



# Montana Department of LABOR & INDUSTRY

1  
2 Division: Workforce Services Division  
3 Category: Programs  
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6 Policy No.: 01-17

## Veteran Program Policy

8 **Background:** The Jobs for Veterans State Grants Program (JVSG) helps Veterans find good jobs by  
9 providing employment services at Job Service Career Centers and other locations through funding for Disabled  
10 Veterans Outreach Program (DVOP) specialists and Local Veterans Employment Representative (LVER) staff.  
11 JVSG program funds support services to Veterans, including special disabled Veterans, disabled Veterans,  
12 economically or educationally disadvantaged Veterans, and Veterans with other barriers to employment,  
13 especially homeless Veterans. The JVSG program staff are not located in all Montana Job Service Centers.  
14 Those offices that do not have JVSG grant funded staff have Veteran Representative staff. The grant funded  
15 and non-grant funded staff and Job Service Centers perform the same functions and provide the same services.  
16 This policy hereby replaces the previous Job Service Policy “Priority of Service” B3.60.

17 **Scope:** This policy applies to all DVOP specialists, LVER staff, Veteran Representative staff and  
18 Workforce Consultants assisting Veterans; Job Service office managers and supervisors, Veteran program  
19 manager, WSD fiscal officers and the Veteran Program monitoring team. This policy is effective February 23,  
20 2017.

### 21 Definitions:

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

- 1 • Eligible Spouse means the spouse of any of the following persons:
  - 2 ○ A veteran who died of a service connected disability;
  - 3 ○ A member of the Armed Forces serving on active duty who has been designated for more than
  - 4 90 days as:
    - 5 ▪ Missing in action;
    - 6 ▪ Captured in line of duty by a hostile force;
    - 7 ▪ Forcibly detained or interned in line of duty by a foreign government or power;
  - 8 ○ A veteran designated by the Department of Veterans Affairs as totally disabled from a service-
  - 9 connected disability; or
  - 10 ○ A veteran who died while a disability was in existence, as determined by the Department of
  - 11 Veterans Affairs.
- 12 • Significant Barrier to Employment (SBE) means:
  - 13 ○ A special disabled or disabled veteran
    - 14 ▪ Who are entitled to compensation (or who, but for the receipt of military retired pay,
    - 15 would be entitled to compensation) under laws administered by the Secretary of
    - 16 Veterans Affairs; or,
    - 17 ▪ Were discharged or released from active duty because of a service connected disability;
  - 18 ○ A homeless person;
  - 19 ○ A recently separated service member who has been unemployed for 27 or more weeks in the
  - 20 previous 12 months;
  - 21 ○ An offender who is currently incarcerated or who has been released from incarceration;
  - 22 ○ A veteran lacking a high school diploma or equivalent certificate; or
  - 23 ○ A low-income individual.

## 24 Policy:

### 25 Identifying Veterans and Eligible Spouses:

- 26 • Job Service Center staff must attempt to identify veterans and eligible spouses at each point of entry
- 27 into the workforce development system. At a minimum, this may be accomplished by encouraging
- 28 veterans and eligible spouses to self-identify. Self-attestation remains sufficient for identification as a
- 29 veteran or eligible spouse. Staff shall deliver all appropriate intensive, comprehensive and specialized
- 30 services, and allow the veteran or eligible spouse to follow up with verification later.
- 31 • All customers who self-identify as veterans or eligible spouses must immediately be notified by Job
- 32 Service staff that they may be qualified to received additional services from a DVOP or Veteran
- 33 Representative.
- 34 • Staff must ask all customers if they have ever served in the military or if they are the spouse of
- 35 someone who has served. If the customer responds yes, staff must give the customer a [Veteran/Eligible](#)
- 36 [Spouse Intake Form](#) to complete as well as information about how priority of service works. Information
- 37 must include:
  - 38 ○ As a veteran or eligible spouse, the customer is entitled to receive Priority of Service;
  - 39 ○ As a veteran or eligible spouse, the customer may be eligible to receive additional personalized
  - 40 employment services from a DVOP or Veteran Representative;
  - 41 ○ DVOP and Veteran Representative services are in addition to other One Stop services.
- 42 • Completed intake forms will determine whether the veteran or eligible spouse has a significant barrier
- 43 to employment and whether the veteran is between ages 18-24 and qualifies for special, intensive,
- 44 comprehensive and specialized services. Veterans facing significant barriers to employment must be
- 45 seen by the DVOP, Veteran Representative or a Workforce Consultant. If the veteran or spouse qualifies
- 46 to see a DVOP but none is available, he or she must be seen by the first available Workforce Consultant.

## 1 Registration of Veterans and Spouses:

- 2 • Job Service office managers must designate a primary staff member to review the qualifications of all  
3 newly registered veterans and eligible spouses in MWorks. For efficiency, managers may share this  
4 function among 2 or more offices. The office manager is responsible for notifying the Veteran Program  
5 Manager when any change in assignment of this duty occurs.
- 6 • The designated Job Service staff member must review the MWorks record for each newly registered  
7 veteran or eligible spouse. All required review fields are identified in MWorks. Any registration  
8 reactivated after 90 days of inactivity is classified as a “new” registration and must be processed as  
9 such. Staff must review the registration for a veteran or eligible spouse before reviewing new  
10 registrations or reactivations for any “non-covered” persons.
- 11 • Upon completion of the registration review, the designated staff member must generate an automated  
12 letter through MWorks for issuing to the individual. The automated letter will indicate additional  
13 information needed to inform the veteran or eligible spouse that registration is complete. Staff may also  
14 add information to the automated letter. Once the letter is finalized, staff shall send the letter by e-mail  
15 or U.S. mail. Where no e-mail or mailing address is available, staff shall attempt to contact the veteran  
16 or eligible spouse by phone and annotate appropriately in MWorks.
- 17 • The review of registration must include:
  - 18 ○ Review registration in MWorks for accuracy and completeness;
  - 19 ○ Notify veteran or eligible spouse of review via automated letter;
  - 20 ○ Follow-up when updated information is needed.

## 21 Registration Follow-up:

- 22 • When additional information is needed to complete a priority of service registration MWorks will  
23 automatically generate a follow up task 21 calendar days after initial notification of the veteran or  
24 eligible spouse registration.
- 25 • The following tasks must be completed within 2 weeks of the 21-day follow-up review:
  - 26 ○ Designated staff must conduct a 21-day follow-up review of the registration data within 2 weeks.
  - 27 ○ Generate a second letter to the veteran or eligible spouse. The 2<sup>nd</sup> notice will be the final  
28 attempt to reach the veteran or eligible spouse.

## 29 Priority Job Search:

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

## 40 Chapter 31 Veteran Contact and Recording:

- 41 • Staff are required to make the following contacts each month:
  - 42 ○ 4 contacts per months for veterans who are post training and seeking employment
  - 43 ○ 1 contact per month for 60 days for veterans who are suitably employed, post training
  - 44 ○ 4 contacts per month until closed out for veterans who are post training and in unsuitable  
45 employment
  - 46 ○ 1 contact per month for veterans in their last 6 months of training
- 47 • A contact may be counted in the following scenarios:
  - 48 ○ A verbal conversation in person or by phone;

- 1           ○ A voicemail left by the veteran attempting to contact the DVOP or designated staff;
- 2           ○ An e-mail from the DVOP or designated staff to the veteran – regardless of if the veteran
- 3           responds to the e-mail;
- 4           ○ An e-mail from the veteran to the DVOP or designated staff.
- 5           ○ NOTE: a voice mail left for the veteran by the DVOP or designated staff does not qualify as a
- 6           contact.
- 7           ● Attempted contacts and actual contacts are to be documented on the date the attempt or contact was
- 8           made.
- 9           ● Multiple attempts of contact (any type) made on the same day will only count as 1 attempt.
- 10          ● Notes of attempted or actual contact made on the last working day of the month will not be counted
- 11          regardless of when the contact was made. Documenting contacts immediately is critical for this reason.
- 12          ● In the case of the veteran, DVOP or designated staff requesting the contact requirements be adjusted,
- 13          contact with Central Office Veteran Program staff must be made and the request must be approved
- 14          prior to changing the contact requirement.

## 15   Administrative Requirements:

- 16          ● Job Service Centers must submit the quarterly narrative report to the program manger no later than 30
- 17          calendar days following the end of the quarter.
- 18          ● The program manager shall submit the ETA 9002 (A-F), VETS 200 (A-C) and the TPN to ETA and the
- 19          DVET as appropriate 45 calendar days following the end of the quarter.
- 20          ● Quarterly fiscal reports must be reported on the following schedule:
- 21           ○ 1<sup>st</sup> quarter – January 30<sup>th</sup> of the following calendar year
- 22           ○ 2<sup>nd</sup> quarter – April 30<sup>th</sup>
- 23           ○ 3<sup>rd</sup> quarter – July 30<sup>th</sup>
- 24           ○ 4<sup>th</sup> quarter – October 30<sup>th</sup>
- 25           ○ 5<sup>th</sup> quarter (if applicable) – January 30<sup>th</sup> of the following calendar year
- 26           ○ Final fiscal report – NLT April 30<sup>th</sup> of the following calendar year (if prior reports are not marked
- 27           final).

## 28   Funding:

- 29          ● The state received \$618,076 in funding for JVSG in PY16. 10% of the grant is held for annual incentive
- 30          awards. The remainder of the funding is divided equally to the offices that have a DVOP or LVER as
- 31          appropriate for fulltime or halftime staff.

## 32   Monitoring and Evaluation:

- 33          ● The VETS will select three offices to audit annually; two of these office will be known and visited in
- 34          person by the DVET. An interview will be conducted to ensure that the proper procedures are being
- 35          followed for referring Veterans and to ensure we are in compliance with all the expectations of the
- 36          JVSG. The third office is unknown to the state and will receive a call from the DVOP to ensure proper
- 37          procedures are followed for referring veterans to the DVOP in that office.

## 38   References:

- 39          ● [VPL-03-14-Change-2.pdf - Definition of Significant Barrier to Employment](#)
- 40          ● [VPL-04-14.pdf - Special services for ages 18-24](#)
- 41          ● [VPL-01-15.pdf - JVSG recurring reporting requirements](#)
- 42          ● [VPL-07-09 Attachments A-D Priority of Service](#)
- 43          ● [TEGL10-09.pdf - Implementing Priority of Service](#)
- 44          ● [Jobs for Veterans Act, Title 38, 4215](#)

- 1
- [Montana Constitution, Article II, Section 35. Servicemen, servicewomen, and veterans.](#)