



Montana Department of LABOR & INDUSTRY

1
2 **Division: Workforce Services Division**
3 **Category: Programs**
4 **Original Effective Date: 2/23/2017**
5 **Last Revised: 07/01/2019**
6 **Policy No.: 01-17**

Veteran Program Policy

8 **Background:** The Jobs for Veterans State Grants Program (JVSG) allocates federal funding to hire
9 Disabled Veterans Outreach Program (DVOP) specialists and Local Veterans Employment Representatives
10 (LVERs) to provide individualized career and training-related services to veterans and eligible persons with
11 significant barriers to employment (SBEs) at Job Service Montana offices. The JVSG program staff are not
12 located in all Job Service Montana offices. Those offices that do not have JVSG grant-funded staff have Veteran
13 Representative staff. The grant-funded and non-grant funded staff perform the same functions and provide the
14 same services.

15 **Scope:** This policy applies to all DVOP specialists, LVER staff, Veteran Representative staff, and
16 Workforce Consultants assisting Veterans; Job Service office managers and supervisors, Veteran program
17 manager, WSD fiscal officers, and the Veteran Program monitoring team. This policy is effective July 1, 2019.

18 **Definitions:**

- 19 • **Veteran (for Priority of Service):**
 - 20 ○ To be eligible for priority of service, a veteran must have served at least one day in the active
21 military, naval, or air service and be discharged or released under conditions other than
22 dishonorable.
- 23 • **Priority of Service means:**
 - 24 ○ Veterans and eligible spouses are given priority over “non-covered” persons for employment,
25 training, and placement services provided under a qualified job training program.
 - 26 ○ Veterans and eligible spouses are entitled to precedence over “non-covered” persons for
27 services.
 - 28 ○ Veterans and eligible spouses receive access to a service earlier in time than “non-covered”
29 persons and, if the resource is limited, veterans and eligible spouses are provided access
30 instead of or before “non-covered” persons.
- 31 • **Eligible Veteran for DVOP services is a person who:**
 - 32 ○ Served on active duty for a period of more than at least 1 day in the active military, naval, or air
33 service, and was discharged or released under conditions other than dishonorable. Active
34 service includes full-time federal service, typically referred to as Title 10, in the National Guard
35 or a Reserve component. Active service does not include:
 - 36 ■ Full-time duty performed strictly for training purposes (i.e. weekend or annual training);
37 nor
 - 38 ■ Full-time active duty performed by National Guard personnel who are mobilized by state
39 rather than federal authorities. State mobilizations usually occur in response to events
40 such as floods, forest fires, etc.

- 41 • Eligible Spouse means the spouse of any of the following persons:
- 42 ○ A veteran who died of a service-connected disability;
- 43 ○ A member of the Armed Forces serving on active duty who has been designated for more than
- 44 90 days as:
- 45 ▪ Missing in action;
- 46 ▪ Captured in line of duty by a hostile force;
- 47 ▪ Forcibly detained or interned in line of duty by a foreign government or power;
- 48 ○ A veteran designated by the Department of Veterans Affairs as totally disabled from a service-
- 49 connected disability; or
- 50 ○ A veteran who died while a disability was in existence, as determined by the Department of
- 51 Veterans Affairs.
- 52 • Significant Barrier to Employment (SBE) means:
- 53 ○ A special disabled or disabled veteran
- 54 ▪ Who are entitled to compensation (or who, but for the receipt of military retired pay,
- 55 would be entitled to compensation) under laws administered by the Secretary of
- 56 Veterans Affairs; or,
- 57 ▪ Were discharged or released from active duty because of a service connected disability;
- 58 ○ A homeless person;
- 59 ○ A recently separated service member who has been unemployed for 27 or more weeks in the
- 60 previous 12 months;
- 61 ○ An offender who is currently incarcerated or who has been released from incarceration;
- 62 ○ A veteran lacking a high school diploma or equivalent certificate; or
- 63 ○ A low-income individual.
- 64 ○ Additional populations
- 65 ▪ Veterans aged 18 – 24
- 66 ▪ Vietnam-era veterans
- 67 ▪ Eligible transitioning service members, spouses, and caregivers

68 Policy:

69 Identifying Veterans and Eligible Spouses:

- 70 • Job Service Montana staff must attempt to identify veterans and eligible spouses at each point of entry
- 71 into the workforce development system. At a minimum, this may be accomplished by encouraging
- 72 veterans and eligible spouses to self-identify. Self-attestation remains sufficient for identification as a
- 73 veteran or eligible spouse. Staff will deliver all appropriate intensive, comprehensive, and specialized
- 74 services and allow the veteran or eligible spouse to follow up with verification later.
- 75 • All customers who self-identify as veterans or eligible spouses must immediately be notified by Job
- 76 Service Montana staff that they may be qualified to received additional services from a DVOP or Veteran
- 77 Representative.
- 78 • Staff must ask all customers if they have ever served in the military or if they are the spouse of
- 79 someone who has served. If the customer responds yes, staff must give the customer a Veteran/Eligible
- 80 Spouse Intake Form to complete as well as information about how priority of service works. Information
- 81 must include:
- 82 ○ As a veteran or eligible spouse, the customer is entitled to receive Priority of Service;
- 83 ○ As a veteran or eligible spouse, the customer may be eligible to receive additional personalized
- 84 employment services from a DVOP or Veteran Representative;
- 85 ○ DVOP and Veteran Representative services are in addition to other Job Service Montana
- 86 services.
- 87 • Completed intake forms will determine whether the veteran or eligible spouse has a significant barrier
- 88 to employment. Veterans facing significant barriers to employment must be seen by the DVOP, Veteran

89 Representative, or a Workforce Consultant. If the veteran or spouse qualifies to see a DVOP but none is
90 available, he or she must be seen by the first available Workforce Consultant.

91 Registration of Veterans and Spouses:

- 92 • Job Service Montana office managers must designate a primary staff member to review the
93 qualifications of all newly registered veterans and eligible spouses in MWorks. For efficiency, managers
94 may share this function among two or more offices. The office manager is responsible for notifying the
95 Veterans Program Manager at Montana Labor & Industry (MDLI) when any change in assignment of this
96 duty occurs.
- 97 • The designated Job Service Montana staff member must review the MWorks record for each newly
98 registered veteran or eligible spouse. All required review fields are identified in MWorks. Any registration
99 reactivated after 90 days of inactivity is classified as a “new” registration and must be processed as
100 such. Staff must review the registration for a veteran or eligible spouse before reviewing new
101 registrations or reactivations for any “non-covered” persons.
- 102 • Upon completion of the registration review, the designated staff member must generate an automated
103 letter through MWorks for issuing to the individual. The automated letter will indicate additional
104 information needed to inform the veteran or eligible spouse that registration is complete. Staff may also
105 add information to the automated letter. Once the letter is finalized, staff shall send the letter by e-mail
106 or U.S. mail. Where no e-mail or mailing address is available, staff will attempt to contact the veteran or
107 eligible spouse by phone and annotate appropriately in MWorks.
- 108 • The review of registration must include:
 - 109 ○ Review registration in MWorks for accuracy and completeness;
 - 110 ○ Notify veteran or eligible spouse of review via automated letter;
 - 111 ○ Follow-up when updated information is needed.

112 Registration Follow-up:

- 113 • When additional information is needed to complete a priority of service registration, MWorks will
114 automatically generate a follow-up task 21 calendar days after initial notification of the veteran or
115 eligible spouse registration.
- 116 • The following tasks must be completed within 2 weeks of the 21-day follow-up review:
 - 117 ○ Designated staff must conduct a 21-day follow-up review of the registration data within 2 weeks.
 - 118 ○ Generate a second letter to the veteran or eligible spouse. The 2nd notice will be the final
119 attempt to reach the veteran or eligible spouse.

120 Priority Job Search:

- 121 • MWorks is configured to initiate an automated search for registered veterans and eligible spouses with
122 matching O-Net skills from a job order. The job search prioritizes by veteran and eligible spouse status.
123 Staff may not hold job orders for any period of time.
- 124 • The following steps must be completed for each new job order processed through MWorks:
 - 125 ○ Enter job order into MWorks. Once the status is changed from entry to open an “Auto Vet
126 Search” is automatically initiated within MWorks. Job orders imported from Direct Employers
127 require no action on the behalf of staff for the “Auto Vet Search” to initiate.
 - 128 ○ Veterans and eligible spouses that match the job order search criteria will automatically move to
129 the “Scratch Pad” in MWorks. Those individuals with e-mail accounts will receive an automated
130 notification of the job opening.

131 Chapter 31 Veteran Contact and Recording:

- 132 • Staff are required to make the following contacts each month:
 - 133 ○ 4 contacts per month for veterans who are post training and seeking employment
 - 134 ○ 1 contact per month for 60 days for veterans who are suitably employed, post training

- 135 ○ 4 contacts per month until closed out for veterans who are post training and in unsuitable
- 136 employment
- 137 ○ 1 contact per month for veterans in their last 6 months of training
- 138 ● A contact may be counted in the following scenarios:
- 139 ○ A verbal conversation in person or by phone;
- 140 ○ A voicemail left by the veteran attempting to contact the DVOP or designated staff;
- 141 ○ An e-mail from the DVOP or designated staff to the veteran – regardless of if the veteran
- 142 responds to the e-mail;
- 143 ○ An e-mail from the veteran to the DVOP or designated staff.
- 144 ○ NOTE: a voice mail left for the veteran by the DVOP or designated staff does not qualify as a
- 145 contact.
- 146 ● Attempted contacts and actual contacts are to be documented on the date the attempt or contact was
- 147 made.
- 148 ● Multiple attempts of contact (any type) made on the same day will only count as 1 attempt.
- 149 ● Notes of attempted or actual contact made on the last working day of the month will not be counted
- 150 regardless of when the contact was made. Documenting contacts immediately is critical for this reason.
- 151 ● In the case of the veteran, DVOP or designated staff requesting the contact requirements be adjusted,
- 152 contact with the Veterans Program Manager must be made, and the request must be approved prior to
- 153 changing the contact requirement.

154 Administrative Requirements:

- 155 ● Job Service Montana offices must submit the quarterly narrative report to the MDLI Veterans Program
- 156 Manager no later than 30 calendar days following the end of the quarter.
- 157 ● The MDLI Veterans Program Manager will submit required data along with the Technical Performance
- 158 Narrative (TPN) to Veterans Employment Training Administration (ETA) and the Director of Veterans
- 159 Employment Training (DVET), as appropriate, 45 calendar days following the end of the quarter.
- 160 ● Quarterly fiscal reports must be reported on the following schedule:
- 161 ○ 1st quarter – January 30th of the following calendar year
- 162 ○ 2nd quarter – April 30th
- 163 ○ 3rd quarter – July 30th
- 164 ○ 4th quarter – October 30th
- 165 ○ 5th quarter (if applicable) – January 30th of the following calendar year
- 166 ○ Final fiscal report – NLT April 30th of the following calendar year (if prior reports are not marked
- 167 final).

168 Monitoring and Evaluation:

- 169 ● The DVET performs audits on a three-year cycle to be determined. The DVET will create an audit plan
- 170 with MDLI's Veterans Program Manager and will initiate and execute the audit.

171 References:

- 172 ● [VPL-03-14-Change-2. - Definition of Significant Barrier to Employment](#)
- 173 ● [VPL-01-15. - JVSG recurring reporting requirements](#)
- 174 ● [VPL-07-09 Attachments A-D Priority of Service](#)
- 175 ● [TEGL10-09 - Implementing Priority of Service](#)
- 176 ● [TEGL 19-13 – Jobs for Veterans’ State Grants \(JVSG\) Program Reforms](#)
- 177 ● [TEGL 20-13-Changes 1 and 2 – Designation of Additional Populations](#)
- 178 ● [Jobs for Veterans Act, Title 38, Chapter 41, Section 4101 and Chapter 42, Sections 4211 - 4215](#)
- 179 ● [Montana Constitution, Article II, Section 35. Servicemen, servicewomen, and veterans](#)