eligible Veterans, as defined by 38 U.S.C. 4211(4)
 - c. Third, qualified eligible persons, as defined by 38 U.S.C. 4101.

Note: JVSG Staff positions may not be filled by contracted personnel

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 it relates 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 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 Center Operations Managers/Career Center Directors and will ensure DVOP staff are properly and correctly updating case management information by using the Veterans Caseload Data Analysis Sheet (VCDAS) form (found in *Chapter 10*) monthly and prior to closeout.

Disabled Veteran Outreach Program Specialist (DVOP)

Under 38 U.S.C. 4103A(a) 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 and determined by the Secretary of Labor (Secretary).

DVOP specialists are required to:

- Carry out individualized career services and facilitate placements to meet the employment needs of eligible populations.
- According to 38 U.S.C. § 4103A(a), deliver those services to [eligible Veterans](#) in the following priority order:
 - **First:** to special disabled Veterans;
 - **Second:** to other disabled Veterans;
 - **Third:** to other [eligible Veterans](#) in accordance with priorities determined by the Secretary.

- Place maximum emphasis on assisting eligible populations who are economically or educationally disadvantaged.

Local Veterans' Employment Representative (LVER):

As per 38 U.S.C. § 4104(b), LVERs conduct outreach to the employer community and facilitate employment, training, and placement services under the state's employment service delivery system.

LVERs are assigned duties that inform employers, employer associations, and business groups of the advantages of hiring Veterans. LVERs are required to be integrated into the MassHire business service delivery system. This requirement is met by including LVERs as active members of the local area business service teams.

The LVER for the Commonwealth of Massachusetts is an integral part of the MassHire workforce system and will work with other service providers to promote Veterans and additional populations as job seekers with highly marketable skills and capabilities. In essence, LVERs are coordinators for WIOA and Veteran services within the MassHire workforce 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 to better facilitate the overall goals working between the DVOP and LVER.

Chapter 2

Veteran Status and Priority of Service

Veteran Status

The Federal definition of Veterans' status takes precedence over other definitions of Veteran.

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

JVSG program and DOL priority of service legislation require services to, on behalf of, and by several different groups of Veterans and other individuals. The definitions for each can be a challenge to memorize and navigate, but it is important to be aware of the similarities and differences between the groups and to be able to refer to the correct citation for each of them. Veteran categories are defined in the *Definitions* section of this SOP.

Verifying Veteran Status

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 responsible to make such verification entries in MOSES. In the absence of a DVOP or LVER, the Career Center Director, Operations Manager, or other designated individuals knowledgeable in interpreting the DD-214 may verify Veteran status. The DD-214 is a common source document used as proof of eligibility for DVOP services under the JVSG State Grant.

Should questions arise in determining such eligibility, the Veteran Program Coordinator, or the Department of Labor Veterans' Employment and Training Service (VETS), are available to assist career center staff.

Documenting Veteran Status:

MDCS requires review of Veteran status at the point of enrollment into the JVSG program. The DD-214 Report of Separation form is used as a source document to verify Veteran status for JVSG eligibility. Veterans who are not eligible for JVSG program services do not need to provide proof of Veteran status.

To document that an individual's *DD-214* has been viewed and that the information contained on the form appropriately meets the required eligibility criteria for the receipt of JVSG services, MassHire Career Center staff must utilize the specified data collection point included in the Massachusetts One-Stop Career Center Employment Service (MOSES) database.

A MOSES entry must be made by clicking on the "*Military*" Tab of the Full Registration screen. The box labeled "*DD-214*" must then be checked off and the *DD-214* information listed below must be entered into MOSES to constitute a valid determination of an individual's status as a United States military Veteran:

- The Veteran's Entrance and Exit dates from active military service;
- Type of Discharge/Release;
- Service Branch;
- Campaign Badge;
- Date the staff person viewed the *DD-214*; and
- Name of the staff person who viewed the *DD-214*.

There is no requirement to maintain a hard copy of a *DD-214* in the case file.

Veterans Priority of Service

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".

Note: in the 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 OSCC 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.

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 POS 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.

For additional information on Priority of Service for Veterans please refer to:

[Massachusetts Priority of Service \(Mass Workforce Issuance 100 DCS 15.100.1\)](#)

Chapter 3

Integrated Services

JVSG Staff and 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 are able to serve in a role that functions as the initial point of contact for customers entering a Career Center. That function is not in line with their roles and responsibilities as outlined in the program guidance in DOL-VETS' *Veterans' Program Letter (VPL) 05-24 Jobs for Veterans' State Grants (JVSG) Program Reforms and Roles and Responsibilities of the MassHire Career Center Staff Serving Veterans*.

Cross Agency Collaboration

MassHire's JVSG program will work and/or collaborate with agencies for enhanced service delivery to address the diverse needs of Veterans. Cross-agency collaboration creates efficient pathways for connecting Veterans to appropriate agencies or services and establishes a network of support. Primarily cross-agency collaboration will be conducted through a multitude of organizations to include the following:

- Department of Transitional Assistance (DTA)
- Executive Office of Veteran Services
- Office of the Veteran's Advocate
- MassAbility
- Massachusetts Commission for the Blind (MCB)
- Municipal Veteran Service Officers
- Massachusetts Department of Revenue (DOR)
- Senior Community Service Employment Program (SCSEP)
- Other organizations as applicable

RESEA and JVSG Co-Enrollment

The Reemployment Services and Eligibility Assessment (RESEA) program is a federally-funded initiative designed to help unemployment insurance (UI) claimants return to work faster. Individuals who are also Veterans and have been selected for RESEA are prioritized for reemployment services to support a quicker and more effective return to the workforce. While RESEA and JVSG are separate funding streams, Veterans who are selected for RESEA and meet the eligibility criteria for JVSG services may be co-enrolled in both programs to maximize support and improve employment outcomes.

RESEA and JVSG Co-Enrollment Process Flow:

- As do all customers, including Veterans, attendance at a Career Center Seminar will occur in accordance with Career Center Customer Flow.

- During or immediately after the CCS, a non-JVSG staff must conduct a one-on-one interview (in-person or virtual) with all Veterans to determine eligibility (using the JVSG Eligibility Form) for the JVSG Program.
- A non-JVSG staff person must enter an initial assessment service and note, to include determined barrier on the JVSG Eligibility form, into MOSES. Non-JVSG staff will add the barrier to the NOTE ONLY prior to referral.
- ***Note: All Veterans may be referred to the DVOP for RESEA Services. Only Veterans that have been determined eligible and have said “yes” to one-on-one Veteran employment services career services, can be referred to JVSG staff for JVSG Services.***
- The DVOP will conduct RESEA process with Veteran and enroll the Veteran into the JVSG Program (if Veteran states “YES” to receiving services from DVOP) case management and conduct the comprehensive assessment.
- JVSG staff can enter services for both RESEA and JVSG programs as they impact both programs.

Please note, RESEA services may only be provided for 5 hours per work week and DVOP time spent providing these activities must be charged accordingly.

RESEA Service Delivery

MassHire Department of Career Services has determined that to reduce duplication, maximize staff expertise, and most importantly, improve the customer experience, DVOPs will spend a portion of their workday providing individualized services that meet RESEA requirements. DVOPs will be assigned RESEA duties for up to 5 hours per week delivering services that meet RESEA requirements within the framework of Veterans Priority of Services. These RESEA requirements include:

- Conducting the Initial RESEA
- Delivering reemployment services
- Referral to an Interim Service
- Completing an *Individual Needs Assessment*
- Development of a *Career Action Plan (CAP)*
- Conducting a RESEA Review
- Updating RESEA CAP Goals in MOSES

There is an established order of service for assigning DVOPs RESEA caseloads:

Priority of Service:

- 1) JVSG Eligible Veteran or Eligible Person selected for RESEA

- 2) Non-JVSG eligible Veterans selected for RESEA
- 3) Non-Veteran customer selected for RESEA
- 4) Other RESEA- related activities (including follow-up, data entry, etc.)

This approach targets reemployment assistance for Veterans facing barriers to employment, aligns with DOL priorities for workforce integration, and optimizes funding by leveraging RESEA resources. Structured RESEA services combined with DVOP expertise, provides Veterans with customized career support, improved job search strategies, and faster transition to employment.

DVOPs will use the RESEA combo code to record their weekly time spent providing RESEA related activities.

Process for Providing Individualized Services to JVSG Eligible-Veterans that meet RESEA Requirements:

- Non-JVSG Staff must conduct JVSG Eligibility Screening tool during or immediately after the CCS prior to referral, and service of Initial Assessment/Referred to DVOP must be entered by non-JVSG staff into MOSES. (Section D - Please refer to MWI on Poverty Line and Lower Living Standards Income Levels for reference.)
- JVSG eligible Veteran that has been selected for RESEA is referred to DVOP to conduct the initial RESEA by week 3 of RESEA selection. Depending on the local process, the initial RESEA may be conducted on the same day, or an appointment may be scheduled.
 - Veteran must be notified to bring the *DD-214* to first meeting with DVOP. The *DD-214* may be verified virtually, by email, screenshot or other electronic methods deemed appropriate by Career Center Operations. Staff will add a note into MOSES documenting the method of verification.
- DVOP verifies *DD-214*, enrolls Veteran in the JVSG program, conducts a comprehensive assessment and further develops the Career Action Plan with the Veteran.
- DVOP refers Veteran to an Interim Service, including workshops, trainings, or job preparation services.
- DVOP meets with the Veteran by week 5 of RESEA enrollment to conduct the RESEA Review and provide staff-assisted job search activities including review of work search logs.
- DVOP updates RESEA CAP goals in MOSES.

WIOA and JVSG Co-Enrollment

Co-enrollment ensures seamless integrated services that assist eligible Veterans to secure meaningful employment using resources from both the JVSG and WIOA programs. When a

Veteran is eligible for both the JVSG and WIOA services, co-enrollment is encouraged to ensure they access a full range of services. Veterans must meet the eligibility criteria for both programs, and the proper documentation must be maintained to verify eligibility.

- 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. DVOPs will not complete WIOA training packages but may assist in the collection of proper documentation. 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.

Veterans enrolled in both programs are to receive services from both JVSG-funded staff (DVOPs and LVERs) and WIOA funded staff. These services may include career services, training, job search assistance, and placement support. JVSG and WIOA staff must collaborate to serve co-enrolled Veterans to avoid duplication of services.

Please note DVOPs, while funded under the JVSG program may not conduct eligibility for WIOA enrollment into training. JVSG eligible Veterans will be assigned to the DVOP's caseload. If the Veteran expresses interest in training, they will be referred to WIOA staff to determine eligibility for training services. Once enrolled, the WIOA staff will serve as the secondary case manager. The DVOP and WIOA staff will collaborate through a co-case management model to ensure coordinated service delivery.

Absent DVOP

Staff integration of services will take place in the absence of an assigned DVOP. Veterans with barriers to employment 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 Veterans with barriers to employment 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 designated party responsible will communicate with the assigned Career Center Management regarding the process in place to ensure no Veterans with barriers to employment are left behind without the opportunity of priority of service, and case management opportunities. The designated party responsible will develop a procedural

checklist with MDCS Operations Manager/Career Center Director to ensure maximum services are being provided.

JVSG Staff Limitations

JVSG staff must not be placed in a situation where they are at risk of performing duties that fall outside of their roles and responsibilities. The following functions are examples of duties that must not be assigned to, or executed by, JVSG-funded staff:

- Staffing a MassHire front desk. JVSG staff must not be assigned at any time to greet incoming customers, conduct intake, or screen for eligibility.
- Providing services prior to eligibility screening. DVOP specialists may not serve individuals who have not been screened for eligibility and entered the MOSES.
- Checking in customers at job/resource fairs. However, JVSG staff may attend such events to network with other resource providers (DVOP specialists) and employers (LVERs).
- Determining customer eligibility for other services.
- Administering job preparation workshops if any of the workshop participants are not DVOP-eligible populations.
- Monitoring/controlling foot traffic during MassHire Career Center events, unless the event is for a DVOP specialist's current participants only.

Chapter 4

U.S. Service Member Populations

Populations Eligible for JVSG Services

DVOP specialists must limit their activities to providing services to eligible populations who meet the following criteria:

1. Interest in Receiving Individualized Career Services
2. Meet at Least one of the Following Two Eligibility Criteria:
 - Eligible Veteran or Person with Qualifying Employment Barriers; or
 - Additional Eligible Populations Authorized by Annual Appropriation Act

Eligible Veteran

According to 38 U.S.C. § 4211(4), an eligible Veteran is a person who meets one of the following criteria:

Active-Duty Service

- Served on active duty for more than 180 days, and
- Was discharged with other than dishonorable discharge

Service – Connected Disability

- Discharged or released from active duty due to a service-connected disability

Reserve Component Service

- Was a member of a reserve component called to active duty under specific provisions of 10 U.S.C. § 12301(a), (d), or (g); 12302; or 12304
- Served on active duty during a period of war or in a campaign/expedition for which a campaign badge is authorized
- Discharged or released with other than honorable discharge

Sole Survivorship Discharge

- Discharged or released from active duty due to sole survivorship discharge

Eligible Persons

An Eligible Person, as defined by 38 U.S.C. § 4101(5), is a spouse who meets one or more of the following criteria:

1. Spouse of a Deceased Service Member:
The spouse of a person who dies because of a service-connected disability

2. Spouse of a Missing, Captured, or Detained Service Member:

- The spouse of a member of the Armed Forces serving on active duty who, at the time of applying for assistance, has been listed for more than 90 days as one of the following:
 - Missing in Action (MIA)
 - Captured in the line of duty by a hostile force
 - Forcibly-detained or interned in the line-of-duty by a foreign government or power

3. Spouse of a Permanently Disabled or Deceased Veteran:

- The spouse of a person with a permanent and total disability resulting from a service-connected disability, or
- The spouse of a Veteran who died while such a disability was in existence

* Please refer to the *Definitions* section of the SOP for important notes on *Eligible Veterans* and *Eligible Persons*.

Additional Populations - Authorized by Annual Appropriations Act

Currently authorized additional populations include:

- Transitioning Service Members (TSMs): Participate in any part of the Transition Assistance Program (TAP).
- Wounded, Ill, or Injured Service Members: Receiving treatment in military facilities or Warrior Transition Units.
- Spouses or Caregivers: Of wounded, ill, or injured service members.

Qualifying Employment Barriers:

To qualify for DVOP services, an eligible Veteran or eligible person must experience at least one of the following barriers from category A or category B:

A. Disability

- Special Disabled Veteran:
 - Disability rated at 30% or more by the VA
 - Rated at 10% - 20% with a serious employment handicap
- Discharged due to a service – connected disability
- Disabled Veteran:

- Receives disability compensation (or would receive it except for military retired pay)
- Discharged due to a service-connected disability
- Other Disability:
- Self-identified disability per the ADA definition (42 U.S.C. § 12102)

B. Other Barriers

- Vietnam-era Veteran (38 U.S.C. § 4211(2)): Served during the Vietnam era.
- Recently Separated Veteran (38 U.S.C. § 4211(6)): Discharged within the last three years.
- Referred by the VA: For employment services.
- Homelessness: Defined by McKinney-Vento Act (42 U.S.C. § 1130 (a) and (b)).
- Justice Involved: Defined by WIOA Section 3(38) (definition of offender).
- Educationally Disadvantaged: No high school diploma or equivalent.
- Economically Disadvantaged:
 - Meets WIOA low-income definition
 - Unemployed
 - Heads a single-parent household with dependents

Note: Eligibility is personal and cannot be claimed through a spouse's status. For example, an [eligible person](#) who is not a [Veteran](#) may not claim eligibility for DVOP services based on their spouse's status as, for example, a Vietnam-era Veteran.

Participant Eligibility and Privacy Guidelines:

MassHire Career Center staff must respect privacy while verifying eligibility:

Accept verbal, written, or electronic confirmation of eligibility

Clearly explain that: .

- Information is used solely for determining eligibility and prioritization
- Participation is voluntary and refusal to provide information has no negative consequences
- Guarantee confidentiality and legal compliance in information handling

Eligible Veteran, or Eligible Person status and Qualifying Employment Barriers must be documented in MOSES. Eligibility barriers must be checked off in the barriers tab. There should also be a note in the *"barriers"* tab as to how it will be addressed.

Chapter 5

Outreach

DVOP Outreach

The Massachusetts JVSG Program defines “outreach” as interactive communication between the DVOP and LVER and the stakeholder where information is shared about services to Veterans in a two-way dialogue. It establishes and fosters mutual understanding while promoting participation and involvement. Outreach is additionally defined as activities that include reaching out to organizations that serve Veterans and providing information about services available through the MassHire Workforce System.

Outreach and Networking with Local Service Providers.

DVOP specialists must develop partnerships that engage with service providers in their local community to:

1. Maximize the number of participants that the service providers refer to the state’s workforce delivery system, who are both eligible for and could benefit from DVOP specialist services.
2. Enhance outcomes for participants that the DVOP specialists refer to other providers.
3. Strengthen community awareness of the array of services available through the workforce development system.

When a DVOP specialist attends events or is assigned to a location outside of a MassHire Career Center, they are sometimes introduced to potential participants who have not yet been screened for eligibility or entered the state’s management information system (MIS). The DVOP specialist must not serve any individual who has not first registered in MassHire Job Quest and been determined eligible. In these cases, the DVOP specialist should provide good customer service by informing the individual about workforce delivery system services and encouraging them to visit a MassHire Career Center in person, via telephone, or online to register and determine eligibility.

It is the MassHire Department of Career Services’ responsibility to ensure appropriately targeted and effective networking efforts, bearing in mind that a DVOP’s statutory purpose is to “carry out intensive services and facilitate placements” to [eligible Veterans](#).

No matter the source, or entry point to the MassHire Career Center ALL VETERANS must attend a Career Center Seminar and JVSG eligibility must be determined by non-JVSG Career Center staff and document in MOSES.

DVOPs will conduct outreach in their local areas to develop a relationship with other community and Veteran based organizations and key WIOA partners in the effort of conducting recruitment activities to enroll Veterans with barriers to employment and priority

category Veterans within a MassHire 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, including homeless female Veterans and those participating in the Veterans with Families Program HFVWF and Incarcerated Veterans Transition Program IVTP.
- Department of Veterans Affairs (medical centers and Veteran centers)
- Homeless shelters
- Civic and service organizations (churches)
- Community stand-downs
- 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 employment barriers
- WIOA partners including local Community Colleges
- City/Town Veteran Service Officer (VSO)

DVOP Outreach Plans

DVOP outreach will consist of an organized collaborative approach between 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. The plan will consist of the following:

- 1) DVOPs and Operations Managers/Career Center Managers will develop an annual local area outreach plan with community partners and Veteran organizations. A new or revised outreach plan will be developed and implemented each fiscal year. DVOPs and Operations Managers/Career Center Managers will each sign off on the local area outreach plan and distribute the plan to JVSG Program Coordinator and JVSG Program Manager.

- 2) All plans will be shared with the MDCS Field Management and Oversight Unit for monitoring local areas.

DVOP outreach is required and does not need approval by Operations Managers/Career Center Managers before it can be conducted, however, Career Center management should be aware of when and where outreach is being conducted. Career Center Managers may assist the DVOP with outreach by ensuring they have access to the Barriers to Employment report for the purpose of identifying Veterans registered with MassHire that have employment barriers. For events that fall on the weekend, DVOPs will need prior approval from Operations Managers/Career Center Manager.

See *MassHire Workforce Issuance: Disabled Veterans Outreach Program (DVOP) Outreach Plans* for instruction on utilization of the plan.

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 Veterans with barriers to employment. Special Projects/Outreach events should be added in MOSES with post-event follow up to Veterans with barriers to employment. 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 MassHire Career Center will be required to have the following materials:

- State-provided laptop and State-provided cell phone (for Wi-Fi access) or equivalent
- MassHire JVSG Tablecloth
- MassHire Priority of Service signage
- MOSES Event added – Veteran referrals to be added post-event
- Career Center brochures, programs, trainings, and events flyers
- MassHire JVSG Staff Polo Shirt/Jacket

DVOP staff will provide as much advanced 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 projects should be included in the outreach plan. As outlined in *VPL 05-24*, DVOPs are required to attend outreach/events and special projects.

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 MassHire workforce delivery system.

Outreach to Business:

The LVER will conduct the following procedures:

- Identify businesses, 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 BSRs and when appropriate, joint meetings with the BSR and/or DVOP to discuss services for the Veteran customer.
- Notify local BSR teams of meetings in support of the JVSG program and the MassHire BizWorks resource.
- Create job orders under specific Career Center service delivery area and inform local BSR team, local area DVOPs and Operations Manager and JVSG Program Coordinator via email. The Career Center team will then market, promote and make referrals to job posting(s).
- LVERs will conduct employer briefings on various MassHire BizWorks resources and work collaboratively with the Mass BizWorks Team (Rapid Response) to support MassHire BizWorks and enhance the overall *State Plan* relevant to promoting and placing employment for Veterans.
- Record appropriate Employer Services in MOSES according to current *EOLWD Policies and Procedures*.
- Coordinate with local office BSR to post jobs from companies in their local areas into MOSES. This may include but not be limited to business recruitment initiatives , mass company email broadcast, and major Federal Contractors.
- Promote initiatives and programs such as the [DoD SkillBridge program](https://skillbridge.osd.mil/); (<https://skillbridge.osd.mil/>).

- Promote the [HIRE Vets Medallion Program \(hirevets.gov/\)](https://hirevets.gov/) and assist local area employers in applying for the award when appropriate (see *VPL 02-19* and *TEGL 9-18*, or most current guidance on the subject).
- Conduct employer outreach, including facility tours or interviews with current employees to familiarize themselves with job responsibilities or qualifications.
- Assist with job development for Veterans, eligible persons, and other DVOP eligible populations enrolled in workforce development programs.
- Work with established unions, apprenticeship programs, and businesses or business organizations to promote and secure employment and training for Veterans.
- Promote credentialing and licensing opportunities for Veterans.
- Coordinate and participate with other business outreach efforts, including the efforts of BSRs.

Business 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 businesses where the LVER is the sole business service provider.
- LVER will then contact the business to verify and inform them of a recent Veteran's application.
- LVER will coordinate with the Office of Federal Contracting and Compliance Program (OFCCP) to ensure Veterans applying for positions with Federal Contractors are receiving priority in employment.
- Upon acknowledgement, LVER will check in with the business for completion on Veteran's hiring process.
- Once a Veteran is hired, LVER will inform the DVOP that their Veteran was hired for a particular position and provide all information to the DVOP for the required for employment entry in MOSES.

Employment 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 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 assist in identifying new opportunities for training for Veterans, to help enhance skills needed for job/career acquisition.

LVER MOSES Data Entry:

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

Social Media/Virtual Platforms:

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

Career Center Support:

- Educate and train MassHire staff to ensure knowledge of access to the appropriate employment and training services for job-seeking Veterans;
- Facilitate job search workshops/groups, on behalf of/in conjunction with employers, provided that DVOP and/or other MassHire staff are available to deliver any direct services needed to eligible Veterans;

Chapter 6

Training

Training for JVSG Staff

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. Additionally, NVTI offers Professional Career Development tracks, which are a requirement for all JVSG staff.

These tracks cover the following:

- Veteran Service Provider Staff
- Consolidated Position Staff
- DVOP Specialist
- LVER Staff

All DVOP staff will attend monthly and 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 a record of the DVOP's completed training and update Career Center Management when further training is open/required for staff. A record of the NVTI trainings will be provided and reviewed during regularly scheduled meetings with the Operations Managers and the JVSG Coordinator, occurring at least annually and more frequently as appropriate. The JVSG Coordinator will coordinate NVTI off-site training. DVOPs must include Operations Managers in all communications regarding requests for NVTI trainings. Additionally, the training courses that are offered will be shared via email with Managers/Supervisors for awareness.

National Veterans Training Institute

The [National Veterans Training Institute](https://nvti.org/About-NVTI/) (NVTI) (nvti.org/About-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](https://nvtac.org/) (<https://nvtac.org/>) 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).

Report for Identification of Veterans with Barriers to Employment for Veteran Employment Service

The *Crystal Report, Identification of Veterans with Barriers to Employment for Veteran Employment Service*, is available on Mass Workforce under *Crystal Report Project*,

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. It encouraged that the Career Center Manager or the Operations Manager authorize that the *Barriers to Employment (BE) Report* is shared with the DVOP monthly.

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
 - Transitioning Service Member
 - Unemployed
 - 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)
 - Veterans that are justice involved Homeless or at risk of homelessness
 - Vietnam Era Veterans
 - Receiving Chapter 115 Benefits
- Heads a single-parent household with dependents
 - Applicant ID
 - Name
 - Date of last reportable Service
 - Currently Case Managed: Yes/No
 - A running total of all columns

BE Reports must be run monthly (or more frequently as per local policy) to ensure that Veterans in need of in-depth services are identified.

Chapter 7

Referrals

Referral Process for Eligible Veterans referred to MassHire Career Centers via Veteran Serving Agencies

The Intensive Service Coordinator (ISC) will screen Veterans referred from VR&E, HVRP, DOL, VA, and MassHire JobQuest (Veterans that have not yet attested as eligible) for eligibility. Once determined eligible, the ISC will make a referral to the DVOP in the closest MassHire Career Center in the Veteran's local area for initial contact. The Career Center/Operations Managers will be copied on the referral. The DVOP will contact the Veteran and provide a warm hand-off to the MassHire Career Center to create a MassHire Career Center registration and to attend a Career Center Seminar. If the Veteran is not eligible for JVSG services, then the ISC will refer the Veteran to MassHire Career Center Operations Manager or Career Center Manager.

Non-JVSG staff will continue to facilitate intake for Veterans who visit the career center to access services in-person or virtually.

Veterans Receiving Chapter 115 Benefits

Under Massachusetts General Laws 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.

Referral Process for Veteran Receiving Chapter 115 Benefits

Veterans who may be eligible for Chapter 115 benefits should be referred to the local VSO in the town they reside in. The VSO will then evaluate and sign-up Veterans for financial benefits as needed. Depending on the needs of the Veteran and capability of work, Veterans may then be referred to a DVOP staff for employment and training search.

Criteria for Veterans working with MassHire:

- Veterans must be ready and willing to work.
- Veterans must register in MassHire JobQuest (when being referred to by VSO).
- Development of resumes can be done on MassHire JobQuest, as a starting point.
 - Veterans must attend a MassHire Career Center Seminar and be screened for JVSG eligibility for DVOP services by non-JVSG Staff.
 - Upon determination of JVSG eligibility Veteran will be assigned to a DVOP.

- If the Veteran does not qualify for DVOP services Career Center staff may assist the Veteran.
- DVOPs will communicate with VSOs monthly and case conference on each referral.
- DVOPs have an initial 90 days with Veterans, up to three (3) 30-day extension can be provided by the VSOs on work requirements (maintaining communications between VSO and DVOP) prior to sanctions of Chapter 115 benefits.
- VSO and DVOP will work together to develop a training plan/work search plan for each Veteran.
- EOVS sends a monthly list of Veterans receiving chapter 115 Benefits to MDCS. The list is then distributed to the corresponding DVOPs in the local areas for follow-up.
DVOPS are highly recommended to:
 - Contact those Veterans and inform them to register with MassHire JobQuest to access workforce services and to determine eligibility.
 - Follow-up with Career Center staff on Veteran referrals made for registration in MassHire JobQuest and eligibility determination.
- Meet with VSO (In-person, virtual, or by phone) to discuss status of referrals, i.e., registered in MassHire JobQuest, no registration, eligible for JVSG, not eligible and referred to career center staff for non-JVSG services.

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 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 mass.gov/Veteran-benefits to search by municipality and to learn more about available benefits and services for Massachusetts Veterans.

DVOP and the VSO

The DVOP and VSO work collaboratively to serve shared customers for employment and training opportunities. Many VSOs require that their Chapter 115 Veterans meet with the area DVOP on a regular basis and share information back to them on career center activities they have participated in 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 or virtual meetings to case conference the referred Veteran
- Veteran resume development and work search progress
- Regular communication on Veteran activities
- Discuss opportunities to develop shared workshops
- Coordinate joint Employer Events/Job Fairs
- Joint Employer Outreach
- Round Table/Panel Discussions

DVOPs and VSOs have a symbiotic relationship in serving Veterans. As a part of this collaboration, a new process has been developed to ensure development of communication between the municipality VSOs and State DVOP staff.

Chapter 8

Federal Programs

Federal Programs for Covered Populations

Veteran Readiness and Employment Services (VR&E) (Chapter 31)

The Department of Veterans Affairs (VA), Veteran Readiness and Employment (VR&E) Service (Chapter 31), in collaboration with the Department of Labor, Veterans' Employment and Training Service (VETS), and MassHire Department of Career Services agrees to provide seamless employment transition services for Veterans. These efforts prioritize eliminating duplication, fragmentation, and delays to ensure successful career selection, placement, and rehabilitation for Veterans enrolled in the VR&E program. DVOP Specialists provide intensive services to VR&E participants. Local Veterans Employment Representatives conduct employer outreach and assist Veterans with service-connected disabilities with employment placements.

VR&E participants must be screened for JVSG eligibility before being referred to a DVOP for services, as not all VR&E participants meet the definition of eligible Veterans under 38 U.S.C. 101(2)

Referral Process for Employment

1. **Initiation:** The VA VR&E office initiates all referrals (employment or labor market information (LMI)) to the State Agency (SA) Intensive Services Coordinator (ISC).
2. **Referral Preparation:**
 - The ISC composes a referral sheet with information from the VA Counselor.
 - The ISC will utilize the JVSG eligibility screening tool to determine Veteran eligibility for services by a DVOP. The ISC sends the referral and LMI sheet to the appropriate DVOP.
 - Should the VR&E referral not be eligible for JVSG services, the ISC will refer the Veteran to MassHire Career Center staff for priority of service.
3. **MOSES Registration:**
 - The ISC registers the CH31 participant in MOSES (if not already registered) and assigns them to a Career Center.
4. **Monitoring:**
 - The ISC monitors participant progress and resolves communication or cooperation issues between the Veteran, DVOP, and VA Counselor.

ISC Responsibilities for VR&E

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

- Acts as the central point of contact between the state workforce agency and the VA office.
- Initiates all referrals to DVOP staff and provides the LMI worksheet and employment services referral.

- Registers Veterans in MOSES and conducts initial assessments using the JVSG eligibility screening tool.
- Conducts monthly meetings with VR&E Employment Coordinator to review active participants.

DVOP Responsibilities for VR&E

1. Veteran Outreach:

- Contact the Veteran within 10 days of receiving the referral and encourage participation in Career Center activities, including registering in MassHire Job Quest and attending a Career Center seminar.

2. Reporting:

- Report outreach results to the ISC within 14 days

Career Center Specific Program Name

- Veterans enrolled in the VR&E program should follow the standard naming convention: VETS-VR&E Program.

3. Case Management:

- Record all Veteran contacts in MOSES.
- Conduct comprehensive assessments.
- Add the Veteran to the DVOP's case plan per local policy.

4. Case Closure:

- DVOPs can request case closure for reasons such as financial disincentive to work, family responsibilities, medical issues, moved out of the area, or employment satisfaction. Management approval must be documented in MOSES.

5. Memorandum of Understanding (MOU):

- In accordance with the MOU among Veterans Affairs, USDOL, and EOLWD/MDCS, DVOPs must contact VR&E twice per month.

6. Follow-Up:

- Conduct follow-ups 30 and 60 days after employment placement, as required by VR&E Policy.

Off Base Transition Training

The U.S. Dept. of Labor Veterans Employment and Training Service (VETS) has launched the [Off-Base Transition Training \(OBTT\) Program](https://dol.gov/agencies/vets/programs/tap/off-base-transition-training) (dol.gov/agencies/vets/programs/tap/off-base-transition-training). 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 provides co-enrollment support, including an overview presentation of available MassHire services.

DVOPs will record in MOSES OBTT workshops attended by Veterans on their caseloads.

Homeless Veteran Reintegration Program (HVRP)

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

The list of active HVRP grantees for Massachusetts can be found on the National Veterans Technical Assistance Center's (NVTAC) website located at this URL: nvtac.org/find-a-grantee/

In accordance with (VPL) 06-24: *Homeless Veterans' Reintegration Program Requirements and Functions*, HVRP grantees serving homeless veterans will enroll all participants in the public workforce system through the MassHire Career Centers while these participants are receiving services through VETS' Homeless Veteran's Reintegration Program grants (HVRP).

Eligibility for HVRP

Under 38 U.S.C. § 2021, Veterans eligible for the HVRP program include:

Homeless Veterans, such as:

- 1) Veterans who were homeless but secured housing within 60 days before HVRP enrollment.
- 2) Veterans at risk for homelessness within 60 days at the time of enrollment.
- 3) Participants in HUD-VA Housing Programs, including:
HUD-VA Supported Housing programs under Section 8 (o)(19) of the U.S. Housing Act of 1937 Tribal HUD-VASH.
- 4) Recipients of Housing Assistance, such as:
Veterans receiving assistance under the Native American Housing Assistance and Self-Determination Act of 1966.
- 5) Transitioning Veterans, including:
Veterans described in [38 U.S.C. § 2023\(d\)](#), or those transitioning from incarceration.
- 6) Participants in VA Rapid Rehousing Programs, authorized under [38 U.S.C. § 2044](#).

Annual Appropriation Acts:

Appropriation acts may authorize HVRP grants to support other Veterans at risk for homelessness, subject to Congressional approval. Currently, this includes Veterans recently released from incarceration who are at risk of homelessness.

HVRP Referral Process:

Once a referral from an HVRP grantee has been made the ISC will utilize the eligibility screening tool to determine if that HVRP referral meets the JVSG Veteran criteria. The ISC will provide the HVRP Referral Form (Attachment 7) to the DVOP in the Veterans service delivery area for initial contact.

If the results of the screening tool conclude that the homeless Veteran does not meet JVSG eligibility, then a warm handover to a non-JVSG 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.

MassHire Workforce Issuance 100 DCS 15.101: Homeless Veterans Reintegration Program (HVRP) Participants Enrollment and Documentation Guidance provides additional guidance on enrolling HVRP participants into the workforce system.

Transition Assistance Program (TAP) and Department of Labor and Employment Workshop (DOLEW)

Overview of TAP and DOLEW

- **TAP Authorization:** Governed by **10 U.S.C. Chapter 58**, TAP is an interagency program involving the Departments of Labor, Defense, Education, Homeland Security, Veterans Affairs, the Small Business Administration, and the Office of Personnel Management.
- **DOLEW:** Delivered under **10 U.S.C. § 1144**, DOLEW is a two-day workshop focused on:
 - Building effective resumes.

- Networking and job search strategies.
- Developing interview skills.
- Understanding negotiation techniques.
- **VOW to Hire Heroes Act (Public Law 112-56):** Mandates that VETS' DOLEW curriculum is delivered entirely by contracted staff. JVSG staff have no role in delivering TAP or DOLEW, but the curriculum encourages TAP participants to visit their local MassHire Career Center for employment services.

JVSG Staff Roles in the Transition Assistance Program (TAP) and Department of Labor Employment Workshop (DOLEW):

Although JVSG staff do not directly deliver TAP or DOLEW services, they play crucial supportive roles near TAP sites:

- Joint Base Cape Cod, Buzzards Bay, MA
- Hanscom Air Force Base, Bedford, MA

DVOP Specialists Supportive Role for TAP and DOLEW

- **Primary Focus:** Outreach and relationship building.
- **Activities:**
 - Establish and maintain relationships with TAP site staff to increase awareness of workforce development systems and services for transitioning service members (TSMs).
 - Conduct outreach during TAP activities, such as setting up informational tables during lunch breaks.

LVER Staff Supportive Role for TAP and DOLEW

Primary Focus: Employer engagement and program promotion.

Activities:

- Build and leverage relationships with employers, especially those near military installations.
- Promote programs such as the DoD SkillBridge, using tools available on the SkillBridge Industry Partners page (e.g., program overview and Get Started toolkit).
- Introduce employers to training opportunities, including on-the-job training and apprenticeships.
- Support job fairs that are often coordinated alongside TAP events.

Guidance for All JVSG Staff to Support TAP and DOLEW

- Encourage TAP participants to visit their local MassHire Career Center for employment services.
- Maintain regular communication with TAP site staff and employers to ensure seamless support for transitioning service members.

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 to obtain quality employment. These Reward Points may be redeemed at participating Hilton Hotels for a **free** hotel stay, while in search of a job or while attending job interviews, job fairs or other activities related to job search.

Veteran Criterion:

- A) Veterans must be enrolled in MOSES
- B) Are currently receiving employment services
- C) **Must** show proof of Veteran eligibility or Transitioning Service Member
- D) Veteran must establish an account with Hilton Honors Program
 - a. joinhhonors.com
 - b. 1-800-HHons (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) Veterans will provide constructive feedback on staff services provided
- C) The identification of success stories using the Hilton Honors programs

Referral Process:

- A. A DVOP will determine eligibility before submission to the MassHire Department of Career Services Hilton Honors Reward Program.
 - a. Veterans Form A can is located within *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
- B. 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. Veterans will receive email notification of 100,000 points transfer to their accounts.
 - d. Following the approval, Veterans may redeem points automatically.

Please see *MassWorkforce Issuance 100 MDCS 15.107: Hilton Honors Military Rewards Program* for more information.

Psych Armor:

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.

Chapter 9

Responsibilities and Roles

Career Center Responsibilities and Veteran Customer Service Flow

The Career Center Executive Leadership Team responsibilities:

- Ensuring that the 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), or additional eligible population.
- Establish Career Center service goals in conjunction with the MassHire Workforce Board (MWB) for Veteran customers. Ensure monitoring of services to Veterans and accurate 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/ Career Center Non-State Managers Responsibilities:

- Ensuring that the 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), or additional eligible populations.
- Providing supervision and program oversight regarding the daily operations of MDCS staff and Veteran Employment Representatives also known as DVOPs regarding eligible Veteran customers.
- Monitoring and tracking Veterans outreach efforts.
- Monitoring and tracking Veterans referred to the JVSG program, and monitoring and tracking Veterans who do not qualify for JVSG services and are working with non-JVSG staff.
- Designate staff member(s) to determine Veterans that qualify for JVSG services.
- Participate in monthly review meetings between DVOPs and Operations Managers to review case load, including Veteran case management, and ensure data entry follows MOSES and program regulations.
- Review case plans prior to closure of case.
- Ensure DVOP staff participate in local area staff meetings, integrating Veteran services with local MassHire Career Centers.
- Communicate and report JVSG program outcomes to appropriate MDCS Program Managers.
- Work collaboratively with the Executive Director to achieve program performance goals.

Please reference *MWI: 100 DCS 08.110: Functional Guidance by Non-State Management / Supervisory Personnel of DCS Employees Assigned to One-Stop Centers* on non-state managers responsibilities.

Functional Service Areas

Functional service areas are distinct service categories designed to support job seekers and employers. These include but are not limited to career counseling, job search assistance, education and training programs, and employer recruitment. Priority of Service for Veterans applies to all functional areas of the career center.

Additionally, Veterans receive Priority of Service (POS) in all employment, training, and placement services in any workforce preparation program funded by the U.S. Department of Labor.

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 priority of service. The Veteran customers must be screened for eligibility before they are referred to or directed to speak with a DVOP.
- Should the Veteran speak with a DVOP prior to JVSG eligibility screening, the DVOP will direct the Veteran to non-JVSG staff to guide them to complete the JVSG eligibility screening process.
- If a customer self-identifies as a (Prior) Service Member and indicates they are interested in receiving individualized services, non-JVSG career center staff will review the JVSG eligibility screening tool (see *Attachment 3*) with them to complete the tool and to start the initial assessment.
- Career Center staff will enter initial assessment into MOSES for the individual. Note: If Service Member is determined “not eligible” or refuses individualized services, referral will be made to Career Center Representative for Employment Services.
- Upon determination of eligible status and willingness to receive individualized services, the DVOP will be informed of a new eligible Veteran for case management and to conduct the comprehensive assessment.

Career Center Seminar Orientation for Veterans

All Veterans must attend a Career Center Seminar. Jobseekers new to the Career Center are required to create a profile on MassHire 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, as long as Veteran has completed the DVOP Eligibility screening tool with non-JVSG Career Center staff and meet criterion. Veterans determined eligible for DVOP services will be referred to a DVOP upon completion of an initial 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 MassHire JobQuest to fulfill required briefing.

Veterans that exit and return within the same calendar year do not need to repeat the CCS but do need to have eligibility determined again by Non-JVSG Staff. Outside of the calendar year, the process of CCS and JVSG eligibility will need to be refreshed.

- **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.

***Note: please ensure when asking about military service, to ask if they served in the U.S. Military and not just the Military. ***

- Veterans who self-identify during CCS should be triaged first according to POS. In addition to CCS paperwork, Veterans will be given an initial assessment by Career Center Staff by using the JVSG Eligibility Screening Tool (see attachment 3) for determination of DVOP Services. This checklist provides comprehensive eligibility screening for eligible Veterans and eligible persons determined by *VPL 05-24 for DVOP Services*.
 - a. **Not eligible:** If a Veteran is determined during screening as not meeting JVSG eligibility, the career center staff will discuss this with the Veteran, and they will be offered an appointment with an Employment Counselor. The career center 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 screening tool Checklist”*, Veteran does not meet the 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”*.

- b. **Eligible:** If a Veteran meets the JVSG eligibility, they will be offered an appointment with the DVOP. The career center 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 screening eligibility checklist, meets eligibility, referred to DVOP”*. Staff will then enter a MOSES note with the following: the eligibility criteria that were 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 or answers *“NO”* and expresses they are not interested in individualized services, then career center 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.
 - For Veterans who were determined as JVSG-eligible, and who wish to speak with the DVOP, the CCS staff person should make attempt to have the DVOP speak with the Veteran. If the DVOP is unavailable, staff should recommend that the Veteran schedule an appointment with the DVOP. Staff should give the DVOP’s contact information to the Veteran. Veteran contact information is recorded and given to the DVOP for follow-through. Career Center staff will add an Initial Assessment service to MOSES and a corresponding note with additional details of referral to JVSG Staff. The process for further follow up with Veteran customers must be determined by the local Career Center.

Veterans who are deemed eligible to receive JVSG services will be informed of *EEO Policy* during the CCS. Upon completion of the CCS an EEO Services is auto generated in MOSES. Additionally, a MOSES note must be added that reflects the EEO Policy and shared information between MassHire and the Executive Office of Veteran Services has been discussed. The *EEO Policy* will be reviewed with Veterans receiving Case Management services on a yearly basis, for both with or without breaks in services with DVOP staff, with a corresponding note added to MOSES for each review.

Report for Identification of Veterans with Barriers to Employment for Veteran Employment Service

The *Crystal Report, Identification of Veterans with Barriers to Employment for Veteran Employment Service*, is available on Mass Workforce under Crystal Report Project, 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. It encouraged that the Career Center Manager or the Operations Manager authorize that the Barriers to Employment (BE) report is shared with the DVOP monthly.

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
 - Transitioning Service Member
 - Unemployed
 - 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)
 - Veterans that are justice involved Homeless or at risk of homelessness
 - Vietnam Era Veterans
 - Receiving Chapter 115 Benefits
- Heads a single-parent household with dependents
 - Applicant ID
 - Name
 - Date of last reportable Service
 - Currently Case Managed: Yes/No

BE Reports must be run monthly (or more frequently as per local policy) to ensure that Veterans in need of in-depth services are identified.

NOTE: All JVSG Crystal reports are added to the Crystal Reports website for the JVSG Program

MassHire Career Center Staff Roles in JVSG

As a required program under the Workforce Innovation and Opportunity Act (WIOA), the Jobs for Veterans State Grant (JVSG) program relies on collaboration with MassHire Career Center staff. MassHire Career Center staff play an important role in the JVSG program. The role includes determining the service needs of incoming Veteran customers and screening them for eligibility as well as making referrals to appropriate program services.

1. MassHire Services to Veterans:

Referral of Non-Eligible or Non-Interested Veterans -

- MassHire Career Center staff must refer Veterans and covered persons who are either ineligible for DVOP services or do not wish to receive these services to other workforce programs, as appropriate.

2. Screening and Referring Customers:

Identify Customer's Interests and Needs -

- MassHire Career Center staff must confirm the customer's interest in receiving one or more individualized career services before referring them to a DVOP specialist.
- To affirm the Veteran customer's interest in individualized services, the MassHire Career Center staff may show the Veteran customer a list of DVOP - provided individualized career services and ask whether they are interested in learning more.
- Veteran customers who are not interested or needing these services should not be referred to a DVOP specialist.

3. Ascertain Customer's Eligibility:

MassHire Career Center staff must determine eligibility for JVSG services using the eligibility screening tool before making a referral to a DVOP.

When a DVOP Specialist is Unavailable:

If a DVOP specialist is unavailable due to a full caseload, absence, or other commitments, MassHire Career Center staff should:

- Provide appropriate services and referrals to meet the needs of the individual and to satisfy priority of service requirements.
- Inform the customer about the option to schedule an appointment with the DVOP specialist or access other workforce services
- Inform the Veteran customer they may opt to see the DVOP specialist later, even while participating in other program services

A DVOP is considered "unavailable", when:

- Due to their current workload and the complexity of their assigned cases, they cannot take on additional customers and maintain a high standard of service
- they are not present (physically or virtually)
- they are engaged in meetings at the time of the referral

Eligibility Screening and Referral through MassHire Job Quest (MJQ)


MassHire Job Quest may be used to screen Veterans for eligibility for JVSG services. Veteran customers will create an account on MJQ and provide basic information. Once an account has been created, the Veteran must indicate they are interested in receiving individualized career services as a first step in the eligibility determination process. The Veteran will self-attest to their eligibility for JVSG services by entering data into fields in MJQ to identify their Veteran status, covered person, or participation in the VR&E program.

If the Veteran meets the eligibility criteria for JVSG program services and expresses interest in individualized career services, they may then be referred to a DVOP for services.

A report with eligible Veterans will be generated from MJQ. Eligible Veterans will be referred to the closest DVOP in their local area for an initial assessment. The Operations and Career Center Managers will be copied on all referrals.

The JVSG Program Coordinator, in collaboration with the Operations and Career Center manager, will monitor the caseloads to ensure the DVOP specialists are not overloaded with referrals beyond their capacity to provide quality services to eligible Veterans.

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

- DVOPs are responsible for providing intensive services (at least once every 30 days) to Veterans eligible for the JVSG program.
- 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 and 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 eligible Veterans are identified in MOSES with a Striped Star icon  on the top of the customer record.

- DVOPs will collaborate with the Business Services Unit (BSU) to promote/present eligible JVSG job seekers to BSU Team/LVER for job developments, OJTs etc., and in accordance with Massachusetts' WIOA employer and customer service principles as outlined in State Plan and local area Standard Operating Procedures.

Intake:

- Prior to being referred to a DVOP, all Veterans (whether Point-of-Entry is virtual or in person, a Veteran must attend a CCS and determine eligibility using the JVSG Eligibility Tool, by a non-Veteran staff member. If Veteran has completed Eligibility Screening tool virtually, non-JVSG staff should be alerted and add the initial assessment prior to referral to DVOP. 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* inclusive of the *Eligibility Screening Tool* service in the *GENERAL SERVICES* tab, and that a MOSES note is present that describes the initial assessment and includes reference to JVSG w/BE 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 Eligibility Tool completed by the non-Veteran staff to ensure accuracy.
- Eligibility screening tool via MassHire Job Quest - when Veteran self-identifies as being eligible then they are referred to the DVOP. DVOP verifies the *DD-214* then refers Veteran to CCS.
- 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 indicate the employment barrier.
- DVOPs will review the EEO policy with all case-managed Veterans. A note will be added to MOSES. The EEO policy review must be conducted yearly with each case-managed Veteran, or every time Veterans return to Case Management status.
- If a *DD-214* is available, the DVOP will verify the *DD-214* in the "*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.

Chapter 10

Case Management Services

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 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.

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 an effective process and tailoring service recommendations to the individual. 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 experiences 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 can 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 jobseeker's:

- Previous and desired education and training
- Identifiable transferable 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)
- Educational Level
- Current/potential School Enrollment
- VA benefit eligibility (GI Bill (which chapter)/Vocational 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 affect employment possibilities/locations?)
- Any legal issues in your past we should be aware of?
- 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?)

Note: Above questions are a starting point, Attachment 6 provides a more comprehensive list

Caseload Management

Career Center Managers must ensure that DVOP caseloads are manageable, enabling DVOP staff to prioritize the quality of services provided over the quantity of cases handled. The number of eligible Veterans on DVOP caseloads will vary statewide based on several factors

including Veteran population density, the number of Veterans with employment barriers, and geographic considerations, etc. Maintaining a manageable caseload ensures that Veterans with employment barriers are aware of and can access the services available to them.

Effective case management is essential to ensure proactive outreach to connect Veterans to MassHire and its services. It also helps manage high volumes of eligible Veterans assigned to the Veteran Representative, allowing for a balanced workload and the delivery of high-quality, individualized services.

In addition to receiving referrals from staff, DVOPs are also required to conduct outreach as outlined in the Outreach section of this SOP.

While there is not an officially mandated minimum or maximum caseload number, MDCS recommends that DVOP active caseloads should range between 15-40. This caseload range ensures:

- Regular and meaningful contact with Veterans
- Progress is being tracked in the *Individual Employment Plan*
- Services are completed effectively, leading to employment or measurable progress
- Sufficient time to deliver high-quality individualized career services through a case management approach

Please note: an active caseload does not mean customers that are just enrolled in MOSES, rather these customers are actively receiving staff assisted services including career planning, job preparation and job search assistance, etc.

On a regularly scheduled basis (no less than quarterly), Managers and DVOPs will meet to review and manage active caseloads to:

- Receive an update on active caseloads
- Discuss caseload volume to support a balanced workload that aligns with capacity to provide high-quality service delivery
- Review documentation in MOSES that reflects recent activity within 30 –60 days (e.g., referrals, services provided, follow-up, etc.)
- Ensure that Veterans are progressing toward employment goals

The following case management to outreach percentages should be used as a guide to manage DVOP caseloads:

Caseload Size	Time on Case Management	Time on Outreach Activities
15-25	60%	40%
25-35	75%	25%
35-40	85 -90%	10-15%

If caseloads fall below 15, DVOPs should increase outreach to more than 60% of their time to identify and engage with Veterans that have employment barriers that are not yet connected to MassHire workforce services. Conversely, should caseloads exceed 40, DVOPs should notify managers to discuss the capacity to provide quality services.

Expectations for Conducting Outreach

In accordance with *MassHire Workforce Issuance policy: JVSG DVOP Outreach Plans*, DVOPs are required to track outreach conducted each quarter. An *Outreach Plan Tracker* template is attached to the policy for this purpose. To ensure that eligible Veterans receive timely and effective services, the following outreach standards are to be implemented to inform outreach planning and must be reflected on the *Quarterly Outreach Tracker*:

Weekly Partner Outreach:

- Conduct outreach to community-based organizations, including the VA, homeless shelters, VSOs, correction agencies, and workforce partners.

Monthly Community Presence:

- Attend in at least one in-person outreach activity per month. This may include Stand Downs, job fairs, hiring events, workshops or site visits to Veteran serving agencies.

Quarterly Meetings:

- Participate in team or partner meetings at least once per quarter to discuss outreach efforts and Veteran engagement strategies (e.g. *Local MOU* meetings).

Best practices for setting outreach goals and conducting follow-up include:

- Set clear and measurable outreach goals on a weekly, monthly, and quarterly basis.
- Utilize the *Outreach Plan Tracker* to include the intended contact, purpose of outreach, outcome, and next steps.
- Add calendar follow-ups and set reminders to check-in with contacts and to maintain relationships.
- Review outreach goals at the end of each week to track progress.

Effective outreach leads to an increased number of Veterans accessing services and positive employment outcomes.

Data Validation/Field Management and Oversight

The Massachusetts Field Management and Oversight (FMO) program team is required by the US Department of Labor to perform 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 the current *Data Validation Mass Workforce Policy Issuance*.

For current Data Validation guidance, please refer to [Mass Workforce WIOA Field Management and Oversight Policy Issuances](https://mass.gov/info-details/massworkforce-wioa-field-management-oversight-policy-issuances). (mass.gov/info-details/massworkforce-wioa-field-management-oversight-policy-issuances)

MOSES and Veterans Caseload Data Analysis Sheet – VCDAS

When enrolling eligible Veterans into the JVSG program in MOSES, the “*eligibility criteria*” tab must be activated to avoid failed elements within the JVSG Program. All DVOPs (and in the absence of a DVOP the designee) must utilize the paper or digital form of *VCDAS Policy Attachment* for each new Veteran with a barrier to employment. Additionally, Career Center Management, Workforce Board Reviewers, and MDCS Monitors will utilize the *VCDAS Policy Attachment* for each 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.
- MassHire 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 Veterans with barriers to employment into case management. 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 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 Caseload Data Analysis Sheet (VCDAS) (Attachment 4)* to begin tracking case plan progress.

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, DVOPs will include an employment goal, and a task that the customer will register in MassHire 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 Veteran with a barrier to employment 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 Barrier to Employment (BE) 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 for 12 months will be recorded in the “EMPLOYMENT” tab in accordance with JVSG Program and *WIOA Title 1 Follow Up Services: 100 MDCS 08.102.1*. 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.

Manager’s Report on Services to Veterans

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 will be due by April 15. The DVOP should be updating the *Report* draft during the reporting period and provides 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:

- Time period: Federal fiscal year and quarter
- Office and area covered: includes all your locations in the service delivery area
- *Report* authors:
- Outreach to Veteran efforts: what was done during the current quarter to identify Veterans with barriers to employment
- Case Management/Intensive Services:
- Time period: fiscal year and quarter
- Office area covered: includes all your locations in the service delivery area
- *Report* authors
- Outreach for Veterans’ efforts: what was done during the current quarter to identify Veterans with barriers to employment

- 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: Any 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

DEFINITIONS

Additional Population – Department of Labor authorizes DVOPs to serve and LVERs to work with employers on behalf of, the following additional populations:

- a. Transitioning members of the Armed Forces who have participated in the Transition Assistance Program and have been identified as in need of intensive services.
- b. Members of the Armed Forces who are wounded, ill, or injured, and receiving treatment in military treatment facilities or [warrior transition units](#).
- c. Spouses or other family caregivers of such wounded, ill, or injured service member

Notes for these additional populations are as follows:

- 38 U.S.C. § 4101(9) established that “intensive services” means “individualized career services.”
- Transitioning service members, like all other participants, may self-identify as to their need for individualized career services.
- There is no requirement that the TSM has completed any segment of the Transition Assistance Program (TAP), nor is there a specific segment of TAP in which the TSM must have participated. This means that the TSM need only have participated in any part of TAP, such as the self-paced online module or Individualized Initial Counseling.
- In accordance with [38 U.S.C. § 1720G\(d\)](#) and in the context used here, the term “family caregiver” specifically refers to an individual who provides personal care services to a service member who is wounded, ill, or injured and receiving treatment in a military treatment facility or warrior transition unit. This individual must also be someone who:
 - (A) is a member of the family of the service member, including:
 - (i) a parent.
 - (ii) a spouse.
 - (iii) a child.
 - (iv) a stepfamily member; and
 - (v) an extended family member; or
 - (B) lives with, but is not a member of, the family of the service member.
- “Wounded” is defined as a service member or [Veteran](#) who has incurred an injury because of an attack or other use of force against the U.S., U.S. forces, or other designated persons or property. “Ill or injured” is defined as an injury or illness incurred by the member in the line of duty in the Armed Forces that may render the member medically unfit to perform the duties of the member’s office, grade, rank, or rating.
- Warrior transition units and military treatment facilities are also called Soldier Recovery Units, military hospitals, and military clinics. These facilities can be found by zip code on the Tricare website. Note: Members of the Armed Forces who are wounded, ill, or injured receiving treatment at any of the locations (including

certain medical facilities of the VA) listed at the link provided above are included as part of this eligibility criterion.

- None of the individuals described here as “additional populations” are Veterans. Once the service member separates from the military, they become a Veteran and must be screened for eligibility as an eligible Veteran with a qualifying employment barrier. Likewise, the spouse or other family caregiver of the member must be screened for eligibility as an eligible person after the member’s separation.
- These additional populations do not need to be experiencing an additional employment barrier to benefit from the JVSG program by receiving services from a DVOP specialist or for a LVER to work with employers on their behalf.

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.

Covered Person – According to 38 U.S.C. § 4215, the term “covered person” means any of the following:

1. A Veteran.
2. The spouse of any of the following individuals:
 - 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 assistance under this section, is listed, pursuant to section 556 of title 37 and regulations issued thereunder, by the Secretary concerned 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, (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.
 - c. Any Veteran who has a total disability resulting from a service-connected disability.
 - d. Any Veteran who died while a disability so evaluated was in existence.

Applicable notes to covered persons are as follows:

- The part of the definition that applies to a spouse above is almost identical to the definition of an eligible person from 38 U.S.C. § 4101(5).
- Covered persons are entitled to priority of service under any DOL-funded job training program, as long as they meet the program's other eligibility requirements.
- Priority of service is not generally applied in JVSG, because:
 - o DVOP specialists almost exclusively serve covered persons, and
 - o LVERs do not provide direct services to customers.

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 – According to 38 U.S.C. § 4101(5), an "eligible person" is:

1. The spouse of any person who died of a service-connected disability.
2. 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:
 - a. missing in action,

- b. captured in line of duty by a hostile force, or
 - c. forcibly detained or interned in line of duty by a foreign government or power, or
3. 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.

Important notes about this group include:

- The term “eligible person” is not the same as the term “military spouse,” nor would it be accurate to use the phrase “eligible spouse” here because that term is used for priority of service.
- A widow or widower who is eligible for one of the reasons described above remains eligible even if they later remarry.
- The uses of the term “eligible person” mirror those of eligible Veterans:
 - DVOP specialists may serve eligible persons who are experiencing at least one qualifying employment barrier defined in policy.
 - This group is included in the hiring preference for LVERs.

Eligible Veteran – According to 38 U.S.C. § 4211(4), an eligible Veteran is a person who meets one of the following criteria:

1. Served on active duty for a period of more than 180 days and was discharged with other than a dishonorable discharge; or
2. Was discharged or released from active duty because of a service-connected disability; or
3. Was a member of a reserve component under an order to active duty— pursuant to 10 U.S.C. §§ 12301(a), (d), or (g); 12302; or 12304—who served on active duty during war or in a campaign or expedition for which a campaign badge is a period of authorized and was discharged or released from such duty with other than a dishonorable discharge; or
4. Was discharged or released from active duty by reason of a sole survivorship discharge.

Important notes about eligible Veterans:

- To meet the definition of an eligible Veteran, the individual only needs to have met one of the four criteria listed above.
- The “eligible Veteran” definition is more stringent than the “Veteran” criteria. All eligible Veterans are Veterans, but not all Veterans are eligible Veterans.
- The 180 days must be consecutive.
- The 180-day requirement does not apply to individuals who served on active duty during a period of war (or a period for which a campaign badge is authorized) or to Veterans who separated due to their service-connected disability or sole survivorship.
- As with Veterans under 38 U.S.C. § 101(2), the person may have any character of discharge except dishonorable. However, an eligible Veteran with more than one period

of service may have different characters of discharge. In JVSG, one other-than-dishonorable discharge qualifies the person as an eligible Veteran, even if their most recent discharge was dishonorable, as long as they meet at least one of the eligible Veteran criteria listed above.

- An individual who is appealing their dishonorable discharge must be successful in the appeal before they meet the definition of an eligible Veteran.
- These are the specific uses for the term “eligible Veteran” as defined in JVSG:
 - DVOP specialists may serve eligible Veterans who are experiencing at least one qualifying employment barrier. Special disabled and other disabled Veterans must also meet the criteria of an eligible Veteran to receive DVOP services (see *Section VI.A.1*).
 - This group is included in the hiring preference for LVERs.

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 service delivery or program participation.

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 MassHire 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.

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 the *Participant Individual Record Layout (PIRL)*, reporting calculation specifications, and quarterly and annual report templates, can be accessed at 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.

Veteran – In DOL legislation, the term “Veteran” is defined in 38 U.S.C. § 101(2) as “a person who served in the active military, naval, air, or space service, and who was discharged or released therefrom under conditions other than dishonorable.”

Important things to note about this definition include:

- There are no minimum days of service.
- They can have any character of discharge except dishonorable.
- The inclusion of the word “active” in this definition means any of the following, according to 38 U.S.C. § 101(24):
 - active duty.
 - any period of active duty for training during which the individual concerned was disabled or died from a disease or injury incurred or aggravated in line of duty.
 - any period of inactive duty training during which the individual concerned was disabled or died:
 - (i) from an injury incurred or aggravated in line of duty; or
 - (ii) from an acute myocardial infarction, a cardiac arrest, or a cerebrovascular accident occurring during such training.
- Where the term “Veteran” is often seen:
 - Included in the “covered persons” definition for priority of service requirements
 - LVERs work with employers on behalf of Veterans
 - Hiring preference for DVOP specialists
 - Certain Veterans are eligible for participation in VETS Homeless Veterans Reintegration Programs
 - Department of Veterans Affairs Veteran Readiness and Employment participants

References/Issuances

Massachusetts Jobs for Veteran State Grant Standard Operating Procedure

- [10 United States Code \(U.S.C.\) § 1144](#), Employment assistance, job training assistance, and other transitional services: Department of Labor
- [38 U.S.C.](#), Chapters [41](#) and [42](#) and section [101](#)
- [20 Code of Federal Regulations \(C.F.R.\) Part 1001](#), Services for Veterans
- [20 C.F.R. Part 1010](#), Application of Priority of Service for Covered Persons
- Workforce Innovation and Opportunity Act (WIOA) ([Pub. L. 113-128](#)) (July 22, 2014)
- Wagner-Peyser Act (Pub. L. 73-30) (June 6, 1933), [as amended](#)
- Workforce Innovation and Opportunity Act; Final Rule (WIOA DOL Final Rule) published at [81 FR 56072](#) (Aug. 19, 2016) 2
- WIOA and Wagner-Peyser Act Regulations at 20 C.F.R. Parts [651](#), [652](#), [680](#), and [682](#)
- [Veterans' Program Letter \(VPL\) 03-22](#), *Jobs for Veterans State Grant Recurring Reports and Forms and Attachments*, dated September 13, 2022
- [VPL 05-24](#), *Jobs for Veterans State Grants Staff Roles and Responsibilities and Coordination with the Workforce Innovation and Opportunity Act Services to Veterans*
- [VPL 01-22](#), *Jobs for Veterans State Grant State Plan Submission and Modification and Attachments*, dated February 1, 2022
- [VPL 02-21](#), *Jobs for Veterans State Grants Triennial Audit Program*, Fiscal Years 2022–2024, dated September 15, 2021
- [VPL 01-20](#), *Consolidated Disabled Veterans' Outreach Program (DVOP) Specialists and Local Veterans' Employment Representative (LVER) Staff Positions*, dated January 16, 2020
- [VPL 02-19](#), *HIRE Vets Medallion Program*, dated January 23, 2019
- [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)*, dated July 15, 2016
- [VPL 07-09](#), *Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in Whole or in Part by the U.S. Department of Labor*, dated November 10, 2009
- [TEGL 10-23](#) *Reducing Administrative Barriers to Improve Customer Experience in Grant Programs Administered by the Employment and Training Administration*, dated February 1, 2024
- [TEGL 23-19, Change 1](#), *Guidance for Validating Required Performance Data Submitted by Grant Recipients of U.S. Department of Labor (DOL) Workforce Programs*, dated October 25, 2022; and Change 2, dated May 12, 2023
- [TEGL 19-16](#), *Guidance on Services provided through the Adult and Dislocated Worker programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Service (ES)*, as amended by title III of WIOA, and for Implementation of the WIOA Final Rules, dated March 1, 2017
- [TEGL 10-16, Change 2](#), *Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Core Programs*, Attachment 7, dated September 15, 2022
- [TEGL 10-09](#), *Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in whole or in part by the U.S. Department of Labor (DOL)*, dated November 10, 2009

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- [Training and Employment Notice 15-10](#), Protocol for Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs 3 Funded in whole or in part by the U.S. Department of Labor (DOL), dated November 10, 2010
- [Special Grant Provisions for Jobs for Veterans State Grants](#)

ATTACHMENTS

Massachusetts Jobs for Veteran State Grant Standard Operating Procedure

Attachment 1: Hilton Honors Referral Form

1. HHonors Points Recipient Information

Full Name _____ Date _____ 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 ☐ or ☐ Driver's License attached ☐ or ☐ SSAN Card

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

3. Staff Representative Making Referral

Name _____ Title _____ Email _____

Career Center _____ Phone _____

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 _____

Attachment 2: JVSG Managers Report

Enter AJC name here

Jobs for Veterans State Grant

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 Barrier to Employment as defined in <i>TEGL 03-24</i> and <i>VPL 05-24</i>		
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 Veterans work-directed intensive services, and that those services are supported with data entry in the MOSES System in accordance with <i>Mass Workforce Issuance 04-34</i>		

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*Narrative explanation required for a "no" answer
--

Narrative Explanation <i>if applicable</i> , between 1-3 Sentences:

Outreach Activities by DVOP and non-JVSG staff

What outreach activities were conducted this quarter by and were these successful in engaging Veterans with 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 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 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 Checklist	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 barrier to employment as defined by <i>VPLs 05-24</i> , 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 <i>Mass Workforce Issuance 04-34</i> 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	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							

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*****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**

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:

Attachment 3: JVSG Eligibility Screening Tool

Notice To Our Customers: We are requesting this information to best meet your employment and training needs. We will keep all information you provide to us confidential to the greatest extent allowed by law. If you do not provide this information, you will not be subjected to any adverse treatment.

Are you interested in receiving one-on-one career planning or help finding employment?

☐ Yes ☐ No

If Yes, please complete this tool to determine whether you are eligible for DVOP specialist services.

If No, please stop here; you may be eligible for priority of service from another staff member.

Section A: Current Service Members

If you are currently serving on active duty, select any statements that apply to you.

- ☐ I am wounded, ill, or injured AND I am receiving treatment at a military treatment facility or soldier recovery unit.
- ☐ I am within 1 year of separation or 2 years of retirement, AND I have participated in a part of the Transition Assistance Program (TAP).

If you checked any of these, a DVOP specialist can serve you, pending availability; please skip to **Section E: Customer Signature**. Otherwise, please continue to **Section B**.

Section B: Eligible Veterans

If you have ever served in the military, select any statements that apply to your service:

- ☐ I served on active duty for more than 180 consecutive days and was discharged with **other** than a dishonorable discharge. (For National Guard/Reserve, active-duty training does not count toward the 180 days.)
- ☐ I was released from active duty because of a service-connected disability.
- ☐ I was released from active duty by reason of a sole survivorship discharge.
- ☐ I was a member of a Guard/Reserve component; AND 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.

If you checked any of these, you are considered an Eligible Veteran; please skip to **Section D** to determine whether a DVOP specialist can serve you. Otherwise, please continue to **Section C**

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Section C: Eligible Persons

If you are the spouse, family caregiver, or widow(er) of someone who served or is serving in the Armed Forces, select any of the following statements that apply to you:

- ☐ I am the spouse or family caregiver of a wounded, ill, or injured current service member who is receiving care at a military treatment facility.

If you checked the box above, a DVOP specialist can serve you; skip to continue **Section E**. Otherwise, please:

- ☐ My spouse was a Veteran who died because of a service-connected disability.
- ☐ My spouse has (or my deceased spouse had) a total and permanent service-connected disability rating from the Department of Veterans Affairs.
- ☐ My active-duty spouse is listed as one of the following and has been for more than 90 days: 1) missing in action; 2) captured in the line of duty by a hostile force; or 3) forcibly detained or interned in line of duty by a foreign government power.

If you checked any of the boxes in this part of **Section C**, you are an Eligible Person; please continue to **Section D** to determine whether a DVOP specialist can serve you. Otherwise, please stop here; you may be eligible for priority of service from another staff member.

Section D: Qualifying Situations

Only complete this section if directed by either **Section B: Eligible Veterans** or **Section C: Eligible Persons**. Select any of the statements that apply to you.

- ☐ I have a disability, which may include any of the following:
 - I am entitled to compensation for a service-connected disability from the U.S. Department of Veterans Affairs (VA), or I currently have a disability claim pending with the VA.
 - I was released from active duty due to a service-connected disability.
 - I have another disability, meaning a physical or mental impairment that substantially limits one or more major life activities.
- ☐ I am an Eligible Veteran and part of my active military, naval, or air service was during the Vietnam era, which means either:
 - I served in the Republic of Vietnam at any time between November 1, 1955, and May 7, 1975, or
 - Any part of my active-duty service was between August 5, 1964, and May 7, 1975.
- ☐ I am an Eligible Veteran, and I was discharged or released from active duty within the last three years.
- ☐ I have been referred for employment services by a representative of the U.S. Department of Veterans Affairs.
- ☐ I am experiencing homelessness, including any of the following: OBJ
 - I do not have (and cannot obtain) a fixed, regular, adequate, permanent place to live.
 - I will soon lose my housing and do not have anywhere else to go.
 - I am attempting to flee domestic violence and have no safe residence or resources to obtain safe permanent housing

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- ☐ I have been subjected to any stage of the criminal justice process, and/or I need assistance overcoming employment barriers resulting from a record of arrest or conviction.
- ☐ I am between 18–24 years of age.
- ☐ I do not have a high school diploma or equivalent certificate.
- ☐ I receive (or have in the last 6 months received) public assistance through SNAP, TANF, SSI, or state or local income-based programs.
- ☐ My total family income does not exceed the higher of the poverty line, or 70% of the lower living standard income level. (Please ask for assistance if you think it might apply to you.)
- ☐ I am unemployed and am available to work.
- ☐ I am the head of a single-parent household.

If you checked any of these, you are eligible for DVOP specialist services; please continue to **Section E**. Otherwise, you may be eligible for priority of service by other staff.

Section E: Customer Signature

If directed here from a previous section, you are eligible for DVOP specialist services based on your responses. By completing these fields, you certify that your answers are true to the best of your knowledge.

Name:

Date:

Signature:

AJC Use Only Referred to:

☐ DVOP specialist:

Intake by: Date:

☐ Other AJC staff:

Massachusetts Jobs for Veteran State Grant Standard Operating Procedure

Attachment 4: Veterans Caseload Data Analysis (VCDAS) Form

JVSG Program Overview Case Management Criteria

Veterans Caseload Data Analysis Form (VCDAS)

FY25

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 Barrier to Employment (BE) Veteran. DVOP's direct supervisor periodically reviews to ensure that the customer case plan is in accordance with **Workforce Issuance 100 DCS 08.112.3 for Career Planning and the program requirements for WIOA**, the Jobs for Veterans State Grant (JVSG), and DOL TEGL's/VPL's.

This form has been revised according to **VPL No. 05-24** and is 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 Manager:
				Reviewer:
				Date:
JVSG / BE CRITERIA				
Meets JVSG (Veteran or Eligible Spouse) Definition?	<input type="checkbox"/> Yes <input type="checkbox"/> No	DD-214 for Veteran or VA Forms for Eligible Spouse <input type="checkbox"/> Yes <input type="checkbox"/> No *Referral (from front desk staff or other non-vet staff) <input type="checkbox"/> Yes <input type="checkbox"/> No		
Barrier to employment (Check all that apply) NOTE: If an Eligible Spouse, he/she must have the Barrier to employment, not the qualifying service member. MUST be documented.	<input type="checkbox"/> Disability <input type="checkbox"/> Homeless (or At Risk) <input type="checkbox"/> Justice involved <input type="checkbox"/> Lacks HS Diploma/Hi-Set <input type="checkbox"/> 18-24 Years Old <input type="checkbox"/> Low Income (MOSES) <input type="checkbox"/> Unemployed <input type="checkbox"/> Head of single parent household <input type="checkbox"/> Discharged or Released from Active Duty with in past 3 years <input type="checkbox"/> Wounded Warrior in MTF (or Family Care-giver) <input type="checkbox"/> Vietnam ERA Veteran <input type="checkbox"/> Receiving Federal public assistance (SNAP, TANF) or State (Ch 115 <input type="checkbox"/> Referred by the Department of Veterans Affairs			
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 Striped star?	<input type="checkbox"/> Yes <input type="checkbox"/> No	*IF Striped star-would appear on the <i>Barriers to Employment Report</i> – 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:		

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Enrolled in Career Planning/Case Management?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Date:		Comment:	
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:	
*"Eligibility Criteria" Tab activated?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date:		Comment:	
MOSES DATA – FULL TAB					
Career Objective? Professionally written – especially if checked off "viewed by Employer"	<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 enrolment 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 AND match "military" Tab information	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:			
Barriers notes are dated	<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:			

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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:	
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 years Work History?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
MOSES DATA – CASE PLAN TAB/Goals, Assessment, and Training tabs			
Case Plan complete?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Date Enrolled in CM:	
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:	
Initial Assessment by Non-Veteran Staff?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	IA Service Date:	

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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 Barriers to employment 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 Barriers to employment	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Comment:	
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:	

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**** NOTE: WIOA Communication MassWorkforce Issuance 100 DCS 08.112.3 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:

☐ OPEN ☐ CLOSED ☐ PENDING
CLOSURE

Date Closed:

NOTE: Per WIOA Communication 100 DCS 08.112.3 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 Plan Closure Authorized By - Managers Signature and date required:**

Case Closed due to:

- ☐ Customer met all Case Management Goals and appropriate follow up period is completed (12 months)
- ☐ Customer has moved from SDA and can/will no longer be able to participate in Case Management
- ☐ Customer has self-elected to no longer participate in Case Management
- ☐ 90 days with no contact or services – customer

☐

Other:

List reason
case
closed:

CASE REVIEWER – ADDITIONAL NOTES/RECOMMENDATIONS/COMMENTS SECTION

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Attachment 5: Comprehensive Assessment Model

Comprehensive Assessment Model

VET Staff

- First appointment with Veteran:
- Request that Veteran brings copy of their *DD-214* or offer assistance in obtaining a copy.
 - DO NOT INITIATE CASE PLAN OR ENROLL IN THE VETERAN'S PROGRAM IF *DD-214* 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 MOS if applicable
 - Aptitudes
 - Interest

Enrolling the Veteran Customer in Case Management and the Veteran's Program

Veterans are eligible in the Veterans Program when/if BE, 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 VETERAN'S PROGRAM IF *DD-214* HAS NOT BEEN VERIFIED OR IF YOU HAVE NOT SEEN THE VETERAN

Enrolling in the Veteran's 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 *DD-214* Verified ARE ENROLLED in Veterans' Program, All will be Case Managed
- VET Staff Initiate Case Planning MOSES at 2nd or 3rd appointment with the Veteran
- All Veterans with barriers to employment, i.e., disabled or recently discharged, MUST be case managed
- Enrolling in Case Plan

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- Select the Case Management program in the Programs Panel on the Basic Screen
- Check off the Apply box next to the Case Planning
- Enrolling in the Veteran's 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 Veteran's 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 is unemployed , check off in MOSES,
- 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 BE'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 08-112.3 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.

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For Example:

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

Attachment 6: Eligible JVSG Comprehensive Assessment/RESEA Questions

Personal Information:

Can you confirm your identification/current contact information and ensure your unemployment claim details are accurate?

Have there been any recent changes to your employment or personal situation (e.g., address, phone number, health status)?

Can you tell me about your military service and provide a copy of a *DD-214*?

Do you have a service-connected disability? If so, how has it impacted your daily life or work?

Are you currently receiving any VA benefits or services (e.g., disability compensation, health care)?

What are your housing arrangements? Do you feel secure in your current living situation?

Employment/Education History

What is your highest level of education?

Are you currently working or on unemployment? How long have you been on unemployment?

What were your most recent role(s) and/or positions, and how long were you employed at them? (at least 5 Years back)

What were the reasons for leaving your last job?

Have you been employed since leaving the military? If so, what types of jobs have you held?

Besides the military what other industries or positions in the past?

What are your career interests or goals?

Do you have any certifications, licenses, or specialized training from your time in the military or since?

Are there any skills or certifications you would like to acquire to help with employment?

Unemployment Insurance Compliance

Have you been submitting your weekly unemployment claims as required?

Are you aware of the work search requirements for unemployment in Massachusetts?

Can you provide work search logs about your recent job search activities, including applications submitted and interviews attended?

Do you understand the consequences of not complying with unemployment insurance requirements, such as participating in RESEA activities?

Barriers to Employment

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Are you facing any challenges that might prevent you from working, such as physical limitations, mental health concerns, or childcare needs?

Do you have reliable transportation to and from work?

Are there any legal issues, such as past convictions, that might impact your employment?

Job Search and Career Goals

Do you have an email address or assistance with creating one?

What types of jobs or industries are you currently applying for?

Do you have a clear career goal, or are you exploring different options?

Are you willing to consider jobs outside your primary field or to relocate if necessary?

Do you have an up-to-date resume? Would you like assistance creating or improving one?

Have you been actively applying for jobs? If so, what has been your experience?

Are you familiar with interview techniques? Would you like to practice or receive guidance?

Are you familiar with the resources and services available through the state's Career Center system (e.g., job fairs, training programs, job postings)?

How comfortable are you with technology and using computers in the workplace?

Labor Market Information

Are you aware of the current job market trends in your area or industry?

Do you have any preferences regarding job location, hours, or salary?

Would you like guidance on high-demand jobs in your area or industries with growth potential?

Health and Well-Being

How would you describe your physical health? Are there any medical conditions that need to be addressed?

Are you receiving treatment for any mental health concerns, such as PTSD, anxiety, or depression?

Do you feel you have access to adequate health care?

Support System

Do you have a support network of family or friends?

Are you involved in any Veterans' organizations or community groups?

Are you aware of local resources available to Veterans, such as housing assistance, food banks, or counseling services?

Future Planning/Goals

What steps have you taken to improve your chances of re-employment (e.g., networking, skills training)?

Do you have a plan in place to achieve reemployment soon?

How can we best assist you in reaching your employment goals?

What kind of job or career would you ideally like to pursue?

Are you open to relocating for employment if opportunities arise?

What would success look like for you in the next 6 months to a year?

Attachment 7: HVRP Referral Form



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT
MASSHIRE DEPARTMENT OF CAREER SERVICES

MAURA HEALEY
GOVERNOR

KIM DRISCOLL
LIEUTENANT GOVERNOR

LAUREN E. JONES
SECRETARY

BETH GOGUEN
DIRECTOR

MassHire DVOP Services Referral Form

Dear Provider:

Referring Counselor/Organization:

Referral Date:

Date Registered with MassHire:

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



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The Massachusetts 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 Procedure* was developed by the Massachusetts Executive Office of Labor and Workforce-MassHire Department of Career Services-Field Management and 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.

MassHire Programs and Services are funded in full by US Department of Labor (USDOL) Employment and Training Administration grants. Additional details furnished upon request.

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