



Texas Veterans Commission

---

# Veterans Employment Representative Guide

June 2008

State Headquarters Office  
Veterans Employment  
P.O. Box 12277  
Austin, Texas 78711-2277  
(512)463-6564 - Fax (512)463-2395  
[www.tvc.state.tx.us](http://www.tvc.state.tx.us)

---

# Table of Contents

	Page Number
<b>Dear Veterans Employment Representative:</b> .....	<b>1.1</b>
<b>Introduction</b> .....	<b>2.1</b>
Texas Veterans Commission’s (TVC) Mission .....	2.1
TVC’s Philosophy.....	2.1
TVC’s History.....	2.1
Commissioners.....	2.1
What TVC does .....	2.2
Programs within Veteran Employment Services.....	2.2
What is a state Plan?.....	2.2
Confidentiality of Information .....	2.2
Organizational Chart .....	2.3
<b>Assessment</b> .....	<b>3.1</b>
Occupation and Skill Computer-Assisted Researcher (OSCAR).....	3.2
Test for Adult Basic Education (TABE) .....	3.2
Whole Person Concept.....	3.2
<b>Intake</b> .....	<b>4.1</b>
WorkInTexas.com (WIT) .....	4.1
WIT Employment Application .....	4.1
WIT Job Matching.....	4.1
Employment Application Assistance .....	4.2
WIT Resume .....	4.2
State of Texas Application .....	4.3
Labor Market Information (LMI) .....	4.3
O*NET.....	4.3
Entering Qualifying Services into WIT.....	4.4
Job Seeker Search .....	4.4
WIT Reports.....	4.5
Service Connected Disability .....	4.5
The Workforce Information Systems of Texas (T.W.I.S.T.).....	4.6
Workforce Center Services.....	4.6
Unemployment Insurance (UI).....	4.7
Intake Flow Chart .....	4.8
<b>Priority of Service</b> .....	<b>5.1</b>
<b>Intensive Services</b> .....	<b>6.1</b>
Initial Assessment and Enrollment.....	6.1
Case Management File and File Maintenance .....	6.1
Case Notes .....	6.2
Individualized Development Plan (IDP) .....	6.3
Goal Setting .....	6.3
Case Closure .....	6.3
Intensive Services Self Assessment Checklist .....	6.4
Case Management Forms – (follows).....	6.4
Some barriers to employment may include but not limited to the following: .....	6.4

Individual Development Plan .....	6.5
CHRONOLOG .....	6.8
Intensive Service Self Assessment Check List .....	6.9
<b>Job Search Assistance .....</b>	<b>7.1</b>
Referrals/Contacts .....	7.1
Job Developments.....	7.1
Job Searches .....	7.2
<b>Employer Outreach.....</b>	<b>8.1</b>
Receiving Credit for Employer Outreach in WIT .....	8.1
Job Fairs .....	8.1
Work Opportunities Tax Credit (WOTC) .....	8.2
WOTC Eligibility is defined as the following:.....	8.2
WOTC Minimum Employment or Retention Period.....	8.2
Conditional Certification.....	8.3
The Federal Contractor Jobs Listing (FCJL).....	8.3
Central Contractor Registration (CCR).....	8.3
VET Central.....	8.3
Community Relations/Resources .....	8.4
Media Relations .....	8.4
<b>Veteran Outreach .....</b>	<b>9.1</b>
Veterans .....	9.1
Organizations .....	9.1
Homeless Veterans / Shelters .....	9.1
Medical Centers and Clinics .....	9.2
Other areas to network .....	9.2
<b>Follow-up .....</b>	<b>10.1</b>
Job Posting Hire .....	10.1
Job Development Hire.....	10.1
Obtained Employment Hire.....	10.1
<b>Department Of Labor Veterans' Employment &amp; Training Service (DOL-VETS) .</b>	<b>11.1</b>
National DOL-VETS Structure .....	11.1
Regional and State DOL-VETS Structure .....	11.1
Office Reviews.....	11.2
Veterans Preference (Federal System).....	11.2
Texas State Agencies – Veterans Preference.....	11.2
The Uniformed Services Employment and Reemployment Rights Act (USERRA) .....	11.3
<b>Performance.....</b>	<b>12.1</b>
Common Measures .....	12.1
Performance Planning & Review (PPR).....	12.1
Grant Specific Performance Measures .....	12.1
DVOP.....	12.1
LVER.....	12.1
DVOP/LVER Consolidated.....	12.1
<b>Roles &amp; Responsibilities .....</b>	<b>13.1</b>
Local Veteran Employment Representative (LVER) Track .....	13.1
Disabled Veteran Outreach Program (DVOP) Track .....	13.1
Vocational Rehabilitation & Employment (VR&E) .....	13.2
Transition Assistance Program (TAP).....	13.2

REALifelines (RLL) .....	13.3
<b>Veterans Employment Services – Career Path</b> .....	<b>14.1</b>
<b>Supportive Services</b> .....	<b>15.1</b>
How to network with local service providers .....	15.1
2-1-1 Texas Information and Referral Network.....	15.1
<b>Interagency Referral Program</b> .....	<b>16.1</b>
<b>The Manager’s Report</b> .....	<b>17.1</b>
<b>Incentive Award Program</b> .....	<b>18.1</b>
Award Categories .....	18.1
<b>Work Study Program</b> .....	<b>19.1</b>
What Type of Work Should a Work-Study Perform?.....	19.1
<b>National Veterans’ Training Institute</b> .....	<b>20.1</b>
NVTI Application.....	20.1
Eligibility/Selection .....	20.1
Sequence of Class Attendance .....	20.2
Notification/Travel Procedures .....	20.2
Class Attendance .....	20.3
In-State Course Instruction .....	20.3
Cancellation/Withdrawal .....	20.4
<b>Glossary/Definitions</b> .....	<b>21.1</b>
2-1-1 Texas Information and Referral Network.....	21.1
<b>Special Thanks</b> .....	<b>221</b>

Dear Veterans Employment Representative:

As a Veterans Employment Representative you are a key part of the most important agency in Texas which helps veterans and their families. The work you perform today may have a lasting impact on that veteran's life.

Technically, you will help veterans prepare or improve their résumés, match their skills to employer needs, conduct outreach and hold mock interviews. But more than that, you are preparing them for a new and exciting phase in their lives. Whether transitioning from active duty to civilian life, severely wounded from combat or out of the service for 20 years – those you service are counting on you to be professional, knowledgeable and committed to their successful job search.

I hope that this guide will be a useful tool no matter what your experience. The techniques, information and tips in this Guide were collected through input from your peers statewide and compiled for your benefit.

Thank you for your service to this country, dedication to your job and commitment to helping other veterans. If you have changes or ideas for additions please let us know.

May God Bless Your Work,

*Bill Wilson*

Bill Wilson  
Director, Veterans Employment Services

# Introduction

## **Texas Veterans Commission's (TVC) Mission**

The TVC is committed to provide superior service through agency programs of claims assistance, employment services, and education that will significantly improve the quality of life of Texas veterans and their families.

## **TVC's Philosophy**

The TVC is the advocate for Texas veterans, their families, and their survivors. The Commission takes great pride in providing quality service. The fundamental ingredient to quality is a dedicated, professional, well trained, and well paid work force, provided at the State, Local Workforce Development Areas, and the county levels. This work force and the service it provides must be readily available to the population it serves. The services must be tailored to the needs of veterans and their families. To this end, the TVC must take the lead in coordinating efforts of service providers, sharing of resources, providing innovative and effective training, and developing a partnership with other levels of government to achieve the highest quality of service in assisting the veteran, their families, and their survivors.

## **TVC's History**

TVC was created during the 40<sup>th</sup> Texas Legislature in 1927 as the Veterans' State Service Office. This office was later renamed the Veterans Affairs Commission by the 50<sup>th</sup> Texas Legislature in 1947. The agency was ultimately renamed the Texas Veterans Commission effective September 1, 1985. Prior to the establishment of the Veterans Affairs Commission, the State provided direct benefits to the veterans of the War of Texas Independence and the Civil War. Federal benefits were provided directly to veterans of the Indian Wars, Spanish American War, Mexican Border Actions and World War I.

In 2005 the 79<sup>th</sup> Texas Legislature passed HB 2604 transferring the Veterans Employment Services program funded under Title 38 U.S.C. Chapters 41 and 42 from the Texas Workforce Commission (TWC) to the TVC. Veterans receive no cost career related services through a statewide network of approximately 100 employment service One-Stop Centers where specially trained TVC Veterans Employment Representatives (VER) are co-located with service providers from other agencies and non-profit organizations.

As provided in Title 38, Section 3671 of the United States Code (U.S.C.), Governor Rick Perry designated the TVC as the State Approving Agency for all courses, programs, or tests pursued by veterans and other eligible persons. As a result, the Veterans' Education Program transferred from the TWC to TVC. The effective date of the transfer was October 1, 2006.

## **Commissioners**

The policymaking and citizen representation for the public interest for the agency is a function of the five member commission. The members appoint the Executive Director, set the agency's mission, participate in the agency's planning process and give final approval to the strategic plan.

## **What TVC does**

TVC employees provide assistance to veterans with: filing disability claims, benefits information, resume preparation, job search, educational assistance, etc.

TVC offers Employment Services to all veterans in Texas. The goal of these services is to match veteran job seekers with the best employment opportunities available. In addition, employers are matched with qualified veterans who possess numerous unique abilities gained through military service such as: - Leadership - Teamwork - Training - Knowledge of new technology and the global environment - Efficient performance under pressure - Ability to establish and follow guidelines and procedures – Integrity.

## **Programs within Veteran Employment Services**

VERs provide a full range of employment services. VERs are specifically trained to assist veterans with job applications, resume preparation, job matching and searches, as well as other services for those with barriers. VERs are located in more than 75 cities throughout Texas and offer one-on-one assistance to veterans at local workforce centers. The Transition Assistance Program (TAP) is conducted at military installations in coordination with the Department of Defense. These programs are targeted to military service members and their spouses who are preparing to separate from active duty. The Vocational Rehabilitation and Employment (VR&E) program offers disabled veterans the opportunity to use educational benefits to pay for additional education or training in order to assist in their career opportunities. The Recovery & Employment Assistance Lifelines (REALifelines) program helps severely injured US veterans return to fulfilling, productive civilian lives by creating a network of resources to address the professional and educational goals of veterans while they deal with the realities of rehabilitation and recovery.

## **What is a state Plan?**

States must submit a State Veterans' Services Plan to DOL-VETS to receive funds to administer the DVOP and LVER programs. The plan consists of two-parts. The Program Plan describes the manner in which the state facilitates the provisions of employment, training and placement services for veterans, transitioning service members and other eligible persons. The Budget Plan provides the projected costs for providing those services.

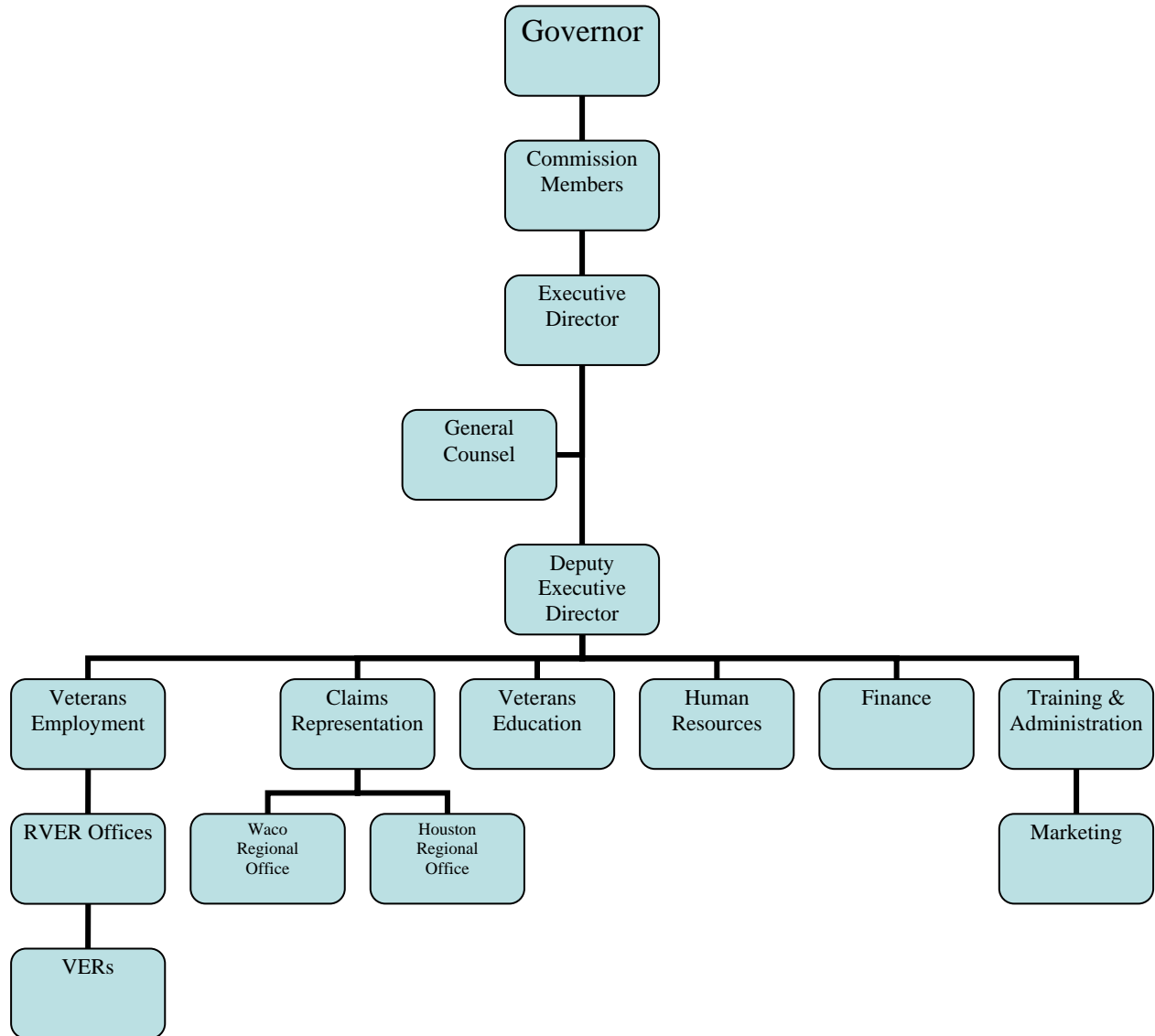
## **Confidentiality of Information**

TVC employees are allowed access to records on veteran's information and wages that are confidential. Access to confidential veterans' information is permitted and limited to the intended purpose of the use, disclosure, or request. TVC employees will be asked to sign a "Confidentiality Agreement" upon hire.

# TEXAS VETERANS COMMISSION

## Organizational Chart

as of June 2008





# Assessment

Assessment begins with the initial discussion/conversation of a veteran job seeker and continues until the veteran job seeker no longer needs services. This could take place in-person, over the phone, or through e-mail. Conducting a comprehensive assessment requires active listening and focusing skills each time the VET works with an individual. The assessment process will help determine the job seeker's needs.

Upon greeting the veteran, the assessment begins. During this period there are several things that must be determined about the veteran in order to provide the best service possible.

Some key fact-findings could include:

- Employment goals
- Past employment likes and dislikes
- Possible barriers to employment

Once a rapport is established, there are three basic ways to gather information about the veteran client.

- Questions: The most effective way of gaining information is by asking questions. Questions are the key to an effective interview and it is important the questions asked are pertinent, open-ended, and "thought provoking." Lead the person to feel free to speak openly. The way a question is asked, the timing of what is asked, and the context of what is being discussed is as important as the question itself.
  - Ask open-ended questions:
    - What are your employment goals?
    - What were some of the positive and negative aspects of your last job?
    - Would you tell me more about \_\_\_\_\_?
- Observation: It is very important not to jump to conclusions based on observation alone, but it should be an indication to ask more specific questions or get additional details. Observation could be made on dress, body language, behavior interaction, and physical responses.
- Documents: Gain information through documents or information the veteran may bring to the interview, such as DD-214's, resumes, Veteran Affairs (VA) letter of disability or employment applications.

Occasionally, there will be a recently-separated veteran who is unsure what occupation to pursue next. There also may be a veteran who has frequent job changes due to lack of interest and guidance. There are tools that can assist VETs and the veteran in reaching a decision regarding which occupation to pursue.

### **Occupation and Skill Computer-Assisted Researcher (OSCAR)**

OSCAR is an online assessment that allows the veteran to explore transferable skills and interest to find suitable occupations. In addition to providing occupational interest assessments, OSCAR can also provide current Labor Market Information (LMI). OSCAR should be administered to the veteran in an isolated and quiet environment whenever possible. Click on the following link to get started using OSCAR:

<http://www.ioscar.org/tx/>

### **Test for Adult Basic Education (TABE)**

TABE is available to be administered in most offices throughout the state. The TABE measures reading, language, spelling and mathematics. All of the areas of this assessment are written with direct relevance to day-to-day life, which makes it interesting to the examinee. The TABE can be used to gauge a veteran's possible success at a specific occupation by demonstrating possession of the skills required to perform those particular job functions.

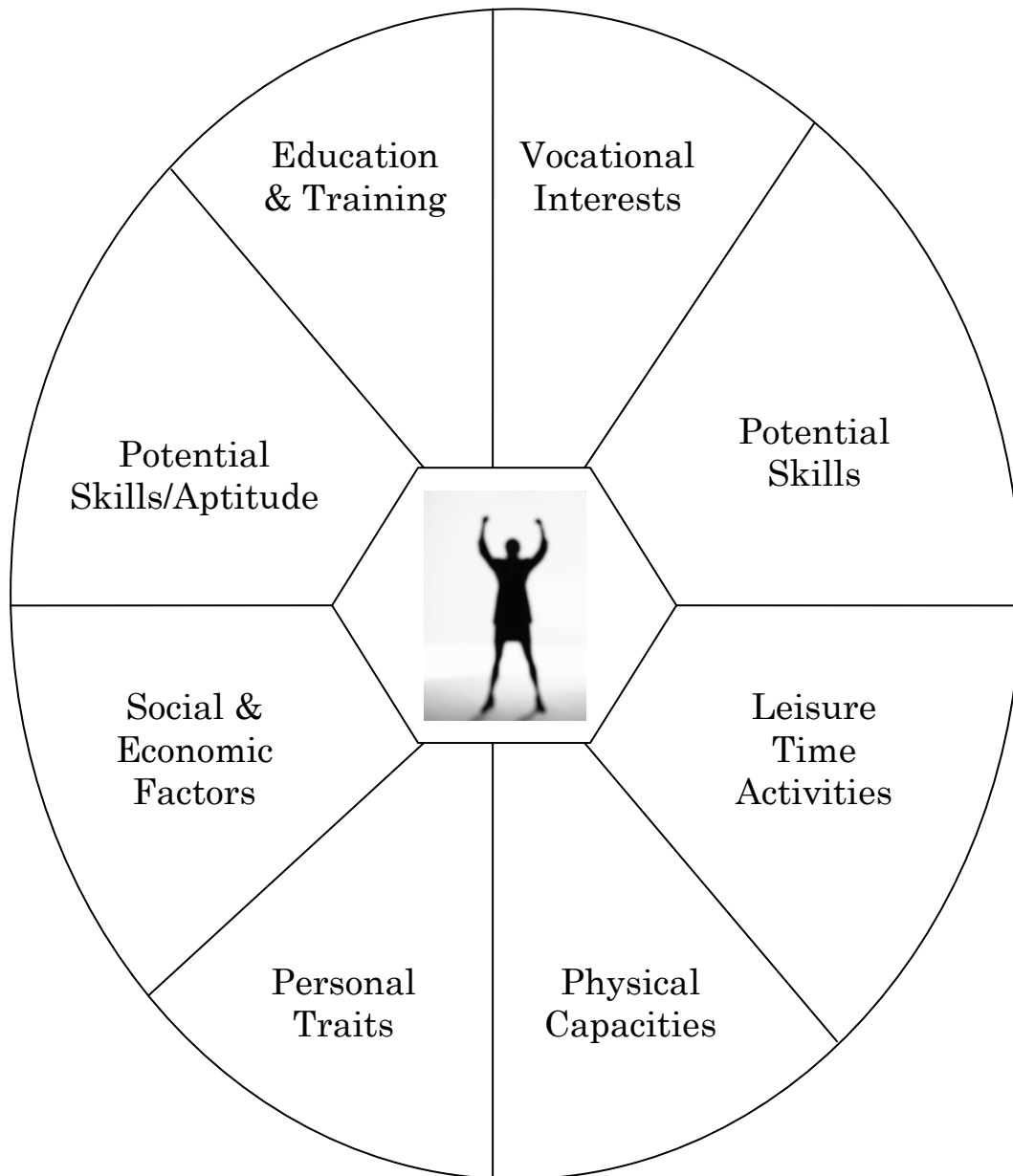
### **Whole Person Concept**

The "Whole Person Concept" is a tool to easily identify the assessment data to be gathered regarding the veteran job seeker's strengths and weaknesses, special needs and barriers, employment goals and levels of knowledge, and skills. See the following visual aid.

# ASSESSMENT

---

## Whole Person Concept



# Intake

VERs assist the veteran job seeker with the following:

## WorkInTexas.com (WIT)

- [www.workintexas.com](http://www.workintexas.com) is the Texas Workforce Commission's Internet-based job matching system. It allows employers with positions available to view and contact registered jobseekers who possess skills that employers are looking for. WIT also provides an opportunity for jobseekers to view job postings and in some cases contact employers with vacancies.
- Up-to-date electronic copy of the WIT manual is available from supervisors.

## WIT Employment Application

- Now that useful information about the veteran through the initial intake and assessment process is accumulated, it's time to apply that knowledge in the form of an effective veteran employment application in WIT. Creating a quality employment application is critical to finding good job matches. The objective is to create and maintain a superior matching tool for the veteran.

## WIT Job Matching

- The job matching portion of the application includes Matching Options, Occupations (and associated skills), Industries, and a section called "Other," which allows the job seeker to refine searches using keywords, education, computer skills, language, and driver license.
  - **Matching Options.** The primary focus of matching options answers the questions: What geographical area are you willing to work in and what is the minimum amount of money you will accept? VERs should educate the veteran on the local labor market conditions that allow the job seeker to make informed career decisions.
  - **Occupations.** When veteran job seekers complete their own applications, they commonly misunderstand what is needed on occupations. They tend to provide a listing of their capabilities based on their work history. But that's not all WIT needs. WIT needs to know what the veteran job seekers want to do right now. For example, a veteran may have been an excellent welder for the last 10 years, but if that veteran is "burned out" on it, or can no longer meet the physical requirements of the job "welding" should not be included as a part of the occupational matching tool.
    - When determining matching occupations, it is important that the skills within each occupation are completed. This process gives a prospective employer a more complete picture of the veteran's capabilities, thereby giving that veteran an advantage over other applicants.

- **Industries.** Industries are broad categories at least one of which should be entered for each veteran.
- **Other.** This heading includes several subtopics, to include:
  - Keywords, which include commonly understood occupations or job titles not specifically included in the Occupations listing.
  - Education, which is used to indicate the highest level of education achieved.
  - Computer Skills, Language, and Driver's License, which indicates specific skills and can be very important to employers requiring those skills. Failure to complete them (especially computer skills and driver's license) could eliminate the veteran job seeker from consideration.

### **Employment Application Assistance**

- When reviewing or helping complete a veteran's employment application there are several key points to remember:
  - Read the instructions on the application thoroughly and carefully.
  - Target the application to fit/suit the job posting.
  - Use only black ink and type when available.
  - Apply for a specific position within a company; refrain from using "open or "any" in the position desired portion of the application.
  - Be sure to submit a separate application for each position the veteran is applying for within the same company.
  - Don't leave any spaces blank.
  - If something doesn't apply simply write "does not apply" rather than writing N/A (not applicable).
  - If a resume is also requested, don't put "see resume" on the application even if the application is requesting the same content.
  - Sign and date the application.
  - Review the application and submit according to the employer's instructions.
  - Spelling and grammar are extremely important in completing any employer application.

### **WIT Resume**

- Building a good WIT resume is another way to give the veteran job seeker an advantage over many other applicants. Automatically included are the veteran's personal information (name, address, how to contact, etc.), work history, occupations (to include skills within the occupations), and computer, language, and driver's license skills. This information is taken from the WIT employment application.
- Completing the Career Objective and Summary of Qualifications categories can build the resume further. (Include only those qualifications which could assist the veteran in the type of work they are seeking now.) Also, it is important for the veteran job seeker to complete the Education Details, Training, and Occupational License or Certification section. Any relevant military training should be included.

## State of Texas Application

- Veterans interested in working for the State of Texas need to complete the State of Texas Application in WIT. Revisit the Job Matching section in WIT and check the box titled “Match with State Agency Jobs.” They are now eligible to match with State job openings on the basis of qualifications.

## Labor Market Information (LMI)

- LMI is systemized data that is produced on a regular basis. It pertains to employment, employment salary ranges, unemployment, jobs and workers within a specific occupation or industry.
- LMI can be used to make informed predictions about both current and future demands for workers and average wages for a specific occupation in a particular geographical area.
- There are numerous sources on the web that provide current labor market information. Some of the most used websites by workforce professionals are:
  - [www.acinet.com](http://www.acinet.com) - America’s career infonet provides a comprehensive report of National, Texas and local labor market information.
  - [www.tracer2.com](http://www.tracer2.com) - Labor Market & Career Information Department (LMCI) of the Texas Workforce Commission
  - [www.bls.gov](http://www.bls.gov) - U.S Department of Labor Statistics
- After providing LMI to the veteran job seeker, the current service panel in WIT should reflect job search labor market information (this is a qualifying service).

## O\*NET

- The ONET system is a tremendous resource for workforce professionals and employers alike. Some of the most significant functions of <http://online.onetcenter.org> are skills search, crosswalk search and find occupation.
- The skills search function allows the users to enter the skills they possess or plan to obtain. Based on of the skills selected, ONET will compile a list of occupations that utilize that specific skill set. This is useful in assisting veterans to target a specific occupation or industry.
- The crosswalk search function provides assistance in looking up specific military occupational classifications codes (MOC) or military occupational specialty (MOS). Once the code or job description is entered, ONET provides a comprehensive report that details a job description, knowledge-skills and abilities (KSA). Copying and pasting to the veteran job seekers resume is not prohibited. In addition, the crosswalk search provides current LMI that is geographically specific. This function is useful when completing a new registration in WIT.
- The find occupations function permits browsing the national high growth industries, job family and science, technology engineering and mathematical (STEM) discipline. The STEM discipline enables VERs to view a list of occupations that require education in STEM.

- <http://www.onetacademy.com> offers an assortment of self-paced courses spanning numerous subjects regarding the use of ONET. VERs will need to register before taking any of the online courses. ONET academy also has a comprehensive section of “How Do I” tutorials for easy and quick reference.

VERs utilize the following in WIT:

### **Entering Qualifying Services into WIT**

- Once the intake process is completed (assessment is ongoing well after the intake process is over) to include completing the WIT employment application, the VER needs to be sure to enter in every service rendered, especially the qualifying services. A qualifying service is a service entered into WIT that results in a pending status. Services are entered under the services tab in WIT. Non-qualifying services are reflected under status as “provided” rather than “pending”. When a qualified service is entered, this enables VERs to turn a “pending” status to “hired” status once the VER is informed the veteran has obtained employment. It is important to note that a veterans’ WIT account will automatically inactivate if they have not received a qualifying service within a specific time frame.
- Many services provided and entered into WIT such as LMI and Resume/Application/Interview Preparations are defined as qualifying services. These are services which if provided and the jobseeker concerned enters employment within 180 days of such service, results in an Obtained Employment (OE). OEs will be discussed in the “Follow-up” Section. A current Qualifying Services list can be obtained through supervisors.

***\*Important Note: Services provided must be data entered in WIT not later than the 20<sup>th</sup> day of the month immediately following the month in which the service was provided (i.e. service provided anytime during the current month must be entered not later than the 20<sup>th</sup> day of next month). Each RVER has the option of establishing a shorter timeframe for data entry of services.***

### **Job Seeker Search**

- VERs can use the Group Search to find job seekers for the Workforce Area and Center that is in focus (selected at the homepage). This search function allows a VER to search service status or specific groups such as: Veterans, Disabled Veterans, and Special Disabled Veterans. The more characteristics selected the more specific the results list will be. Some examples as to why a VER would want the ability to conduct a job search are as follows:
  - To know how many service-connected disabled veterans reside in a particular workforce area.
  - To know how many veterans registered during a particular time frame.
  - To know how many veterans haven’t received a service with a specific time frame.

## WIT Reports

- WIT reports can be accessed by selecting the Reports tab. Of the report categories there are two reports found under the Productivity category that directly affect the VER's Performance Planning & Review (PPR) and Workforce Center performance numbers. They are:
  - **Staff Productivity – Employer**
    - Displays a summary list of services and totals of how many of those services were provided to employers by staff in a specific workforce center, all centers in a workforce area, or all workforce areas in the state.
  - **Staff Productivity – Job Seeker**
    - Displays a summary list of services and totals of how many of those services were provided to job seekers by staff in a specific workforce center, all centers in a workforce area, or all areas in the state.

## Service Connected Disability

- VERs should enter disability types for veteran job seekers in WIT. These disability types are Non-Service Connected Disabled (no VA rating), Disabled Veteran, or Special Disabled Veteran.
  - **Special Disabled Veteran:** (A) a veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary for a disability (i) rated at 30 percent or more, or (ii) rated at 10 or 20 percent in the case of a veteran who is determined under section 3106 of this title to have a serious employment handicap; or (B) a person who was discharged or released from active duty because of service-connected disability.
  - **Disabled Veteran:** (A) a veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary, or (B) a person who was discharged or released from active duty because of a service-connected disability.
  - **Disabled:** veteran with a non-service connected disability.
- Asking someone if they are disabled is prohibited.
  - One way to get the information required is when the VER is working with a veteran, progress down the questions in WIT and come to those concerning disability status. The VER asks the veteran “Do you claim a service connected disability?”



- If they say ‘YES’ or ‘NO’ select the appropriate button. If the job seeker asks any questions about filing a possible service connected disability claim, the veteran should be referred to TVC Claims Counselor or the closest Veteran County Service Officer for further assistance.
  - If the veteran replies with a “YES”, it is important the VET annotates whether the veteran is a special disabled veteran, disabled veteran, or disabled person.
- It is inappropriate for VETs to ask about race, religion, disability, etc. However, the Department of Labor/Veteran Employment and Training Services (DOL/VETS) collects statistical data and rates state employment functions on the number of disabled and special disabled veterans served. It’s important that VETs properly document every disabled veteran not only to provide DOL/VETS with the required statistical data, but also to identify such persons as receiving priority throughout the employment/training process.

### **The Workforce Information Systems of Texas (T.W.I.S.T.)**

TWIST was developed to provide all local workforce development areas with a comprehensive and user-friendly automated system to meet the common and unique needs of the partnering programs. The purpose of TWIST is to provide a single point of data entry and a central repository for job seeker information, and to use as an automated case management tool. The system allows staff to access existing job seeker information from the central repository and the Legacy Systems. However, TWIST is not used in every area of the state by VES staff. VETs should check with their supervisors for TWIST availability.

### **Workforce Center Services**

As a function of providing the veterans who seek help in finding employment, support, or general information, VETs must be aware of the services provided by the workforce centers. The additional services available to veterans are close at hand and are provided by partner employees of the particular contractor associated within the center. Keeping in mind that the contract employees can and should also provide services to veterans, think of the center as a blend of services that have a full range of opportunities designed to help the veteran gain or enhance employment. Specific duties, assignments, and protocols can be determined from the centers’ standard manual or even better, by conducting informal interviews with the various staff members to gain a better understanding of the process and promote a professional relationship between the partners located within the center.

TDD/TTY phone capabilities for the hearing impaired, dedicated (enlarged print) computers, and wheelchair accessibility are also available.

Ancillary services include those offered to employers in the form of the following:

- Assisting with screening and interviewing of applicants
- Hosting seminars and workshops for employee skill enhancement
- Providing information on unemployment insurance, and employment law.
- Working with businesses during economic downturns in retaining quality employees
- Assisting employers in obtaining on-the-job training assistance and tax incentives

- Assisting businesses in obtaining access and funding for workforce skills training

***\*Important Note: VERs should contact the workforce center's local manager for a list of all the types of services available.***

### **Unemployment Insurance (UI)**

UI is designed to provide income to unemployed workers who have lost employment through no fault of their own. A person receiving UI must register with [www.workintexas.com](http://www.workintexas.com) within 3 business days of filing a claim. Once a claim is filed and benefits were granted, the veteran will be required to perform a weekly job search and make a specified number of employment contacts.

Here are some helpful tips to provide veteran claimants:

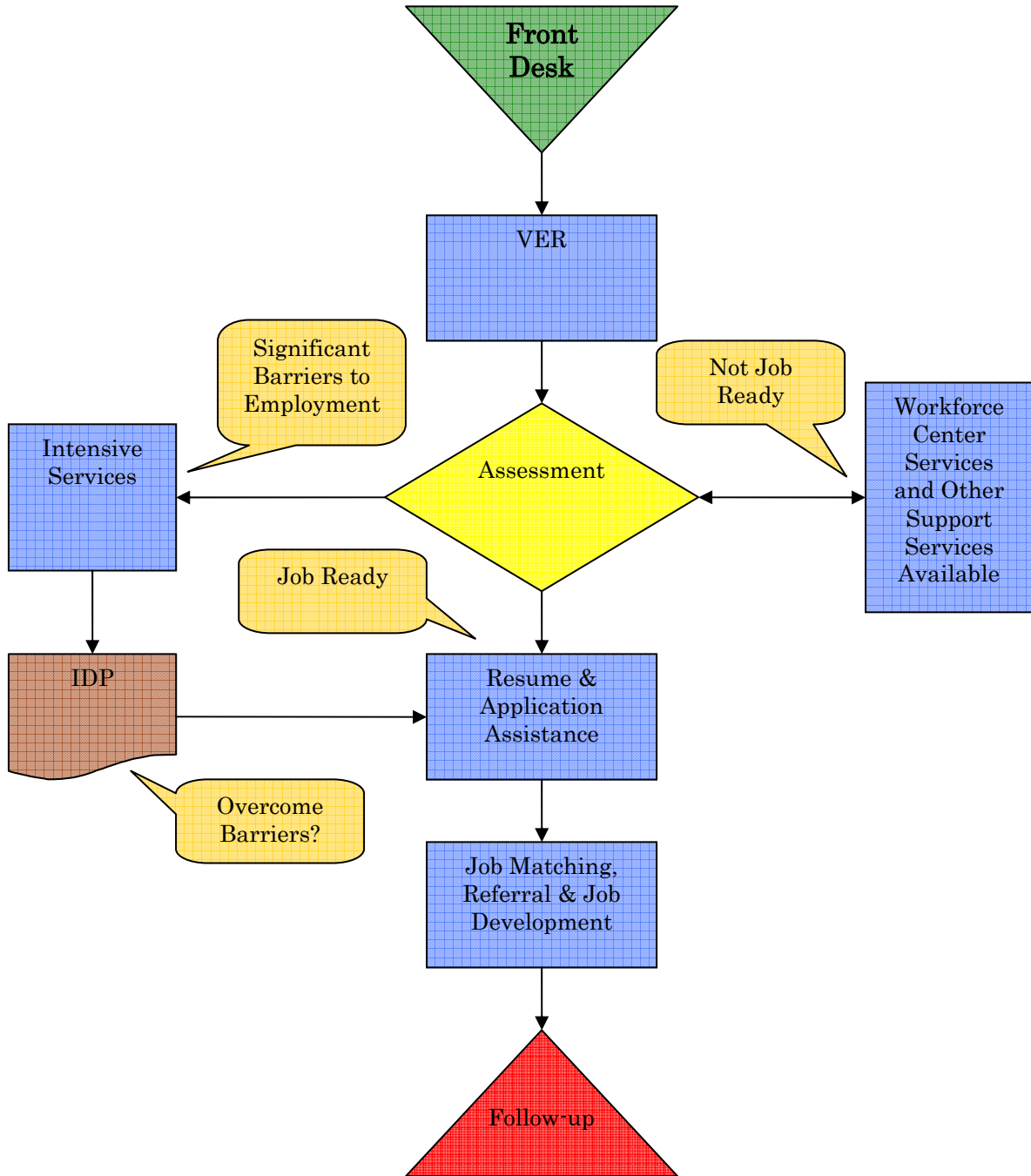
When applying for benefits UI, the veteran will need the name of the last employer, mailing address and start and end dates of the last job. To apply for UI benefits call 1-800-939-6631, TDD users 1-800-735-2989 or by visiting [www.texasworkforce.org](http://www.texasworkforce.org).

The job seeker must respond to all TWC correspondence in a timely manner to include UI eligibility statements, potential job matches etc. Failure to do so may result in delay or refusal of benefits.

***\*Important Note: It is important to remember that employee's of the TVC are not affiliated with nor employ any specific personnel to handle questions concerning UI. Answering specific questions can be complicated and potentially problematic. VER staff should only answer questions within the scope of their knowledge. If the VER does not know or is unsure about the answer to a particular question, a referral to the veteran to a UI specialist at 1-800-939-6631 should be conducted. Many answers to common questions can be found by visiting:***

[www.twc.state.tx.us/ui/bnfts/bi-99.pdf](http://www.twc.state.tx.us/ui/bnfts/bi-99.pdf)

# Intake Flow Chart



The assessment process continues until the veteran no longer needs services.

# Priority of Service

## Local Workforce Centers

If a veteran meets the program qualifications to be enrolled in a WIA program, then the veteran has priority over non-veterans with the same qualifications.

## Title 38, Chapter 42, Section 4215 (a) (2) (3)

The term 'priority of service' means, with respect to any qualified job training program, that a veteran shall be given priority over nonveterans with the same qualifications for the receipt of employment, training, and placement services provided under that program, notwithstanding any other provision of law." Here is the web link to Title 38:

<http://www.access.gpo.gov/uscode/title38/partiii.html>

The key is the veteran must first meet the qualification requirements of the program before priority can be provided. Veterans' priority provisions of the "Jobs for Veterans Act" (Publication L. 107-288) provide general guidance as to the implementation of these provisions.

Below is a list of programs affected by the passage of priority of service law. This list is not comprehensive, but provides a good idea of the affected programs in which priority of service of qualified veterans exist.

- WIA Adult and Dislocated Worker
- Wagner-Peyser Employment Services
- Trade Act Programs
- National Emergency Grants
- Senior Community Service Employment Program (SCSEP)
- Migrant and Seasonal Farm Worker Program
- Indian and Native American Program
- Job Corps
- WIA Demonstration Projects
- Labor Market Information Grants
- Career One-Stop Electronic Tools
- Other Internet-based self-service tools operated by DOL programs

# Intensive Services

The Intensive Services process utilized by TVC staff will be aligned with the approach taught through the National Veterans' Training Institute (NVTI). VETs, while adhering to NVTI's methodology, will refer to the process as Intensive Service(s) when promoting or discussing the program with veteran job seekers thus removing any perceived negative stigma. The term "Case Management" will remain the same for all other purposes. Modification of the NVTI definition by TVC staff is to ensure that VETs are not working as social counselors, but as job search or employment advocates. The goal is to assist the veteran client in obtaining meaningful long-term employment. VETs will consider providing Intensive Services to individuals who have one or more barriers to employment and lack the resources to overcome those barriers.

Veteran Performance Letter (VPL) 07-05, dated July 27, 2005, states Special Disabled veterans, Disabled veterans, economically or educationally disadvantaged veterans, and veterans with other barriers to employment should be targeted for Intensive Services.

The following procedures will be utilized by VETs in providing Intensive Services to those veteran clients most in need.

## **Initial Assessment and Enrollment**

Prior to a veteran client being considered to receive intensive services, an assessment must be conducted by the VET to determine pre-employment skills. The purpose of an assessment is to estimate or evaluate the significance of an individual's barriers to employment. It will also help determine if there is a need for Intensive Services to overcome those employability issues. Conducting an assessment requires active listening and focus as stated in the Assessment section of the guide. Assessment should be considered an ongoing process, and should include every conversation, phone call or interaction that occurs between VETs and the veteran job seeker. If an assessment is accurate and ongoing an Individualized Development Plan (IDP) can be created, implemented, monitored and/or modified that will best serve the needs of the individual. If Intensive Services are deemed necessary the following actions should be taken using WIT:

- Assign Case Manager (only once per program year)
- Case Management (service is at least monthly, does not require in-person contact with veteran)
- Counseling (once a month)
- IDP
- Other services such as Resume Assistance, Referral to Supportive Services, Job Search Assistance, and Local Market Information can be utilized during the initial assessment.

## **Case Management File and File Maintenance**

VETs will observe a uniform method of maintaining files for individuals with significant barrier(s). Regional policy/situations at times may dictate some deviation to this approach but will be considered an exception.

- Hard copy files will be maintained for each veteran job seeker receiving Intensive Services. Each individual case management file will be arranged in the following fashion:
  - Left side of file folder
    - Veterans Home Page
    - Resume Checklist (WIT Resume page)
    - WIT Job Matching Page
    - Veterans Status/Disability Award Letter (if available)
    - WIT Resume/Personal Resume
    - Services Provided
    - Job Referrals/Contacts
  - Right side of file folder
    - 3 Page IDP (last page must be signed by the veteran client and VES staff member)
    - Chronolog (reflects case notes that addresses barrier to employment & follow-up, provides more detail for keyed actions that need to be more specific or cannot be keyed in WIT)
- The WIT Resume must have all 3 sections completed.
- The WIT Match Jobs page must be complete.
- The chronolog from WIT does not have to be totally rewritten into the IDP notes should match the WIT services page.
  - Example: IDP notes state 3 job referrals provided (Job posting numbers are in WIT and do not have to be on the chronolog). A referral to a support agency or counseling needs to be explained in the chronology.
- Files will be secured in a locked cabinet/drawer when not being reviewed or worked.

## Case Notes

Note taking is of critical importance in serving a veteran client in need of Intensive Services. All case notes will be recorded in the chronolog, (VERs with TWIST access will have the option of also recording case notes there). All documentation during this process needs to be accurate, consistent and complete. VERs should explain to the veteran that they will be taking notes and inform them why. The notes should be made available to the veteran client if requested.

VERs should ensure that the notes taken during the interview are both accurate and concise. They should also be as brief as possible while at the same time covering all relevant details. Notes should be written in a way that would allow someone else the ability to understand the goals and the process should the original writer have to be replaced. Certain guidelines should be adhered to when taking case notes:

- Case notes for each interview session will include date and time
- Notes should be in chronological order

- Use exact quotes as stated
- Write in specific, observable terms
- VER's personal opinion should not be used

### **Individualized Development Plan (IDP)**

The IDP is created by the veteran client and the VER providing Intensive Services (case manager) in partnership. VERs will utilize the three-page IDP developed by NVTI. To be considered effective an IDP needs to contain the following:

- Identifying information
- Summary of education and training
- Summary of work to include military history
- Barriers to employment
- Services provided by other agencies
- Short and long term goals
- Steps with timeframes to achieve each goal
- Person responsible
- Follow-up date
- Signatures/Date

### **Goal Setting**

During the development of the IDP, VERs should discuss goals with the veteran client. There are definite benefits derived from this:

- Writing down goals could give the client a more positive look towards their future
- Putting the goals to paper will show them taking shape
- Veteran clients can see which direction they're headed
- Individual can see if they are making progress
- The element of surprise is removed
- Clients will be able to attribute their success to themselves

### **Case Closure**

The veteran client will only be assigned to one case managed program and one case manager at any given time. If a veteran client is being case managed by a VER, they will jointly decide when Intensive Services are no longer needed or required. This decision can be based on one or more of the following points:

- The veteran client has achieved the goals stated in the IDP and has maintained meaningful employment for at least sixty days.
- The veteran client has relocated out of the area and attempts to contact the individual have failed.
- If it is determined that an individual is not benefiting from intensive services for reasons such as:
  - Non-attendance at counseling sessions
  - Displayed aggression or violence towards the case manager
  - Abuse of alcohol and/or drugs and won't attend any treatment
  - If the veteran becomes involved in a long term training, educational or vocational rehabilitation program or has become hospitalized for a long

period of time (and the client is unavailable to seek employment because of this status). In this particular case, VERs should keep the case open, following up monthly with the individual.

- Case closure will be documented in the chronolog
- Closed case files will be retained in a secured cabinet/drawer for a period of two years.

### **Intensive Services Self Assessment Checklist**

The purpose of this checklist is to ensure that VERs are adhering to policies and procedures for veterans enrolled for Intensive Services. The checklist is to be viewed as a guideline for VERs.

### **Case Management Forms – (follows)**

- Three-page IDP
- Chronolog
- TVC Intensive Services Self Assessment Checklist

***\*Important Note: All VERs with Intensive Service cases should keep updated about all disabled and service-connected disabled veterans. (i.e., is the disabled veteran working, looking for work, and/or attending training?...etc). Staying current with the status of disabled veterans is very important.***

**Some barriers to employment may include but not limited to the following:**

- Children/Child Care
- Transportation
- Physical Injury
- Limited Jobs in Area of Experience
- Lack of Work Experience
- Limited Financial Resources
- Lack of Basic Skills
- Lack of Education
- Lack of Knowledge of This Area
- Skills Out Of Date
- Recently Separated From the Service
- No Formal Training
- Lack of Job Seeking Skills
- Access to Total Job Market
- Age
- Computer Skills
- No Standing For Long Period of Time
- Cannot Perform Physically Demanding Work
- Pending Disability V.A. Claim
- Limited Vocational Skills or Choices
- Homeless Veterans





### Individual Development Plan

DATE: \_\_\_\_\_

NAME: \_\_\_\_\_  
 Last, First, M.I. Social Security Number Referral Source

ADDRESS: \_\_\_\_\_  
 Street, Road, P.O. Box City State Zip Code

( ) \_\_\_\_\_ / / \_\_\_\_\_  
 Area Code & Telephone Number Date of Birth Driver's License ( ) Yes ( ) No  
 Classification

Message Telephone \_\_\_\_\_ Contact Name \_\_\_\_\_

#### EDUCATION AND TRAINING

Circle Highest Grade Completed 1 2 3 4 5 6 7 8 9 10 11 12 College 1 2 3 4

High School Graduate ( ) Yes ( ) No GED ( ) Yes ( ) No

Degree ( ) Yes ( ) No Major \_\_\_\_\_

Certificate of Attendance ( ) Yes ( ) No

Name of School(s) Attended Including Vocational/Technical	Dates of Attendance (Month & Year)	Course: Major/Minor Subjects Studied
	From _____ To _____	
	From _____ To _____	
	From _____ To _____	
	From _____ To _____	
Favorite Subject	Least Favorite Subject	Subject Did Best In
		Subject Did Worst In

#### MILITARY WORK HISTORY

Branch of Service \_\_\_\_\_ Date entered \_\_\_\_\_ Date Separated \_\_\_\_\_

Type of Discharge \_\_\_\_\_ Job Title \_\_\_\_\_

Duties/Responsibilities

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**WORK HISTORY**

*Begin with your present or most RECENT employer (including military)*

Employer Name		Employer Address	
Date of Employment From:                      To:	Hours per week	Wage/Salary \$                      per	Reason for Leaving

Job Title: \_\_\_\_\_ Did you like this job?    ( ) Yes                      ( ) No

Job Duties Performed:

Tools/Equipment Used:

Skills Used:

Employer Name		Employer Address	
Date of Employment From:                      To:	Hours per week	Wage/Salary \$                      per	Reason for Leaving

Job Title: \_\_\_\_\_ Did you like this job?    ( ) Yes                      ( ) No

Job Duties Performed

Tools/Equipment Used:

Skills Used:

Employer Name		Employer Address	
Date of Employment From:                      To:	Hours per week	Wage/Salary \$                      per	Reason for Leaving

Job Title: \_\_\_\_\_ Did you like this job?    ( ) Yes                      ( ) No

Job Duties Performed:

Tools/Equipment Used:

**SUMMARY OF OTHER WORK EXPERIENCE / OTHER TYPES OF LICENSES / HOBBIES**


**EMPLOYABILITY ISSUES**


Comments	
----------	--

Are you currently involved with:

a) TVC Claims                      ( ) Contact Person’s Name: \_\_\_\_\_

b) vocational rehabilitation

b) training program                ( ) Office Location: \_\_\_\_\_

c) any other agency  
specify \_\_\_\_\_

**GOALS SELECTED**

Long Term Goal: \_\_\_\_\_ Estimated Completion Date: \_\_\_\_\_

Steps Needed	Person Responsible	Follow-Up Date

Results: \_

Short Term Goal: \_\_\_\_\_ Estimated Completion Date: \_\_\_\_\_

Steps Needed	Person Responsible	Follow-Up Date

Results:

**CERTIFICATION**

*I certify that all the information given is true to the best of my knowledge and belief. I further certify that all the above data as well as my personal rights and privileges have been discussed with me, and that I have participated cooperatively in the development of this Individualized Development Plan.*

Client Signature	Date	Service Provider Signature	Date
------------------	------	----------------------------	------



**Texas Veterans Commission**  
**Intensive Service Self Assessment Check List**

Name/ JSID: \_\_\_\_\_ DVOP/LVER: \_\_\_\_\_  
 Date Opened: \_\_\_\_\_ Date Closed: \_\_\_\_\_ Reason Closed: \_\_\_\_\_  
 Date for Review: \_\_\_\_\_ Reviewer's Name: \_\_\_\_\_

ITEM	YES	NO	REMARKS
<b>Section I INTENSIVE SERVICE FOLDER:</b>			
1. An IDP is in the file ( A response of "NO" and entire file is unsatisfactory).			
2. DD214 or WIT printout of MILITARY details and certified by VET.			
3. VA Letter of Disability or WIT printout showing Disability Status (if applicable).			
4. Resume (Personal or WIT).			
5. Chronolog or TWIST CM notes.			
6. Other documentation (WIT printouts, copies of referrals to other agencies).			
<b>Section II INDIVIDUAL DEVELOPMENT PLAN DOCUMENTATION (IDP)</b>			
1. A one or more employability (barriers) issues listed.			
2. Goals are identified and broken down into short term (0-90 days) and long term (90-180 days)			
3. Dates are established for goal completion			
4. Steps needed to achieve goals and the person responsible are clearly identified.			
5. Quality WIT registration/Profile			
a. Current contact info (address, phone number, alt phone number, email)			
b. At least 3 occupations w/ all related skill questions answered.			
c. At least 1 industry listed.			
d. Education, Drivers License, Language proficiency, computer skills, additional skills (may be military) complete. If applicable, willing to work for State of Texas			
e. All 5 parts of WIT Resume complete and current, if applicable also ensure all of State application is complete and current.			
6. Signed by client and DVOP/LVER (1)			
<b>Section III DOCUMENTING INTENSIVE SERVICES</b>			
1. Minimum services for initial session			
a. Assigned Case Manager (Once per Program Year)			

ITEM	YES	NO	REMARKS
b. Received CM Services			
c. Counseling			
2. Received CM services are entered only one time per month.			
3. Counseling is entered at least every 30 days.			
4. Job matching w/referrals (may be WIT "interested Jobs" panel or job development)			
5. Referred to training or received educational information (if necessary)			
6. Minimum of one monthly contact made for intensive services. (After documented numerous and varied contact attempts, may close file for non-participation, if no client contact in 60 days).			
<b>Section IV CHRONOLOG DOCUMENTATION or TWIST CM notes.</b>			
1. All services are listed and dated.			
2. Chronolog/TWIST matches WIT service panel.			
3. Is the Chronolog updated on a monthly/regular basis.			
<b>Section V FILE CLOSURE ACTIONS</b>			
1. Follow up for 60 days after entering employment or training.			
2. Date, employer, and wages entered			
3. Chronolog/TWIST and IDP annotated with closure reason and date.			
Reviewer's comments:			
(1) If electronic version is used, a typed client name is sufficient.			

# Job Search Assistance

## Referrals/Contacts

A referral to a job order occurs when a veteran is informed about a job (veteran must meet the employers requirements) in WIT **AND** agrees to contact the employer. The term for referral in WIT is a contact. A contact is not a qualifying service, but can result in a hire in WIT. A contact is also accomplished if an employer notifies a veteran that they want the veteran to interview for their WIT job posting. Prompt posting in WIT of referrals/contacts is essential. Ideally, the VER will instill in the veteran the responsibility of communicating to the local VER the results of the veteran's contacts. This one-on-one communication is the most effective method of making better contacts and posting hires.

When new job postings are entered in WIT, only veterans can be referred for a specific time. This veteran only referral time stops at midnight. If a posting is entered at 2300 hours, there will be a 1 hour "veteran only" window. Conversely, if an order is entered at 0100 hours, there will be a 23 hour "veteran only" referral window. "Veteran only" is identified with a "V" next to the job posting.

## Job Developments

A job development is the effort by a VER to refer a veteran job seeker to an employer that does not have that specific job listed in WIT. The employer's permission to accept the job seeker's contact is required as well as the veteran job seeker's acceptance.

A job development occurs when staff contacts an employer and secures a referral to that employer on behalf of a veteran who may have skills sought by the employer. A job development is an interview between the job seeker and the employer or the agreement of the employer to accept the veteran's resume, phone call, email, or application. This permission is given by implication if the employer lists a job on Vet Central for the purpose of veteran recruitment.

A Job Development service on a job seeker's service panel must reflect receipt of a positive response from the employer contacted in the job development service.

***\*Important Note: VERs should ensure an accurate employer tax number in annotated in WIT when a job development occurs. The VER can contact their supervisor for further instructions on employer tax numbers.***

The following are actions that DO NOT constitutes a job development service:

- While talking with a veteran job seeker, the VER discovers the veteran job seeker is working and asks for the job seeker's start date and the name of the employer.
- The VER notes a job posting in Sunday's classified ads. The VER gives the job seeker a copy of the ad. (However, if the VER calls the ad placing company and gets permission to refer the veteran, this action is a legitimate job development.).
- At a local mall, the VER sees a "Now Hiring" sign in a store window and tells a veteran job seeker to go to the store and apply. (However, if the VER calls the store and gets permission to refer the veteran, this action is a job development)

- An employer schedules a job fair at a Texas Workforce Center. During the job fair, the VER obtains a list of the veteran job seekers who spoke with the employer.
- The VER receives a “Hired” list from an employer, but cannot find a matching job posting for this employer or a Contact listing in WIT.
- The VER confirms a veteran job seeker is receiving wages in the Unemployment Insurance wage records, but no Contact listing exists in WIT for the employer.

### **Job Searches**

Job searches are primarily accomplished in WIT. The first priority should be to ensure the veteran job seeker has a quality employer application in WIT. This involves an accurate work history, contact information, educational achievements, computer skills, and applicable matching options. Once this is accomplished, it becomes important that the VER or designated workforce center staff instructs the veteran how to operate WIT.

VERs should also utilize other job searching options besides WIT. VERs should be familiar with local want ads, local business websites, and other internet based job searches. An excellent relationship between VERs and the Business Services Unit (BSU) at the local workforce center is also extremely helpful. Any job searching services provided to a veteran job seeker from a VER must be entered into WIT.

Each office should have a veteran only bulletin board as a good source of information about job fairs, benefits, and positive affirmations for the BEST of the BEST...TEXAS VETERANS!!!



# Employer Outreach

As a VER and an advocate for job-seeking veterans, employer outreach activities are an extremely important aspect of the job. Keeping in mind that veterans possess unique skills and potentially can offer much more to employers than the average jobseeker, performing employer outreach allows the building of relationships with employers within the community which opens doors to new job postings and job development opportunities. It also presents the opportunity to educate employers about the positive aspects of hiring veterans.

If the Workforce Center has a BSU, it is beneficial to develop a good working relationship with the BSU Representative(s). Additionally, the VER should make every effort to become familiar with the services offered by the local workforce center and the functionality of WIT (from an employer's perspective) in order to be able to answer potential questions.

## **Receiving Credit for Employer Outreach in WIT**

It is imperative to remember that documentation is essential for receiving credit for services that were provided to employers. When contacting an employer either in person or by telephone to discuss labor market or any other information pertinent to the employment service, that service should be documented both in WIT and on the appropriate form as designated by the RVER.

## **Job Fairs**

In order to locate information regarding Job Fairs in the local area, VERs should check with the local Workforce Center, BSU, local Workforce Development Board Representative, local Events Center (Civic Center, Expo Center, etc) or Chambers of Commerce.

VERs should conduct some research to determine which job fairs were the most successful with respect to both employer and the veteran job seeker participation. This is the job fair that VERs should be associated with. Involvement in local job fairs also affords an opportunity to work with the local Business Services Consultant(s).

VERs should be prepared to discuss the reasons that employers should give priority consideration to hiring veterans. Becoming familiar with 10 Reasons to Hire a Veteran is beneficial. <http://www.hirevetsfirst.gov/10reasons.asp>.

The planning and marketing phases of job fair preparation are examples of where media and community contacts are so important. If these contacts are successfully developed, they serve as a great asset when it comes to promoting the event. TVC also has table top displays available through the RVER.

VERs should spend some time getting to know the organization that sponsors local job fairs. VERS should find out what was learned from past job fairs about what works and what doesn't. Items such as location, time of year, and actual times of the event must be considered. It is important to remember that although there is usually a desire to have a large job seeker turnout as a sign of success; the ability of the employer to find/hire veteran job seekers may be the top priority during the job fair.

## Work Opportunities Tax Credit (WOTC)

The WOTC is one tool in a diverse toolbox of flexible strategies designed to help move people into gainful employment and obtain on-the-job experience. It joins other tax credits, education, and job training programs that help job seekers with barriers to employment prepare for good jobs.

This program should be promoted as an incentive to employers to hire veterans who meet the eligibility criteria that enables the employer to be able to claim this federal tax credit. It is very important to remember that the more WOTC eligible employees hired, the more the employer's tax credit will be, which in turn can have a beneficial effect on the employer's bottom line.

### WOTC Eligibility is defined as the following:

- A veteran with a service-connected disability rating of 10% or higher and 181 consecutive days of active duty service;
- A veteran who is a member of a family that is receiving or recently received [Food Stamps](#);
- A Vocational Rehabilitation Referral who completed or is completing rehabilitative services from a state certified agency, an employment network, or the [U.S. Department of Veterans Affairs](#);
- A member of a family that is receiving or recently received [Temporary Assistance to Needy Families \(TANF\)](#) for at least 18 consecutive months ending on the hiring date;
- A member of a family that is receiving or recently received TANF benefits for any 9-month period during the 18-month period ending on the hiring date;
- An 18-39 year old member of a family that is receiving or recently received [Food Stamps](#);
- An 18-24 year old resident of one of the federally designated [Empowerment Zones \(EZs\)](#), [Enterprise Communities \(ECs\)](#), or [Renewal Communities \(RCs\)](#); **Note:** All Round I Enterprise Communities (ECs) including enhanced Enterprise Communities expired on December 31, 2004. Round II ECs are still in existence as are all the EZs;
- A 16-17 year old [EZ/EC or RC](#) resident hired between May 1 and September 15 as a Summer Youth Employee **Note:** All Round I Enterprise Communities (ECs) including enhanced Enterprise Communities expired on December 31, 2004. Round II ECs are still in existence as are all the EZs;
- An ex-felon who was convicted of a felony and has a hiring date which is not more than one year after the last date on which he was so convicted or released from prison; and/or
- A recipient of [Supplemental Security Income \(SSI\)](#) benefits.

### WOTC Minimum Employment or Retention Period

All new adult employees must work a minimum of 120 or 400 hours and individuals hired as Summer Youth employees must work at least 90 days, between May 1 and September 15, before an employer is eligible to claim the tax credit.

## **Conditional Certification**

Texas Workforce Center staff (including TVC staff) can electronically enter conditional certifications for eligible job seekers who conditionally meet the qualifications for specific WOTC targeted groups. Electronic issuance of conditional certifications allows for expeditious customer service, provides TWC administrators with enhanced reporting capabilities, and eliminates the verbal verification process that must be conducted by a TWC WOTC analyst with manually issued conditional certification.

Once the information is entered into the conditional certification data entry panel, the conditional certification is submitted to the TWC. TWC will print and mail the conditional certification to the job seeker along with a cover letter and blank IRS Form 8850 within three to five business days. Please note that electronically issued conditional certifications provide security for the job seeker's social security number whereas, manually issued conditional certifications do not provide security for the job seeker's social security number.

Detailed instructions on issuing a conditional certification can be provided by the RVER and/or supervisor.

Detailed information regarding the WOTC Program can be viewed at:  
[www.doleta.gov/business/incentives/opptax/eta\\_default.cfm](http://www.doleta.gov/business/incentives/opptax/eta_default.cfm)

## **The Federal Contractor Jobs Listing (FCJL)**

FCJL is designed to ensure that Federal Contractors meet their responsibilities under the Vietnam Era Veterans Readjustment Assistance Act of 1974, as amended by the Jobs for Veterans Act of 1992 and as implemented by Office of Federal Contract Compliance Programs (OFCCP) regulations at 41 CFR 300. The law requires that any employer receiving Federal contracts in the amount of \$100,000 or more "shall immediately list all of its employment openings with the appropriate employment service delivery system." The law also states that each such employment service delivery system shall give such qualified veterans priority in referral to such openings.

## **Central Contractor Registration (CCR)**

To locate listings of federal contractors within a specific geographical area visit: [www.ccr.gov](http://www.ccr.gov). It is possible to search by city and state. This employer index can be used as a source of job developments for veteran job seekers.

## **VET Central**

Additionally, a listing of employers who have posted openings is generally available in each specific workforce development area. This listing comes from VET Central and gives detailed information regarding the employer name, position title, job duties and Federal Employer Identification Number (FEIN). In many instances, the FEIN can be used to locate the TWC Employer Tax Account Number via [www.workintexas.com](http://www.workintexas.com) or the TWC Mainframe.

***\*Important Notes: Contacts made with employers identified from either of the above sources should be documented into WIT.***

*The National Veterans' Training Institute (NVTI) offers a resource document: Employment Fairs: Technical Assistance Guide (Resource Number R0680-PA61-1994).*

## **Community Relations/Resources**

It is important to determine what entities to interface with in the community.

Consider pre-existing networks:

- Is there anyone who is affiliated with that organization/entity/employer?
  - If yes, do they have the authority to decide to “partner” with TVC?
  - If not, they should be able to put the VER in touch with the appropriate agency representative or a “cold call” may be appropriate.
- VERS should be prepared to discuss Veterans Employment Services, why employers should hire veterans, the contributions that veterans have made to society, and the importance of providing assistance to veterans. Also, the VER should be prepared by having some level of knowledge of the local workforce center, some of the programs offered and Points of Contact (POC) for those programs.

Organizations/Entities to Target during Community Outreach:

- County Service Officer
- Local Veteran Service Organizations (VFW, DAV, American Legion, etc)
- Homeless Shelters
- Department of Assistive & Rehabilitative Services (DARS)
- Employers or employer groups such as the Chamber of Commerce.

**Additional available resource:** [www.nvti.cudenver.edu/resources/essential.htm](http://www.nvti.cudenver.edu/resources/essential.htm)

## **Media Relations**

Utilizing the BSU or Center/Board Media Relations Consultant is ideal, if possible. They most likely already have media contacts in place. This contact can prevent “re-inventing the wheel” as well as avoid duplication of effort.

In larger media areas, VERs can start with someone who writes articles for the local news section of the newspaper or a TV reporter who primarily covers local events. The local print and broadcast media usually have a vested interest in performing some type of public service functions for the community. It cannot be overstated that VERs represent TVC in ALL that they do; therefore they must approach all media contacts with professionalism and sincerity.

***Important Note: VERs should contact their supervisor prior to marketing media contact. If contacted by the media (newspaper, television, radio, etc...), VERs should contact their supervisor prior to responding to that contact.***

**Another valuable resource:** [www.nvti.cudenver.edu/resources/essential.htm](http://www.nvti.cudenver.edu/resources/essential.htm)

# Veteran Outreach

Veteran Outreach is establishing awareness and networking methods to market services to the veteran population within local areas.

## Veterans

Here are three helpful hints as it pertains to veteran outreach activities:

- Be creative in approach to reach new veterans and their family members to offer them our assistance and services.
- Create handouts, flyers, or desk aid advertising programs and the services VERs provide. The TVC has brochures as well and can be accessed through supervisors.
- Network & establish a point of contact with other organizations that assist veterans and be knowledgeable of their support system.

## Organizations

Here are some helpful hints pertaining to organization outreach activities:

- Target military installations by participating in their local briefings for mobilizing, demobilizing, new arrival veterans, veterans separating, or retiring from the army forces.
- Establish contact with local veteran service organizations, know the **TOP THREE**, and make plans to visit or attend one of their meetings.
  - American Legion
  - Disabled American Veterans
  - Veterans of Foreign Wars
- Contact County's Veteran Service Officers, Local Military Recruiters, (active, reserve, and guard), National Guard or Reserve Units, the VERs former military organization.
- Have a job fair or a benefit fair at any of the mention locations.

## Homeless Veterans / Shelters

Federal law provides guidance for establishing permanent housing for homeless veteran.

Most states have local and non-profit agencies, community-based organizations, faith-based care providers, state government, and the Department of Veterans Affairs (VA) programs. These facilities are usually limited in space and maybe set up based on state or federal procedures or regulations.

VERs should be familiar with local agencies and shelters, know the locations, and establish a point of contact by visiting the shelters and establishing a rapport with the staff of those entities.

Texas has the Homeless Veteran Reintegration Program (HVRP), which is administered by American GI Forum (the main office is located in San Antonio, TX) and Goodwill (the main office is located in Houston).

The Homeless Veterans Reintegration Program Project was produced by the National Coalition for Homeless Veterans (NCHV) in partnership with DOL/VETS. It contains profiles of some of the nation's most effective homeless veteran employment assistance programs and is designed to inform community-based organizations and government agencies about the essential components of a comprehensive program that can be replicated and can successfully compete for federal grants. All of the organizations highlighted in this work receive grants under the DOL/VETS Homeless Veterans Reintegration Program.

More information can be found on NCHV website: [www.nchv.org](http://www.nchv.org).

### **Medical Centers and Clinics**

VERs should contact the medical facility's designated contact person to see what referral process works best for each facility. VERs should also discuss the medical facility's priority of service and certain eligibility requirements before referring veterans for services. VERs need to keep in mind about the sensitive information in which the VER is privy to and ensure certain sensitive information or any opinions of a veteran's medical condition is not shared. The medical center and/or clinic will conduct an evaluation and determine what assistance is needed.

### **Other areas to network**

Any educational institution that receives federal money for veterans' education (such as the GI Bill) is required to have on staff a person knowledgeable in those benefits. This person can be encouraged to inform veteran job seekers about TVC services and can also be helpful in securing veteran work studies to assist VERs. Other networking possibilities include local faith-based groups, public service organizations such as the United Way, and media willing to make public service announcements. In addition, developing contacts with certain gathering places (especially those with bulletin boards) can be useful in promoting veteran services and activities.

# Follow-up

Effective follow-up is vitally important to locate and record veteran hires. These hires may result from referrals to job postings, job developments, or obtained employments (when a veteran finds work on their own after receiving a qualifying service). Any combination of these hires constitutes an entered employment, which is a DOL-mandated performance standard. Follow-up methods may vary depending on the type of hire.

## Job Posting Hire

These hires are typically determined and recorded by the staff person responsible for the job posting through coordination with the employer. Follow-up activity is primarily between VERs and the responsible workforce center staff person. If no workforce center staff person is assigned the job posting, then follow-up will need to be with the employer. For large employers, this may involve requesting a hire list. Occasionally, a job posting hire will occur after the job is closed. This is known as a delayed verification hire and is often found by searching wage records in the Job Search Matching System (JSMS) or TWIST (if available).

## Job Development Hire

These hires are determined through direct, recurring contact with both the veteran and the employer. This follow-up contact is typically by telephone, but may also include e-mail or letter to the employer and/or veteran.

## Obtained Employment Hire

These hires are the most prolific and may be determined through numerous follow-up methods.

- Examining wage record information in TWIST or the TWC Mainframe is a primary source for determining obtained employment hires. When qualifying services are reviewed for possible obtained employment hires, it is also recommended to simultaneously review job postings and job developments for possible delayed verification hires.
- Updating the veterans work history in WIT is another effective follow-up method, especially when it is made a standard, recurring practice.
- Receiving notification from the veteran when work is found can be effective, especially if strong rapport was established with the veteran.
- Recurring follow-up from letters, e-mails, and phone calls requesting updated information can also yield positive results.
- VERs must demonstrate a high degree of integrity when determining and recording hires.

***\*Important Note: Backdating or otherwise taking credit for hires when the appropriate service was not performed is in violation of TVC Policy. The RVER or supervisor will advise on the local standard for determining who/when to take an OE.***

# Department Of Labor Veterans' Employment & Training Service (DOL-VETS)

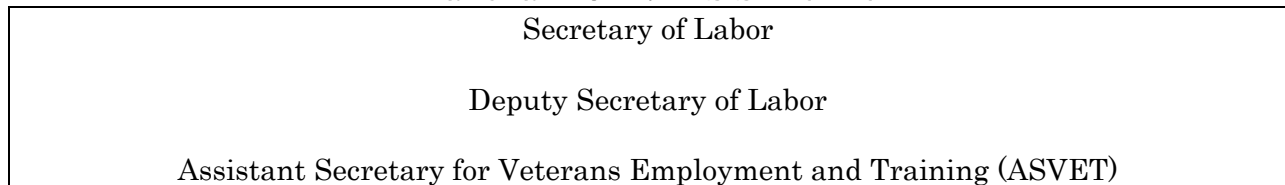
The mission for DOL-VETS is to provide veterans and transitioning service members with the resources and services to succeed in the 21st century workforce by maximizing their employment opportunities, protecting their employment rights and meeting labor-market demands with qualified veterans today.

DOL-VETS assist veterans, reservists, and National Guard members in securing employment. Employment and training assistance is also available from the Department's Employment and Training Administration (ETA), which consists of the following programs: Transition Assistance Program (TAP), Veterans' Workforce Investment Program (VWIP), Homeless Veterans' Reintegration Project (HVRP), Disabled Veterans Outreach/Local Veterans Employment Representative Programs (DVOP/LVER), Vocational Rehabilitation; and National Veterans' Training Institute (NVTI) training.

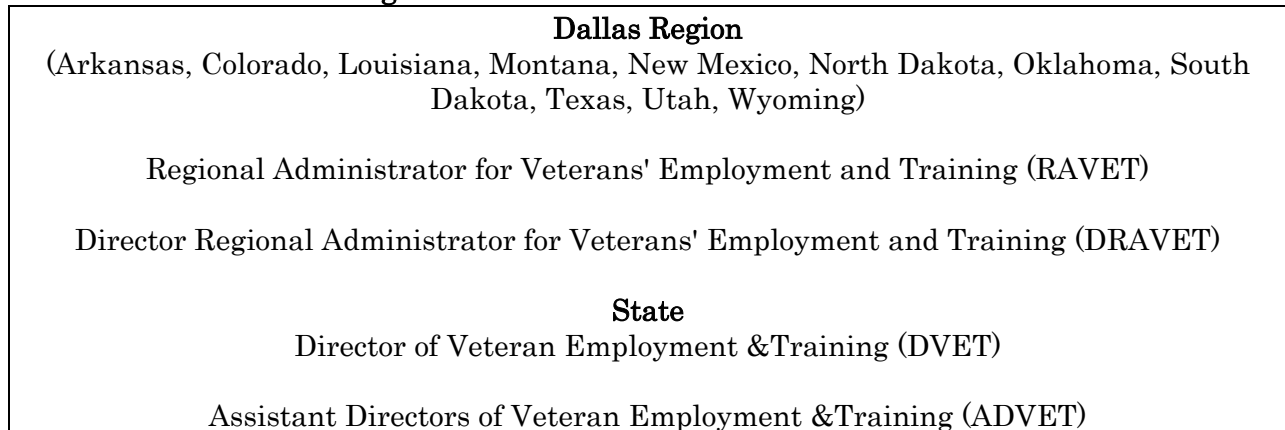
DOL-VETS, through cooperative efforts with, and grants to, each state, offers employment and training services to eligible veterans through two principal programs:

- Disabled Veterans Outreach Program.
- Local Veterans Employment Representatives Program.

## National DOL-VETS Structure



## Regional and State DOL-VETS Structure





## **Office Reviews**

DOL-VETS reviews on most workforce centers are performed both on-site and off-site to ensure quality services are being provided to veteran clients. DOL selects a random sample of active and inactive veteran applications for review in WIT along with Intensive Service documents. Intensive Service documents are reviewed to ensure the IDP is certified (signed by the VER and veteran receiving intensive services), long and short term goals are specific and coincide with the veteran's barriers to employment, barriers to employment needs to be specific, and contact with the veteran at least monthly annotated on the chronolog. Veteran applications are reviewed for: Matching Options; Occupations Identified; Skills Completed; Education and Drivers License Complete; Complete Resumes; Services Received, to include the number of Contacts and Job Developments; and complete Military Details that are certified by the veteran in WIT. The data gathered determines if veterans are receiving quality service and priority of service in the workforce centers. DOL-VETS will also review job postings to ensure veterans are being referred before and at a higher rate than non-veterans. Job postings are also reviewed to ensure a veteran job search was conducted and annotated in the notes section. VERs can contact their supervisor for a complete and updated list of all items reviewed.

## **Veterans Preference (Federal System)**

Veterans' preference was established in the Veterans' Preference Act of 1944, as amended, and is now codified in various provisions of Title 5, United States Code (USC). By law, veterans who have a service-connected disability or who served on active duty in the Armed Forces during certain specified time periods or in military campaigns are entitled to preference over others in hiring from competitive lists of eligibles and also in retention during reductions in force. However, the veterans' preference laws do not guarantee veterans a job, nor do they give veterans preference in internal agency actions such as promotion, transfer, reassignment and reinstatement.

Preference Eligible — means veterans, spouses, widows, or mothers who meet the definition of preference eligible. Preference eligibles are entitled to have 5 or 10 points added to their earned score on a civil service examination. They are also accorded a higher retention standing in the event of a reduction in force. The category of entitlement to preference in the federal service is based on active military service that was terminated honorably.

The Office of Personnel Management (OPM) has developed the Veterans Information Guide. This guide explains how the federal employment system works and how veterans' preference and the special appointing authorities for veterans operate within the system. For more information please visit:

[www.opm.gov/veterans/html/vetsinfo.htm](http://www.opm.gov/veterans/html/vetsinfo.htm).

## **Texas State Agencies – Veterans Preference**

Wartime veterans have preference in employment with State agencies or offices, as do widows and children of those killed on active duty. State agencies must practice veterans' preference until they have reached 40% veteran employment. Veterans' preference is determined with the information provided on the State of Texas Application for Employment.

### **The Uniformed Services Employment and Reemployment Rights Act (USERRA)**

USERRA protects the employment rights and ensures the reemployment of veterans, Reservists and National Guard members after a period of active duty service and prohibits employment discrimination because of past, current, or future military obligations. It covers all employers, regardless of size, in the public or private sectors. Information may be found in the United States Code, Title 38, Chapter 43. Concerns may also be addressed to the local ADVET.

For more information please call (512)463-2815 or visit:

[www.dol.gov/compliance/laws/comp-userra.htm](http://www.dol.gov/compliance/laws/comp-userra.htm)

# Performance

## Common Measures

Common Measures for adults encompass entered employment rate, employment retention rate, and six month earning increase. Common Measures for youth encompass placement in employment or education, attainment of a degree or certificate, and literacy and numeric gains. VERs should be familiar with Adult Common Measures and how these measures are calculated. For additional information on Common Measures visit:

[http://wdr.doleta.gov/directives/attach/TEGL28-04\\_AttachB.pdf](http://wdr.doleta.gov/directives/attach/TEGL28-04_AttachB.pdf)

[http://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=2195](http://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2195)

## Performance Planning & Review (PPR)

Each year, supervisors are required to conduct performance reviews for the employees they manage. The review is an excellent opportunity to discuss an employee's work performance, strengths and weaknesses, and how his or her duties fit in with departmental strategic goals.

The job performance of all new employees will be closely monitored. At the end of the first 90 days of employment, each employee will be counseled by his/her immediate supervisor. A performance review shall be conducted at the end of 5 months. The review shall be used to inform the employee of his/her progress and retention beyond the probationary period. On the recommendation of the immediate supervisor the probationary period can be extended in 90-day increments for a maximum of six months.

## Grant Specific Performance Measures

Negotiations with the State on Performance Goals for One-Stop Career Centers (One-Stop Measures) and for Jobs for Veterans State Grant Funded Staff (Grant-Based Measures).

The seven measures are as follows:

- **DVOP**
  - Disabled Veteran Entered Employment Rate
  - Disabled Veteran Employment Retention Rate
  
- **LVER**
  - Recently Separated Veterans Entered Employment Rate
  - Recently Separated Veterans Employment Retention Rate.
  
- **DVOP/LVER Consolidated**
  - Veterans Entered Employment Rate – Weighted
  - Veterans Retention Rate
  - Veterans Average Earning

# Roles & Responsibilities

## **Veteran Employment Representative (VER)**

### **Local Veteran Employment Representative (LVER) Track**

The main focus of a VER on the LVER track is to conduct employer outreach activities and assist recently separated veterans.

LVER staff work with other service providers to place veterans who have highly marketable skills and experience in jobs. LVER staff advocate for veterans for employment and training opportunities with business, industry, and community-based organizations. To accomplish this, LVER staff participates in a variety of outreach activities including, but not limited to:

- Planning and participation in job fairs
- Coordinating with unions, apprenticeship programs, and business organizations to promote employment and training opportunities for veterans
- Promoting credentialing and training opportunities for veterans with training
- Providers and licensing agencies

LVER staff establishes, facilitates and/or maintains regular contact with employers to include federal contractors. They should coordinate with employer relations representatives as part of the One Stop system to include veterans in their marketing efforts.

LVER staff provides and facilitates a full range of employment, training and placement services to meet the need of veterans with priority given to targeted categories identified and approved in the State Plan. These services may include, but are not limited to:

- Conducting job search assistance workshops
- Providing job development and referrals
- Providing vocational guidance
- Providing labor market information
- Providing referrals to training and supportive services

## **Veteran Employment Representative (VER)**

### **Disabled Veteran Outreach Program (DVOP) Track**

DVOP specialists should target services to special disabled veterans, disabled veterans, economically or educationally disadvantaged veterans and veterans with other barriers to employment especially, homeless veterans. In order to maximize services to those veterans, DVOP specialists conduct outreach activities at a variety of sites including, but not limited to:

- Vocational Rehabilitation and Employment programs
- Homeless Veterans Reintegration Project grantees
- Department of Veterans Affairs medical centers and Vet Centers
- Homeless Shelters
- Civic and service organizations
- Community Stand Downs
- Military installations

- WIA partners
- State Vocational Rehabilitation Agencies

DVOP specialists provide a full range of employment and training services to veterans, with the primary focus on meeting the needs of veterans and other eligible persons who are unable to obtain employment through core services.

Certain positions call for staff to be outstationed away from an area local workforce center.

### **Vocational Rehabilitation & Employment (VR&E)**

DVOP specialists assigned to control sites, normally a VA facility, college campus or local workforce center. They are charged to assist Chapter 31 disabled veterans with intensive employment assistance. The State VR&E Coordinator provides guidance on policy and procedures, technical assistance and referrals.

VR&E staff falls under one of two VA VR&E regions, Houston and Waco. There are MOUs providing specific program guidance. TVC, VA along with DOL agrees to facilitate a team approach in the implementation of these MOUs.

TVC VR&E staff members' primary duty is to serve veteran clients referred from the Department of Veteran Affairs (DVA) under the Chapter 31 program. Participants in the VR&E program are afforded the same array of services provided by any local workforce center but by staff dedicated to Chapter 31 enrolled veterans. There are specific tasks related to VR&E positions that must be accomplished, they are as follows:

- Register and complete the basic Individualized Development Plan (IDP) – conducting an initial face to face interview for the purpose of gathering all available information relating to the clients vocational experiences for employment registration, and an initial assessment to provide basic information for the IDP.
- Provide intensive employment services – provide priority employment services to DVA Chapter 31 veterans who are registered within the Texas Workforce system who are seeking employment.
- Job development – solicit job and training opportunities for those VR&E clients being case-managed through contacts with employers as well as training providers.
- Will at a minimum provide follow-up services to enrolled participants twice a month.
- Process VR&E reports and paperwork – prepare and process reports and correspondence relating to the VR&E program, to include, monthly/quarterly reports, referral letters, acknowledgement, updating participant status, closeouts, and periodic consultations with VA counterparts.

### **Transition Assistance Program (TAP)**

TAP was established to offer job search assistance and related services to active duty personnel and their eligible spouses preparing to leave military service within a year. The program also services military veterans who are within two years of their retirement.

VERs assigned to the TAP program perform these duties on military installations.

All staff assigned to perform these duties must attend and successfully complete the TAP facilitator course conducted by the National Veterans' Training Institute prior to conducting TAP workshops.

TAP workshop can run from two to three days per workshop and addresses many barriers to success and alleviates many employment related difficulties for the separating service member and family.

TAP staff serves as facilitators for TAP workshop coordinating TAP attendance, rosters, classroom facilities and student materials with partner organizations. They also monitor the status of TAP and the provision of quality information presented to TAP attendees and distributes evaluation forms to meeting participants.

VER staff assigned as TAP facilitators will also:

- Document and provide reports monthly and quarterly to their supervisor and/or the RVER.
- Interact with program attendees in order to answer job seeker inquiries and communicate effectively so that there is a full understanding of disseminated information.
- Conduct and critique mock interviews and assists in the preparation of participant resumes.
- Provide quality customer service – works with on-site management, supervision and other partner staff to ensure that the highest level of quality of customer service is practiced in the day to day operation of the workplace.

### **REALifelines (RLL)**

RLL program assists severely injured soldiers and their families with the resources needed to successfully transition into a rewarding civilian career. This program is coordinated by the DOL-VETS on a national level.

RLL supports the economic recovery and employment of these transitioning service members and their families by identifying barriers to employment or reemployment prior to separation from active military service. The nationwide network of One Stop Career Centers is closely involved with this process. There is ongoing follow-up of professional, personalized intervention for service members and their families during the recovery, and rehabilitation process which helps assure success.

Besides assisting injured and wounded veterans referred to the REALifelines Representative, the entire array of job training and employment services are also made available to the family members of active duty soldiers who may have suffered a casualty as well as for those family members who may have temporarily left their own employment to be with the injured service member during recovery.

# Veterans Employment Services – Career Path (VER I, II, III)

## Minimum qualifications to be a VER I

- Meet minimum qualifications of the job posting
- Successfully complete the probationary period
- Be rated as satisfactory or above on the most recent Performance Planning & Review (PPR)
- Required to attend NVTI courses when scheduled by TVC

## Minimum qualifications to be promoted to a VER II

- Be rated as commendable or higher on the most recent PPR
- Completed required NVTI courses
- Completed TVC supervisory training
- Be prepared to be assigned as a supervisor or lead VER in a workforce center or region
- Demonstrated ability to conduct new employee training on TVC skills and knowledge
- Demonstrated administrative accuracy and timeliness with reports and documentation

## Minimum qualifications to be promoted to a VER III

- Be rated as commendable or higher on the most recent performance appraisal (PPR)
- All NVTI required training completed
- Completed TVC supervisory training
- Completed TVC management training
- Performed duties as a supervisor, lead VER or regional VER backup
- Ready to accept responsibility for performance of staff in a workforce board area(s) or multiple offices

***\*Important note: the above are minimum qualifications to be promoted. VERs can enhance their own promotion potential by seeking out additional responsibilities, challenges, and opportunities to excel. These opportunities may include, but are not limited to, participating in focus groups, volunteering to work significant outreach activities such as major job fairs or veterans events, and being active in regional efforts such as writing award nominations or developing and presenting best practices training. Involvement in local, state, and national veteran's organizations or events is yet another example of seeking out additional challenges and responsibilities. Opportunities are always available for those who want to go above and beyond the minimum requirements.***

**VETERANS EMPLOYMENT SERVICES – CAREER PATH**  
**Applicable to all VERS (both LVER & DVOP Tracks)**

This document maps a career path for the TVC's Veterans Employment Services staff. It portrays how an individual *MIGHT* proceed through their career from the time of hire to competing for the director's position. The columns depict the salary group, state classification, TVC job title, work location and the training and professional development necessary to continue moving through the career path. VERS are encouraged to pursue other training opportunities in addition to those listed below. An individual can use this model to map out a career development plan; one that is designed to fit their individual aspirations. This document in no way guarantees advancement or promotion through the career path. Factors such as individual performance, availability of positions, willingness to relocate and operational funding impact career path movement.

<b>Group</b>	<b>Classification</b>	<b>Assignment/Job Title</b>	<b>Location</b>	<b>Required/Recommended Training and Professional Development</b>
B05	WDS III (VER I)	Veterans Employment Representative (VER)	Workforce Center	<b>Required Training</b> Newcomer Orientation Complete Probationary Period NVTI On-Line Benefits Course (LVER/DVOP Track) NVTI LES Course/Denver (LVER/DVOP Track) NVTI CM Course/Denver (DVOP Track) NVTI PPE Course/Denver (LVER Track) NVTI TAP Course/Denver (TAP Facilitators)  <b>Optional Training</b> Other NVTI Courses as deemed appropriate by supervision Approved OJT Program if using GI Bill Benefits Enhanced PC Training
B07	WDS IV (VER II)	VER (Example: Supervisory Duties at the WDA or local office lead)	Workforce Center	Management and Supervisory Training NVTI – LIIVS Course
B07-09	WDS IV/V (VER III)	VER (Example: Supervisory Duties at the WDA or large office lead)	Workforce Center	Additional Management and Supervisory Training NVTI – LIIVS Course Governor's Center for Management Development
B09-11	Program Supervisor I-II	VER (Example: Regional or WDA Lead)	Workforce Center/ Regional Duties	Additional Management and Supervisory Training Governor's Center for Management Development
B09-13	Program Specialist I-V	Veterans Program Specialist	Headquarters TVC	Enhanced TVC Training Enhanced DOL Training
B13-16	Manager I-IV	Regional Veterans Employment Representative	Workforce Board/Center	Enhanced TVC/HR Training
B17-18	Director I-II	Director, Veterans Employment Services	Headquarters TVC	Governor's Center for Management Development – Executive Level Training



# Supportive Services

Helping veterans contact organizations of both public and private agencies that provide special types of services that are not functions provided by TVC constitutes supportive services. Veterans may need these services to eliminate any barriers that may hinder their hiring, promotion, participation, or retention in the labor force.

The objective is to develop a cooperative network of social service agencies equipped to perform specific services for the following:

- Effective use of services without duplication.
- Joint projects within TVC and other agencies.
- To address needs that are discovered during the Counseling/Intensive Service process.
- Establish and maintain reciprocity of services.

## How to network with local service providers

- Identify potential organizations that specialize in needed services.
- Contact these agencies and ask them to participate in a network.
- Plan a personal visit to the provider.
- Extend an invitation for the provider to visit the local workforce center.
- Work with partner to resolve any participant problems, barriers, or issues.
- Establish regular contact with the partner to exchange information and ideas.
- Emphasize to the partner how important their participation is.
- Expand the network.
- Evaluate the partner, ask the clients.
- Provide follow-up to the partner on a regular basis.

## 2-1-1 Texas Information and Referral Network

A general guide to service providers in the local area. Call 2-1-1 or visit [www.211texas.org](http://www.211texas.org).

A list of potential service providers, but not limited to the following:

- Veterans Benefits
  - Texas Veterans Commission/Claims & Employment, other state benefits
  - Veterans Administration
  - Veterans County Service Officers
  - Veterans Service Organizations
- Food/Clothing/Shelter
  - Local Veterans Homeless Program
  - Local Food Banks
  - Civic Organizations
  - Churches/Faith-Based Organizations
  - Departments of Human Services
  - Texas Veterans Land Board

- Transportation
  - American Red Cross
  - Workforce Career Centers
  - Local Public Transportation
  - Churches/Faith Based Organizations
  
- Childcare
  - Workforce Career Centers
  - Departments of Health Services
  - Community Centers
  - YMCA
  
- Medical/Dental/Mental Health
  - VA Hospitals
  - Vet Centers
  - Departments of Health & Human Services
  - County Health Centers
  
- Legal/Financial
  - Unemployment Insurance
  - Departments of Human Services
  - Veterans Service Organizations
  - Free Legal Services – Legal Aide
  - Churches/Faith Based Organizations
  
- Employment
  - TVC Veteran Employment Representative
  - Veterans Administration
  - Employment Agencies
  - Work Opportunity Tax Credit (WOTC)
  - Reintegration of Ex-Offender (RIO)
  - Workforce Center Partners
  - Senior Employment Program
  
- Education/Training
  - Texas Veterans Commission Education
  - Hazelwood State Benefits
  - Apprenticeships
  - WIA – Workforce Center
  - Colleges /Universities/Community Colleges.
  - OJT (On-The-Job Training)
  - VA Education Benefits
    - VA GI Bill/VR&E
  
- Employers
  - COC
  - EDC
  - City/Local Government

The network of supportive agencies may be developed along social or community groups such as faith-based organizations and civic organizations or based on need by networking with food, transportation, and health groups.

***\*Important note: VERs are responsible for establishing and maintaining a local network of partners.***

## Interagency Referral Program

The Referral Program is established to assist the Employment, Education, and Claims programs in contacting veterans who need assistance in the state of Texas in locating a job, educational assistance, or submitting a claim through the Veterans Administration. The referral form (VERs should see their supervisor for a copy) needs to be completed and forwarded to the Waco Regional Office where it will be tracked to ensure the requested service(s) was received. The referral sheet needs to be faxed to the Waco Regional Office at 254-299-9910.

If a veteran is not in need of assistance from TVC's Education or Claims programs, then the referral is unnecessary.

It is TVC's intent that every veteran referred be contacted in a timely manner and advised as to how and where to obtain the services TVC provides in regard to employment, education, and claims.

The Regional Office will forward the referral sheet to the respective Employment Services, Education and/or the Claims office closest to the veterans' respective home for contact and follow-up.

***\*Important Note: A referral to supportive services may be entered into WIT.***

# The Manager's Report

The report is used by TVC management staff, the Director for Veterans Employment and Training (DVET), and local workforce center management to review services provided and to identify any need for possible action to ensure that the services are provided according to laws and regulations.

The Manager's Report services to veterans is designed to provide a snapshot of veteran services provided at the local level for that particular quarter. The VER staff responsible for the Manager's Report in their particular center is to coordinate with the center manager in the preparation of the report.

The report is to be in a narrative form and the contents placed on the designated form, completed and submitted quarterly.

Each RVER will decide who is responsible for this report. Normally the VER on the LVER Track is responsible to complete and submit the report on or before the due date. The VER on the DVOP Track is responsible for the report in the absence of a LVER.

***\*Important Note: VERs should see their supervisor for the most recent copy of the Manager's Report and exact due dates.***

# Incentive Award Program

The Jobs for Veterans Act established the “performance incentive awards for quality employment training and placement services” to be administered by states. The act stipulates that one percent of a participating states’ total grant allocation shall be used for this purpose. The incentive award program will:

- Promote the improvement of services to veterans
- Recognize eligible employees for excellence in providing those services. Eligible individuals under the Jobs for Veterans Act include:
  - DVOP Track
  - LVER Track
  - Other partners who provide services to veterans under WIA and Employment Service delivery programs.

Federal employees, workforce board staff and TVC state office staff are not eligible for monetary awards.

## **Award Categories**

Both monetary and non-monetary awards are distributed in accordance with the annual state plan approved by the Department of Labor. The program director will determine the award winners using performance data from the performance year (July 1, \_\_\_\_ thru June 30, \_\_\_\_ ) and performance-related input from the RVERs.

The VSO award winners are selected by the state and national VSO headquarters. The American Legion, VFW, and DAV all recognize outstanding DVOP/LVER service providers as well as employers who hire veterans. Awards are presented to state winners at the Veterans Employment Services annual training conference and winners of national VSO awards typically receive their awards at the annual VSO conference. State award winners will receive their awards in the following months’ pay as additional regular pay.

# Work Study Program

VA work studies can be a valuable asset by enhancing the ability to serve veterans. VERs need to contact their direct supervisor about the Work Study Program before attempting to obtain a work study.

Each RVER can provide a copy of the Work-Study Supervisor's Handbook which has complete directions/guidance on the Work Study Program.

## **What Type of Work Should a Work-Study Perform?**

The following are some examples of acceptable work:

- Processing paperwork, filing, making copies, and shredding.
- Performing outreach services under the supervision of a TVC employee.
- Assisting with the construction of Transition Assistance Program (TAP) folders to include making copies of pertinent data.
- Assisting veterans with updating their WIT registrations (i.e. updating work histories, adding occupations and updating skill sets).
- Assisting with job fairs.
- Distributing and providing information about VA facilities, organizations, education, and available programs in the workforce centers

The work they actually perform will depend on the type of work available.

# National Veterans' Training Institute

NVTI was established in 1986 to further develop and enhance the professional skills of veterans' employment and training service providers throughout the United States. The program is funded by DOL-VETS and administered by the University of Colorado at Denver. The Institute is the only one of its kind in the United States.

VER staff will be scheduled to attend courses of instruction at NVTI, Denver, CO, for training in the important task of assisting Texas veterans with securing quality, long-term employment.

Some available courses:

- Orientation to Veteran Services (on-line)
- Labor & Employment Specialist (LES)
- Case Management (CM)
- Transition Assistance Program (TAP) (for staff designated to facilitate TAP classes)
- Promoting Partnerships for Employment (PPE)
- Veterans' Benefits Online (Voluntary enrollment)
- USERRA 101 (Voluntary enrollment)

***\*Important note: VERs must complete LES before they can attend CM or PPE.***

Herein are the procedures for VER staff selection and attendance.

## **NVTI Application**

Upon Entry on Duty (EOD) with the TVC, newly hired VER staff will complete an NVTI application. The application will be completed electronically (VERs should contact their supervisor for an updated copy) and forwarded to the State HQ's Operations Specialist in an e-mail, who will then forward the application to NVTI, Denver for inclusion into their data base. (NVTI requests they receive all new applications in this form).

## **Eligibility/Selection**

- TVC staff must have completed 3 months (90 days) of service with TVC.
- RVER concurrence for course attendance is necessary (RVERs will inform State HQ's of VER staff availability for attendance).
- TVC staff cannot be under any disciplinary action.
- Priority for selection is based first on longevity with TVC or a critical need as determined by the State HQ's.
- NVTI determines the number of class seats that will be made available for each class.
- NVTI will notify both the participant and TVC State HQ's upon confirmation for a training session.



## Sequence of Class Attendance

- Class seats are allocated to the state by NVTI, with the exception of seats for TAP training sessions, (seat allocation provided by DOL-VETS National office).
- The preferred course track for DVOP staff
  - LES
  - CM
  - TAP (if designated as a TAP facilitator)
  - PPE
- The preferred course track for LVER staff
  - LES
  - PPE
  - CM
- Periodically, NVTI offers an entirely internet-based course, Basic Veterans' Benefits. This is a self-paced course which runs for a two week period. The course covers VA benefits such as education programs, VA pension, disability compensation, and health care services. This course is available to eligible VERs at no cost. Announcement of these classes and registration information will be provided through the TVC e-mail system as they become available. Also available on-line through NVTI is USERRA 101; a basic introduction to the rules and regulations surrounding USERRA. All newly hired staff should be encouraged to register for Benefits on-line if available and USERRA 101. 90 days service with TVC is not a requirement for an individual to apply for these on-line courses.

## Notification/Travel Procedures

- NVTI travel staff will contact participants to verify information such as office address and phone number, flight origination (as stated on the NVTI application), and special accommodation needs.
- Based on the verified information NVTI will formulate an itinerary and forward it by e-mail to both the participant and TVC State HQ's. (HQ's staff will ensure the appropriate RVER is provided all information forwarded by NVTI).
- TVC staff must respond to NVTI travel to acknowledging receipt of the itinerary, this will ensure travel arrangements are complete and correct.
- NVTI bears the cost of all training expenses related to the scheduled training.
  - This includes training materials, airline ticket cost, Denver shuttle cost, and meals.
- The only TVC travel cost associated with NVTI training is the payment of mileage to and from the airport, parking, and tolls. The TVC will reimburse for meals only if the flight is delayed and supervisor approved.
- Upon return from NVTI, individuals will be reimbursed after submission of a travel voucher.

- Mondays, with rare exception, are the designated travel days to Denver. Class instruction begins Tuesday morning and continues through noon Friday.
- If an individual fails to attend a scheduled course of instruction at NVTI without prior coordination through the State HQ's and NVTI, they may be held liable for cost of the airfare, which is provided by NVTI.
- Changes to scheduled airline reservations for course participants cannot be made by the individual. Only NVTI in coordination with their contract travel agency are allowed to make changes.
- Driving to Denver for NVTI training is permissible. Those who choose this option will only be reimbursed by NVTI at the cost of a federal airline ticket to Denver. It may take 3-4 weeks to be reimbursed for the mileage by NVTI.
- If driving to NVTI for a course of instruction, lodging, and food costs will be the responsibility of the traveler. Neither TVC nor NVTI will reimburse for these costs.

### **Class Attendance**

- Class attendance while at NVTI is mandatory and individuals can only be excused by the course instructor. Actual class attendance for LES, CM, and PPE begins on Tuesday at 8:00 and continues through 4-4:30 each day. TAP classes are an exception, with the traveling day being Sunday and class start time being Monday at 8:00. All class will be dismissed on Friday at noon.
- Upon completion of the classroom phase of LES, NVTI staff will provide participants with a link for LES distance portion (This is option for VERs to complete, but highly encouraged).
- Upon completion of the LES distance phase, HQ will designate which course (CM or PPE) DVOP/LVER staff will take next.
- There may be an occasion when an individual attending NVTI in Denver would have to withdraw from a course of instruction or can't finish the class. If it is determined by NVTI in coordination/consultation with TVC HQ's staff that it is of no fault of the course participant, the individual can be rescheduled at a later date, without penalty.
- RVERs have the responsibility of monitoring their staff involved in a course of instruction. RVERs will monitor selected participants to ensure all phases of course instruction are completed.

### **In-State Course Instruction**

- In coordination with the State HQ's, and DVET, NVTI may arrange to conduct a course of instruction in-state.
- Eligibility, selection criteria, as well as attendance and course completion requirements for courses held in-state are the same as classes held in Denver. Class size will be limited to a maximum of twenty-four participants.
- The TVC HQ's staff and the selected participants are responsible for the coordination of travel arrangements for TVC staff attending in-state courses, not NVTI. TVC HQ's will process travel for these course participants as they do regular travel requests.

**Cancellation/Withdrawal**

Cancellation of a scheduled individual's training seat or withdrawal from a class is the responsibility of State HQ's staff. State HQ's staff will coordinate with NVTI and the supervising RVER to determine whether or not cancellation/withdrawal is necessary or warranted.

For more information pertaining to the National Veterans' Training Institute refer to the website: [www.nvti.cudenver.edu/home/homePage.htm](http://www.nvti.cudenver.edu/home/homePage.htm)

# Glossary/Definitions

## **2-1-1 Texas Information and Referral Network**

A general guide to service providers in the local area.  
Call 2-1-1 or visit [www.211texas.org](http://www.211texas.org).

## **American Legion**

The American Legion was chartered by Congress in 1919 as a patriotic, war-time veteran's organization and devoted to mutual helpfulness. It is a not-for-profit community-service organization.

<http://www.legion.org/>  
[www.txlegion.org/home/](http://www.txlegion.org/home/)

## **Americans with Disabilities Act (ADA)**

ADA is a wide-ranging civil rights law that prohibits, under certain circumstances, discrimination based on disability. It affords similar protections against discrimination to Americans with disabilities as the Civil Rights Act of 1964, which made discrimination based on race, religion, sex, national origin, and other characteristics illegal. Disability is defined as "a physical or mental impairment that substantially limits a major life activity." The determination of whether any particular condition is considered a disability is made on a case by case basis. Certain specific conditions are excluded as disabilities, such as current substance abusers.

<http://www.ada.gov/>

## **Assessment**

This process evaluates through a one-on-one interview what services are needed for the veteran job search. It also determines if the veteran job seeker is job ready or if a barrier(s) exist.

This provision of a customer-centered approach in the delivery of services is designed to: (a) prepare and coordinate comprehensive employment plans, such as service strategies, for job seekers to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and (b) provide job and career counseling during program participation and after job placement.

## **Bureau of Labor Statistics**

The Bureau of Labor Statistics is the principal fact-finding agency for the Federal Government in the broad field of labor economics and statistics.

[www.bls.gov](http://www.bls.gov)

## **Central Contractor Registration (CCR)**

CCR is the primary registrant database for the U.S. Federal Government. CCR collects, validates, stores and disseminates data in support of agency acquisition missions.

<http://www.ccr.gov/>

## **Code of Federal Regulations (CFR)**

CFR is the codification of the general and permanent rules published in the Federal Register by the executive departments and agencies of the federal government. It is divided into 50 titles that represent broad areas subject to federal regulation. Each volume of the CFR is updated once each calendar year and is issued on a quarterly basis.

<http://www.gpoaccess.gov/cfr/index.html>

## **Common Measures**

Common Measures for adults encompass entered employment rate, employment retention rate, and six month earning increase

[http://wdr.doleta.gov/directives/attach/TEGL28-04\\_AttachB.pdf](http://wdr.doleta.gov/directives/attach/TEGL28-04_AttachB.pdf)

[http://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=2195](http://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2195)

## **Counseling**

One-time or ongoing assistance to help job seekers gain self-awareness, and a clear understanding of their own knowledge, skills, abilities, and options thus increasing their ability to make suitable occupational or job adjustment choices.

## **County Veteran Service Officer (CVSO)**

An employee of the county who is tasked with ensuring that veterans within the county receive those benefits they are entitled to. Counties with more than 100,000 people are required by state law to have a CVSO. This person who's job is to act as an advocate for veteran clients who desire assistance in obtaining their benefits. Most full-time and many part-time VSOs are trained by TVC.

## **Department of Labor-Veterans' Employment & Training Services (DOL-VETS)**

The mission statement for DOL-VETS is to provide veterans and transitioning service members with the resources and services to succeed in the 21st century workforce by maximizing their employment opportunities, protecting their employment rights and meeting labor-market demands with qualified veterans today.

<http://www.dol.gov/vets/>

## **Disabled American Veterans (DAV)**

The DAV is an organization of disabled veterans who are focused on building better lives for disabled veterans and their families. The organization accomplishes this goal by providing free assistance to veterans in obtaining benefits and services earned through their military service. It is fully funded through its membership dues and public contributions. It is not a government agency and receives no government funds.

## **Disabled Veteran**

(A) a veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary, or (B) a person who was discharged or released from active duty because of a service-connected disability.

## **Eligible Person**

(A) the spouse of any person who died of a service-connected disability, (B) the spouse of any member of the Armed Forces serving on active duty who, at the time of application for

assistance under this chapter, is listed, pursuant to section 556 of title 37 and regulations issued thereunder, by the Secretary concerned in one or more of the following categories and was so listed for a total of more than ninety days: (i) missing in action, (ii) captured in line of duty by a hostile force, or (iii) forcibly detained or interned in line of duty by a foreign government or power, or (C) the spouse of any person who has a total disability permanent in nature resulting from a service-connected disability or the spouse of a veteran who died while a disability so evaluated was in existence.

### **Eligible Veteran**

A person who (A) served on active duty for a period of more than 180 days and was discharged or released therefrom with other than a dishonorable discharge; (B) was discharged or released from active duty because of a service-connected disability; or (C) as a member of a reserve component under an order to active duty pursuant to section 12301(a), (d), or (g), 12302, or 12304 of title 10, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge.

### **Entered Employment (EE)**

Term used in work programs to identify those employment entries for which the agency may receive credit for placing the individual into employment.

### **Equal Employment Opportunity Commission (EEOC)**

EEOC's mission is to promote equality of opportunity in the workplace and enforce federal laws prohibiting employment discrimination.

<http://www.eeoc.gov/index.html>

### **Federal Contractor Job Listing (FCJL)**

Any employer who has a contract, or subcontract, with a federal government agency for \$100,000 or more is on this listing. A standard clause in such contracts states they must give veterans' preference.

### **Federal Employer Identification Number (FEIN)**

The identification number assigned to employers by the Internal Revenue Service to control reporting and accounting functions. It is not the same as the employer account number assigned by state agencies. This is the federal number used on employers' quarterly federal tax return, U.S. Treasury Department Form 941.

### **HireVetsFirst**

A comprehensive career website for hiring veterans of America's military.

<http://www.hirevetsfirst.gov/>

### **Homeless Veteran Reintegration Program (HVRP)**

The purpose of this program is to provide services to assist in reintegrating homeless veterans into meaningful employment and to stimulate the development of effective service delivery systems that will address the complex problems facing homeless veterans. HVRP grants are provided directly from DOL-VETS to the grantee.

[http://www.dol.gov/vets/programs/fact/Homeless\\_veterans\\_fs04.htm](http://www.dol.gov/vets/programs/fact/Homeless_veterans_fs04.htm)

### **Incarcerated Veterans' Transition Program (IV-TP)**

IV-TP, managed by the DOL-VETS, is designed to help ex-offender veterans who are at risk of homelessness to reenter the workforce. This program provides direct services through a case management approach to link incarcerated veterans with appropriate employment and life skills support as they transition from a correctional facility into the community.

<http://www.dol.gov/vets/programs/ivtp/main.htm>

### **Individual Development Plan (IDP)**

A document that identifies the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals.

### **Intensive Services (IS)**

This service provides concentrated placement efforts by VERs to assist veteran job seekers to obtain employment. Services to eligible individuals who: (a) are unemployed and unable to obtain employment through Core/Universal access (b) are determined by the service provider to be in need of more intensive services in order to obtain employment; (c) are employed but who need intensive services in order to obtain or retain employment that allows for self-sufficiency.

### **Job Development (JD)**

A JD is the effort by a VER to initiate a job placement to an employer that does not have that specific job listed in WIT. The employer's permission to accept the job seekers contact is required as well as the veteran job seeker's acceptance.

### **Job Service Matching System (JSMS)**

The former public employment service system which used computer technology to match available jobseekers and job openings in the Texas state system before WIT was implemented.

### **Labor Market Information (LMI)**

The body of information about the characteristics of the labor force and industry in a local jurisdiction. Any information that described the participants or conditions in labor markets or contributes to their more efficient functioning. There are four basic LMI components: Occupational supply and demand information; identification of geographic and occupational areas of potential growth or decline and assessment of the effects of such growth or decline on individuals, industries, and communities; and individual career information.

### **Migrant Seasonal Farm Worker (MSFW)**

An individual who is employed in farm or ranch labor of a seasonal or temporary nature and is required to be absent overnight from his or her permanent place of residence.

[www.doleta.gov/MSFW](http://www.doleta.gov/MSFW)

### **Military.com**

<http://www.military.com/>

### **Military Occupational Classifications Codes (MOC)**

A MOC is a job classification in use in the various branches of military service. The occupational specialty system uses a system of letters and numbers to identify general and

specific jobs of military personnel. Different branches of the military use different alphanumeric systems, but all differentiate between comparative military ranks (enlisted personnel), warrant officers, and commissioned officers. See also the Military Occupational Specialty (MOS) for the Army and Marine Corps; the Air Force uses Specialty Codes (AFSC) and the Navy a Navy Enlisted Classification (NEC) system.

### **Military Occupational Specialty (MOS)**

MOS is a job classification in use in the United States Army and Marine Corps. The occupational specialty system uses a system of letters and numbers to identify general and specific jobs of military personnel.

### **Military Service Records**

Personnel files are stored here at the National Archives and Records Administration (NARA). They are the official repository for records of military personnel who have been discharged from the U.S. Air Force, Army, Marine Corps, Navy and Coast Guard.

<http://www.archives.gov/veterans/military-service-records/>

### **National Coalition for Homeless Veterans (NCHV)**

NCHV is the resource and technical assistance center for a national network of community-based service providers and local, state and federal agencies that provide emergency and supportive housing, food, health services, job training, and placement assistance, legal aid and case management support for hundreds of thousands of homeless veterans each year.

<http://www.nchv.org/>

### **National Veterans' Training Institute (NVTI)**

NVTI was established in 1986 to further develop and enhance the professional skills of veterans' employment and training service providers throughout the United States. The program is funded by the U.S. Department of Labor / Veterans' Employment and Training Service, and administered by the University of Colorado at Denver and Health Sciences Center with training conducted in Denver, Colorado and at selected regional sites in the U.S. and abroad. The Institute is the only one of its kind in the United States.

<http://www.nvti.cudenver.edu/home/homePage.htm>

### **Obtained Employment (OE)**

A qualifying service was provided and recorded for the job seeker within the 180-day period immediately preceding the date of job entry. The job seeker entered a new job (a job with an employer that was not the job seeker's most recent employer or a different job with the job seeker's most recent employer). Self-employment does not qualify for obtained employment credit because it does not meet the definition of employment (i.e., a situation wherein a person(s) provides work or services for an employer in exchange for wages or salary).

### **Occupational Information Network (O\*NET)**

The O\*NET system serves as the nation's primary source of occupational information, providing comprehensive information on key attributes and characteristics of workers and occupations. Provides skill sets needed and tasks performed in specific occupations. The



O\*NET database houses this data and O\*NET online provides easy access to that information.

[www.online.onetcenter.org/](http://www.online.onetcenter.org/)

[www.onetacademy.com](http://www.onetacademy.com)

### **Occupation and Skill Computer-Assisted Researcher (OSCAR)**

OSCAR is an online employment self-assessment tool.

[www.ioscar.org/tx/](http://www.ioscar.org/tx/)

### **Office of Personnel Management (OPM)**

OPM contains information for job seeking veterans, veterans currently employed by the federal government, and federal human resources specialists. This site will assist individuals when determining a veteran's special rights and privileges for federal civil service employment.

<http://www.opm.gov/veterans/>

### **Performance Measures (Grant Specific)**

Negotiations with the state on performance goals for One-Stop Career Centers (One-Stop Measures) and for Jobs for Veterans State Grant Funded Staff (Grant-Based Measures).

### **Performance Planning & Review (PPR)**

Each year, supervisors are expected to conduct performance reviews for the employees they manage. The review is an excellent opportunity to discuss an employee's work performance, strengths and weaknesses, and how his or her duties fit in with departmental strategic goals.

### **Qualifying Services**

A service entered into WIT which results in pending status. VERs can obtain the most current list of qualifying services through their supervisor.

### **The Recovery and Employment Assistance Lifelines (REALifelines)**

A comprehensive program to provide individualized job training, counseling and re-employment services to each and every veteran seriously injured or wounded. This initiative creates a seamless, personalized assistance network to ensure that seriously wounded and injured service members who cannot return to active duty are trained for rewarding new careers in the private sector.

[www.dol.gov/vets/REALifelines/index.htm](http://www.dol.gov/vets/REALifelines/index.htm)

### **Referral/Contact**

(A referral to a job order occurs when a veteran is informed about a job in WIT *AND* he agrees to contact the employer. The term for referral in WIT is a contact. A contact is not a qualifying service. A contact is also accomplished if an employer notifies a veteran that they want the veteran to interview for his WIT job posting.

### **Employment Retention**

The number of adult participants who are employed in both the second and third quarters after the exit quarter.

## **The Science, Technology, Engineering, and Mathematics (STEM)**

STEM Education Coalition works to support STEM programs for teachers and students at the U. S. Department of Education, the National Science Foundation, and other agencies that offer STEM related programs.

<http://www.stemedcoalition.org/>

## **Special Disabled Veteran**

A) a veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary for a disability (i) rated at 30 percent or more, or (ii) rated at 10 or 20 percent in the case of a veteran who was determined under section 3106 of this title to have a serious employment handicap; or (B) a person who was discharged or released from active duty because of service-connected disability.

## **Standardized Occupational Components for Research and Analysis of Trends in Employment System (SOCRATES)**

SOCRATES software is designed as a tool to assist local Texas planners to perform a regional labor market analysis. SOCRATES is useful for local workforce planning under the Workforce Investment Act (WIA) to generate lists of Targeted Industries and Targeted Occupations

<http://socrates.cdr.state.tx.us/>

## **State Plan**

States must submit State Veterans' Services Plan to DOL-VETS to receive funds to administer the DVOP and LVER programs. The plan consists of two parts. The program plan describes the manner in which the state facilitates the provisions of employment, training and placement services for veterans, transitioning service members and other eligible persons. The budget plan provides the projected costs for providing those services.

## **Supportive Services**

Services needed in order to assist the individual to be successful in achieving their goals. This service may include transportation, childcare, work related tools, and clothing. To the greatest extent possible programs should address support service needs through leveraging of resources and partnerships with other providers.

## **Test for Adult Basic Education (TABE)**

A well-respected assessment tool for use in adult education. This test is used to help students understand their strengths and weaknesses of skills that are used each day. The results of the test will be available to the applicant/student the same day, shortly after the test is ended. The TABE test scores may be used to determine approval for certain federally or state funded programs.

## **The Workforce Information System of Texas (TWIST)**

TWIST is the information system acts as a centralized point of intake, case management, service delivery, and reporting. It enables workforce center staff to enter intake information for job seekers just once for multiple employment and training programs and to retrieve it statewide. TWIST also includes functionality allowing workforce center staff to query and retrieve information from the legacy systems - Employment Services (ES),

Unemployment Insurance (UI), and the Integrated Database Network (IDBN) including Food Stamps, Temporary Assistance to Needy Families (TANF), and SSI (Supplemental Security Income).

### **Texas Rapid Access to Career and Economic Resources (TRACER)**

A fully dynamic labor market information delivery system in Texas that provides statistics and analyses on the dynamics of the Texas labor market and informational products designed to support informed educational and career decisions.

[www.tracer2.com](http://www.tracer2.com)

### **Texas Veterans Commission (TVC)**

The very best veterans' advocacy agency by providing claims counseling, development and representation and by marketing our services to veterans and their families in employment and education.

<http://www.tvc.state.tx.us/>

### **Texas Veterans Land Board (TVLB)**

TVLB was created in 1946 to administer a new program which would provide low-interest, long-term loans to Texas veterans for the purchase of land. In 1983, the Legislature created the Veterans Housing Assistance Program to assist Texas veterans in purchasing a home. In 1986, the VLB expanded the Veterans' Housing Assistance Program, adding the Veterans' Home Improvement Program to provide below-market interest rate loans to qualified Texas veterans for home repairs and improvements to their existing homes.

[www.glo.state.tx.us/vlb/](http://www.glo.state.tx.us/vlb/)

### **Texas Workforce Commission (TWC)**

A state government agency charged with overseeing and providing workforce development services to employers and job seekers of Texas. For employers, TWC offers recruiting, retention, training and retraining, and outplacement services as well as valuable information on labor law and labor market statistics. For job seekers, TWC offers career development information, job search resources, training programs, and, as appropriate, unemployment benefits.

<http://www.twc.state.tx.us/>

### **Title 38**

Law outlining the responsibilities and roles of DVOP and LVER staff.

<http://www.access.gpo.gov/uscode/title38/partiii.html>

### **Training and Employment Guidance Letters (TEGL)**

[http://www.doleta.gov/Seniors/html\\_docs/TEGL.cfm](http://www.doleta.gov/Seniors/html_docs/TEGL.cfm)

### **Transition Assistance Program (TAP)**

A program to furnish employment and training information and services to members of the Armed Forces within 180 days before such members are separated from the Armed Forces. Conducted at TAP sites in coordination with the Department of Defense targeting military service members and their spouses who are preparing to separate from their military service duty.

### **Troops to Teachers (TTT)**

Texas Troops to Teachers (TTT) is a federally funded program designed to assist retiring and separating military veterans to become teachers in their next careers.

<http://www.escl3.net/troops/>

### **Unemployment Insurance (UI)**

The program term which encompasses all state and federal unemployment insurance laws and related programs administered by the state and federal unemployment insurance services. UI is administered by TWC.

[www.twc.state.tx.us/ui/bnfts/bi-99.pdf](http://www.twc.state.tx.us/ui/bnfts/bi-99.pdf)

### **Uniformed Services Employment and Reemployment Rights Act (USERRA)**

USERRA protects service members' reemployment rights when returning from a period of service in the uniformed services, including those called up from the reserves or National Guard, and prohibits employer discrimination based on military service or obligation. DOL-VETS administers USERRA.

[www.dol.gov/compliance/laws/comp-userra.htm](http://www.dol.gov/compliance/laws/comp-userra.htm)

### **US Government Printing Office (GPO)**

GPO is the federal government's primary centralized resource for gathering, cataloging, producing, providing, authenticating, and preserving published information in all its forms.

<http://www.access.gpo.gov/>

### **USA Jobs**

U.S. Government Employment Assistance.

<http://www.usajobs.com/>

### **VET Central**

<http://www.jobcentral.com/vetcentral/>

### **Vets Info Guide**

This site contains information for job seeking veterans, veterans currently employed by the federal government, and federal human resources specialists. This site will assist individuals when determining a veteran's special rights and privileges for federal civil service employment.

<http://www.opm.gov/veterans/html/vetsinfo.asp>

### **Veteran**

A person who (a) served on active duty for a period of more than 180 days and was discharged/released with other than a dishonorable discharge, (b) was discharged/released from active duty because of a service-connected disability, or (c) as a member of a reserve component or national guard unit under an order to active duty, served on active duty for any length of time during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged/released from such duty with other than a dishonorable discharge.

### **The Department of Veteran Affairs (VA)**

<http://www.va.gov/>

### **Veterans' Employment and Training Services (VETS)**

The U.S. Department of Labor, Veterans' Employment and Training Service (VETS) funds employment and training services to eligible veterans through non-competitive Jobs for Veterans State Grants Program. Under this grant program, funds are allocated to State Workforce Agencies in direct proportion to the number of veterans seeking employment within their state.

### **Veterans Employment Representative (VER)**

VERs are tracked either as a DVOP (Disabled Veterans Outreach Program) or LVER (Local Veterans Employment Representative). The primary focus (not limited to) of the DVOP is to provide intensive services to disabled veterans and/or veterans with significant barriers to employment. The primary focus (not limited to) of the LVER is to provide job search information and employer outreach while focusing on recently separated veterans.

### **Veteran Service Organizations (VSO)**

Organizations whose charter and purpose is to provide goodwill to veteran members and serve the needs of veterans and the community at large. Most participate in patriotic and community service activities. Most also provide a network of veteran service officers. Some of the better known VSOs include the American Legion, the Disabled American Veterans (DAV), and the Veterans of Foreign Wars (VFW).

### **Veterans of Foreign Wars (VFW)**

Originally founded in 1899 as the American Veterans of Foreign Service, the VFW continues to be a voice for veterans, currently deployed members of our Armed Forces, and their families. The VFW's mission is to support those who sacrifice so much for this country—veterans, those currently serving in our US Armed Forces, and their families.

<http://www.vfw.org/>

[www.texasvfw.org/directory.htm](http://www.texasvfw.org/directory.htm)

### **Veterans' Program Letter (VPL) 07-05**

Staffing, Reporting Requirements, and Roles and Responsibilities of the Disabled Veterans Outreach Program Specialist (DVOP) and Local Veterans Employment Representative (LVER) Under the Jobs for Veterans State Grants.

<http://www.nvti.cudenver.edu/forVets/vplPDFs/2005v07-05corrected.pdf>

### **Vocational Rehabilitation and Employment (VR&E)**

The Department of Veterans Affairs' Veterans Vocational Rehabilitation and Employment (VR&E) service is vested with delivering vocational rehabilitation services and counseling services to veterans with service-connected disabilities. The goal is to enabling our injured soldiers, sailors, airmen, and other veterans with disabilities for a seamless transition from military service to a successful rehabilitation and on to suitable employment after military service. For some severely disabled veterans, this success will be to live independently, achieving the highest quality of life possible with a realized hope for employment given future advances in medical science and technology. The VA funds VR&E, which allows training/education to some service-connected disabled veterans. TVC helps VR&E by providing employment assistance.

### **Work Opportunity Tax Credit (WOTC)**

The WOTC helps move people into gainful employment and obtain on-the-job experience. It joins other tax credits, education, and job training programs that help job seekers with barriers to employment prepare for good jobs. This program should be promoted as an incentive to employers to hire veterans who meet the eligibility criteria that enables the employer to be able to claim this federal tax credit. It is very important to remember that the more WOTC eligible employees hired, the more the employer's tax credit will be, which in turn can have a beneficial effect on the employer's bottom line.

[www.doleta.gov/business/incentives/opptax/eta\\_default.cfm](http://www.doleta.gov/business/incentives/opptax/eta_default.cfm)

### **Workforce Investment Act (WIA)**

The federal Workforce Investment Act (WIA), which superseded the Job Training Partnership Act, offers a comprehensive range of workforce development activities through statewide and local organizations. Available workforce development activities provided in local communities can benefit job seekers, laid off workers, youth, incumbent workers, new entrants to the workforce, veterans, persons with disabilities and employers. The purpose of these activities is to promote an increase in the employment, job retention, earnings, and occupational skills improvement by participants.

### **WorkInTexas (WIT)**

Matches Texas employers with job seekers. It is a real-time, job matching information system for the state of Texas to help employers and job seekers connect electronically. Also, primary tool for tracking individual performance of VER staff.

[www.workintexas.com](http://www.workintexas.com)

### **Workforce USA**

WorkforceUSA.net is an online resource dedicated to the field of workforce development. It is designed as a source of tools, news and other resources that are relevant to workforce development professionals, researchers, policymakers and others. WorkforceUSA.net identifies and disseminates knowledge to enhance individual, organizational and field wide performance. This site is intended to be a forum for shared learning.

<http://www.workforceusa.net/index.php>

# Special Thanks

A special thanks to the following individuals for working diligently in the making of this guide:

Shawn Deabay, Operations Specialist, Workgroup Leader  
Barbara Brookins, VER  
Bob Randall, Operations Specialist  
Carolina Rivera, VER  
Clint Riddell, VER  
Greg White, State VR&E Coordinator  
Harry Reed, VER  
Hollis Wall, VER  
Ismael Flores, VER  
Janice Casillas, VER  
Jeff Mott, VER  
Joe Hamrick Jr., VER  
Larry Denton, VER  
Lori Spencer, VER  
Maggie Rivera, Administrative Assistant  
Mike Gable, VER  
Oswaldo Coronado, VER  
Robert Webster, VER  
Susan Dickson, VER