



State of Hawaii  
Department of Labor and Industrial Relations  
**Jobs for Veterans State Grant Plan**  
2-Year Modification for PY 2022-2023 to  
4-Year Plan for PY 2020 – 2023  
March 14, 2022

**STATE OF HAWAII  
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS  
WORKFORCE DEVELOPMENT DIVISION  
JOBS FOR VETERANS STATE GRANT  
MODIFICATION NARRATIVE FOR PROGRAM YEARS 2022-2023**

**Background**

The Hawaii Labor Force Dynamics Report 2020, prepared by State Department of Labor and Industrial Relations Workforce Development Division in September 2021, gave the following highlights of Hawaii's labor force and economy for 2020:

- Hawaii's real gross domestic product (GDP) declined by 8.0 percent over-the-year to \$75.9 billion. The growth rate has not been negative since the 2009 Great Recession.
- The population shrank for the fourth straight year, falling by 0.6 percent over the past year to 1,407,006 in 2020. Most of the out-migration occurred on Oahu, but Kauai experienced a small dip. Over the last ten years Hawaii's population expanded by 7.0 percent.
- The civilian labor force shrank by 3.1 percent over the year to 648,200 in 2020, marking the third consecutive year of decline. Since 2010, Hawaii's labor force contracted by 0.1 percent, while the nation's grew by 4.5 percent. All counties experienced a reduction in labor force. Coinciding with the reduction in labor force is the lower labor force participation rate which dropped to 59.7 percent in 2020.
- The unemployment rate soared to an all-time high of 11.6 percent in 2020 which is an increase of 9.1 percentage points from 2019. The U.S. rate was only 8.1 percent in 2020. Although Hawaii has historically had lower rates of unemployment than the nation, the statewide shutdown and subsequent Oahu lockdown during the pandemic led to Hawaii being affected more than other states. Hawaii's service-based economy, largely built on the hospitality industry, was particularly hard hit by the pandemic. Maui and Kauai Counties suffered the highest rates of joblessness, while Honolulu and Hawaii Counties fared the best. (In 2021, Hawaii's unemployment rate eased down to 6.9 percent in July, while the U.S. rate was 5.7 percent.)

Per U.S. Bureau of Labor Statistics, using Current Population Survey data, the 2020 average unemployment rate for veterans 18 years and older in Hawaii was 6.5%, which was lower than the 11.6% for Hawaii's total labor force as cited above.

For characteristics of veterans in Hawaii's labor force, 2019 Census data shows that 90,368 veterans accounted for 8.5 percent of the adult population in the state. When only 18 to 64-year-

old veterans are included, 33,869, or 75.2 percent, were labor force participants with 1,196 unemployed resulting in an unemployment rate of 3.5 percent.

About 35.5 percent of veterans had some college or an associate degree and another 35.4 percent had a bachelor's or higher degree. Tables 1.1 to 1.5 provide the data statewide and by each county.

Honolulu County mirrored the state closely, but with a slightly higher share of veterans at 8.8 percent and a labor force participation rate of 78.4 percent. Their unemployment rate was 3.7 percent; about 35.3 percent had some college, and about 39.2 percent had bachelor's or higher degrees.

Hawaii County had a higher proportion of veterans at 9.6 percent but their labor force participation was much lower at 54.3 percent, and their jobless rate was less than 1 percent at 0.9 percent. About 35.7 percent had some college, and about 27.0 percent had bachelor's or higher degrees.

The proportion of veterans in Maui County was 5.2 percent, the lowest among the counties but their labor force participation rate was 96.1 percent, the highest in the state. Their unemployment rate was 8.3 percent. About 38.7 percent had some college, and about 23.8 percent had bachelor's or higher degrees.

Kauai County had veterans at 7.8 percent of the population, a labor force participation rate of 69.2 percent, and zero unemployment. About 32.8 percent had some college, and about 28.3 percent had bachelor's or higher degrees.

**Table 1.1. Veterans Employment Status and Educational Attainment, State of Hawaii, 2019**

<b>Category</b>	<b>Veterans</b>	<b>% Distribution</b>
<b>VETERANS STATUS</b>	--	--
Civilian Population 18+ years old	90,368	8.5%
<b>EMPLOYMENT STATUS</b>	--	--
Veterans 18-64 years old:	45,035	----
In labor force:	33,869	75.2%
Employed	32,673	----
Unemployed	1,196	----
<i>Unemployment Rate</i>	3.5%	----
<b>EDUCATIONAL ATTAINMENT</b>	--	--
Civilian population 25 years and over	88,951	---
Less than high school graduate	3,387	3.8%
High school graduate (includes equivalency)	22,503	25.3%
Some college or associate degree	31,576	35.5%
Bachelor's degree or higher	31,485	35.4%

**Table 1.2. Veterans Employment Status and Educational Attainment, Honolulu County, 2019**

Category	Veterans	% Distribution
VETERANS STATUS	--	--
Civilian population 18+ years	63,914	8.8%
EMPLOYMENT STATUS	--	--
Veterans 18-64 years old:	33,890	----
In labor force:	26,567	78.4%
Employed	25,596	----
Unemployed	971	----
<i>Unemployment Rate</i>	3.7%	----
EDUCATIONAL ATTAINMENT	--	--
Civilian population 25 years and over	62,618	---
Less than high school graduate	1,987	3.2%
High school graduate (includes equivalency)	13,998	22.4%
Some college or associate degree	22,095	35.3%
Bachelor's degree or higher	24,538	39.2%

**Table 1.3. Veterans Employment Status and Educational Attainment, Hawaii County, 2019**

Category	Veterans	% Distribution
VETERANS STATUS	--	--
Civilian population 18 years and over	15,175	9.6%
EMPLOYMENT STATUS	--	--
Veterans 18-64 years old:	7,101	----
In labor force:	3,858	54.3%
Employed	3,825	----
Unemployed	33	----
<i>Unemployment Rate</i>	0.9%	----
EDUCATIONAL ATTAINMENT	--	--
Civilian population 25 years and over	15,175	---
Less than high school graduate	1,026	6.8%
High school graduate (includes equivalency)	4,634	30.5%
Some college or associate degree	5,419	35.7%
Bachelor's degree or higher	4,096	27.0%

**Table 1.4. Veterans Employment Status and Educational Attainment, Maui County, 2019**

Category	Veterans	% Distribution
VETERANS STATUS	--	--
Civilian population 18 years and over	6,854	5.2%
EMPLOYMENT STATUS	--	--
Veterans 18-64 years old:	2,406	----
In labor force:	2,311	96.1%
Employed	2,119	----

Category	Veterans	% Distribution
Unemployed	192	----
<i>Unemployment Rate</i>	8.3%	----
EDUCATIONAL ATTAINMENT	--	--
Civilian population 25 years and over	6,795	---
Less than high school graduate	145	2.1%
High school graduate (includes equivalency)	2,406	35.4%
Some college or associate degree	2,629	38.7%
Bachelor's degree or higher	1,615	23.8%

**Table 1.5. Veterans Employment Status and Educational Attainment, Kauai County, 2019**

Category	Veterans	% Distribution
VETERANS STATUS	--	--
Civilian population 18 years and over	4,425	7.8%
EMPLOYMENT STATUS	--	--
Veterans 18-64 years old:	1,638	----
In labor force:	1,133	69.2%
Employed	1,133	----
Unemployed	0	----
<i>Unemployment Rate</i>	0.0%	----
EDUCATIONAL ATTAINMENT	--	--
Civilian population 25 years and over	4,363	---
Less than high school graduate	229	5.2%
High school graduate (includes equivalency)	1,465	33.6%
Some college or associate degree	1,433	32.8%
Bachelor's degree or higher	1,236	28.3%

As of January 2020, Hawaii had an estimated 6,458 experiencing homelessness on any given day, as reported by Continuums of Care to the U.S. Department of Housing and Urban Development (HUD). Of that total, 499 were family households, **485 were Veterans**, 299 were unaccompanied young adults (aged 18-24), and 1,678 were individuals experiencing chronic homelessness. During the period July 1, 2020 to June 30, 2021, State Department of Human Services reported 284 homeless veterans were served in their temporary shelters, a significant drop from the 532 served in the preceding 12 months. An additional 83 veterans were served through their housing subsidies. Because of Hawaii's good weather year-round, Hawaii has one of the highest per capita ratios of homeless individuals. Homeless individuals, including veterans, often have multiple barriers to employment, for which homelessness is but one visible symptom.

Hawaii has a relatively high proportion of active military members due to its strategic location to Asia and the Pacific islands. Annually, approximately 6,000 active duty service members from Schofield Barracks, Joint Base Pearl Harbor Hickam and Marine Corp Base Hawaii separate from service, including those who remain in Hawaii.

**A. How the State intends to provide employment, training, and job placement services to veterans and eligible persons under the Jobs for Veterans State Grant (JVSG) program.**

Under the Workforce Innovation and Opportunity Act (WIOA), US Department of Labor (DOL) funded employment and training services are delivered through the American Job Centers (AJC) in each of the four local areas: City and County of Honolulu, County of Kauai, County of Hawaii, and County of Maui. Census data shown in the tables above show that 26,567 or 78.4% of the 33,869 veterans statewide in the labor force reside in the City and County of Honolulu.

Based on the concentration of veterans on Oahu, JVSG staff members are centrally located at the Oahu AJC while also providing virtual and periodic in-person services to eligible veterans and other covered persons on all other counties statewide.

The City and County of Honolulu, Department of Community Services, serves as the Oahu One-Stop Operator and oversees the services and activities provided by the mandatory partners at the Oahu AJC, including the City's WIOA Title I programs; State Department of Education Adult Education under WIOA Title II; State Department of Labor and Industrial Relations Workforce Development Division (WDD) Wagner-Peyser program under Title III; and Division of Vocational Rehabilitation under Title IV. The JVSG program operated by the State WDD is included among the partner programs at the Oahu AJC. These partner programs are available at the other AJCs as well.

In addition, federally funded programs operated by WDD are provided at all AJCs, such as, but not limited to, Senior Community Service Employment Program (SCSEP), Trade Adjustment Assistance Program (TAA), Work Opportunity Tax Credit, Migrant Seasonal Farm Workers, Reemployment Services, and Foreign Labor Certification. The WDD is also responsible for the statewide MIS called HireNet Hawaii for WIOA, Wagner-Peyser, JVSG, and TAA programs. In the State WDD Administration Office, WDD acts on behalf of the State Department of Labor and Industrial Relations as the State Apprenticeship Agency with responsibility for approving or disapproving new apprenticeship programs, conducting oversight, and ensuring apprenticeship programs' compliance with all federal and state requirements.

The WDD Administration establishes policies and procedures to ensure that veterans and all other eligible covered persons (hereafter referred to as "covered persons") receive priority of service in all local areas, and that appropriate referrals are made to the DVOPs to assist with more in-depth services that may be needed. The Local Veteran Employment Representative (LVER) and other WDD staff will continue to provide periodic training and/or information to AJCs about priority of service to maintain a high level of awareness of the mandated priority of service for veterans and covered persons, and to enable AJC staff's identification and referral of only eligible veterans and covered persons to DVOPs in accordance with federal eligibility criteria and other requirements.

On Oahu, the AJC staff refers qualified veterans and covered persons who voluntarily attest to having a Significant Barrier to Employment (SBE) to DVOPs for individualized career services. Hawaii, Maui, and Kauai AJCs refer qualified veterans and covered persons to the Honolulu DVOPs if these individuals would benefit from more individualized career services than the AJC can provide. DVOPs will serve neighbor island clients primarily through phone or virtually, and supplement remote services by periodic in-person visits when the DVOPs travel to neighbor island counties.

Similarly, the LVER focuses on Oahu employers where majority of businesses are located but also serves employers on other islands to promote the recruitment and hiring of veterans and covered persons and conducts job development for DVOP as well as all other program's veteran clients.

The services provided by the AJCs are provided in detail below. All DOL-funded services and activities are provided with priority of services for veterans and covered persons.

1. Intake Process

The intake process for providing services at the AJCs are as follows:

- a. Individuals may contact the AJC in-person or online through HireNet Hawaii (HNH). If the individual registers through HNH, Wagner-Peyser (WP) staff or other designated AJC staff will receive an electronic notification system alert through email identifying an individual who meets the eligibility criteria for DVOP services. From this email alert, the AJC staff will refer the individual to the DVOP for assistance. The DVOP will then be responsible for contacting the veteran or covered person to offer individualized career services.
- b. Counselors from the Veterans Administration Veteran Readiness and Employment (VRE) program (formerly called Vocational Rehabilitation and Employment), and counselors from Hawaii grantees of federal Homeless Veterans Reintegration Program (HVRP) refer their clients to a DVOP when the VRE or HVRP counselor has a client whom they deem to be job ready. The VRE counselor will provide their employment plan and employment assessment information to the DVOP prior to the DVOP's first contact with the client so that the DVOP's development of an employment plan is consistent with the VRE goals and activities for that client.

HVRP counselors and DVOPs jointly schedule the DVOP's first meeting with the HVRP client, and the HVRP counselor participates in that first session to ensure that the goals and plan of service are coordinated.

- c. When other individuals contact the AJC for services, the Wagner-Peyser (WP) or other AJC staff will determine whether the individual meets the eligibility criteria of a veteran or covered person in accordance with the 38 U.S.C sections 4101,

4211 and applicable Veteran Program Letters. If a person is a veteran or covered person, priority of service will be provided. The WP/AJC staff will then ask the veteran or covered person to voluntarily complete an assessment to determine if the person has a serious barrier to employment (SBE) that will make them eligible for DVOP services. If they attest to one or more SBEs, they will be referred to a DVOP for employment services.

- d. Veterans not self-attesting to having an SBE will be referred to a WP/AJC Staff where they will receive priority of service as described in the Workforce Innovation and Opportunity Act Hawaii Unified State Plan for Program Year 2020 through 2023.

## 2. Employment Services

### a. DVOPs

DVOPs at the AJC will provide individualized career services for SBE veterans and other covered persons with SBE's. These services include a comprehensive assessment of the skill levels and service needs that lead to the development of an individual employment plan (IEP). The plan will include the SBE for JVSG eligibility, education and employment history, employment goal, barriers to achieving the employment goal, and a plan of services to overcome the barriers and achieve employment. Services can include basic career services, workforce preparation activities, career planning, job search assistance, relocation assistance, financial literacy services, providing labor market information to focus on high demand jobs and growing industries, and referral to the WIOA and other partner programs for occupational training, supportive services, or other services as appropriate.

DVOPS will continue to provide job search assistance until the SBE veteran or covered person is successfully employed and exited from the program, or is no longer available for employment. Follow-up services will be provided while the veteran or covered person is active and after exit to ensure the client remains employed 2<sup>nd</sup> quarter and 4<sup>th</sup> quarter after exit from the program.

### b. LVER

The LVER is responsible for conducting statewide outreach to employers to assist all veterans and covered persons in gaining employment, including conducting workshops for employers on the benefits of hiring from this target group, collaborating with employers to conduct job search workshops with small groups of job seekers who are veterans and covered persons, and hosting job clubs with employers and the target group. These activities can include employer review of resumes and mock interviews with participants. The LVER works closely with the DVOPs and provides job development for participants unable to be placed



within available HIRENET Hawaii employment opportunities. The LVER hosts career fairs to provide veterans and covered persons with increased employment opportunities. In addition, the LVER works closely with the AJC business teams to promote hiring of this target group.

### 3. Training

#### a. DVOPs

Based on the IEP, as appropriate, the DVOPs refer the SBE veteran or covered person to occupational training funded by the WIOA Adult and Dislocated Worker Programs and other AJC partner programs, including Community School for Adults (WIOA Title II), apprenticeship programs, and Community Colleges.

DVOPs provide their participants training on using HIRENET Hawaii, writing and updating resumes, job interview techniques, and applying for federal and state positions.

DVOPs also utilize and leverage resources available through the organizations listed below to complete or supplement training or occupational requirements.

- i) VA VR&E—Federal agency providing services to eligible service members and veterans with service-connected disabilities to help them prepare for, obtain, and maintain suitable employment or achieve independence in daily living;
- ii) Hire our Heroes (HOH)—Nonprofit agency established to support veterans, transitioning service members, and military spouses find meaningful employment opportunities;
- iii) Wounded Warrior Project (WWP)—Nonprofit agency focused on helping severely injured service members aid and assist each other, and to provide unique, direct programs and services to meet the needs of severely injured service members;
- iv) Onward 2 Opportunity (O2O)—Nonprofit agency providing free professional certification and job placement support to transitioning service members, veterans, and military spouses;
- v) USVETS / Catholic Charities of Hawaii (CCH)—Nonprofit agency offering job placement assistance, targeted career preparation and employment retention services under the Homeless Veterans Reintegration Program (HVRP), and support to incarcerated or formerly incarcerated veterans to facilitate integrating back into society.

vi.) HUB (Helpful, Useful, Basic) Online Workshops—DLIR WDD offering short workshops on digital literacy and job search skills to jobseekers.

b. LVER

The LVER is responsible for advocating on behalf of all veterans and covered persons to the AJCs statewide. The LVER provides staff training to AJCs on services to veterans and covered persons, develops job opportunities for them, and brokers services between businesses and AJCs to increase job prospects for veterans and covered persons. The LVER also provides training by establishing Job Clubs and developing On-the-Job Training opportunities with employers, as needed, for veterans and covered persons who need more experience.

4. Placement Services

a. DVOPs

DVOPs screen job openings in HIRENET Hawaii and other job boards to identify those that match their clients' skills, experience, and interests; and they refer their clients to the jobs as appropriate. Prior to referral, the DVOPs review the participant's resume to ensure that it contains the information needed to meet all job requirements and positions the participant for successful outcomes.

b. LVER

The LVER is responsible for unique job placement and job development for participants referred by the DVOPs and the WP AJC staffs. To promote hiring of veterans and covered persons, the LVER conducts job clubs in connection with employers; hosts career fairs in collaboration with the AJC Business Engagement Teams; and conducts job search workshops to provide veterans and covered persons with job search skills. The LVER also reaches out to employer contacts on behalf of DVOP participants to inquire whether the employer has possible job openings for them.

**B. How duties assigned to DVOP Specialists and LVER Staff by the State; specifically implementing DVOP and LVER duties or roles and Responsibilities as outlined in 38 U.S.C. § 4103A and 4104. These duties must be consistent with current guidance.**

The duties of the DVOPs and LVER are in accordance with 38 U.S.C. § 4103A and 4104 as described below.

1. DVOPs

The DVOPs will utilize the case management approach to serve SBE veterans and covered persons with barriers to employment and with special workforce needs. Per

VPL 03-14 and VPL 03-14 Changes 1 and 2, case management is a process and not a service. The DVOP will provide facilitation and coordination of services with the ultimate objective of employment. DVOPs will leverage resources at the AJC's, partner agencies, or learning institutions to help individuals with specific resources to aid in self-improvement. Case management activities are divided into three areas: a) Assessment; b) Individual Employment Plan; and c) Consistent Follow-Up. While Outreach is not a part of case management, it is a function of DVOPs and described below in subitem d).

a. Assessment

DVOPs will initiate a comprehensive assessment of the client's experience, education, skills, goals, and abilities. Barriers to employment that prevent or prohibit the individual from obtaining or securing their employment goals are identified. If the participant requires additional services, DVOPs will refer the client to appropriate partners as needed and coordinate joint services.

b. Individual Employment Plan (IEP)

DVOPs will develop an Individual Employment Plan and include specific actions and timelines to move forward to overcome the barriers to achieve employment goals. DVOPs will maintain case notes and record all services in HNH to accurately reflect all services provided and ensure that services are consistent with the IEP and employment goals of the participant.

c. Consistent Follow-up

DVOPs will attempt to make initial contact via phone and email within the first three days of receipt of new referrals to schedule services. Should the veteran or covered person be unreachable within 7 days of initial attempt, DVOPs will make an additional phone call and email with a scheduled due date for a response within 7 days. If there is no response, DVOPs will email or call a final time and send a notification letter by regular mail within 3 weeks. This would mean a total of 6 attempted contacts over a 4-week period. If there is no response by the individual, no further services will be attempted.

For those persons who respond and are enrolled as JVSG participants, DVOPS will maintain consistent contact with them at least bi-weekly, using the IEP as a guide. Should the participant be unreachable or miss a scheduled appointment, the DVOP will attempt to reach the individual by following the same procedure and schedule for contact attempts as described in the preceding paragraph for new referrals.

DVOPS will maintain at least monthly contact with HVRP and VA VR&E case managers for their mutual clients to ensure coordinated action.

DVOPS will continue to provide job search assistance until their client is successfully employed and exited from the program or until the participant is no longer available for services. Once a participant is placed into employment, monthly follow-up services will be provided to ensure the veterans or covered person remains employed 2<sup>nd</sup> quarter and 4<sup>th</sup> quarter after exiting from the program.

d. Outreach

Currently, the outreach efforts are focused on those involving HVRP grantee and VA VRE clients who are co-enrolled with DVOPs in the JVSG program. Additional outreach will only be conducted by the DVOPs under certain conditions. These conditions include DVOPs not having the full case load of 40-60 active participants and all participant files being up to date. In these circumstances, DVOPs may conduct outreach to service providers with the intent of enrolling additional qualified persons into the JVSG program.

2. LVER

The LVER will perform outreach to employers while marketing Hawaii's HNH system and promoting the advantages of hiring veterans and covered persons to employers and business groups. The LVER will work with employers to develop jobs for veterans and covered persons who have not been able to find suitable job openings listed in HNH. The LVER, in conjunction with AJC Business Engagement Teams and employers, will host career fairs, job clubs, and job search workshops that provide opportunities for interaction among employers, veterans, and covered persons.

The LVER works with all AJC staff and partners to identify and build capacity to increase resources and improve AJC processes that serve all veterans and covered persons. Information provided includes current information on JVSG services, other resources to assist job seekers, benefits of hiring veterans and covered persons, and resources for employers. The LVER also connects employers with tools and resources to facilitate their hiring of veterans and covered persons and serves as the state point of contact for the DOL Hire Vets Medallion Program. The LVER develops and conducts job search and other related workshops in collaboration with AJCs for veterans and covered persons.

**C. The manner in which DVOP Specialists and LVER Staff are integrated into the State's employment service delivery system or American Job Center.**

1. DVOP

DVOPs are integrated into the AJC through collaboration with AJC partners to assist SBE veterans and covered persons with the appropriate referrals and supportive

services. These referrals are managed through key points of contact/offices within these agencies and are tracked through the case management process. All DVOPs are required to develop IEPs and will share these products with partner agencies to leverage resources and decrease duplication of effort. Finally, DVOPs will ensure continuity of service through bi-weekly updates with their clients and coordinating with partner agencies as required.

DVOPs are located within the Honolulu AJC and work side by side with their partner agencies. They attend staff meetings and are kept up to date on the latest partner program information.

## 2. LVER

The LVER works with all AJC staff and partners to identify and build capacity to increase resources and improve AJC processes to serve all veterans and covered persons. LVERs provide job development services for veterans and covered persons in partners' programs as requested by the staff of those programs. The LVER is stationed at the Honolulu AJC and provides services statewide to all AJCs at the request of neighbor island AJC staff. The LVER is part of the Business Service Teams on Oahu and Hawaii County and assists the employer engagement activities on Maui and Kauai. The LVER attends AJC staff meetings and provides AJC staff members with training on employment and training resources for veterans and covered persons virtually or in person.

The LVER markets veterans and covered persons to employers through group presentations that highlight the advantages of hiring individuals from this group and through one-on-one contacts with individual employers. Job Fairs and other special events that include services to veterans and covered persons are jointly delivered with the AJC and LVER. This collaboration serves to attract the target group and employers in need of services.

### **D. The Incentive Award program implemented using the 1% grant allocation set aside for this purpose, as applicable**

#### 1. Address the objectives to be achieved through the state's incentive awards program

The Hawaii JVSG incentive award program's two primary objectives are to:

- a. Encourage the improvement and modernization of employment, training, and placement services for veterans; and
- b. Recognize eligible employees and employment service offices for excellence in the provision of such services or for having made demonstrable improvements in provision of services to veterans.

2. Describe the planned selection and award process

The Incentive Award Program will be administered in accordance with VPL 01-22, Attachment 5, JVSG Incentive Award TAG, by the State DLIR, WDD.

a. Eligibility

Eligible recipients for the incentive award are the following:

- i. DVOPs;
- ii. LVER;
- iii. Other staff funded by and providing employment, training, and/or placement services to veterans under WIOA Title I and Wagner-Peyser, WIOA Title III; and
- iv. An employment service office or team whose members consist of staff funded entirely by WIOA Title I, Wagner-Peyser, and/or JVSG.

b. Criteria

*The guiding principle for this award is the improvement of employment services to veterans.* This translates into staff efforts that go the extra mile to expand the universe of employment services to veterans and thereby improve the resources and quality of services to veterans.

The selection is based on performance or activities during the Program Year (July to June) for which the award is given.

Awards generally will not be based *solely* on numerical performance measures since such data will likely represent performance prior to the most current Program Year and favor services in more populated areas. (Note that sub-item x below pertains to outstanding performance measures *only if* they are in conjunction with other improvement efforts.)

For all nominations, including those for sub-item x, *numerical data* should be included to verify the efforts being recognized to the extent practicable. For example, to support the information provided, a nomination for outstanding collaboration with businesses may have an endorsement by participating employers, number of job openings listed, and/or number of veterans assisted or who found jobs with the businesses.

Program improvement, positive feedback, and other indicators of outstanding performance will be considered in addition to numerical data for all awards.

Any JVSG staff nominated for an award must be selected based on work performed that adheres to their statutory roles and responsibilities.

An award may be made under any of the criteria below.

- i. Fostering and strengthening partnerships with employers and agencies at the state and local levels;
  - ii. Collaborative success in providing services to veterans, which may include success in employer relations and/or great customer service to veterans;
  - iii. Promoting employment opportunities for veterans;
  - iv. Enhancing provider awareness of veterans' issues and resources;
  - v. Development of a program or service such as an outstanding and effective resume-skill building program;
  - vi. Outstanding case management that includes effective collaborations with other agencies, meticulous records, and comprehensive services;
  - vii. Exceptional marketing and productive relationships with the business community that may include marketing for Hire Veterans Medallion Program;
  - viii. Exceptional performance beyond job requirements;
  - ix. Constructive ideas that are implemented to improve the employment system for veterans, improve performance, reduce time or cost, or to promote collaboration;
  - x. Outstanding performance measures for the period covered by the award -- specify the performance, which must exceed state or federal goals; and state period covered -- in combination with actions that meet any of the other criteria for an award; and
  - xi. Efforts to assist hard-to-serve populations such as, but not limited to, veterans experiencing homelessness.
- c. Evaluation

A solicitation will be conducted for nominations and posted on the WDD website. All AJCs will be notified of the solicitation. The solicitation for nominees will be open for a 14-day period to ensure maximum competition. The solicitation will occur or begin during the 3<sup>rd</sup> quarter of the grant to ensure that the funds will be awarded prior to the end of the Fiscal Year. Nominations will be submitted on a form prescribed by WDD.

The selection and award will be made in accordance with state laws and regulations, including any applicable state personnel policies for any awards to state employees, as well as any applicable union requirements.

Awards to offices are reserved for instances where most, if not all, employees in an office contributes toward improving employment or training services offered and provided to veterans. For this reason, any nomination for an office must demonstrate that most or all of the employees of that office, in addition to being fully federally funded by WIOA Title I, Wagner-Peyser, or JVSG, must be contributing toward this result.

Volunteers, U.S. Department of Veteran Affairs Work Study participants, and federal employees are *not* eligible.

The DLIR has the sole discretion to not implement the award procedure for any year for the team/office or individual categories if the overall state performance fails to meet goals and/or fails to improve.

DLIR WDD will first screen nominations to ensure they comply with the criteria and state rules for incentives. Next, a panel selected by DLIR WDD that is composed of one or more members of an employer or an employer organization, partner agency, and a veteran service organization will review and select awardees from the nominations submitted. The panel also will determine the overall top awardee, whether it's an office/team or individual.

48% of the total incentive award allocation will be divided equally for up to four (4) team/office awards, another 48% will be divided equally for up to four (4) individual awards; and the remaining 4% will be awarded as an additional award for the overall first place among all office/team/individuals awarded. If there is no nominee for either the team/office award or the individual award, 96% of the total incentive award allocation will be equally divided for all awardees. All awards will be cash awards. Any plaques or similar commemorative mementos will be budgeted from the base allocation for JVSG.

3. Describe the planned disbursement of incentive award funds

Award funds will be administered and disbursed by the DLIR Administrative Services Office (ASO). The WDD Administrative Office will submit three copies (one with original signature) of Form LIR-1, Requisition for Supplies or Equipment, reflecting the appropriate award amount to each individual and office or team. ASO will issue a purchase order and then issue and mail a check or check(s) made out to the individual recipient(s), team, and/or office.



4. Appeal Procedure

An employee, team, or office that believes he/she or it should have received an award but did not, or was entitled to a larger award, may file an appeal. All appeals shall be limited to evidence provided in the nomination. All appeals shall be filed in writing to the DLIR Human Resources Office no later than 10 working days after the notice of award(s). The DLIR Director's decision regarding appeals shall be final.

**E. The populations of eligible veterans to be served, including any additional populations designated by the Secretary as eligible for services, and any additional populations specifically targeted by the State Workforce Agency for services from one-stop delivery system partners (e.g., Native American veterans; veterans in remote rural counties or parishes)**

In accordance with VPL 03-14, 03-14 Changes 1 and 2, VPL 03-19 and VPL 07-14, DVOPs serve eligible veterans and covered persons from the categories below, which include additional populations.

- A special disabled or disabled veteran, as those terms are defined in 38 U.S.C §4211(1) and (3); who are entitled to compensation (or who, but for the receipt of military retired pay, would be entitled to compensation) under laws administered by the Secretary of Veterans Affairs; or were discharged or released from active duty because of a service-connected disability;
- A homeless person as defined in Sections 103(a) and (b) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11302(a) and (b)), as amended;
- A recently separated service member, as defined in 38 U.S.C § 4211(6), who has been unemployed for 27 or more weeks in the previous 12 months;
- An offender, as defined by WIOA Section 3 (38), who is currently incarcerated or who has been released from incarceration;
- A veteran lacking a high school diploma or equivalent certificate;
- A low-income veteran (as defined by WIOA Section 3 (36));
- A veteran aged 18 to 24;
- A transitioning member of the Armed Forces who has been identified as not meeting career readiness standards by their commander; or identified as being subject to a reduction-in-force by the service component;

- A wounded, ill, or injured service member receiving treatment at Military Treatment Facilities, or Warrior Transition Units as well as the spouse and family caregivers of such a wounded, ill, or injured service member;
- A Vietnam-era Veteran; and
- Eligible spouse of a veteran who died of a service-connected disability or while a disability was being evaluated; who was classified as missing, captured, or detained; or who is 100% totally and permanently disabled.

**F. How the State implements and monitors the administration of priority of service to covered persons**

*The description of how the state implements and monitors priority of service to covered persons is included in the Common Elements of the WIOA State Plan.*

**G. How the State provides or intends to provide and measure, through both the DVOP and American Job Center staff**

**1. Job and job training individualized career services**

*Per VPL 01-22, a response to this section is not required.*

**2. Employment placement services**

*Per VPL 01-22, a response to this section is not required.*

**3. Job-driven training and subsequent placement service program for eligible veterans and eligible persons**

*Per VPL 01-22, a response to this section is not required.*

**H. The hire date along with mandatory training completion dates for all DVOP specialists and LVER staff.**

*Per VPL 01-22, a response to this section is not required.*

**I. Such additional information as the Secretary of Labor may require. JVSG Performance Measures Targets July 1, 2022 to June 30, 2024**

The JVSG performance measures targets for the period July 1, 2022 to June 30, 2024 are the following:

- Employment Rate 2<sup>nd</sup> Quarter After Exit 40.8%
- Employment Rate 4<sup>th</sup> Quarter After Exit 40.7%

- Median Earnings 2<sup>nd</sup> Quarter After Exit \$8,129