



# **Unified Strategic Workforce Development Plan**

## **Program-Specific Requirements for Jobs for Veterans State Grant Program 2024-2027**

IN FULFILLMENT OF THE REQUIREMENTS OF THE WORKFORCE  
INNOVATION AND OPPORTUNITY ACT PUBLIC LAW 113-128

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## **Program Specific Requirements for Jobs for Veterans State Grant Program**

The Jobs for Veterans State Grant (JVSG) is a mandatory, formula-based staffing grant to states and territories, including Washington D.C., Puerto Rico, the U.S. Virgin Islands, and Guam. The JVSG is funded annually in accordance with a funding formula defined in the statute Title 38 United States Code (U.S.C.) Section 4102A (c)(2)(B) that operates on a Fiscal Year (F.Y.) basis; however, performance metrics are collected and reported (ETA-9173 Report) quarterly, using four "rolling quarters" on a Program Year (P.Y.) basis. JVSG operates on a multi-year grant approval cycle modified and funded annually.

In accordance with Title 38 U.S.C. Sections 4102A(b)(5) and 4102A(c), the Assistant Secretary for the Veterans' Employment and Training makes grant funds available for use in each state to support Disabled Veterans' Outreach Program (DVOP) specialists, Consolidated Veterans Representatives (CVR), and Local Veterans' Employment Representatives (LVER) staff. As a condition to receive funding, Title 38 U.S.C. Section 4102A(c)(2) requires states to apply for the grant that contains a State Plan narrative which includes:

### **Employment, Training, and Job Placement**

*Describe how the State intends to provide employment, training, and job placement services to veterans and eligible persons under the JVSG program (i.e., virtually and in person):*

The JVSG program, in and of itself, does not constitute the entirety of California's veterans' services. Instead, the program is a partner within California's workforce development system. The JVSG requires America's Job Center of California<sup>SM</sup> (AJCC) staff to provide services to veterans and other eligible persons. The JVSG-funded DVOPs, CVRs, and LVERs fill a particular role in the overall program of services to veterans and other eligible persons. The DVOPs, CVRs, and LVERs are dedicated to their primary statutory responsibilities as defined by the Department of Labor (D.O.L.) Veterans' Program Letters (VPL). The DVOPs and CVRs focus on providing basic and individualized career services through case management to eligible veterans with significant barriers to employment (S.B.E.) and other eligible persons. Basic and individualized career services are provided both virtually and in person.

Basic career services are universally accessible and must be available to all individuals seeking employment and training. Generally, these services involve less staff time and involvement, including initial skill assessments, labor exchange services, information on programs and services, and program referrals [Training and Education Guidance Letter (TEGL) 19-16].

Individualized career services are services tailored to each participant to meet the participant's needs best. They must be provided to a participant after AJCC staff determine that such services are required to retain or obtain employment. Individualized career services consist of, but are not limited to:

- Comprehensive and specialized assessments [may include an Objective Assessment (O.A.)] of the individual's skill levels and service needs.

- In-depth interviews and evaluations to identify barriers to employment or S.B.E.s and appropriate employment goals.
- Development of an Individual Employment Plan (I.E.P.) to identify the employment goals, appropriate achievement objectives, and an appropriate combination of services for the participant to overcome S.B.E.s identified in the O.A., to ensure achievement of their employment goals, including the list of and information about, the eligible training providers.
- Providing vocational guidance and counseling as needed, such as:
  - Skills assessment, communication skills, interviewing skills, career planning, punctuality, personal maintenance skills, and professional conduct.
- Coordination of supportive services.
- Job referrals for specific employment opportunities.
- Referrals to training with federal partners and other state agencies.

Generally, these services involve significant staff time and customization to each participant's needs. Individualized career services extend the exit date in performance reporting [TEGL 10-16]. Post-pandemic, DVOP, CVR, and LVER staff continue using a hybrid model of working from local AJCC offices and remotely via telephone, teleconferencing, and email to provide services and case management to veterans and other eligible persons.

*Explain how the state will provide these services through the JVSG program. This might include, for example:*

A walkthrough of how eligible participants access American Job Center (A.J.C.) services, are triaged and referred for Disabled Veterans' Outreach Program (DVOP) services and receive individualized career services through a case management framework.

Once the veteran or other eligible person is identified, the Veteran Service Navigator (V.S.N.) conducts an initial assessment. This initial assessment uses a customized intake questionnaire, the Veteran Intake Form (V.I.F.), to help determine if the veteran or other eligible person has a S.B.E. or is a member of another special priority group. Suppose a determination is made that the client is an eligible veteran or eligible spouse who meets the S.B.E. or other special criteria. In that case, they are referred to the DVOP specialist or CVR for further assessment and Individualized Career Services. Those veterans determined not to possess a S.B.E. are provided career services and training as needed by a Veterans Career Specialist (V.C.S.) or other AJCC staff on a priority of service basis.

*How the DVOP works with AJCC staff and partners to connect veterans and other eligible participants to training and employment opportunities:*

DVOPs and CVRs collaborate with AJCC staff and partners to assist veterans with appropriate referrals, including training and employment opportunities and supportive services. DVOPs and CVRs assign veterans and eligible persons for participation in career planning, provide them with

individualized career services, and conduct follow-up meetings to secure more favorable employment or training outcomes. The DVOPs and CVRs also participate in AJCC-sponsored events organized by state agencies, community-based organizations, and veteran resource groups to promote the JVSG program and identify future training and employment opportunities.

*How the Local Veterans' Employment Representatives (LVER) connect in the local employer community to promote job opportunities for veterans:*

LVERs and CVRs perform a wide range of duties on behalf of veterans, including outreach to the local employer community, promoting the advantages of hiring veterans to employers, employer associations, and business groups through group presentations highlighting the benefits of hiring veterans, and creating job development contacts. LVERs and CVRs work closely with employers, unions, trade organizations, apprenticeship programs, and other business and community-based organizations to promote veterans' hiring, training, development, and career advancement. LVERs, CVRs, and AJCCs deliver services through Job Fairs, which are veteran-focused hiring events and standdowns. This collaboration between LVERs and CVRs and the local employer community serves to attract veterans and employers in need of services by DVOPs, CVRs, or LVERs.

## **Populations Served**

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

All duties assigned to DVOPs and CVRs are performed in accordance with Title 38, Chapters 41 and 42. DVOPs and CVRs assist disabled or special disabled veterans as a priority group in addition to eligible veterans and other eligible persons with S.B.E.s who require individualized career services as outlined in current VPLs and other relevant guidance. The DVOPs or CVRs assigned to the Veteran Readiness and Employment (VR&E) program cases work closely with the U.S. Department of Veterans Affairs (V.A.) staff to provide career guidance and pre-rehab plan assessment information.

The population served by DVOPs or CVRs includes:

- Special disabled or disabled veterans.
- Veterans aged 18 – 24.
- Veterans experiencing homelessness.
  - Individual or family who is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other life-threatening conditions in the individual's or family's current housing situation.
- A recently separated service member who, at any point in the previous 12 months, has been unemployed for 27 or more consecutive weeks.
- Any eligible veteran who is currently or was formerly incarcerated.
- Vietnam War Era veterans.
- Veterans lacking a high school diploma or equivalent certificate.
- Veterans with low income.

- Eligible transitioning service members, spouses, and caregivers.
- Any other population specified by the D.O.L. Assistant Secretary for Veterans' Employment and Training.

Veterans with an S.B.E., or labeled in a specified category, will have access to all appropriate services available through the AJCC and are not limited to receiving services exclusively from DVOPs and CVRs.

### **DVOP Specialists and LVER Staff**

*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.*

In accordance with Title 38 U.S.C. Section 4103(a), DVOPs and CVRs provide individualized career services to eligible veterans and eligible persons to meet their employment needs, prioritizing services to special disabled and other disabled veterans, as defined by Title 38 U.S.C. Section 4211, and current VPLs and other relevant guidance, to other eligible veterans in accordance with priorities determined by the Secretary. The statute also requires that DVOPs and CVRs place maximum emphasis on assisting veterans who are economically or educationally disadvantaged. California's goals align with the U.S. Department of Labor Veterans' Employment and Training Service (DOL VETS) to provide meaningful services that promote successful careers for eligible veterans and eligible persons per current VPLs and other relevant guidance. The DVOPs or CVRs assigned to the VR&E program cases work closely with V.A. staff to provide career guidance and pre-rehab plan assessment information.

The DVOPs and CVRs provide employment assistance through basic and individualized career services in a case management service delivery strategy, including, at minimum, an O.A. and I.E.P. to veterans and other eligible persons identified with an S.B.E., including disabled and special disabled veterans. In addition, DVOPs and CVRs work on relationship building to locate and identify veterans who will require individualized career services and labor market services through the VA/ VR&E (i.e., Chapter 31 and Homeless Veterans Reintegration Program [HVRP]). Moreover, DVOPs and CVRs conduct outreach and recruitment activities with other Local Workforce Development Area service providers.

In accordance with Title 38 U.S.C. Section 4104(b), LVERs and CVRs conduct outreach to employers in the area to assist eligible populations, including veterans with and without S.B.E.s in gaining employment, training, seminars and job search workshops, and placement services within the AJCC, including employment services. Furthermore, LVERs and CVRs train all AJCC staff to network for veterans and comply with priority of service requirements.

Employer outreach activities may include, but are not limited to:

- Coordinating and sharing information at job fairs between employers, veterans, and other eligible persons leads to gainful employment.
- Networking with local trade unions, apprenticeship programs, educational facilities, local

workforce partners, and the business community to promote opportunities for veterans and other eligible persons.

- Networking with veteran service and community-based organizations, employers, and partners to promote hiring veterans and other eligible persons.

In rural areas, a CVR position is available to provide a combination of services normally performed by the DVOP and LVER without hindering the provision of services to veterans and employers consistent with the 38 U.S.C. § 4103A and 4104 requirements.

*Demonstrate how DVOP, LVER, and consolidated DVOP/LVER staff are integrated into the state's employment service delivery system, i.e., A.J.C.s. This demonstration should show active engagement between JVSG and other A.J.C. staff, such as through participation in staff meetings and cross-training opportunities:*

DVOPs and CVRs collaborate with AJCC partners to assist JVSG-eligible veterans with the appropriate referrals and supportive services in accordance with the TEGs, VPLs, and relevant guidance.

Program updates and workforce development policies are shared with JVSG staff (DVOPs, LVERs, and CVRs), Wagner-Peyser, and AJCC operator staff and partners through regularly scheduled staff meetings and training. JVSG staff also participate in cross-functional workgroups, including department-wide initiatives and service delivery improvement programs. AJCC staff and partners also proactively include JVSG staff in planning veteran-related events. Finally, AJCC staff and partners consult with JVSG staff when identifying individuals eligible for training opportunities and other limited resources to ensure priority of service is followed.

Furthermore, DVOPs and CVRs work closely with the VA/VR&E program and the DOL VETS to provide services to veterans receiving funding from the VA/VR&E program to gain the skills and training needed to enter the workforce in new occupational fields. DVOPs and CVRs also collaborate with the HVRP grant programs, local shelters, food banks, and community and faith-based organizations to connect veterans with employers and support systems. Ex-offender veterans released in the last 12 months (VPL 03-14) receive individualized career services and support through the DVOP/CVR, Department of Corrections and Rehabilitation, or local jails to help them integrate into society as valued community members.

*Include a description of how DVOP, LVER, and consolidated DVOP/LVER positions are integrated into the employment service delivery system:*

This might include LVERs and business service teams collaborating to contact employers to present information on all programs to avoid duplicative visits.

LVERs and CVRs are integrated into the state's employment service delivery system by coordinating with local business service teams and members of the local employer community to advocate for employers, especially federal contractors, on behalf of veterans and to develop job

opportunities specifically for veterans. LVERs and CVRs also work with all AJCC staff and partners to identify and build capacity to increase resources for all veterans. Capacity-building activities include training partners and JVSG staff on how to network for veterans and comply with priority of service requirements, updating staff on policy changes, training new staff, and marketing upcoming events and hiring fairs.

The EDD's Workforce Service Branch Veterans Program Unit, in collaboration with JVSG staff in the field offices, developed a LVER/CVR Service Delivery Model and CalJOBS<sup>SM</sup> employer case management training, which reinforces the importance of documentation regarding LVER/CVR outreach to employers. LVERs and CVRs enter CalJOBS service codes and case notes to create a history of employer contacts, which creates a record that can be accessed by management and other partner staff to eliminate the possibility of duplicating visits or activities with that employer.

CalJOBS is California's labor exchange system to help job seekers and employers navigate the state's workforce services. CalJOBS is California's recognized "system of record" for participant tracking and federal and state reporting for WIOA and Wagner-Peyser employment services and programs.

*LVERs work with Workforce Innovation and Opportunity Act (WIOA) case managers to create job opportunities for veterans being case managed and trained through other WIOA one-stop partner programs:*

LVERs and CVRs advocate for all veterans served by the local AJCCs and collaborate with all AJCC partners, including WIOA case managers, to create job opportunities for all veterans being case-managed and trained through other WIOA AJCC partner programs. Furthermore, the LVERs and CVRs collaborate with their local AJCCs and community partners to provide additional services listed in VPL 03-14, such as planning and participating in job and career fairs, employer outreach, coordinating with unions, apprenticeship programs, and businesses or business organizations to promote employment and training programs for veterans, which all help members of the veteran community to obtain meaningful and successful careers.

*DVOPs share information with partner staff regarding available community resources they can access to better serve veterans who may not be eligible for DVOP services:*

The DVOPs and CVRs participate in AJCC-sponsored workshops and community-sponsored events organized by state agencies, partner staff, community-based organizations, and veteran resource groups to promote the JVSG program. Finally, DVOPs and CVRs actively seek to establish partnerships with other state and federal agencies and organizations, including, but not limited to, the California Department of Veterans Affairs (CalVet), County Veteran Service Officers, and community-based organizations to identify and promote available community resources and support systems to serve better all veterans and eligible persons, even those that may not be eligible for DVOP services. The DVOPs share an electronic version of CalVet's [California Veterans Resource Book](#), which details all available resources for California's veterans.



## Incentive Award Program

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

The EDD is researching the opportunity to develop and implement California's DOL VETS Performance Incentive Award Program. It is envisioned that an essential component of this plan is appropriate recognition of groups and individuals who provide outstanding performance. Consideration will be given annually for attitude, motivation, program improvement, positive feedback, and other indicators to achieve excellence in providing services to veterans.

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

N/A

2. The approximate number and value of cash awards using the one-percent incentive award allocation:

N/A

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

N/A

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 state laws or policies prohibiting such awards, if applicable. Describe the state's efforts in overcoming those challenges:

N/A

## JVSG Performance Measures

*List the performance targets for direct services to veterans provided by JVSG staff, as measured by the participants:*

### F.F.Y. 2024 JVSG Performance Targets

Employment Rate 2 <sup>nd</sup> Quarter After Exit	49%
Employment Rate 4 <sup>th</sup> Quarter After Exit	47%
Median Earnings 2 <sup>nd</sup> Quarter After Exit	\$9,300