



State of Hawaii
Department of Labor and Industrial Relations
Jobs for Veterans State Grant
4-Year Plan for Program Years 2024-2027
(July 1, 2024-June 30, 2028)

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STATE OF HAWAII
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
WORKFORCE DEVELOPMENT DIVISION
JOBS FOR VETERANS STATE GRANT FOUR YEAR PLAN

Background

The Hawaii Labor Force Dynamics Report 2021, prepared by State Department of Labor and Industrial Relations Workforce Development Division in September 2022, gave the highlights below of Hawaii's labor force and economy for 2021 as it recovered from the COVID pandemic, before the Maui wildfires disaster. After the Maui wildfires, the number of Maui visitors sunk down and unemployment shot up. Since then, Maui has slowly been recovering.

- Hawaii's real gross domestic product (GDP) increased by 4.6 percent over-the year to \$73.9 billion in 2021. Accommodation and food services experienced the fastest over-the-year growth as tourism rebounded from the pandemic.
- The population contracted by 0.7 percent over the past year to 1,441,553 in 2021, marking the third straight year of declines. Most of the outmigration occurred on Oahu, but Maui also experienced a small dip.
- The civilian labor force expanded by 0.9 percent to 668,400 in 2021, ending three consecutive years of declines. Between 2011 and 2021, Hawaii's labor force increased by 1.2 percent, while the U.S. grew four times as fast at a 4.9 percent rate. Hawaii's counties, except for Kauai, experienced an increase in labor force over the year. Coinciding with the increase in labor force is the higher labor force participation rate which rose to 59.8 percent in 2021. Over the decade, Hawaii's participation rate was down 2.8 percentage points, but the nation's deficit was almost a full percentage higher at 3.7 percent.
- The unemployment rate averaged 5.7 percent in 2021, down 6.3 percentage points from the record high of 12 percent in 2020. Comparatively, the U.S. rate was 5.3 percent in 2021. Kauai and Maui Counties suffered the highest rates of joblessness over seven percent, while Honolulu and Hawaii Counties fared the best with rates in the five-point range. In 2022, Hawaii's jobless ratio began to ease slightly before rising to 4.2 percent in June, while the U.S. rate remained stable at 3.6 percent.
- In 2021 the average number of Unemployment Insurance (UI) initial claims per week was around 2,700, a drop of nearly 68 percent from 2020. Weekly UI claims averaged about 16,400 in 2021, over 77 percent fewer than in 2020. As the economy continued to recover in 2022, initial claims receded to 1,400 per week through July and weekly claims came down to 7,300. These levels are still higher than the 2019 pre-COVID year but is

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trending downwards. Oahu's claims followed the statewide trend but recovered at a slower rate. The neighbor islands experienced faster improvement, especially Maui County.

- UI claimants with 15 or more consecutive weeks of unemployment surged to 21,770 in 2020, receded to 3,500 in 2021, and decreased to 1,400 in the first seven months of 2022. Honolulu County had the lowest share of long-term unemployment among the counties, while Maui County had the highest share.

Veterans

For characteristics of veterans in Hawai'i's labor force, estimates from the Census Bureau's 2022 American Community Survey, Table 2101, Veteran Status, indicated that 93,670 veterans accounted for 8.5% percent of the adult population in the state of Hawai'i. When only 18 to 64-year-old veterans are included, 48,194 veterans were in this age range, of which 38,566 veterans, or 80.0%, were in the labor force. Unemployment rate for veterans was 5.0%, higher than the state unemployment rate of 3.5% for the same period as shown in the Bureau of Labor Statistics, Unemployment Rates for states.

About 35.5% of veterans had some college or an associate degree and another 36.22% percent had a bachelor's or higher degree. Tables below provide the data statewide and by each county.

Honolulu County mirrored the state closely, but with a higher share of veterans at 9.0% and a slightly lower labor force participation rate of 77.5%. Their unemployment rate was 6.1%; about 32.1% had some college, and about 38.7% had bachelor's or higher degrees.

Hawai'i County veterans were 6.5% of their civilian population, with a labor force participation rate of 80.1%; their jobless rate was 5.4%. About 30.7% had some college, and about 28.7% percent had bachelor's or higher degrees.

The proportion of veterans in Maui County was 6.1%, labor force participation rate was 78.4%. The unemployment rate was 0%, but this figure is based on small numbers at the time and unreliable. About 44.8 percent had some college, and about 25.8% had bachelor's or higher degrees.

Kauai County veterans were 8.0% of the population, with a labor force participation rate of 56.7%, and zero unemployment. About 37.1% had some college, and about 34.0% had bachelor's or higher degrees. As with Maui County, the number unemployed in the sample used was too small for unemployment data to be reliable.

Table 1. Veterans Employment Status and Educational Attainment, State of Hawai‘i, 2022

Category	Veterans	% Distribution
VETERANS STATUS	--	--
Civilian Population 18+ years old	93,670	8.5%
EMPLOYMENT STATUS	--	--
Veterans 18-64 years old:	48,194	---
In labor force:	38,566	80.0%
Employed	36,638	---
Unemployed	1,928	---
Unemployment Rate	5.0%	---
EDUCATIONAL ATTAINMENT	--	--
Civilian population 25 years and over	91,321	---
Less than high school graduate	2,973	3.3%
High school graduate (includes equivalency)	22,908	25.1%
Some college or associate degree	32,422	35.5%
Bachelor's degree or higher	33,018	36.2%

Table 2. Veterans Employment Status and Educational Attainment, Honolulu County, 2022

Category	Veterans	% Distribution
VETERANS STATUS	--	--
Civilian population 18+ years	66,926	9.0%
EMPLOYMENT STATUS	--	--
Veterans 18-64 years old:	37,970	----
In labor force:	29,422	77.5%
Employed	27,627	----
Unemployed	1,795	----
Unemployment Rate	6.1%	----
EDUCATIONAL ATTAINMENT	--	--
Civilian population 25 years and over	68,415	---
Less than high school graduate	2,094	3.2%
High school graduate (includes equivalency)	16,815	25.9%
Some college or associate degree	20,794	32.1%
Bachelor's degree or higher	25,112	38.7%

Table 3. Veterans Employment Status and Educational Attainment, Hawai'i County, 2022

Category	Veterans	% Distribution
VETERANS STATUS	--	--
Civilian population 18 years and over	10,486	6.5%
EMPLOYMENT STATUS	--	--
Veterans 18-64 years old:	3,601	---
In labor force:	2,884	80.1%
Employed	2,728	---
Unemployed	156	---
Unemployment Rate	5.4%	---
EDUCATIONAL ATTAINMENT	--	--
Civilian population 25 years and over	10,460	---
Less than high school graduate	424	4.1%
High school graduate (includes equivalency)	3,827	36.6%
Some college or associate degree	3,209	30.7%
Bachelor's degree or higher	3,000	28.7%

Table 4. Veterans Employment Status and Educational Attainment, Maui County, 2022*

Category	Veterans	% Distribution
VETERANS STATUS	--	--
Civilian population 18 years and over	7,918	6.1%
EMPLOYMENT STATUS	--	--
Veterans 18-64 years old:	2,852	---
In labor force:	2,237	78.4%
Employed	2,237	---
Unemployed	--	---
Unemployment Rate	0%	---
EDUCATIONAL ATTAINMENT	--	--
Civilian population 25 years and over	7,798	---
Less than high school graduate	344	4.4%
High school graduate (includes equivalency)	1,949	25.0%
Some college or associate degree	3,492	44.8%
Bachelor's degree or higher	2,013	25.8%

*Unemployment numbers in the sample used were too low for unemployment data to be reliable.

Table 5. Veterans Employment Status and Educational Attainment, Kauai County, 2022*

Category	Veterans	% Distribution
VETERANS STATUS	--	--
Civilian population 18 years and over	4,622	8.0%
EMPLOYMENT STATUS	--	--
Veterans 18-64 years old:	1,872	---
In labor force:	1,061	56.7%
Employed	1,061	---
Unemployed	0	---
Unemployment Rate	0.0%	---
EDUCATIONAL ATTAINMENT	--	--
Civilian population 25 years and over	4,622	---
Less than high school graduate	21	0.5%
High school graduate (includes equivalency)	1,315	28.5%
Some college or associate degree	1,716	37.1%
Bachelor's degree or higher	1,570	34.0%

* Unemployment numbers in the sample used were too low for unemployment data to be reliable.

Military Spouses of Active-Duty Military Service Members

There are about 16,000 spouses of active-duty military members, excluding National Guard and Reserve Units, in Hawaii. Including spouses of active duty National Guard and Reserve units, there are over 22,000 spouses of active duty military members in Hawaii.

Hawaii State residents include:

- 43,531 active-duty service members
- 16,594 active-duty spouses
- 28,226 active-duty children
- 13,046 National Guard and reserve members
- 5,832 National Guard and reserve spouses
- 8,711 National Guard and reserve children

(Data source: DMDC, Dec. 31, 2022)

About 10,000 active-duty service members separate from service annually, of whom only about 800 to 1,000 choose to remain in Hawaii. Hawaii's high cost of living has been cited as the most common reason. Those that stay have family ties in Hawaii or secure good paying jobs that can sustain their families, and especially if their spouses also have good jobs.

A military spouse is someone married to a member of the armed forces who is performing active duty; a barrier to employment is anything that prevents or reduces the likelihood of achieving an employment goal. These barriers include, but are not limited to, frequent relocations that disrupt career continuity, challenges in transferring professional credentials across state lines, limited access to employment opportunities, and difficulties in obtaining childcare. These factors collectively contribute to underemployment or unemployment, warranting targeted support and intervention within our workforce development initiatives.

Based on national data, 92% of military spouses are women, exhibit a labor market participation rate of 53%—significantly lower than the 76% of the general population—and boast high educational attainment, with 89% having some college education, 30% holding a four-year degree, and 15% an advanced degree. Applying the 21% national unemployment rate for spouses of active-duty service members to Hawaii data, Hawaii has approximately 4,620 unemployed spouses. This is a significant untapped labor pool of educated and skilled workers for Hawaii employers.

(Data sources: <https://demographics.militaryonesource.mil/chapter-5-spouse-employment/>; <https://www.militaryonesource.mil/data-research-and-statistics/military-community-demographics/2022-demographics-profile/>; <https://www.dol.gov/sites/dolgov/files/WB/mib/WB-MilSpouse-factsheet.pdf>)

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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 (i.e., virtually and in person).

Under the Workforce Innovation and Opportunity Act (WIOA), WIOA and other federally 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 29,422 or 76% of the 38,566 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 eligible 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 coordination of 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 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 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 for qualifying veterans and eligible persons. The Local Veteran Employment Representative (LVER) and other WDD staff 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 veterans and eligible persons to DVOPs in accordance with federal eligibility criteria and other requirements.

On Oahu, the AJC staff refers qualified veterans and eligible 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 eligible persons to the Honolulu DVOPs if these individuals would benefit from more individualized career services than the AJC can provide. DVOPs 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 conducts job development for DVOP clients as well as all other programs' veteran clients.

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

The steps below walk through (1) Intake, (2) How DVOPs Work with AJC Staff and Partners to Connect Veterans to Training and Employment, and (3) LVER Connections to the Local Employer Community.

1. Intake: How Eligible AJC Participants are Triageed, Referred to DVOPs, and Receive Individualized Career Services

The AJC process for identifying individuals eligible for DVOP services is outlined below, beginning at intake. During intake, which can happen electronically, by phone, email, or in-person, a triage approach identifies eligible persons and refers them to DVOPs for individualized career services.

- a. Individual jobseekers may contact the AJC in-person or online through HireNet Hawaii (HNH), which is the state's data base for JVSG, Wagner-Peyser, WIOA, Trade Adjustment Assistance Act, and other programs. If the individual self-registers online through HNH, Wagner-Peyser (WP) staff or other designated AJC staff receive an electronic notification system alert through email identifying an individual flagged as meeting the eligibility criteria for DVOP services. Assigned staff check the alerts daily and notifies the DVOPs. One of the DVOPs then contacts the eligible person to offer individualized career services through a case management approach.
- b. When an individual jobseeker directly contacts the AJC for services, the Wagner-Peyser (WP) or other AJC staff will determine whether the individual meets the eligibility criteria of a 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 is provided. The WP/AJC staff will then ask the veteran or covered person to voluntarily complete an Eligibility Triage form or register in HireNet to determine if the person has an SBE that will make them eligible for DVOP services. If the individual attests to one or more SBEs, the person will be referred to a DVOP for employment services. The DVOP will offer individualized career services through a case management approach.

- c. Counselors from the Veterans Administration Veteran Readiness and Employment (VRE) program and counselors from Hawaii grantees of federal Homeless Veterans Reintegration Program (HVRP) will 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 the 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.

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

- d. AJC staff members will refer veterans who do not self-attest to having an SBE or who do not qualify for DVOP services to a Wagner-Peyser, WIOA, or other AJC Staff where they will receive priority of service as described in the Workforce Innovation and Opportunity Act Hawaii Unified State Plan for Program Years 2024 through 2027.

2. How DVOPs Work with AJC Staff and Partners to Connect Veterans to Training and Employment

DVOPs at the AJC will provide individualized career services for veterans and eligible 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 includes the SBEs 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. Career counseling, resume development, and referrals to job openings are among the individualized services provided. As part of case management, referrals may be made to the WIOA service providers, University of Hawaii Community Colleges, and/or other partner programs for occupational training, work-experience, supportive services, apprenticeship programs, or other services as appropriate.

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Basic career services also will be provided. They include workforce preparation activities, career planning, job search assistance, labor market information, and referrals to other resources for relocation assistance and financial literacy services.

DVOPs will continue to partner with counselors of WIOA Adult or Dislocated Workers, National Dislocated Worker grantees, HVRP grantees, Senior Community Services Employment Program, or other programs to connect their clients with non-JVSG resources, as needed. Co-enrollment of a veteran among different benefitting programs, particularly for training or supportive services, is encouraged to offer wrap-around services for maximum effectiveness. DVOPs and counselors of applicable programs will jointly case manage the individual and collaboratively seek suitable employment opportunities for veterans and eligible persons.

DVOPS will continue to provide job search assistance until the veteran or eligible person is successfully employed and exited from the program, or no longer available for employment. Follow-up services will be provided while the veteran or eligible person is active and after exit to ensure the client remains employed after exit from the program.

3. How LVERs Connect to Local Employers

The LVER is responsible for conducting statewide outreach to employers to assist all veterans and eligible persons in gaining employment, including conducting workshops for employers on the benefits of hiring veterans and other eligible persons, collaborating with employers to conduct job search workshops for eligible persons, and hosting job clubs with employers for the target group. The LVER will work with employer associations to encourage their hiring veterans and other eligible persons and promote the Hire Vets Medallion Program.

LVER activities can include employer reviews of resumes and mock interviews with participants. The LVER will work closely with DVOPs and provide job development for participants unable to be placed within available HIRENET Hawaii employment opportunities. The LVER will host or facilitate career fairs to provide veterans and eligible persons with increased employment opportunities. In addition, the LVER will work with AJC business service teams to promote hiring of this target group and inform AJCs about priority of services to veterans and other eligible persons.

B. Populations to be Served by DVOPs

List the populations to be served by DVOP specialists and consolidated DVOP/LVER staff, including the eligibility criteria for referral to DVOP services.

All populations served by DVOPs must meet eligibility requirements in accordance with VETS guidance. Please refer to the following Veterans' Program Letters (VPL), or most current guidance, to identify the eligible populations to be served by this grant:

- VPL 03-14, Jobs for Veterans' State Grants (JVSG) Program Reforms and Roles and Responsibilities of American Job Center (AJC) Staff Serving Veterans;
- VPL 03-14, Change 1, Expansion and Clarification of Definition of Significant Barriers to Employment for Determining Eligibility for the Disabled Veterans' Outreach Program (DVOP);
- VPL 03-14, Change 2, Expansion and Clarification of Homeless Definition as a Significant Barrier to Employment;
- VPL 03-19, Designation of Additional Populations Eligible for Services from Disabled Veteran's Outreach Program Specialists; and
- VPL 07-14, American Job Center (AJC) Participation in Capstone Activities and Other Outreach to Transitioning Service Members (Note: Clarifies the specific population of transitioning service members who can be served.)

For veterans to be eligible to work with a DVOP specialist, they must meet the definition as an eligible veteran (as defined in 38 U.S.C. § 4211) or eligible spouse (as defined 38 U.S.C. § 4101) attesting one or more significant barriers to employment (SBE) or be designated as a special population as defined in VPL 03-19.

VPL 03-14, Changes 1 and 2 defined the criteria for SBEs and expanded and clarified SBEs.

The Eligibility Triage Form is used by intake staff to determine whether someone is eligible for DVOP services. As described earlier, HireNet Hawaii also identifies veterans and eligible persons who are eligible for DVOP services.

Veterans and eligible persons who are eligible for DVOP services are special populations or other veterans or spouses listed below.

1. Special Populations (from VPL 03-19, February 7, 2024)
The *special populations* eligible for DVOP services are veterans who served on active duty for a period of more than 180 consecutive days (including Title 10 orders), who

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were discharged with other than a dishonorable discharge, and who are in one or more of the special populations below:

- a. Served in the Republic of Vietnam between February 28, 1961 and May 7, 1975;
- b. Served regardless of location between August 5, 1964 and May 7, 1975; or
- c. Is ages 18-24 years old .
- d. Is a Transitioning Service Member who has been identified as in need of individualized career services (operationally defined as a transitioning service member who attended a Transition Assistance Program (TAP) workshop) **and**:
 - i. Is between the ages of 18-24 years old;
 - ii. Is an activity duty service member being involuntarily separated through a service reduction-in-force; *or*
 - iii. Does not meet Career Readiness Standard.
- e. Is a wounded, ill, or injured Service Member, receiving care at a Warrior Transition Unit (WTU) or Military Treatment Facility.
- f. Is a spouse or family caregiver for a wounded, ill, or injured service member, receiving care at a Warrior Transition Unit or Military Treatment Facility.

2. *Eligible Veterans* are the following:

- a. A person who:
 - i. Served on active duty for a period of more than 180 consecutive days and discharged or released with other than dishonorable discharge;
 - ii. Was discharged or released from active duty because of a service-connected disability;
 - iii. Was a member of a reserve component under an order to active duty pursuant to Section 12301(a)(d), or (g), Section 12302, or Section 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 dishonorable discharge; **or**
 - iv. Was discharged or released from active duty by reason of sole survivorship discharge (as that term is defined in Section 1174(i) of Title 10; **and**
- b. Is a special disabled or disabled veteran as defined in 38 U.S.C. Section 4211(1) and (3), entitled to compensation under the Veterans Administration, or has a claim pending to receive compensation;

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- c. Is a homeless person as defined in Sections 103(a) and (b) of McKinney-Vento Homeless Assistance Act (42 U.S.C. Section 11302(a) and (b) as amended);
 - d. Is a recently separated service member as defined in 38 U.S.C. Section 4211(6) who has been unemployed 27 or more weeks in the last 12 months;
 - e. Is an offender, as defined by WIOA Section 3 (38) who is currently incarcerated or who has been released from incarceration;
 - f. Is lacking a high school diploma or its equivalent certificate; *or*
 - g. Is a low-income individual as defined by WIOA Section 3 (36).
3. An *eligible spouse* is the spouse of a veteran who:
- a. Died of a service-connected disability,
 - b. Has been 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;
 - 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; or
 - c. Has a total disability resulting from a service-connected disability, as evaluated by the Department of Veteran Affairs, or who died while such a disability was in existence.

C. Describe the roles and responsibilities assigned to DVOP specialists, LVER staff, and consolidated DVOP/LVER positions by the state. These must be consistent with 38 U.S.C. § 4103A and 4104.

DVOPs

The DVOPs will utilize the case management approach to serve eligible veterans and eligible 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, educational institutions, or other resources to optimize services to veterans and eligible persons.

Case management activities are divided into three areas: Assessment; Individual Employment Plan; and Consistent Follow-Up. While Outreach is not a part of case management, it is a function of DVOPs and described below in subitem 4.

1. Assessment

DVOPs will conduct a comprehensive assessment of the client's experience, education, skills, goals, and abilities. Barriers to employment such as, but not limited to, unfamiliarity with the labor market, insufficient skills, limited work history, or lack of stable housing that prevent or prohibit the individual from achieving their employment goal will be identified. If the participant requires additional services, DVOPs will refer the client to appropriate partners as needed and coordinate joint services.

2. Individual Employment Plan (IEP)

DVOPs will develop an Individual Employment Plan that identifies the participant's employment goal and lists specific actions with timelines to overcome barriers identified. 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 goal of the participant.

Based on the IEP, as appropriate, the DVOPs will refer the veteran or eligible person to occupational training or supportive services 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 will provide their participants training or use existing training resources on topics such as navigating through HIRENET Hawaii, writing and updating resumes, preparing for job interviews, and applying for federal and state positions.

DVOPs will screen job openings in HIRENET Hawaii and other job boards to identify those that match their clients' skills, experience, and interests; and will refer their clients to job openings as appropriate. Prior to referral, the DVOPs will 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.

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

- a. 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;

- b. Hire our Heroes (HOH)—Nonprofit agency established to support veterans, transitioning service members, and military spouses find meaningful employment opportunities;
- c. 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;
- d. Onward 2 Opportunity (O2O)—Nonprofit agency providing free professional certification and job placement support to transitioning service members, veterans, and military spouses; and
- e. USVETS—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.

3. Consistent Follow-up

a. New Referrals to DVOPs

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 eligible 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.

b. Active Cases

For those persons who respond and are enrolled as JVSG participants, DVOPS will maintain consistent contact with them at least bi-weekly, using the goal and action steps listed in the IEP as a guide to their discussions. 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.

HVRP and VA VRE Case Managers

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

c. Post Employment Follow-Up

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, at a minimum, follow ups will be done on a quarterly basis to ensure the veteran or eligible person is employed the 1st, 2nd, and 4th quarters after exiting from the program.

4. 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.

LVER

The LVER is responsible for advocating on behalf of all veterans and eligible persons to the AJCs statewide. The LVER is responsible for unique job placement and job development for participants referred by the DVOPs and the WP AJC staffs. The LVER also reaches out to employer contacts on behalf of DVOP participants to inquire whether the employer has possible job openings for them.

The LVER will provide staff training to AJCs on services to veterans and eligible persons, develop job opportunities for them, and broker services between businesses and AJCs to increase job prospects for veterans and eligible persons.

The LVER will perform outreach to employers while marketing Hawaii's HireNet Hawaii (HNH) system and promoting the advantages of hiring veterans and eligible persons to employers and business groups. The LVER will work with employers to develop jobs for veterans and eligible persons who have not been able to find suitable job openings listed in HNH. The LVER also may identify employers interested in providing On-the-Job Training that is funded by other programs to give veterans and eligible persons an entry into jobs that normally require more experience. The LVER, in conjunction with AJC Business Engagement Teams and employers, will host or facilitate career fairs, job clubs, and job search workshops that provide opportunities for interaction among employers, veterans, and eligible persons.

The LVER will work with all AJC staff and partners to identify and build capacity to increase resources and improve AJC processes that serve all veterans and eligible persons. Information provided will include current information on JVSG services, other

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resources to assist job seekers, benefits of hiring veterans and eligible persons, and resources for employers. The LVER also will connect employers with tools and resources to facilitate their hiring of veterans and eligible persons and promote advantages of an employer being identified as a Hire Veterans Medallion Program Awardee.

Consolidated Positions

There are no plans to have a consolidated position, but if one or more are established, they will carry out the functions described for both DVOP and LVER above.

D. Demonstrate the manner in which DVOP, LVER, and consolidated DVOP/LVER staff are integrated into the state’s employment service delivery system, i.e., AJCs. This demonstration should show active engagement between JVSG and other AJC staff, such as through participation in staff meetings and cross-training opportunities.

1. DVOP

DVOPs are integrated into the AJC through collaboration with AJC partners to assist veterans and eligible persons with the appropriate referrals and supportive services. These referrals are managed through key points of contact/offices within these agencies and tracked through the case management process. Co-enrollments among programs such as WIOA and internship programs are encouraged to provide more services to veterans and eligible persons to optimize their opportunities to achieve employment goals and retain employment.

All DVOPs are required to develop IEPs and will share these products with partner agencies with consent of their JVSG participants to leverage resources and decrease duplication of effort. DVOPs will ensure continuity of service through bi-weekly updates with their clients and coordinating with partner agencies as required. DVOPs also will share information about community resources to help veterans and eligible persons.

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 will continue to work with all AJC staff and partners to build capacity to serve veterans and eligible persons, access more resources for veterans and eligible persons, and improve AJC processes to serve all veterans and eligible persons. The LVER will provide job development services for veterans and eligible persons in

partners' programs, including Wagner-Peyser and WIOA programs, in coordination with the staff of these programs. The LVER will continue to be stationed at the Honolulu AJC and provide services to neighbor island AJCs as requested. The LVER is a member of local area Business Service Teams, wherever established, and will collaboratively plan with the Business Service Teams or key staff of AJCs to reach out to employers to avoid duplicative efforts among programs. If a local area does not have a Business Service Team, the LVER will work with AJC staff members who engage with the business community. The LVER will attend AJC staff meetings and provide AJC staff members with training on priority of service to veterans and information about employment and training resources for veterans and eligible persons.

The LVER will market veterans and eligible 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 eligible persons will be jointly delivered with the AJC and LVER. This collaboration will attract the target group and employers in need of services.

3. Consolidated Positions

There are no plans to have a consolidated position, but if one or more are established, they will carry out the functions described for both DVOP and LVER above.

E. Describe the state's performance incentive award program to encourage individuals and employment service offices to improve and/or achieve excellence in the provision of services to veterans, including:

1. The nomination and selection process for all performance incentive awards to individuals and employment service offices;

Eligibility

- a. Pursuant to 38 U.S.C. § 4112, eligible recipients for performance incentive awards consist of individual AJC staff employed by WDD or other entities; or AJCs themselves, as outlined below:
 - i. Disabled Veterans' Outreach Program (DVOP) specialists;
 - ii. Local Veterans' Employment Representative (LVER) staff;
 - iii. Consolidated DVOP/LVER staff;
 - iv. Individuals providing employment, training, and placement services to veterans, funded under the Workforce Innovation and Opportunity Act (WIOA), Jobs for Veterans State Grant (JVSG), or the Wagner-Peyser Act; and
 - v. An Employment Service Office, which, for purposes of this Performance

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Incentive Plan, refers to an AJC.

- b. Eligible recipients include JVSG Program Managers, AJC Managers, and other Program Managers under WIOA, JVSG, or Wagner-Peyser Act.
- c. Volunteers, U.S. Department of Veterans Affairs Work Study participants, and federal employees are *not* eligible.

Nomination and Selection Process

- a. WDD will solicit nominations from WDD Managers, AJC Managers, and Executive Directors of Local Workforce Boards.
 - b. The nomination and selection process will be completed during the fourth quarter of the fiscal year.
 - c. Nominations will be for exemplary services to veterans during the four calendar quarters ending June 30 of the calendar year that awards are made.
 - d. Nominations will include both objective and subjective data.
 - e. Nominations will be reviewed by a review committee whose members include WDD, AJC, and other workforce development partner(s) selected by the WDD Administrator.
 - f. This committee will recommend winners based on objective and subjective data for measuring productivity and advocacy for veterans;
 - g. Data will include outstanding outreach and efforts to serve veterans with barriers to employment, especially those experiencing homelessness, incarceration, disability, or recent separation from military service; promotion of employment opportunities, program improvement, and positive feedback.
 - h. Committee recommendations will be forwarded to the WDD Administrator for the selection of awardees and amounts of each award.
 - i. Specific eligibility, selection criteria, timelines, and other conditions of Performance Incentives will be detailed in state procedures.
- 2. The approximate number and value of cash awards using the one-percent incentive award allocation;**

The number of cash awards will be determined based on the number of nominations that exceed the minimum scoring threshold up to a maximum of eight (8) total

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awards. If more than eight (8) nominations are received, the top scoring eight (8) nominations will be selected for award.

All awards will be in cash.

The amounts of each award will be equal, computed by dividing 95% of the total amount of the performance incentive budget (1% of the grant) by the total number of awards. The top scoring nominee will receive an additional 5% of the total performance incentive budget.

3. The general nature and approximate value of non-cash performance incentive awards to be charged to the base allocation; and

Approximately \$300.00 may be spent on plaques or trophies from base JVSG funds. These items will not be purchased from the Performance Incentive budget.

4. Any challenges the state may anticipate in carrying out a performance incentive award program as mandated by 38 U.S.C. § 4102A(c). This should include any state laws or policies that prohibit such awards, if applicable. Describe the state's efforts in overcoming those challenges.

The Performance Incentive Awards must comply with policies of State Department of Human Resources Development. This requires the JVSG awards policy to contain additional criteria for eligibility that are specific to state employees. The State Department of Human Resources Development also must review and approve the plan, after which the applicable labor union also will have an opportunity to review and approve the plan before it may be implemented.

Because non-State employees in the AJC are eligible for awards, each applicable county may require a similar consultation, review, and approval process.

For awards to State employees, DLIR HRO was consulted and reviewed the plan. This consultation effort will continue until it is reviewed and approved by the State Department of Human Resources Development and the union. Consultation for the non-state employees will follow.

Additional requirements may be imposed on eligibility or other aspects of Performance Incentives as a result.

F. List the performance targets for direct services to veterans provided by JVSG staff, as measured by the following:

- Employment Rate 2nd Quarter After Exit -- 55%
- Employment Rate 4th Quarter After Exit -- 45%
- Median Earnings 2nd Quarter After Exit -- \$9,200.00

The proposed target of 55% for Employment Rate 2nd Quarter After Exit is lower than the 60.5% performance for PY 22 but higher than the 42.8% achievement for PY 21. The PY 22 performance for this measure was so much higher at 141% of PY 21 performance that it may not provide an accurate basis for future goals.

JVSG numbers of exiters in Hawaii are relatively small and therefore any slight increase in outcome numbers may carry disproportionately greater weight when calculating percentages. In reviewing performance from PY 2018, the PY 22 performance appears to be an anomaly because performance never was close to PY 22 performance and staffing levels and processes experienced no major changes. The proposed goal of 55% represents a commitment toward increasingly positive and continual improvement.

The proposed goals for Median Earnings 2nd Quarter After Exit and Employment Rate 4th Quarter After Exit exceed PY 22 performance and reflect plans for positive continual improvement.