



# Montana Department of LABOR & INDUSTRY

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## Jobs for Veterans State Grants (JVSG) Program Policy

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

**Scope:** This policy applies to all DVOP specialists, LVER staff, Veteran Representative staff, and Workforce Consultants assisting veterans; JSM managers and supervisors, Jobs for Veterans State Grants (JVSG) program manager, WSD fiscal officers, and the JVSG Program monitoring team. This policy is effective April 1, 2025.

### Policy:

#### Required for Veteran Customers

- At point of entry into the workforce development system, JSM staff must attempt to identify veterans and eligible spouses (including widows or widowers of veterans).
- Self-attestation remains sufficient for identification as a veteran or eligible spouse; or
- Staff may ask customers if they have ever served in the military or if they are the spouse of someone who served.
- If the customer self-attests or responds yes to military service, staff must give the customer a Veteran/Eligible Spouse eligibility screening form, as well as information about how priority of service works. Information must include:
  - As a veteran or eligible spouse, the customer is entitled to receive Priority of Service;
  - As a veteran or eligible spouse, the customer may be eligible to receive additional personalized employment services from a DVOP or Veteran Representative;
  - DVOP and Veteran Representative services are in addition to other JSM services.
- Complete Veteran/Eligible Spouse eligibility screening forms determine the individual's interests and needs. Before referring an individual to a DVOP specialist, JSM intake staff must confirm the individual's interest in receiving one or more individualized career services.
  - An individual who does not need or want the services should not be referred to a DVOP specialist.

- Veterans and covered persons who are not eligible for or do not want or need the services must be referred to other workforce programs as appropriate.
- If a DVOP specialist is unavailable, JSM staff must provide services appropriate to the individual's needs, meet priority of service requirements, and offer an opportunity to make an appointment with the DVOP specialist.
  - An eligible individual may make an appointment with the DVOP specialist even if they are participating in other workforce programs.
- Veterans facing significant barriers to employment must be seen by the DVOP, Veteran Representative, or a Workforce Consultant. If the veteran or spouse qualifies to see a DVOP but none is available, he or she must be seen by the first available Workforce Consultant.

## Individuals Eligible for DVOP Services

DVOP specialists must limit their activities to providing services to eligible individuals who:

- Are interested in receiving one or more individualized career services; and
- Meet at least one of the following criteria:
  - Are defined as an eligible veteran or eligible person and are experiencing at least one of the qualifying employment barriers; or
  - Are members of additional populations as authorized by current annual appropriations.

## Service Priority for Career Services and Employment Resources/Placements

DVOP specialists can serve participants directly as well as by referring them to appropriate resources. These resources may include other workforce development programs and training opportunities and any other in-person or virtual federal, state, and local programs for which the participant may be eligible.

DVOP Specialists provide basic and individualize career services to help participants overcome employment barriers and meet their employment goals. The services must be provided to eligible veterans in the following priority order:

1. Special disabled veterans
2. Other disabled veterans
3. Other eligible veterans

Please note: Program emphasis must be on assisting eligible veterans who are economically or educationally disadvantaged.

## Definitions

**Eligible Veterans:** An individual who meets **one** of the following criteria:

- Served on active duty for a period of more than 180 days and was discharged with other than a dishonorable discharge; or
- Discharged or released from active duty because of a service-connected disability; or
- A member of a reserve component under an order to active duty—pursuant to 10 U.S.C. §§ 12301(a), (d), or (g); 12302; or 12304—who 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; or
- Discharged or released from active duty by reason of a sole survivorship discharge.

Please note: The definition of eligible veteran is more stringent than veteran criteria. All eligible veterans are veterans, but not all veterans are eligible veterans. The 180 days must be consecutive, except for individuals who served active duty during a period of war (or period for which a campaign badge is authorized) or for

veterans who separated due to a service-connected disability or sole-survivorship. For additional details, please refer to VPL 05-24 cited in this policy's references.

**Eligible Person:** An individual who is:

- The spouse of any person who died of a service-connected disability;
- 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 has been so listed for a total of more than ninety days:
  - missing in action,
  - captured in line of duty by a hostile force, or
  - forcibly detained or interned in line of duty by a foreign government or power, or
- 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.

Please note: The term eligible person is not the same as the term military spouse. In this context, the term eligible spouse is also not accurate because that term is used for priority of service. A widow or widower who is eligible based on one of the criteria above remains eligible even if they remarry later. Use of the term eligible spouse mirrors that of eligible veteran: DVOP specialists may serve those who are experiencing at least one qualifying employment barrier. They are also included in LVERs' hiring preferences.

**Special Disabled Veteran:** An individual 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 of Veterans Affairs for a disability rated at 30 percent or more, or rated at 10 or 20 percent in the case of a veteran who has been determined to have a serious employment handicap; or person who was discharged or released from active duty because of a service-connected disability.

**Other Disabled Veteran:** An individual 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 of Veterans Affairs; or a person who was discharged or released from active duty because of a service-connected disability.

**Other Disability:** Eligible veterans and eligible persons who self-attest to having a disability as defined by the Americans with Disabilities Act.

- A veteran must have served at least 1 day in the active military, naval, or air service and be discharged or released under conditions other than dishonorable.
- Veterans and eligible spouses are given priority over "non-covered" persons for employment, training, and placement services provided under a qualified job training program.
- Veterans and eligible spouses receive access to a service earlier in time than "non-covered" persons and, if the resource is limited, veterans and eligible spouses are provided access instead of or before "non-covered" persons.

**Veteran:** An individual who service in the active military, naval, air, or space service and who was discharged or released under conditions other than dishonorable.

- There are no minimum days of service.
- "Active" means the following:
  - Active duty;
  - Any period of active duty for training during which the individual concerned was disabled or died from a disease or injury incurred or aggravated in line of duty; or
  - Any period of inactive duty training during which the individual concerned was disabled or died:

from an injury incurred or aggravated in line of duty; or from an acute myocardial infarction, a cardiac arrest, or a cerebrovascular accident occurring during such training.

- Veterans are included in the definition of covered persons related to priority of service.

**Covered Person:** The definition includes the following individuals.

- Veteran
- The spouse of:
  - A veteran who died of a service-connected disability;
  - Any member of the Armed Forces serving on active duty who, at the time of application for assistance under this section, 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 has been so listed for a total of more than 90 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.
  - Any veteran who has a total disability resulting from a service-connected disability; or
  - Any veteran who died while a disability so evaluated was in existence.
- Covered persons are entitled to priority of service under any USDOL-funded job training program, if they meet the programs other eligibility requirements.

**Additional Populations:** USDOL's annual appropriations authorizes DVOP specialists to serve—and LVERs to work with employers on behalf of—the following additional populations:

- Transitioning members of the Armed Forces who have participated in the Transition Assistance Program and have been identified as in need of intensive services.
- Members of the Armed Forces who are wounded, ill, or injured and receiving treatment in military treatment facilities or warrior transition units.
- Spouses or other family caregivers of such wounded, ill, or injured members.

Please note: More details are available in VPL 5-24 cited in this policy's references, including relevant definitions, requirements, and context.

### Qualifying Employment Barriers

To receive DVOP services, an eligible veteran or eligible person must affirm that they are experiencing at least one of the following employment barriers:

- Disability – which may include being a special disabled veteran, disabled veteran, or other disability;
- Vietnam-era veteran, as defined by 38 U.S.C. § 4211(2) as an eligible veteran any part of whose active military, naval, or air service was during the Vietnam era, as defined by 38 U.S.C. § 101(29);
- Recently separated veteran, defined in 38 U.S.C. § 4211(6) as a veteran who was discharged or released from active duty within the last three years;
- Referred for employment services by a representative of the Department of Veterans Affairs;
- Experiencing homelessness, as defined in Sections 103(a) and (b) of the McKinney Vento Homeless Assistance Act (42 U.S.C. § 11302(a) and (b));
- Justice-involved, as defined in WIOA Section 3(38), 29 U.S.C. § 3102(38) (definition of “offender”);
- Between the ages of 18–24 years of age at the time of enrollment;
- Educationally disadvantaged, meaning that the individual lacks a high school diploma or equivalent certificate; or
- Economically disadvantaged, which means any of the following:
  - Meets the definition of a low-income individual in WIOA Section 3(36), 29 U.S.C. § 3102(36);
  - Unemployed; or
  - Head of single-parent household containing at least one dependent child.

173 DVOP Specialist Case Management

174 DVOP Specialists must provide individualized career services to eligible populations. Case management must  
175 include appropriate services designed to assist participants in overcoming barriers and gaining employment.  
176 Case management includes the following:

177 Comprehensive Assessment

- 178 • An in-depth evaluation of the individual's skill levels and service needs using testing and other  
179 assessment tools. An in-depth interview and evaluation to identify their employment barriers and  
180 appropriate employment goals must also be completed.
- 181 • Based on the assessment's results, a complete Individual Employment Plan (IEP) is required for a  
182 participant to access individualized career and training services.

183 Individual Employment Plan (IEP):

- 184
- 185 • An IEP must be developed in partnership with the participant.
- 186 • The IEP identifies the participant's current circumstances, goals, and the appropriate mix of services  
187 and support needed to reach a realistic employment goal.
- 188 • The IEP must address all barriers identified in the comprehensive assessment (i.e., lack of  
189 transportation), not just those barriers that established eligibility for DVOP services.
- 190 • The IEP must be maintained in the participant's file. This IEP is the acknowledgement that the  
191 participant has read and agrees to the responsibilities and knows where to file a grievance or  
192 complaint. The EEO copy must be given to the participant.
- 193 • Case managers must open the IEP service in the Management Information System (MIS). The work  
194 history, strengths, goals, and assessments must be recorded. Case managers must record and update  
195 IEP activities as needed.

196 Consistent Contact and Recording:

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- 198 • JVSG staff are required to make the following contacts each month:
  - 199 ○ 4 contacts per month for veterans who are post training and seeking employment.
  - 200 ○ 1 contact per month for 60 days for veterans who are suitably employed, post training.
  - 201 ○ 4 contacts per month until closed out for veterans who are post training and in unsuitable  
202 employment.
  - 203 ○ 1 contact per month for veterans in their last 6 months of training.
- 204 • A contact may be counted in the following scenarios:
  - 205 ○ A verbal conversation in person or by phone;
  - 206 ○ A voicemail left by the veteran attempting to contact the DVOP or designated staff;
  - 207 ○ An e-mail from the DVOP or designated staff to the veteran – regardless of if the veteran  
208 responds to the e-mail; or
  - 209 ○ An e-mail from the veteran to the DVOP or designated staff.
  - 210 ○ Please note: A voice mail left for the veteran by the DVOP or designated staff does not qualify as  
211 a contact.
- 212 • Attempted contacts and actual contacts are to be documented on the date the attempt or contact was  
213 made.
- 214 • Multiple attempts of contact (any type) made on the same day will only count as 1 attempt.
- 215 • Notes of attempted or actual contact made on the last working day of the month will not be counted  
216 regardless of when the contact was made. Documenting contacts immediately is critical for this reason.
- 217 • DVOP or designated staff, requesting an adjustment of the contact requirements, must contact the  
218 JVSG Program Manager. The request must be approved prior to changing the contact requirement.

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## 220 Outreach and Networking

### 221 DVOP Specialists

222 DVOP Specialists must engage with service providers in their local community to:

- 223 • Maximize the number of participants that the service providers refer to the state's workforce delivery
- 224 system who are both eligible for and could benefit from DVOP specialist services.
- 225 • Enhance outcomes for participants referred to other providers.
- 226 • Strengthen community awareness of the array of services available through the workforce development
- 227 system.
- 228 • If a DVOP Specialist meets a potential participant at an event located outside a JSM office, good
- 229 customer service can still be provided by informing the individual about workforce services and
- 230 encouraging them to visit or call a JSM office to establish eligibility.

### 231 LVERs

232 LVERs conduct outreach to community employers and facilitate employment, training, and placement services.

233 LVERs must advocate for all veterans and the additional populations with business, industry, and other  
234 organizations by participating in community-based activities. These activities include, but are not limited to:

- 235 • Planning, conducting, and participating in job and career fairs;
- 236 • Conducting employer outreach, including facility tours or interviews with current employees to
- 237 familiarize themselves with job responsibilities or qualifications;
- 238 • Assisting with job development for veterans, eligible persons, and other DVOP-eligible populations
- 239 enrolled in workforce development programs;
- 240 • Facilitating job search workshops/groups, on behalf of/in conjunction with employers, provided that
- 241 DVOP and/or other JSM staff are available to deliver any needed direct services;
- 242 • Working with established unions, apprenticeship programs, and businesses or
- 243 business organizations to promote and secure employment and training for veterans;
- 244 • Informing federal contractors of the process to recruit qualified veterans;
- 245 • Promoting credentialing and licensing opportunities for veterans;
- 246 • Coordinating and participating with other business outreach efforts, including the
- 247 efforts of WIOA business service representatives;
- 248 • Educating and training JSM staff to ensure easier access to the
- 249 appropriate employment and training services for job-seeking veterans;
- 250 • Conducting community outreach and presentations on behalf of employers seeking
- 251 to hire veterans;
- 252 • Promoting initiatives and programs such as the DoD SkillBridge program; and
- 253 • Promoting the HIRE Vets Medallion Program and assisting local area employers in
- 254 applying for the award when appropriate (see VPL 07-19 and TEGL 9-18 or the most current guidance
- 255 on the subject).

256 LVERs play an important role in developing veteran service delivery strategies, educating JSM staff about  
257 current veteran employment initiatives and programs, and providing updates on veteran services and programs.  
258 Once a customer is ready for employment, their case manager must collaborate with a LVER to help place the  
259 veteran into employment. Because a LVER may not provide direct participant services, continuing coordination  
260 with DVOP Specialists and other staff may be necessary.

## 261 Administrative Requirements:

### 262 Quarterly Narrative and Fiscal Reports

- Job Service Montana offices must submit the quarterly narrative report to Montana Department of Labor & Industry's (MTDLI) JVSG Program Manager no later than 30 calendar days following the end of the quarter.
- The JVSG Program Manager will submit required data along with the Technical Performance Narrative (TPN) to Veterans Employment Training Administration (ETA) and the Director of Veterans Employment Training (DVET), as appropriate, 45 calendar days following the end of the quarter.
- Quarterly fiscal reports must be reported on the following schedule:
  - 1<sup>st</sup> quarter – January 30<sup>th</sup> of the following calendar year
  - 2<sup>nd</sup> quarter – April 30<sup>th</sup>
  - 3<sup>rd</sup> quarter – July 30<sup>th</sup>
  - 4<sup>th</sup> quarter – October 30<sup>th</sup>
  - 5<sup>th</sup> quarter (if applicable) – January 30<sup>th</sup> of the following calendar year
  - Final fiscal report – NLT April 30<sup>th</sup> of the following calendar year (if prior reports are not marked final).

## Performance Outcomes

In its four-year JVSG state plan, Montana set performance goals for participants who are served by DVOP specialists. High-quality individualized career services should impact the following primary indicators of performance:

- Employment Rate – 2<sup>nd</sup> Quarter after Exit
- Employment Rate – 4<sup>th</sup> Quarter after Exit
- Median Earnings – 2<sup>nd</sup> Quarter after Exit

## Monitoring and Technical Assistance:

- The federal Director of Veterans' Employment and Training (DVET) for Montana performs audits on a three-year cycle to be determined. The DVET will create an audit plan with MTDLI's JVSG Program Manager and will initiate and execute the audit.
- As part of MTDLI's [Data Validation](#) process, the JVSG program will be monitored annually by MTDLI's Workforce Services Division.
- The JVSG Program Manager will provide technical assistance.

## References:

- [VRE 01-19 Jobs for Veterans State Grant - Changes to VA/DOL MOU dated 02/27/2015](#)
- [VPL 05-24 Jobs for Veterans State Grants Staff Roles and Responsibilities and Coordination with Workforce Innovation and Opportunity Act Services to Veterans](#)
- [TEGL 09-18 Hire Vets Medallion Program](#)
- [VLP 07-19 JVSG Recurring Report Requirements](#)
- [VPL-07-09 Attachments A-D Priority of Service](#)
- [TEGL10-09 Implementing Priority of Service](#)
- [TEGL 03-24 JVSG Program Reforms and Roles and Responsibilities](#)
- [Jobs for Veterans Act, Title 38, Chapter 41, Section 4101 and Chapter 42, Sections 4211 - 4215](#)
- [MCA 2023 Article II, Section 35. Servicemen, Servicewomen, and Veterans](#)