

JOBS FOR VETERNAS STATE GRANTS

The Jobs for Veterans' State Grants (JVSG) are mandatory, formula-based staffing grants to (including DC, PR, VI and Guam). The JVSG is funded annually in accordance with a funding formula defined in the statute (38 U.S.C. 4102A (c) (2) (B) and regulation and operates on a fiscal year (not program year) basis, however, performance metrics are collected and reported (VETS-200 Series Reports) quarterly (using four "rolling quarters") on a Program Year basis (as with the ETA-9002 Series). Currently, VETS JVSG operates on a five-year (FY 2015-2019), multi-year grant approval cycle modified and funded annually.

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

(A)HOW THE STATE INTENDS TO PROVIDE EMPLOYMENT, TRAINING AND JOB PLACEMENT SERVICES TO VETERANS AND ELIGIBLE PERSONS UNDER THE JVSG

EMPLOYMENT OUTLOOK FOR VETERANS

THE OVERALL EMPLOYMENT OUTLOOK FOR VETERANS

The employment outlook for Veterans in Tennessee is expected to be above that for their civilian counterparts. Continued technological advances in military equipment and the requisite training to operate and maintain this gear make Veterans highly competitive in a broad spectrum of markets. A lack of required (I.E. Healthcare, CDL, etc.) certification because of "State Mandated" formal educational training remains a challenge for some Veterans in certain career fields. However, programs like the Post 9/11 GI Bill and the Transition Assistance Program along with proposed state legislative action to allow for the use of military schooling to be used in lieu of in-state instruction, are dealing with these difficulties and provide opportunities along with information and training to enhance the accreditation process for recently separated Veterans in a variety of career fields. The "Soft skills" Veterans possess also make them desirable to potential employers and include; leadership, a strong work ethic, teamwork, loyalty and a desire to succeed, just to name a few.

OPPORTUNITIES FOR VETERANS

Areas of growth specifically being promoted by the current administration are jobs in the automotive and healthcare sectors. Hankook manufacturing from Korea has agreed to build a new tire plant in Clarksville Tennessee (Montgomery County) that will employ 1500+ people. One of the deciding factors for them locating in Clarksville was the close proximity of Ft. Campbell and the large pool of available transitioning and residential Veterans. Additionally, the current automotive industry in Tennessee is expanding, with Nissan committed to increasing production of the Nissan Leaf in Smyrna. GM will also continue to produce the Chevy Volt at the Spring Hill plant and Volkswagen is expanding with plans to grow their production facility in Chattanooga. In addition to the specific auto manufacturers, the companies that support those facilities continue to grow as well. As an example, Automotive Energy Supply Corporation

(AESC), the company that produces the battery for the Leaf is expanding to meet the higher level of demand through increased production.

Because of the increase in age of the general population, the healthcare sector will continue to expand in Tennessee as well. HealthCare Corporation of America (HCA) continues to grow in Tennessee and is one of the largest employers within the State providing a wide variety of job opportunities for Veterans such as EMT, medical, IT, etc.

To aid in the growth of these industries, Tennessee is making a significant amount of grant money available through the Tennessee Department of Economic Community Development for job development to assist these companies with the training and placement of employees, including Veterans for these highly desired jobs. Programs such as On the Job Training (OJT) and the Incumbent Worker Training Program (IWT) are just two examples of funding assistance available to them.

Some examples of companies that are expected to provide notable opportunities for Veterans:

- Hankook Tires, Montgomery County
- Berretta Firearms, Sumner County
- TVA, Sumner County
- HealthCare Corporation of America

PROJECTED LONG-TERM EMPLOYMENT THROUGH 2019

Growth Rates for the Long Term: In the long term, employment is expected to rise through 2019 in most sectors. The top five industries and occupations in the state that will provide employment opportunities in Tennessee are: 1) Education and Health Services, 2) Trade Transportation, and Utilities, 3) Professional and Business Services, 4) Manufacturing, and 5) Government. The growth rate through 2019 is significant at 1.2 percent per annum where healthcare and social assistance, professional and business services, construction, and education sectors are projected to gain the most jobs. Some service sector and truck transportation jobs are likely to show significant growth as well.

PROMOTING THE HIRING AND RETENTION OF VETERANS

The advantage of hiring Veterans is a topic that needs to be presented to an employer on a consistent basis. Tennessee's American Job Centers (AJCs), through the Business Services Team (BST), will provide an effective conduit to promote Veterans to businesses as a sound and wise investment. Federal contractors and subcontractors are also targeted as companies that not only can benefit from the hiring of Veterans, but they are also informed about their responsibilities under the Office of Federal Contract and Compliance Programs (OFCCP) and Vietnam Era Veterans Readjustment Assistance Act (VEVRAA) guidelines as well. This is done through our BST, which includes the Local Veterans' Employment Representative (LVER), the Local Office Site Leads, Wagner-Peyser (W/P) staff, Local Workforce Development Area (LWDA) staff as well as the Tennessee's Department of Labor's Workforce Development (TDLWD) Marketing Services Team within the Service Delivery System. All provide valuable information about promoting Veterans within a variety of venues including job fair participation, Chamber of Commerce meetings, Society of Human Resource Managers (SHRM) meetings, employer visits, public radio and television service spots and departmental brochures. Besides the benefits of hiring Veterans, employers are also informed about the assistance available to them at the AJC,

such as the ability to conduct individual hiring fairs and notification of job opportunities to potential candidates.

Retention of our Veterans who received case managed services is accomplished through follow-up within 30/60/90 days of initial hire between the individual Veteran and the employer by our DVOP staff. This gives both parties an opportunity to discuss potential issues before they escalate.

TARGETING SERVICES TO VETERANS WITH SIGNIFICANT BARRIERS TO EMPLOYMENT (SBE)

According to the latest Census Data (Census 2010), there are 475,375 Veterans over the age of 18 in Tennessee. There are 275,122 Veterans between the ages of 18-64: male Veterans total 246,498 and female Veterans 28,624. Of these Veterans, 44,369 are classified as disabled. Also, approximately 8,800 Tennessee Reservists and National Guardsman have been called to active duty for service in Iraq and Afghanistan. Many of these service members were not classified initially as Veterans by Title 38 definition but will be eligible for service as a Veteran upon their return. Assisting this group of Veterans is critical to their successful transition back to civilian life.

Additionally, continued outreach within the local community is vital to promote all the services available to our Veterans.

Latest estimates of homeless Veterans by the Veterans Administration's (VA) Point-In-Time Count indicate there are approximately 3,300 homeless Veterans residing in Tennessee. In addition to the groups mentioned above, the Armed Forces are possibly planning a massive drawdown of active duty troops within next three years. The number of servicemen this is projected to affect is estimated at 1.5 million. Disabled Veterans Outreach Program Specialists (DVOPs) within the Tennessee Department of Labor-Workforce Development (TDLWD) will provide services to Veterans who have been identified as having a SBE that requires additional enhanced services through case management, consistent with VPL 03-14 Ch. 1 and VPL 03-14 Ch. 2, and 04-14. These include:

Veterans with a compensable disability; Homeless (As defined by Section 103(a) of the Stewart B. McKinney Homeless Assistance Act);

- Recently separated service members with 27 or more consecutive weeks of unemployment;
- Veterans who have recently been incarcerated along with incarcerated
- Veterans who are being released soon;
- Veterans needing a high school diploma or equivalent certificate;
- Low income (As defined by WIOA);
- Veterans between the ages of 18-24; and other eligible as defined in the statutes.

DVOPs are required to take an active role in seeking out and assisting these targeted groups by networking with other local, state, and federal government agencies. DVOPs also develop partnerships with Veteran Service Organizations, community service organizations, LWDA partners, faith-based organizations, and any other entities that are dedicated to locating and serving Veterans in need and helping them with the purpose of providing intensive services so they are able to successfully compete in the job market. TDLWD acknowledges that homeless

Veterans are not likely to seek our services on their own and that an “under the bridge” approach is to be taken by DVOPs, encouraging them to go where these individuals can be found. In locations where there is access to organizations such as US DOL Homeless Veterans Reintegration Program (HVRP) grantees (Such as Operation Stand Down Tennessee (OSDTN) and Volunteers of America Knoxville), VA facilities, Warrior Transition Units (WTU) etc., direct partnerships have been established where the DVOP will visit the facility weekly (In the case of OSDTN, a DVOP is available) to provide services as needed.

The goal is to help the Veteran become job ready and gain employment in a field of their interest and/or ability. Veterans who are identified as having SBE through the initial intake process at the AJC, and need specific Intensive Services, will be referred to appropriate DVOP staff for assistance as required. The DVOP and the Veteran will work together to complete a career assessment and document any current or potential SBEs, then monitor them through the Case Management process. The Veteran would then, if required, be referred to an appropriate partner for additional services as needed. In the absence of DVOP staff, the LOFF Manager, or other W/P staff, assumes responsibility for the career assessment of the individual and assures that appropriate referrals and services are provided. DVOPs are a supplement to the AJC staff and should not be a substitute for providing services.

Tennessee will continually monitor and assess the performance data of services provided to ensure that the roles and responsibilities of both the DVOP and the LVER are adhered to and determine if adjustments to the program are needed.

The Quarterly Manager's Reports, along with onsite office validations and desk audits, will be used to ensure compliance with this directive and other guidance as given by DOL-ETA, VETS, and the TDLWD.

There are no designated Tribal Lands within the State of Tennessee. Native American Veterans receive the same services as non-Native Americans.

(B)THE 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

TDLWD has determined that the appropriate placement of DVOP/LVER personnel is paramount to the success of the program.

For DVOPs, careful study of state demographics and associated evidence indicates that targeted veteran subgroups are predominately located in Tennessee’s metropolitan areas. However, many counties outside of the MSAs have sufficient Veteran population to warrant the presence of a DVOP. Most DVOP Specialists will be assigned to a comprehensive Career Center where other supportive services are readily available. In the areas where there are additional organizations such as VA VR&E offices, Homeless Shelters and other Community Partners, a DVOP from the local AJC has a partnership with them to provide Intensive Services to those who require additional assistance to become job ready. Services will be provided to Veterans who have identified themselves as having an SBE.

LVER staff will be placed throughout the state to reach out to employers and promote the benefits of hiring veterans. One way this promotion process can be accomplished is by

introducing employers to the immediate tangible benefits such as the Work Opportunity Tax Credit (WOTC, when funded) that is available to them when they hire Veterans. In addition to the tangible incentives they can get are the short and long-range benefits gained from the intangible “soft skills” Veterans bring to the hiring table, teamwork, trainability, leadership, diversity in the workplace, and a host of others that are inherent to the military experience. By “showcasing” our Veterans, the LVER staff increases job opportunities for them.

Every effort is made to keep vacancies of staff positions down below the 60-day time frame as directed. The Veterans Program Coordinator (VPC) will ensure that Tennessee’s Department of Human Resources is aware of the unique funding stream of the JVSG and will keep all vacancies filled within the 60-day mandate.

TDLWD will ensure that all new hires for DVOP and LVER will attend NVTI for mandatory training within the required 18 month time period.

DVOP SPECIALISTS

Primary Duties: Intensive Services. The DVOPs are assigned to the local AJC for the main purpose of providing intensive services to SBE Veterans and other eligible individuals through case management. This is the key component of the roles and responsibilities of the DVOP.

After the initial assessment of a Veteran in the AJC (Conducted by other than DV/LV staff) and it is determined that they have an SBE and require additional Intensive Services, they will be referred to a DVOP for assistance. To accomplish effective intensive services, the DVOP must, at a minimum:

- Conduct an assessment of individual needs
- If appropriate, develop a documented plan of action for periodic review

These two activities form the core of an effective individual Case Management plan under which most Intensive Services will be delivered.

Upon completion of the assessment, the DVOP can determine the need for additional Intensive Services through case management. These services can take the form of

- Providing vocational guidance and counseling as required, such as; skills assessment, career planning, communications skills, interviewing skills, punctuality, personal maintenance skills and professional conduct.
- Coordination of supportive services by:
 - Providing technical assistance to community - based organizations regarding employment and training services to veterans.
 - Developing relationships with VSOs and consulting with other representatives of federal, state, and local programs in order to provide maximum employment assistance
- Job referral for specific employment opportunities. d. Referral to training with other agencies

Providing Services: The DVOP will provide services to Veterans who have been identified as having an SBE that requires additional enhanced services through case management consistent

with VPLs, 03-14, 03-14 Ch1, 03-14 Ch. 2 and 04-14. These include Veterans with a compensable disability; Homeless (As defined by Section 103(a) of the Stewart B. McKinney Homeless Assistance Act); Recently separated service members within the last 12 months with 27 or more consecutive weeks of unemployment; Veterans who have recently been incarcerated along with incarcerated Veterans who are being released soon; Veterans needing a high school diploma or equivalent certificate; Low income (As defined by WIOA); Veterans between the ages of 18-24; and other eligible as defined in the statutes. Under the guidance of the WIOA and the integration of all partners within the AJC, the DVOPS will provide intensive services under a case management strategy to RESEA, SNAP E&T and TAA veteran clients who have been assessed by AJC partner staff and identified as having SBE.

Integration into the Workforce System: Integration of the DVOP via the AJC will be accomplished by utilizing in-place procedures for servicing Veterans with SBEs and combining them with the new policies and processes that will support functional alignment within the AJC. All partners will work together to support our plan for a seamless, customer-driven system. The new policies will enhance the delivery system and reflect the Governor's vision of effective and efficient governance through the alignment of several programs. This process starts at the initial point of entry into the AJC where the first person the Veteran encounters will be an intake specialist who is trained in all aspects of the AJC and the services that are available to the Veteran. TDLWD calls this an "Initial Triage" step. Through the use of a specialized checklist and direct questions, a determination will be made for the level and type of needed service. If the Veteran, or other eligible person, is deemed to have an SBE and has a need for enhanced services, the Veteran will be referred to a DVOP for assistance. If the initial screener decides that the level of service precludes the need to see a DVOP, the person will be referred to a non-JVSG staff member for the required assistance.

Note: Veterans with an SBE, or labeled in a specified category, will have access to all appropriate AJC services and are not limited to receiving services only from DVOP specialists. Once the Veteran is made "Job Ready", the DVOP will coordinate with the BST (this team is responsible for all outreach to employers and includes the LVER) to ensure that these Veterans are promoted within the community as available for immediate job placement.

Outreach: Time permitting, DVOPs may conduct outreach activities with the intent of locating candidates with SBEs and enroll them in an AJC with the intent of providing them with appropriate intensive services.

- They will seek out potential clients within programs and places such as:
 - Veterans Administration facilities
 - Vocational Rehabilitation and Employment (VR&E) offices
 - Regional Medical Centers
 - V.A. sponsored Vet Centers
- Homeless Veterans Reintegration Project (HVRP)
- Homeless Shelters
- Incarcerated Veterans Transition Program (IVTP)
- Civic and Service Organizations
- Local Workforce Development Area (LWDA) partners

- State Vocational Rehabilitation Agencies
- Other service providers as deemed probable locations of Veterans with SBEs

Vocational Rehabilitation and Employment Program referrals: When a Veteran has participated in VR&E and is considered employment ready, they will be referred to the local AJC and a DVOP for job search assistance and follow - up. VR&E sends the Veteran's information to the TDLWD Intensive Services Coordinator (ISC), who records and sends the information to the nearest local DVOP. The DVOP will establish contact with the Veteran and assist in any way possible to help the Veteran obtain suitable employment. Providing intensive services to the Veteran will be accomplished through the Case Management system where the DVOP will maintain a record of progress the client makes in achieving his/her goal of finding employment. Thus, the DVOP is instrumental in the coordinated efforts of VR&E, the ISC, and the local AJC to ensure that the Veteran is tracked towards gainful employment.

Procedures to ensure the hiring of qualified DVOP Specialists: Tennessee fills vacant DVOP positions by hiring from a register of qualified applicants. All Veterans that meet the published requirements are offered an opportunity to interview for open positions. Provisions under the JVSG require that the state must fill these positions with eligible Veterans and give preference to those with disabilities as defined in Title 38, USC with priority given to special disabled, disabled and others who are eligible. The proposed staffing plan reflects only full - time DVOPs.

LVER STAFF

Primary Duties: The LVER will actively advocate for employment and training opportunities with business, industry, and community-based organizations on behalf of Veterans consistent with VPL 03-14, VPL 03-14 Ch1, VPL 03-14 Ch2, VPL 04-14. LVERs will be assigned duties that promote to employers, employer associations, and business groups the advantages of hiring veterans and will be part of the "Business Services Team" within the AJC that conduct outreach activities to these entities. The following activities will be part of this program:

- In conjunction with employers, conduct job searches and workshops and establish job search groups to facilitate the use of the TDLWD labor exchange system to enhance their employee search activities.
- Form effective relationships with the business community and trade unions to enhance the availability of employment and training opportunities for Veterans.
 - Encourage businesses to hire Veterans and to provide OJT and Apprenticeship programs geared to the Veteran community.
 - Maintain current labor market information on trends and adjust strategies accordingly.
- Work with training providers and credentialing bodies to promote opportunities for Veterans.
 - Encourage employers in professions requiring licensure or certification to develop OJT and/or apprenticeship programs for Veterans.
 - Promote the participation of Veterans in programs leading to certification or licensure.

- Advocate with training providers and credentialing agencies for recognition of equivalent military training.
- Plan and participate in job fairs to provide employment opportunities for Veterans. The LVER will facilitate this by:
 - Initiating contact and developing relationships with employers, community leaders, labor unions, veterans' organizations, and training program representatives to develop their commitment to providing employment and training opportunities for Veterans.
 - Maintaining current information regarding a full range of employment and training options available to Veterans.
- Work with federal contractors to inform them of the process they can use to recruit and hire Veterans within the TDLWD Labor Exchange System and discuss their responsibilities under the OFCCP and VEVRAA final rule to attain the appropriate percentage of Veteran hires.

The net result of LVER outreach to employers and the community will be an increased awareness of the capabilities of Veterans and their qualifications, along with developing employers' willingness to utilize the OJT program that is available to them to increase the opportunity for Veterans.

Employer Relations: The LVER will establish and maintain regular contact with employers in order to maximize the development of employment and training opportunities for the Veteran community.

- Develop an employer contact plan designed to encourage the employment of Veterans by the use of business and community organizations such as the Chamber of Commerce, Human Resource Groups, and others as determined to be beneficial in the facilitation of hiring Veterans. This can be accomplished by:
 - Personal Visits
 - Phone Calls
 - E-mail Contact
- Internet Connections or other means deemed effective
- Monitor federal contractor job listings and encourage the hiring of Veterans by federal contractors.
- Coordinate activities with DVOP specialists, along with other AJC staff and partners to promote Veteran job seekers who have been deemed "job ready" to employers looking to match the specific skill sets of individuals to their needs.
- Advocating Veterans as a category of job seekers who have highly marketable skills and experience. This can be accomplished by the following: Encouraging employers to develop apprenticeship programs to increase the employment opportunities for Veterans.

Capacity Building of Other Service Providers: It is essential that the LVER assist other workforce development providers in increasing their ability to recognize and respond to the employment and training needs of Veterans. This will be accomplished through the following activities:

- Training AJC staff and service delivery system partners in order to enhance their knowledge of Veterans' employment and training issues by:
 - Providing technical assistance to the LOFF manager.
 - Encouraging participation by raising the awareness of Veterans in the employment and training programs.

Procedures followed to ensure hiring qualified LVERs: Tennessee fills vacant LVER positions by hiring from a register of qualified applicants. All Veterans that meet the published requirements are offered an opportunity to interview for open positions. Provisions under the JVSG require that the state must fill these positions with eligible Veterans and give preference to those with disabilities as defined in Title 38, USC with priority given to special disabled, disabled and others eligible. The proposed staffing plan reflects only full - time LVERs.

(C)THE MANNER IN WHICH DVOP SPECIALISTS AND LVER STAFF ARE INTEGRATED INTO THE STATE'S EMPLOYMENT SERVICE DELIVERY SYSTEM OR ONE-STOP DELIVERY SYSTEM PARTNER NETWORK;

DVOP AND LVER INTEGRATION

DVOPs and LVERs are fully integrated into the TDLWD Labor Exchange System to form a comprehensive delivery team that provides services to Veterans that address their employment and training needs. All AJCs (with the exception of two located in extremely rural locations) have assigned Veteran staff, with LVERs and DVOPs assigned according to the population of their target groups and the needs of the community. DVOPs are assigned to areas with the highest concentration of Veterans, including disabled, homeless, and other Veterans with SBE. LVER assignments are based on the employer population and the probabilities of economic growth in their areas. Urban areas will normally have both LVER and DVOP staff assigned to ensure effective service to all Veterans. AJC Staff will work together in a comprehensive manner, respective of their roles and responsibilities, to provide assistance to Veterans in need which will foster job developments created with the employers in these highly industrialized and diverse environments. Suburban and rural (agricultural) areas will normally be assigned a LVER or DVOP as indicated by the factors previously mentioned.

Placement of Veteran staff is under constant review by both the State Veterans' Program Coordinator and the Field Operations Section to determine if changes in staffing are warranted. DVOPs will actively seek to establish partnerships in providing services to Veterans with other state and federal agencies, VSO, community service organizations. LVERs will perform outreach to businesses, training providers, and any other entities with the ability to positively impact the employability of Veterans.

ISC COORDINATOR

One DVOP will be designated as the TDLWD ISC and will work with VA VR&E whose Veteran clientele have completed training through their respective programs and are now deemed as employment ready. These Veterans will be assigned to a local DVOP and will receive intensive services through case management and be tracked until they have found suitable employment or they exit the program.

USE OF SERVICES AND LINKAGES TO OTHER SERVICE PROVIDERS

DVOPs are assigned to AJC where a myriad of services is provided. In addition to the partners located within the AJC (LWDA, National Council on Aging, TN Department of Veterans Affairs, Vocational Rehab, etc.), the DVOP also is tasked with developing relationships with other agencies that provide services to Veterans. These can include:

- Homeless Veterans' Reintegration Programs (Such as Operation Stand Down Tennessee)
- Incarcerated Veterans' Transition Program grantees
- Employer Support of the Guard and Reserve
- Other organizations dedicated to providing employment and training services to Veterans.

To ensure an appropriate partnership, a Memorandum of Understanding (MOU), may be signed between VA VR&E, VETS and TDLWD to describe the roles and responsibilities for each participant to ensure that the Veterans who are receiving services continue to do so in the most effective manner possible.

IN-DEMAND CAREERS

In coordination with the DVOP, and after receiving names of Veterans who have been deemed "job ready", the LVER will work with local industry leaders as well as Tennessee Department of Economic and Community Development (ECD) to identify the requisite skill sets needed for in-demand careers for their area and develop opportunities for training through programs such as OJT through WIOA. Additionally, the LVER will coordinate with state educational facilities such as the Tennessee Technology Centers (TTC) to foster attendance in training programs for those in-demand jobs.

PUBLIC OUTREACH TO VETERANS CONCERNING EMPLOYMENT AND TRAINING OPPORTUNITIES

In addition to the efforts of the DVOP and LVER staff, TDLWD Marketing Services Staff (part of the BST) will promote the available services, including employment and job training opportunities, to veterans in a variety of forums in which they are involved. These can include job fairs, Chamber of Commerce meetings, Society of Human Resources Managers (SHRM) meetings, employer visits, public radio, television spots, and departmental brochures.

(D)THE INCENTIVE AWARD PROGRAM IMPLEMENTED USING THE 1% GRANT ALLOCATION SET ASIDE FOR THIS PURPOSE, AS APPLICABLE;

ANNUAL VETERANS CONFERENCE

The TDLWD is planning an annual Veteran Staff Conference for DVOP/LVER staff, to be held annually at a location to be determined with preference given to state facilities at reduced costs. Annual conferences have proven to be extremely beneficial in the training of our Veteran staff and in providing an improvement to the services rendered to the Veterans of Tennessee. The conference covers subjects such as Priority of Service, Vocational Rehabilitation and Education (VR&E), Case Management (DVOPs), Employer Outreach (LVERs), Roles and Responsibilities, Successful Implementation of DVOP/LVER Grant funds, Best Practices, and discussions of any needed changes in policies or procedures.

(E)THE POPULATIONS OF 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);

Please see question (a) that addresses the populations of veterans to be served.

(F)HOW THE STATE IMPLEMENTS AND MONITORS THE ADMINISTRATION OF PRIORITY OF SERVICE TO COVERED PERSONS;

PRIORITY OF SERVICE

HOW VETERANS SERVICES ARE PROVIDED BY THE PUBLIC LABOR EXCHANGE

Priority of Service (POS) as required by 38 U.S.C. 4215 (b) and 20 CFR parts 1001 and 1010, is an essential element given to covered persons (Veterans and other eligible persons including spouses who meet the criteria for POS) who participate in the Labor Exchange system. All covered persons are to receive POS at any “point of entry”, which includes physical locations, such as AJCs, as well as websites and other virtual service delivery resources. Additionally, POS is provided within the AJC interviewing process to include career assessment and counseling, access to job search tools like the Internet, availability of classes to improve marketability such as resume writing and job interviewing programs and referral to all new and existing job training programs offered as a matter of course in the daily operations of the TDLWD Labor Exchange System.

The term “Eligible Veteran” refers to a person who:

- Served on active duty for a period of more than 180 days and was discharged or released from the service with any classification other than dishonorable;
- Was discharged or released from active duty because of a service-connected disability; or
- As a member of a Reserve or Guard component under an order to active duty served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge.
- Also includes VR&E, Chapter 31 participants, Native American Veterans and other such groups as targeted for special consideration.

It is of critical importance that Priority of Service be observed in all employment and training activities within our purview. Priority of Service is the vehicle by which service to Veterans will be carried out. Priority of Service does not mean exclusivity of service. It does mean that if a veteran meets the basic qualifications for any Employment and Training program, he/she will be given priority in referral and enrollment into said program over a non - veteran of equal qualification. A Veteran does not qualify for a program simply because they are a Veteran unless being a Veteran is the basic criteria for the program.

These services are the responsibility of all local office staff members. The Regional

Director/Manager is responsible for ensuring that AJC staff understand and observe these standards of performance. Compliance with these guidelines will be assured by the State Veterans’ Program Coordinator, Field Operations management staff, and other state

representatives as deemed necessary. Performance measuring tools will include reports generated by the TDLWD data collection system, site visits, periodic reports from field staff, and recommendations made as a result of VETS' technical assistance visits and audits.

PROCEDURES FOR INTAKE AND REFERRAL

Upon entry to a TDLWD facility (AJC or Affiliate Center) and identification as a Veteran, the Veteran will be screened by the initial intake process where an assessment of needed services will be made and the Veteran will then be directed to the appropriate Service Delivery Specialist (this could be a DVOP (Veterans with SBEs only), W/P or LWDA staff person or another partner within the AJC).

POS procedures will then be followed in the manner as described above. It is the responsibility of all AJC personnel to ensure that priority of service is observed.

Since the migration of the Labor Exchange System known as Jobs4TN in 2014, POS will be observed with all new job orders by the use of the Veterans' hold function combined with the "Virtual Recruiter" option within the program. All new job orders will be placed on an automatic "Veteran's Hold" for 24 hours where only registered Veterans will have the ability to access and apply for that particular job. Non-Veterans will be unable to access the job order until the 24 hour period has expired and it is released to the general public. The "Virtual Recruiter" option will replace the Veteran Job Search function. The Virtual Recruiter will automatically notify the Veteran when a new job order is placed within the system that meets their qualifications and needs precluding the necessity of a manual search and notification. The Virtual Recruiter, coupled with the Veteran Hold functionalities within Jobs4TN satisfy the POS requirement noted above and actually improves the old system by alerting the Veteran immediately that a new job order has posted as opposed to having to wait for notification through a manual process. This is especially beneficial on job orders that are posted on the weekend where it would be the next business day before they would receive notification.

If DVOP and LVER become aware of issues detrimental to the efficient implementation of VPL 03-14 Ch1, VPL 03-14 Ch2, VPL 04-14 or related guidance, they may make the Regional Director/Manager aware of areas of concern and provide reasonable solutions to deal with these issues.

PROCESSES TO MAINTAIN, MONITOR, AND REPORT COMPLIANCE

Adherence to established standards of service measurements will be evaluated monthly using reports generated by the TDLWD data collection system. At a minimum, the AJC LOFF Manager will provide a Quarterly Report to the VPC detailing the status of program objectives, POS mandates, and progress toward meeting the State's performance goals. The report is due to the State's VPC no later than 10 days following the quarter's end. Due dates are as follows: January 10th, April 10th,

July 10th, and October 10th. After review, the report will be forwarded to the DVET for processing with the state's quarterly reporting. Additionally, JVSG PIRL Reports will be used to evaluate the percentages of actual Staff Assisted Services by DVOPs (Veterans with SBEs only) and non-Vet staff to ensure POS is being followed. Deficiencies discovered during these evaluations will be presented to the Regional Director/Manager for immediate corrective action.

These review processes and procedures will be used by the State to maintain, monitor, and assess the progress of Veterans' Services provided relative to the approved State Plan.

ANNUAL AGREEMENTS WITH SERVICE PROVIDERS

Federally funded WIOA programs provide services to Veterans as well and are subject to the same guidelines previously mentioned concerning Priority of Service. For additional providers, the state would follow guidance from the U.S. Department of Labor Employment and Training Administration (ETA), and/or U.S. Department of Labor Veterans' Employment and Training Service (VETS) on how to proceed with any future agreements.

(G) HOW THE STATE PROVIDES OR INTENDS TO PROVIDE AND MEASURE, THROUGH BOTH THE DVOP AND ONE-STOP DELIVERY SYSTEM PARTNER STAFF:

JOB AND JOB TRAINING INDIVIDUALIZED CAREER SERVICES

Question (b) identifies how TN provides job and job training individualized career services. Services will be measured through Jobs4TN and the approved data matrix reporting.

EMPLOYMENT PLACEMENT SERVICES

Question (b) identifies how TN provides employment placement services. Services will be measured through Jobs4TN and the approved data matrix reporting.

JOB-DRIVEN TRAINING AND SUBSEQUENT PLACEMENT SERVICE PROGRAM FOR ELIGIBLE VETERANS AND ELIGIBLE PERSONS

Question (b) identifies how TN provides job-driven training and subsequent placement services. Services will be measured through Jobs4TN and the approved data matrix reporting.

(H) THE HIRE DATE ALONG WITH MANDATORY TRAINING COMPLETION DATES FOR ALL DVOP SPECIALISTS AND LVER STAFF; AND

Jobs for Veterans State Grant Staff Directory (Section B - Staffing Information)

*ADAPTED FROM FORM VETS-501

Total FTE Positions	31	22	8	0	4
Fully Funded Positions	31	23	-	-	-
Total Positions Filled	45	-	-	-	-

(I) SUCH ADDITIONAL INFORMATION AS THE SECRETARY MAY REQUIRE