

This is a comprehensive description of the state of Indiana's Department of Workforce Development plan for the delivery of employment and career services to veterans and transitioning service member of our state under the Jobs for Veterans State Grant Program.

# State Plan for Veterans' Employment

Indiana's Roadmap for  
Veterans Employment 2015-  
2019

Indiana Department of Workforce Development

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## Introduction

In accordance with the Jobs for Veterans Act, Public Law (PL) 107-288, Statutes, of 2002, each grant recipient is required to have an approved State Veterans Program and Budget Plan to operate and deliver employment and workforce services with the federal Department of Labor Veterans Employment and Training Services (DOL-VETS) funds. For Federal Fiscal Years (FFY) 2015-2019, States must submit a new five-year plan by their designated State Workforce Agency (SWA). The Department of Workforce Development (DWD) is Indiana's designated SWA.

The DWD is responsible for the DOL-VETS grant, along with the Workforce Investment Act (WIA) and the Wagner-Peyser Act, (WPA) among other federal and state employment and training programs. The State partners with Local Workforce Investment Boards, and other public and private service entities that provide resources and networking within a statewide workforce system and community based WorkOne Career Centers. The State and its partners coordinate a wide array of services, including but not limited to employment services, job training, vocational education, supportive services, Adult-Based Education and participation in community college programs.

The DOL-VETS grant is the specific resource for assuring all veterans requiring more intensive services receive a proper response (including case management) and are connected to all available assistance from partners in a comprehensive system. This is accomplished with specially trained DWD employees that have a veteran military service background. Over the past few months and the initial year of this plan, Indiana will fully



incorporate Veterans Program Letters 03-14 and 04-14. The Local Veterans Employment Representatives (LVER) and Disabled Veteran Outreach Personnel (DVOP) will be strategically deployed across Indiana in its WorkOne Career Centers other locations that will help Indiana veterans find employment.

### **A. Projected Employment Outlook for Veterans**

#### **Labor Market Conditions in Indiana**

Indiana's unemployment rate as of July 2014 is 5.9%. The labor force maintains 3,268,950 workers. Employed members of the labor force number 3,068,537 while 200,413 remain unemployed. The Department of Workforce Development currently has 100,000 active job seekers with 17,296 of the job seekers being veterans or other covered persons. Male veteran's number 15,776 and female veteran's number 1,516. The number of veteran job seekers registered with the employment service and unemployed is 15,587. Disabled and Special Disabled veteran job seekers number 1,858. The Current Population Survey indicated that Indiana has a total of 238,000 veterans in the civilian labor force, constituting 7.3% of the total civilian labor force. There are 222,000 veterans employed in the civilian labor force while 16,000 are unemployed resulting in a 6.7% unemployment rate.

Over the past year, employment in general continues to improve after the Great Recession. A closer look at the overall employment outlook for the state of Indiana by sector reveals growth in all sectors. Employment in general manufacturing, construction and professional and business services, have all increased. General manufacturing and production has

increased by 11.1%, construction 2.5% and professional and business services 17.3% in Indiana.

Industries that project the greatest growth from 2012-2022, according to Indiana's Occupational Projections include, Computer and Mathematical occupations with a projected growth of 12.3% with an average annual wage of \$68,150. Health Practitioners and Technical occupations project to grow by 20.3% and an annual average wage of \$67,980. Community and Social Service occupations are also project to grow by 18% during this period with annual wages averaging \$41,550. The Transportation and Material Moving occupations are projected to see a 12.8% growth and annual average wages of \$33,950. Overall the employment outlook for the state of Indiana is improving and is projected to improve further.

Labor Market Information (LMI) will be used by local office and DVOP staff to develop strategies to assist veteran applicants with assessments, vocational guidance, development of an Academic Career Plan (ACP) and career development and placement activities. The LVERs primary roles and responsibilities will be to promote and develop career opportunities with employers, unions and apprenticeship programs consistent with VETS/DOL guidance including VPL 03-14 & 04-14. Local office management and DVOP/LVER staff will work together to connect DVOP prepared veterans and eligible persons for job opportunities developed by the employer contacts made by the LVER. This includes contact made by the LVER to Federal contractors and sub-contractors and other Federal, State and

local government agencies that have job opportunities available. With its businesses clients, the state promotes the hiring and retention of eligible veterans and eligible persons.

### **B. Targeting Services to Veterans with Significant Barriers to Employment, (SBE)**

Service to Veterans is a priority in all of Indiana's WorkOne offices. Some of Indiana's 12 Workforce regions have identified Veterans as one of their critical target customers and are developing plans to significantly improve the employment environment for Veterans in their regions. The DWD continues to work with each region to highlight and drive priority of service to veterans but more importantly drive an overall focus on helping Veterans in Indiana achieve full employment.

In accordance with 38 U.S.C. 4103A(a) the DVOP Specialist will prioritize efforts toward the special disabled and other disabled veterans as defined by 38 U.S.C. 4211, and other eligible veterans in accordance with priorities determined by the Secretary of Labor. DVOPs stationed in the state of Indiana will place maximum emphasis on assisting veterans who are economically and educationally disadvantaged. The DVOPs will also prioritize their work time on the provision of intensive services to these categories of veterans most in needs of intensive services. The DVOPs will provide intensive services within a case management model to eligible veterans identified as having Significant Barriers to Employment, (SBE). The DVOP will deliver these services as part of an integrated service delivery system. The DVOP will provide intensive services to targeted veterans with SBE's consistent with VPL 03-14, and 04-14. The DVOP will maintain an active caseload of SBE veterans as determined by



the local needs of veterans' presenting SBE's during assessment or self attestation to WIA/Wagner-Peyser staff. DVOPs will reach out to eligible veterans that have been served by the WorkOne system to increase retention and prevent unsuccessful outcomes among SBE veterans. When needed, the DVOP will conduct Community Outreach to identify and inform targeted veterans about the employment services and training available at the WorkOne offices. The State of Indiana has a small population of Native Americans and does not have sizable Tribal Lands within the state. The state will seek to identify and serve any Native American veteran in need of services. In addition, DVOPs will partner with Veteran and Workforce focused Community Based Organizations to achieve two primary objectives:

- To find targeted eligible veterans for service by the WorkOne system.
- To establish a network of supportive services that the DVOP will work with as well as inform and educate the WorkOne staff regarding the services provided by the Community Organization.

The WorkOne offices will take a coordinated approach is serving eligible veterans to include all WorkOne resources and community agencies and service providers will be part of the DVOPs intensive service solution. The DVOP will engage community partner services to help the eligible veteran overcome barriers to gain employment. Once the veteran is employed continued contact will be maintained by the DVOP to insure employment retention.

The state will monitor success of these efforts by tracking eligible veterans' employment and retention outcomes. This will include the negotiated performance goals agreed upon

with DOL/VETS. These measures will be monitored and reviewed with local office managers and the DVOP at a minimum quarterly.

### **C. Planned Deployment of Grant Funded Staff**

The state of Indiana will deploy its' DVOP and LVER staff across the state based on current veteran population records and historical service delivery patterns. Currently there are 33.5 DVOP positions with seven (7) open positions. The number of current LVER positions is 33 with eleven (11) vacant positions. Indiana will increase the staffing of DVOPs and decrease the staffing of LVERs. This will provide a stronger focus on veterans with Significant Barriers to Employment SBE's by having more DVOPs to provide intensive services to these targeted veterans. The LVER staffing will be reduced however, the LVERs will work as an integrated member of the region and local office Business Services Team thereby increasing their overall effectiveness in promoting veterans employment. These two specific functions, DVOPs & LVERs, will draw together the other elements of the WorkOne delivery system so that veterans and other eligible person have access to all services as Priority of Service policy and laws intend.

The state has had difficulties filling the DVOP and LVER positions. These problems were due to several issues. The first was a lack of a clear understanding of the basic functions of these two positions by managers and not selected the right skill sets for these jobs. The second was not integrating the DVOPs into the customer flow of the so there was a clear process that veterans and eligible person would follow toward employment. Lastly, DVOPs and LVERs did not have a clear understanding of the mission they were employed to undertake.



The result was high turnover and spotty results. Indiana has been working to improve training and management for the DVOPs and LVERs and their managers. Our recruitment and selection process is more focused on the critical skills that are unique to the DVOP and LVER positions. Indiana engages with the National Guard and Reserves to promote our open positions. The job postings are written to more accurately describe the experience, skills and abilities needed for each of these positions. The Indiana State Personnel has also worked to speed up the posting and hiring process. This resulted in much faster replacement of personnel during a recent cycle of retirements.

### **D. DVOP Utilization:**

Indiana currently maintains 33.5 full time positions for Disabled Veteran Outreach Program Specialist. The state currently has seven of those positions vacant. In accordance with VPL 03-14 and 04-14, the state of Indiana will look to modify its current number of DVOP's to increase them from the current 33.5 to 36.5. This transition will be undertaken over the course of the next year. We expect that full hiring and implementation of this plan may take FPY 2015 and go into FPY 2016.

### **Job Duties:**

The DVOP will focus on serving targeted veterans with Significant Barriers to Employment, (SBE) as described in VPL 03-14 and 04-14 and directed by the Secretary. To accomplish this, DVOPs will provide intensive services to their veteran clients under a case management model. All DVOPs will be trained in the concepts of this case management model by attending training provided by the National Veterans Training Institute, NVTI and specific

training developed by the Department of Workforce Development. DVOPs will provide an increasing level of intensive services as prescribed by DOL/VETS. These intensive services will be directed to a targeted group of veterans with SBEs, (per VPL 03-14) those groups include:

- Disabled and Special Disabled Veterans
- Homeless veterans as defined in Section 103(a) of the Stewart B. McKinney Homeless Assistance Act (42 U.S.C. 11302(a));
- An offender as defined by WIA Section 101(27) who has been released from incarceration within the last 12 months
- Lacking a high school diploma or equivalent certificate; or
- Low-income (as defined by WIA at Sec. 101(25)(B)).
- CY 2014 transitioning service members, unless extended by future authorizations as determined by the secretary per (VPL 04-14).

DVOPs will serve these targeted veterans at their primary WorkOne station and express locations within the regional service area as directed by the formal and functional manager. The DVOPs will devote the majority of their weekly work time serving these targeted veterans providing one on one intensive service either in a WorkOne or at a Community Based Organization as part of their outreach plan.

Delivery of Intensive Services:

DVOPs will provide intensive services on a limited basis to targeted SBE veterans per (VPL 03-14), 18-24 year old per (VPL 04-14) and other targeted populations as determined by the secretary. DVOPs will be using the case management model recording all services consistent with Department of Workforce Development policy and guidance. This includes utilizing the client tracking software, TrackOne to record all services. The DVOP will provide the veteran client intensive services as outlined in VPL 07-10 as well as all other DOL/VETS guidance.

That includes:

- Career interest and skills assessment
- Creating an Academic Career Plan
- Pre-vocational training
- One on One career counseling
- Career coaching
- Evaluate and interpret assessments

DVOPs will as a requirement provide the first two services to all targeted SBE eligible veterans. The DVOPs will provide these services as part of an integrated service delivery system. DVOPs will be a resource for the WorkOne staff regarding veterans' culture, issues, benefits and programs that will assist in the successful outcome for veteran clients, including other eligible persons. Veterans assessed by WorkOne staff and determined to have SBE's may be referred to the DVOP for intensive services. Veterans' that self-attest to having SBE's may also be referred to the DVOP for intensive services.



Indiana employs a DVOP Intensive Services Coordinator, (ISC) stationed at the VA's VR&E office to coordinate referrals and support for Chapter 31 veteran clients. This position will coordinate VR&E program support as agreed upon in the Memorandum of Understanding, (MOU) in effect signed by DWD, DOL/VETS and the VA's VR&E. The MOU is consistent with the Chapter 31 Technical Assistance Guide, (TAG) and the Best Practices Guide developed by the Department of Workforce Development. These documents set out a series of services to be provided by WorkOne offices and DVOPs. Those services include but are not limited to:

- Marketing the VR&E, Chapter 31 program as part of the services veterans may be eligible and entitled to participate.
- Provide assessments, skills and interest inventories, Labor Market Information, (LMI) and other WorkOne services to assist veterans during the eligibility phase of the Chapter 31 program.
- Provide partnership support of the Orientation Meetings in Indiana.
- Comply with the "Job Ready" career search assistance protocol outlined for the DVOP and the WorkOne office.
- Send a copy of the IEAP and the referral by e-mail to the local DVOP and WorkOne manager.
- Record progress notes from the local DVOP.
- Provide monthly progress reports to the DVOP, ISC and VR&E Case Manager.

- Work with DVOP/ WorkOne staff and managers through on-going interaction and reports in conjunction with site visits to foster successful outcomes among the Chapter 31 veteran client group.

In addition to the VR&E, Chapter 31 duties, the DVOP ISC will provide outreach and targeted intensive services state wide to Disabled and Special Disabled veterans.

The State has found the most successful DVOPs have counseling case management experience and are out-going individuals that can work with little direct supervision. DWD has initiated a partnership with the Indiana National Guard to identify potential candidates for both DVOP and LVER positions.

### **E. LVER Utilization:**

Indiana currently employees 36 LVERs. In accordance with VPL 03-14 and 04-14, the state looks to reduce the number of LVER positions from 36 to 24. Additionally, the state will look to align the LVER resources regionally in coordination with the current utilization of business consultants in each region.

#### **LVER Duties:**

The LVERs will be an integrated part of the Business Services Resource, (BSR) team. The LVER will create a business development strategy in concert with the BSR team and local, regional WorkOne managers. The LVER will assess the Labor Market Information for the service area and plan recruitment activity for the employers. The focus of these activities will be to promote veterans employment. LVERs will devote a majority of their work week

engaged with employers in the promotion of veterans' employment. A secondary focus for LVERs will be training and educating the BSR team and WorkOne staff on recruiting and promoting veterans' employment. The LVER will also drive employment efforts among Federal Contractors in the region. Promoting veterans' as potential employees educating and assisting Federal Contractors on the regulations related to Office of Federal Contract Compliance, (OFCCP) and listing of job postings with the Federal Contractor Job Listing, (FCJL). LVERs will be trained and familiar with demonstrating the employer recruiting features available to them within Indiana Career Connect. LVERs will also present the spectrum of recruiting and career services available within the WorkOne service system. The LVERs will provide focused services to employers consistent with VPL 03-14 and 04-14. LVERs will provide employer workshops to generate increased recruitment opportunities for veteran job candidates as an employer service. LVERs will also educate DVOPs and WorkOne staff to discourage mass job posting and unscreened job referrals to employers. LVERs are required to post these business services contacts in the States service delivery system, Indiana Career Connect (ICC), ensuring that veterans have first opportunity to apply to those jobs advertised. LVERs also recommend that business contacts register and post available job openings on the ICC website. The LVER is also responsible for quarterly reporting on the local veterans programs and providing services to targeted veterans. The State Veterans' Coordinator will maintain a log of local office reports received each quarter to ensure compliance with the reporting requirements.

### **F. Program Integration and Leveraging Resources**



DVOP staff will work with WIA Service Provider staff, Wagner-Peyser staff and Chapter 31, VR&E staff in serving veterans with SBEs (LVER) planning and veteran participation in job fair activities, (DVOP) intensive services and (LVER) other veteran and employment related events. DVOPs will work with local office management to develop a planned approach to outreach as well as efforts to promote services available to veterans within the WorkOne Career Centers and express offices. This includes working with employment coordinators at the National Guard and Reserve Centers within the state. The DVOPs also work with the Department of Corrections to identify and serve eligible offender veterans as defined by WIA Section 101(27). The DVOPs work with the Center for Career Innovation, (CCI) and Career Pathways and other state programs and agencies to identify and serve targeted veterans. DVOPs will work with local management and WorkOne staff to identify and serve Native Americans and other minority veterans with SBEs in their service area. The DVOP will conduct outreach to develop linkages with other service providers in the state leveraging those resources to enhance employability and placement of veterans with SBEs. The state has and will continue to enter into agreements and contract with other service providers and organizations that will meet the needs of veterans seeking employment and other services. All current outreach sites will be evaluated to determine productivity. Management and DVOP staff will make changes to current sites based on their evaluation. The LVER staff will continue to work with veteran service organizations (VSOs) throughout the state to promote employment and training services available to veterans. DVOPs will also inform veteran applicants of services available through the veteran service organization. Individual referrals will be made to specific VSOs as appropriate.

LVERs work closely with employers, unions, trade organizations apprenticeship programs to promote veterans hiring, training and career advancement. The LVERs will also engage other community groups such as Society of Human Resource Managers, (SHRM), Industrial Liaison Group, (ILG) along with other business groups to promote veterans employment. LVER in Indiana partner with the Economic Opportunity Corporation, Lieutenant Governor's Office and the Indiana Department of Veterans Affairs to coordinator veterans' employment in the state.

### Services to Veterans within the Public Labor Exchange System:

The automated labor exchange system in Indiana is called Indiana Career Connect (ICC). ICC is a nationally recognized web based online job matching program customized for Indiana which offers many options to customers.

Customers wishing to apply for jobs complete an online resume, set up online recruiting, or other services can complete the screens on a computer in the WorkOne or Express office, or they may complete the application through the internet. Included in the registration are questions concerning service in the military. When the responses to these questions equate to the DOL definition of a veteran, the record is tagged with an American Flag icon. This icon is visible from the staff user module in ICC. Questions on the registrant military information screens also determine which of these veterans are Special Disabled, Disabled or served in a campaign for which a service medal was awarded. In addition all applicants answer a question that determines whether they are spouses of a covered person under the current definitions of "Other eligible".

When a non-federal contractor job listing (FCJL) job order is received in the office, staff immediately put the job order in "Hold" for 24 hours. The order is not available to applicants or employers while on hold status. Based on local procedures, a WorkOne staff member performs a match on a job order. The match results are listed by a percentage system based on how many employer qualifications match with the applicants. The match also takes into account key words from the online resume that the veteran customer has entered. The list appears on the screen from the highest percent score in descending order. Qualified veteran applicants are then ranked, manually by staff, according to the following priority:

Special Disabled Recently Separated with Campaign Badge, Special Disabled Recently Separated, Special Disabled with Campaign Badge, Disabled Recently Separated with Campaign Badge, Disabled Recently Separated, Disabled with Campaign Badge, Disabled Veteran, Recently Separated with Campaign Badge, Recently Separated, Veteran with Campaign Badge, Veteran, Other eligible person. WorkOne staff then calls in qualified veterans either by phone or e-mail or letter. The job order remains on hold status until staff has completed the call in process of veterans or other eligible's before being manually released to open status.

FCJL employers are indicated by manual entry on the Employer Record. When a job order from a FCJL employer is identified, the staff member places the order in a 24 hour hold. Only JVSG staff or designated staff member, following the same priority measures listed above, process these orders. Federal Contractor Job Listing, (FCJL). Customers which come



to a WorkOne office and identify themselves as a veteran, transitioning service member, or other eligible person, are informed that there are staff members available who will work with them based on the state Priority of Service policy. In addition, National Guard and Reserve Component personnel, who have been USC Title 10 activated can also be served. Veterans and eligible persons should be registered and served consistent with the state policy on Priority of Service and the states customer flow policy. Any Significant Barriers to Employment, SBE should be identified during an assessment conducted by WIA/Wagner-Peyser staff and a referral to the DVOP or other appropriate WorkOne staff. The additional service provider staff, including WIA/Wagner-Peyser is dedicated to serving those veterans with or without significant barriers to employment, the integrated process ensures that all veterans receive Priority of Service and those veterans who have significant barriers to employment are seen by the DVOP. Additionally, recently separated veterans and veterans not requiring intensive service may be seen by WIA and/or Wagner-Peyser staff. All Indiana citizens that served in the military regardless of whether active or reserve are eligible for WorkOne services and should be provided assistance from service provider staff. Veterans with Significant Barriers to Employment, (SBE) may be referred to the DVOP. Returning veterans who specifically ask to see a DVOP person are registered and referred directly to a DVOP.

Weekly reports from the State of Indiana service delivery system, TrackOne, identify all TrackOne enrolled veterans who have not received a service from the local office in the last 90 days (90 Day no service report). DVOPs will use this report to follow up with veterans and ascertain additional service needs. Those veterans still seeking employment are then

kept active in the system for future matching and referral. This method of reconnecting keeps veterans from falling through the cracks and helps identify veteran job seekers that are discouraged. The DVOP can get those discouraged veterans' any additional services needed.

The Department of Workforce Development, (DWD), as well as Regional Workforce Investment Boards, maintains standard operating procedures in regards to labor exchange services. These documents include policy on working regular and FCJL orders and priority of services to guarantee that veterans receive preferential treatment in employment, training and placement services.

Indiana will leverage its web presence to conduct outreach and contact veterans and employers. The Department of Workforce Development will use the veteran services web page to communicate and inform veterans and eligible persons. The state will continue to offer services specifically targeted to veterans needing employment assistance.

Additionally, services will be offered in Indiana Career Connect and via the internet as well as traditional media platforms.

Employment and job training opportunities will be shared and made available to our partners within and outside of the WorkOne Career Centers and express centers. Specific job openings information will be shared with our partners at the VA with assistance of our DVOP point of contact, assigned as the ISC. Best practice information will be shared with veterans' staff throughout the state. DVOP and LVER staff will work in partnership with WIA

and Wagner-Peyser staff to plan services and work on the best methods and procedures to serve the veterans around the state.

Indiana will monitor and report compliance with the State Veterans Program Plan and Budget Plan through the State Veterans' Coordinator and Deputy Finance Controller. A copy of the approved State Veterans Program and Budget Plan will be distributed to all local office managers and program directors. The plan will also be discussed at quarterly meetings.

Upon implementation, State Veterans' Coordinator will monitor compliance of the plan reviewing local office quarterly reports and analyzing the VETS 200 Report and the ETA 9002 Reports. The State Veterans' Coordinator and Deputy Finance Controller will monitor budget and finance reports.

Assessments will be conducted to identify best practices occurring around the state. Once identified the State Veterans' Coordinator will work with local office management along with field operations management to deploy those best practice throughout the WorkOne service system.

### **Training and Staff Development of DVOPs/LVERs**

The State of Indiana will provide on-going training for the DVOPs and LVERs in the critical areas of focus for the delivery of services to eligible veterans and business clients respectively. The state will conduct an Annual Training Conference to be held in either the third or fourth quarter of the Federal Program Year (FPY) to provide this training. The



training will be based on performance issues and topics that are in need of improvement or to address a new area of focus or as indicated by DOL/VETS and/or community need. In addition, the state will provide continual training employing the most efficient methods available to insure the DVOPs and LVERs have the latest techniques, skills and service delivery information to serve eligible veteran and other eligible persons within and integrated model. This training will include web-based learning, in person classroom training as well as appropriate conferences and special training events. The training and conferences will be directly charged to the JVSG budget.

The state will also directly charge specific conferences, training meetings and activities that will improve the effectiveness and provision of services to veteran and eligible persons by the DVOPs and LVERs employed by Indiana. This will include an Annual Conference for the DVOPs and LVERs, regional roundtable meetings, webinars as well as regular training. The state will budget \$96,000 annual for this training based on past modification requests for training purposes. The budget of \$96,000 will be allocated as follows; \$45,000 for an Annual Conference, \$25,000 for staff training, \$15,000 for conferences, regional meetings and \$11,000 for travel, mileage and fees.

The state will also fulfill the requirement of 38 U.S.C. 4102(c)(8)(A) that DVOP and LVER staff receive training from the National Veterans Training Institute, (NVTI) within 18 months of assignment. The state places DVOPs and LVERs on the NVTI training roster once they successfully complete the 6 month new hire test period. The DVOPs and LVERs also complete the new hire staff orientation program during that 6 month period.

### **G. Priority of Service**

To ensure priority of service is observed, eligible veterans and covered persons are identified at the point of entry by WorkOne WIA and Wagner-Peyser staff and shall be notified of programs and/or services available as stated in 20 CFR part 1010. Point of entry includes physical locations, such as WorkOne Career Centers, as well as web sites and other virtual service delivery resources. The WorkOne staff and veterans staff will use a needs-based approach to identify veterans with special needs, i.e. disabled veterans, recently separated veterans, etc., and they will be subsequently referred for the appropriate services. All eligible veterans and covered persons who are pursuing employment will be registered in the State's TrackOne system. Eligible veterans with barriers to employment will be provided with the necessary initial assessment and the required documented intensive services.

The U.S. Department of Labor's Veterans Employment and Training Service (USDOL/VETS) awards grants to the State of Indiana to provide employment and training services to eligible veterans and other covered persons. As a condition to receiving those funds, priority of service will be given to qualified veterans and covered persons when referring individuals to job openings, to all USDOL funded training programs and related services in accordance with the Veterans' Priority Provisions of the "Jobs for Veterans Act" (JVA), as amended by Public Law 107-288, 20 CFR, part 1010, Veterans' Benefits, Health Care, and Information Technology Act of 2006 (Pub. Law 109-461). Additional information and assistance will be

provided by WorkOne staff regarding available employment programs, training opportunities and services, eligibility requirements and veteran's priority.

The state of Indiana conducts regular training on Priority of Service for all workforce region management, staff, service delivery staff and DVOPs and LVERs. Monitoring is conducted throughout the Federal Program Year, FPY on a random basis by the Regional Directors of Field Operations and by the State Veterans Coordinator. The state also reviews the regional and local Priority of Service policies and customer flow policies as part of the annual office monitoring visit. Additionally, the State has a module on Veterans Priority of Service as a part of the DWD Field Operations Resource Center. The state of Indiana regularly monitors WorkOne offices and express offices for compliance. Any issues found are documented and corrective action is taken with the local office or regional management.

### **H. Performance Incentives Award**

The state of Indiana is participating in the Annual Veterans Incentive Awards. The total of the funds remains 1% of the total of the grant estimate that DOL/VETS provide for this proposal. The grant total for this proposal is \$3,671,000.00. The state of Indiana estimates it will utilize \$37,000.00 or the full amount of the 1% total. Incentive awards are divided into six (6) recipients in each quarter that will then be eligible for six (6) annual awards' and one (1) Veterans Service Award of the Year. The six (6) quarterly awards provide a bonus of \$250-\$500 and a plaque honoring the recipient. The annual awards provide a bonus of \$2000-\$2500 and a plaque honoring the recipient. The Veteran Service Provider of the Year is in overall recognition of continual outstanding excellence in service to veterans. These



award recipients receive a bonus of up to \$3500 plus \$2000 will be donated to a Veterans Service Organization of their choosing in their name, plus a plaque honoring the recipient. The plaques and certificates awarded to recipients will be included in the Performance Incentive Award budget and is projected to cost \$3,600.

The criteria for the awards will be based on the staff meeting or exceeding in each area of their Employee Work Profile, reaching the goals and objectives of their Action Plan and outstanding performance on the job. A specific element taken into consideration is success stories and best practices reported in the Quarterly Manager's Report. Another area of focus is special projects which are intended to promote new ideas and programs to employ veterans. The focus of this entire Incentive program will be to build superior service to veterans by continually recognizing and rewarding that superior service. It also directly relates the awards to key elements of the JVSG program.

The policies and procedures for eligibility and selection are outlined in the DOL/VETS guidance. In addition the state created a Performance Incentive Award Selection Board.

Members of the Board will serve on a rotating basis. This will result in fair and impartial selections based on continued new input. It will also provide input and perspective from different segments of the Department of Workforce Development and local WorkOne operations.

Award nominations are accepted within 30 days of the end of prior quarter. Recipients of the awards will be selected and notified of their award by a letter from the Commissioner no later than September 1, 2014. Awards will be presented at the Annual Veterans Training

Conference in September 2014. Incentive Award money will be obligated by September 30, 2014. Organizations identified to receive charitable donations on behalf of award recipients will receive payment from the Department of Workforce Development by December 31, 2014. The Incentive Award Summary Report will be submitted to the DVET no later than November 15, 2014.

## **I. Narrative Budget Information**

The DWD's cost accounting system includes several object class cost categories that are direct costs other than Personnel Services (PS) and Personnel Benefits (PB). The following direct cost categories are included in DWD's plan: travel supplies, and training. These cost categories are considered direct since only program (veterans) receives the benefits of these costs. The non-PS and non-PB direct costs for DWD's veterans program are similar to direct costs for other DOL grants that the DWD administers.

Administrative costs include not only costs derived through the indirect cost rate, but also direct and allocated charges associated with program operation at the state and local levels.

Administration costs have been planned and reflected where they appear in the cost accounting system, i.e., in the appropriate categories specific to costs (salaries, benefits and appropriate non-personnel services expenses).

The DVOP and LVER programs are assigned specific project codes (time accounting codes) in the system. The system has the ability to account for the number of hours worked for a particular project code. Through the tracking of the project codes, the DWD is able to distinguish how many hours a certain staff person (either full or half time) has dedicated to

veterans services. The state has one (1) DVOP half-time staff. This staff has submitted a work plan outlining how they will devote 50% of their time to DVOP responsibilities. The staff records the DVOP work time to those specific project codes and any other work time to the specific project code for those duties. The managers and finance staff verify the proper project codes match to the work activities performed during the work schedule.



## JOBS FOR VETERANS STATE GRANTS COMMON ACRONYMS

|         |   |
|---------|---|
| ADP     | Automated Data Processing                                 |
| AE      | Average Earnings (under Common Measures)                  |
| AJC     | American Job Center                                       |
| ASVET   | Assistant Secretary for Veterans' Employment and Training |
| BLS     | Bureau of Labor Statistics                                |
| BPP     | Base Positions Paid                                       |
| CAP     | Corrective Action Plan                                    |
| CCR     | Central Contractor Registry                               |
| CFDA    | Catalog of Federal Domestic Assistance                    |
| CFR     | Code of Federal Regulations                               |
| CPP     | Cost per Position   |
| CR      | Continuing Resolution                                     |
| CSCAP   | Central Services Cost Allocation Plan                     |
| DCD     | Division of Cost Determination                            |
| DoD     | Department of Defense                                     |
| DOL     | Department of Labor                                       |
| DOL-EW  | Department of Labor Employment Workshop                   |
| DPM     | Division of Payment Management                            |
| DTAP    | Disabled Transition Assistance Program                    |
| DUNS    | Data Universal Numbering System (Dun & Bradstreet)        |
| DVEER   | Disabled Veterans' Entered Employment Rate                |
| DVERR   | Disabled Veterans' Employment Retention Rate              |
| DVET    | Director for Veterans' Employment and Training            |
| DVOP    | Disabled Veterans' Outreach Program                       |
| EBSS    | Enterprise Business Support System                        |
| EDR     | Expenditure Detail Report                                 |
| EER     | Entered Employment Rate                                   |
| EIN/TIN | Employer/Taxpayer Identification Number                   |
| ERR     | Employment Retention Rate                                 |
| ETA     | Employment and Training Administration                    |
| FCJL    | Federal Contractor Job Listing                            |
| FCP     | Federal Contractor Program                                |
| FIFO    | First In, First Out                                       |
| FTE     | Full-Time Equivalent                                      |
| FY      | Fiscal Year   |
| GGP     | General Grant Provisions                                  |
| GO      | Grant Officer   |
| GOTR    | Grant Officer's Technical Representative                  |
| GPRA    | Government Performance and Results Act (of 1994)          |
| GWOT    | Global War on Terrorism                                   |
| HHS/PMS | Health and Human Services/Payment Management System       |
| HVRP    | Homeless Veterans' Reintegration Program                  |
| ICR     | Indirect Cost Rate  |
| IPA     | Intergovernmental Personnel Act                           |
| IS      | Intensive Services  |
| ISC     | Intensive Services Coordinator                            |
| JVA     | Jobs for Veterans Act                                     |
| JVSG    | Jobs for Veterans State Grant                             |
| LES     | Labor and Employment Specialist                           |
| LMI     | Labor Market Information                                  |
| LVER    | Local Veterans' Employment Representative                 |
| LWIA    | Local Workforce Investment Area                           |
| LWIB    | Local Workforce Investment Board                          |

## JOBS FOR VETERANS STATE GRANTS COMMON ACRONYMS

|         |  |
|---------|--|
| MOA/MOU | Memorandum of Agreement/Understanding                        |
| MTF     | Military Treatment Facility                                  |
| NLT     | No Later Than/Not Later Than                                 |
| NOA     | Notice of Obligation Authority                               |
| NPS     | Non-Personal Services  |
| NVTI    | National Veterans' Training Institute                        |
| OFCCP   | Office of Federal Contract Compliance Programs               |
| OEF/OIF | Operation Enduring Freedom / Operation Iraqi Freedom         |
| OMB     | Office of Management and Budget                              |
| PB      | Personnel Benefits   |
| PL      | Public Law   |
| PLEX    | Public Labor Exchange  |
| POC     | Point of Contact   |
| PPE     | Promoting Partnerships for Employment                        |
| PS      | Personal Services  |
| PY      | Program Year   |
| RAVET   | Regional Administrator for Veterans' Employment and Training |
| RWIB    | Regional Workforce Investment Board                          |
| S&E     | Salaries and Expenses  |
| SA/SWA  | State Agency / State Workforce Agency                        |
| SBE     | Significant Barrier(s) to Employment                         |
| SD      | Staffing Directory   |
| SDP     | Service Delivery Point                                       |
| SF      | Standard Form  |
| SGA     | Solicitation for Grant Applications                          |
| SGP     | Special Grant Provisions                                     |
| SSPOC   | State Single Point of Contact                                |
| TA      | Technical Assistance   |
| TAG     | Technical Assistance Guide                                   |
| TAP     | Transition Assistance Program                                |
| TEGL    | Training and Employment Guidance Letter                      |
| TPAR    | Technical Performance Analysis Report                        |
| TPN     | Technical Performance Narrative                              |
| TSM     | Transitioning Service Member                                 |
| UCX     | Unemployment Compensation for ex-service members             |
| UI      | Unemployment Insurance                                       |
| USC     | United States Code   |
| USDOL   | United States Department of Labor                            |
| UNTEER  | Uniform National Threshold Entered Employment Rate           |
| VEER    | Veterans' Entered Employment Rate                            |
| VERR    | Veterans' Employment Retention Rate                          |
| VETS    | Veterans' Employment and Training Service                    |
| VPL     | Veterans' Program Letter                                     |
| VOPAR   | VETS Operations and Programs Activity Report                 |
| VR&E    | Vocational Rehabilitation and Employment                     |
| VSO     | Veterans' Service Organization                               |
| WIA     | Workforce Investment Act of 1998                             |

## **JOBS FOR VETERANS STATE GRANTS GLOSSARY OF TERMS**

**American Job Center (AJC)** - Also known as a One-Stop Career Center, a publicly funded location or entity established under Section 121 of the Workforce Investment Act (WIA) of 1998, codified at Section 2841 of Title 29 of the United States Code (29 U.S.C. 2841), that provides online and/or in-person core, intensive, and training workforce services. Services are provided to employers and individuals seeking employment and training assistance.

**AJC Partner Staff** - All staff employed by programs or activities operated by AJC partners listed in 29 U.S.C. 2841(b) that provide online and/or in-person workforce development or related support services as part of the workforce development system. Such programs include, but are not limited to, those funded under Jobs for Veterans State Grants (JVSG), the Wagner-Peyser (WP) Act, and WIA.

**Assurance and Certifications** - Assurances are promises by applicants to observe, as a condition for receiving federal assistance, a variety of requirements, found in different Federal laws, regulations, and executive orders. A Certification is a statement, signed by an applicant or grantee as a prerequisite for receiving Federal funds that it meets or will adhere to certain conditions and/or will undertake or not undertake certain actions.

**Barriers to Employment** - Characteristics that may hinder or impede an individual's hiring, promotion or participation in the labor force.

**Campaign Badge Veteran** - A veteran who served on active duty during a war, action or in a campaign or expedition for which a campaign badge or an expeditionary medal has been authorized. The Office of Personnel Management (OPM) maintains a complete list of covered periods in Appendix A to the VET Guide available at <http://www.opm.gov/policy-data-oversight/veterans-services/vet-guide/>.

**Case Management** - A client centered approach in the delivery of services, designed to prepare and coordinate comprehensive employment plans for participants, to assure access to the necessary training and supportive services, and to provide support during program participation and after job placement.

**Case Manager** - An individual who coordinates, facilitates or provides direct services to a client who is part of the individual's caseload.

**Cognizant Agency** - The Federal agency that is responsible for reviewing, negotiating, and approving cost allocation plans or indirect cost proposals on behalf of all Federal agencies. (see OMB Circulars A-87 and A-102 (29 CFR, Part 97)).

**Cost Allocation Plan** - A written plan for identifying, accumulating and allocating allowable costs of services provided by a governmental unit on a centralized basis to its departments and agencies.

**Counseling** - A form of assistance that provides guidance in the development of a participant's vocational goals and the means to achieve those goals; and/or assist a participant with the solution to one or more individual problems that may pose a barrier(s) to sustained employment.

**Covered Person** - (1) A veteran; (2) the spouse of a deceased veteran who died of a service-connected disability; (3) the spouse of a member of the Armed Forces listed for more than



## **JOBS FOR VETERANS STATE GRANTS GLOSSARY OF TERMS**

ninety days as missing in action, captured in the line of duty by a hostile force, or forcibly detained or interned in the line of duty by a foreign government or power; (4) the spouse of a veteran who has a total service-connected disability; or (5) a widow of any veteran who died while a disability so assessed was in existence.

**Disabled Veteran** - (1) 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 of Veterans' Affairs, or (2) A person who was discharged or released from active duty because of a service-connected disability.

**Disabled Veterans' Outreach Program (DVOP)** - Under 38 U.S.C. 4103A(a), a DVOP specialist provides intensive serves and facilitates placements to meet the employment needs of veterans, prioritizing service to special disabled veterans, other disabled veterans, and other categories of veterans in accordance with priorities determined by the Secretary of Labor.

**Eligible Person** - (1) The spouse of any person who died of a service-connected disability; (2) 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 and has been so listed for a total of more than ninety days as 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 (3) 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 as in existence.

**Eligible Recipient (of Performance Incentive Award)** - Eligible recipients of Performance Incentive Awards are Disabled Veterans' Outreach Program (DVOP) specialists, Local Veterans' Employment Representative (LVER) staff, and any other individual who provides employment and training services to veterans under the Workforce Investment Act (WIA) of 1998, to include labor exchange staff funded by the Wagner-Peyser Act or staff of American Job Centers (AJC), partner agencies, and any service delivery point that provides exemplary public employment and training services to veterans, American Job Centers (AJC), operated by State Workforce Agencies and offices that contract with State, Regional or Local Workforce Investment Boards, and other agencies identified in Section 121(b)(1)(B) of the WIA that provide services to veterans. Volunteers, Veterans' Administration Work Study Students, and Federal employees are not eligible recipients.

**Eligible Veteran** - A person who: (1) served on active duty for a period of more than 180 days and was discharged or released from there with an other than dishonorable discharge, (2) was discharged or released from active duty because of a service-connected disability, (3) 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, United States Code, 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 (4) was discharged or released from active duty by reason of a sole survivorship discharge (as that term is defined in section 1174(i) of Title 10, United States Code).

**Employment Service Delivery System** - A service delivery system through which labor exchange services, including employment and placement services, are offered in accordance with the Wagner-Peyser Act.

## **JOBS FOR VETERANS STATE GRANTS GLOSSARY OF TERMS**

**Facilitate:** Capacity building within the State's employment service delivery system to ensure easier access to the appropriate employment and training services for job seeking veterans.

**Fiscal Year (FY)** - For Federal government purposes, any twelve-month period beginning on October 1st and ending on September 30th.

**Full-Time Equivalent (FTE)** - A term used to signify workers based upon an amount of time that totals 32 to 40 hours per week or the number of monthly hours that constitute full-time employment as defined by state merit staffing rules.

**Grant Officer's Technical Representative (GOTR)** - The program manager designated by the grant officer to act as his/her representative in overseeing technical performance and providing liaison between the grant recipient and the VETS.

**Half-Time** - DVOP/LVER staff who work half the hours of a full-time employee, generally approximately 1040 hours per year.

**Indirect Cost** - A cost that is incurred for a common or joint purpose benefiting more than one cost objective and not readily identifiable with a particular project, function, or activity but necessary to the general operation of an organization and the conduct of the activities it performs.

**Intake** - A process for screening individual applicants for program eligibility, making an initial determination of what services (self-service, mediated or intensive) or program can best benefit an applicant, and routing an applicant for service delivery or program participation.

**Intensive Services** - As defined in WIA Section 134(d)(3) (as referenced by 38 U.S.C. 4101(9)), intensive services include:

- Comprehensive and specialized assessments of the skill levels and service needs;
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve the employment goals;
- Group counseling;
- Individual counseling and career planning; and
- Short-term prevocational services that may include development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.

**Intensive Services Coordinator (ISC)** - The State Agency's central point of contact for service to VA Vocational Rehabilitation and Employment (VR&E) participants.

**Labor Force** - The sum of all civilians classified as employed and unemployed.

**JVSG Funding Formula** - A formula that reflects the ratio of: (1) the total number of veterans residing in the State that are seeking employment; to (2) the total number of veterans seeking employment in all States, and includes additional considerations based on the requirements in 20 C.F.R. section 1001, subpart F, that is used to determine the relative amount of total funds to be provided to each JVSG recipient.

## **JOBS FOR VETERANS STATE GRANTS GLOSSARY OF TERMS**

**Local Veterans' Employment Representative (LVER) Program** - A program of Federal assistance through grants to States to conduct outreach to employers including conducting seminars for employers, conducting job search workshops and establishing job search groups; and to facilitate employment, training, and placement services furnished to veterans in a State under the applicable State employment service or American Job Center delivery system whose sole purpose is to meet the workforce needs of employers and facilitate the employment of veterans. (Catalog of Federal Domestic Assistance number 17.804).

**Notice of Grant Award (NGA)** - The legally binding document that notifies the grantee that a grant has been made.

**Notice of Obligation Authority (NOA)** - The document that officially informs grantees of the cumulative funding amounts made available for their use for a specified period of time.

**National Veterans' Training Institute (NVTI)** - An agency contracted with USDOL/VETS to further develop and enhance the professional skills of veterans' employment and training service providers throughout the United States (38 U.S.C. 4109).

**Obligate** - To make a legal commitment to expend funds for the purchase of services, supplies, materials, or presentation of an Incentive Award to a selected recipient.

**Outreach** - An active effort by program staff to locate and encourage individuals in the designated service delivery area to avail themselves of program services.

**Outstation** - Locations other than American Job Centers (AJC) where DVOP specialists may be stationed to provide services and assistance to veterans and other eligible persons.

**Participant** - A job seeker who provides basic contact information and receives any employment-related services from an AJC staff member within an AJC, a satellite center, a partner agency's physical location, or via the internet from a remote site.

**Performance Incentive Award** - A monetary and/or non-monetary award that recognizes eligible recipients who provide excellent employment services to veterans or improve and modernize service delivery methods to benefit veterans.

**Priority of Service** - As defined by 38 U.S.C. 4215(a)(3) and 20 CFR 1010.200(a), with respect to any job training program funded directly, in whole or in part, by DOL, a covered person must be given priority over a non-covered person for the receipt of employment, training and placement services provided under that program notwithstanding any other provision of law.

**Program Year (PY)** - The 12-month period beginning July 1st and ending on June 30<sup>th</sup> of the following year.

**Recently Separated Veteran** - As provided in 38 U.S.C. 4211(6), a recently separated veteran is a veteran whose date of discharge or release from active uniformed service is within the past 36 months.

**Secretary** - The Secretary of Labor



## JOBS FOR VETERANS STATE GRANTS GLOSSARY OF TERMS

**Service Connected Disabled** - A veteran with a disability incurred or aggravated in the line of duty in the active military, naval or air service.

**Service Delivery Point (SDP)** - Offices of the public employment delivery system operated directly by or through contract with the State employment agency; may include American Job Centers (formerly One-Stop Career Centers), and any satellite or itinerant offices at which labor exchange services are available.

### **Significant Barrier(s) to Employment (SBE) -**

An eligible veteran or eligible spouse is determined to have an SBE, if he or she attests to belonging to at least one of the six criteria below:

1. A special disabled or disabled veteran, as those terms are defined in 38 U.S.C § 4211(1) and (3); Special disabled and disabled veterans are those:
  - o who are 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,
  - o were discharged or released from active duty because of a service-connected disability;
2. Homeless, as defined in Section 103(a) of the Stewart B. McKinney Homeless Assistance Act (42 U.S.C. 11302(a));
3. A recently-separated service member, as defined in 38 U.S.C § 4211(6), who is currently long-term unemployed (i.e., unemployed for 27 or more consecutive weeks within the last 12 months);
4. An offender, as defined by WIA Section 101(27), who has been released from incarceration within the last 12 months;
5. Lacking a high school diploma or equivalent certificate; or
6. Low-income (as defined by WIA at Sec. 101(25)(B)).

**Special Disabled Veteran** - (1) 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 of Veterans Affairs for a disability rated at (a) 30 percent or more, or (b) 10-or 20 percent in the case of a veteran who has been determined under section 3106 of Title 38 United States Code to have a serious employment handicap; or (2) a person who was discharged or released from active duty because of a service-connected disability.

**State Agency/State Workforce Agency (SA/SWA)** - The State Agency that receives Jobs for Veterans State Grant funding.

**Solicitation for Grant Applications (SGA)** - A document that defines eligible applicants and provides the requirements and instructions for the submission of requests for Federal domestic assistance (funds) for one or more programs or grants-in-aid.

**State** - Each of several States of the United States, the District of Columbia, the Commonwealth of Puerto Rico, Guam, and the Virgin Islands,.

**Uniform National Threshold Entered Employment Rate (UNTEER)** - Annual rate achieved for veterans and eligible persons by the state employment service delivery systems. The UNTEER is established by the U.S. Department of Labor, VETS, under 38 U.S.C. 4102A(c)(3)

## **JOBS FOR VETERANS STATE GRANTS GLOSSARY OF TERMS**

and 20 CFR Part 1001 Subpart G. The UNTEER for a PY is equal to 90 percent of the National entered employment rate for veterans and eligible persons.

**Wagner-Peyser (W-P) Act** - Authorizes the establishment of a national employment system which provides universal access to certain workforce services. As outlined in Section 7 of the W-P Act, these services include: job search assistance, job referral, and placement assistance for job seekers; reemployment services for Unemployment Insurance claimants; and recruitment and other services for employers.

**Workforce Investment Act of 1998 (WIA)** - Authorizes states and local workforce areas to make information available about and provide access to a wide array of job training, education, and employment services (including core, intensive, and training services) for adults, dislocated workers, and youth that increase the employment, retention, and earnings, and industry-recognized credential attainment of program participants.