

Idaho WIOA State Plan – Section VI - Program-Specific Requirements

Optional Partner - Jobs for Veterans State Grants

(a) How the State intends to provide employment, training and job placement services to veterans and eligible persons under the JVSG;

Idaho covers a large geographic area with limited funding making it unfeasible to station a DVOP in every local office. In order to improve employment outcomes for veterans, the IDOL strategically stations our DVOP's and LVER throughout the state. In 2015, the agency reorganized its service delivery organization by establishing a regional structure of its local office network. Seven regional offices in Kootenai County, Lewiston, Canyon County, Meridian, Magic Valley, Pocatello and Idaho Falls serve as central coordinators for all department activity within their geographic regions. The remaining offices within each region coordinate workforce activities and report to the regional offices. This reorganization was necessary to deal with a 20-25% reduction in staff at the local American Job Centers.

DVOP staff are primarily assigned to local offices with the highest numbers of registered veterans. Another factor considered is whether or not an area has a large educational institution that can translate to large numbers of Vocational Rehabilitation and Employment (VR&E) participants.

IDOL employs a full-time regional Local Veterans Representative (LVER) who works in the largest labor market area in the state: Boise/Meridian/Nampa. There is also a full time DVOP presence in these three offices. In rural areas of the state where fewer veterans reside, IDOL assigns DVOPs on a half-time basis, Idaho has two part time (20 hours a week) DVOPs.

In an effort to ensure that all veterans have access to our most knowledgeable resource, a DVOP conducts monthly outreach to rural areas of the state where there is no permanently stationed DVOPs to provide intensive services to veterans with significant barriers to employment (SBEs).

Our DVOPs work closely with the state's Business Solutions Specialists (BSS). The BSS staff are trained to work with employers in certain high growth industries and to provide job developments, and recruit veterans for employment. Our DVOP staff notify the BSS's when they have a veteran that is work ready. The BSS reviews the veteran's resume and case management file to insure a appropriate referrals are made to employers.

In accordance with VPL 03-14 dated April 10, 2014 and the video training "Preparing Veterans for Meaningful Careers" Idaho conducts a pre-assessment with veterans at the point of entry. Staff are instructed to ask the veteran or veteran's spouse, to complete a short survey tool to determine eligibility for DVOP services or if a referral to an Employment Services consultant is appropriate. In some offices where there is an AmeriCorps member available, the veteran is referred to the member for core services.

A veteran who enters one of the state's larger American Job Centers with full-time grant-funded staff receives the same services as a veteran who enters a small center with a half-time DVOP Specialist. If a veteran is in need of more than core services from one of the 15 AJC offices without an assigned DVOP Specialist they are assessed and referred to the nearest DVOP Specialist, if appropriate. An appointment is made during their next rural office visit. During this visit the veteran receives all the services available to veterans in the larger offices.

The state's "shareable" website EPIC was recently enhanced so AJCs without a DVOP Specialist can provide the same information that is provided to veterans in urban areas. This tool is available to all DVOP Specialists as well as managers and other employment staff who serve veterans. All training documents are uploaded to EPIC for all AJC staff to view.

(b) The duties assigned to DVOP specialists and LVER staff by the State; specifically implementing DVOP and LVER duties or roles and responsibilities as outlined in 38 U.S.C. § 4103A and 4104. These duties must be consistent with current guidance;

Duties of the DVOP:

DVOP staff provide the full array of workforce services to veterans with significant barriers to employment (SBEs) and eligible persons with their primary focus on providing intensive services to those veterans indicated on VPL 03-14. DVOP staff utilize the case management approach to serve veterans with barriers to employment and with special workforce needs. These services include, but are not limited to:

- Outreach to locate veterans in need of intensive services;
- Assessment, including a documented plan of service (Individual Employment Plan (IEP));
- Counseling/group counseling and career/vocational guidance;
- Referral of veterans to supportive or remedial services;
- Promoting VR&E and WIOA services to eligible veterans and other eligible persons;
- Referral of veterans to job focused and outcome-driven training, certification;
- Job development services;
- Development of VA funded Special Incentive and On-the-Job-Training for V&RE participants; and
- Referral of veterans to employment opportunities.

Many of the state's AJC managers have attended NVTI training and are keenly aware of the role of the DVOP specialist. They promote priority of service for veterans, through training and facilitation, in all federally funded programs, primarily Wagner-Peyser and WIOA. All office staff are familiar with the full array of veteran services and are instructed to provide priority of service to qualified service members.

All local offices train non-grant-funded staff to refer to the EPIC site to provide basic veterans information. The IDOL website also has a veterans' link specifically to help the self-service veteran navigate through the job search functions as well as the services available to them.

Because of the high volume of customers in the AJCs, non-grant-funded staff are trained to triage customers and screen for veteran status as they arrive. Staff assess for career services such as job referral, resume assistance, job search guidance, the need for layoff assistance or more intensive WIOA services. If the assessment indicates a need for more than just core services and the veteran is eligible to meet with a DVOP, they are referred to the DVOP. The DVOP informs the veteran of all the available services and determines if enrollment in WIOA is beneficial and appropriate. The DVOP concentrates his or her efforts on serving those veterans who have special employment and training needs by focusing on the facilitation of intensive services through case management.

Duties of the LVER:

The Local Veterans Employment Representative (LVER) according to V.P.L 03-14 must perform only the duties outlined in 38 USC 4104 (b), which states, "the LVER's principle duties are to: (1) conduct outreach to employers in the area to assist veterans in gaining employment, including conducting seminars for employers and, in conjunction with employers, conducting job search workshops and establishing job search groups; and (2) facilitate employment, training and placement services furnished to veterans in a State under the applicable State employment service delivery systems." Therefore, the LVER is assigned duties that promote to employers, employer associations, and business groups the advantages of hiring veterans. When employer outreach is primarily accomplished by a "business services team" or like entity, the LVER must be included as an active member of that team. The LVER advocates for all veterans served by the AJC with business, industry, and other community-based organizations by participating in appropriate activities such as:

- Planning and participating in job and career fairs;
- Conducting employer outreach;

- In conjunction with employers, conducting job searches and workshops, and establishing job search groups;
- Coordinating with unions, apprenticeship programs and businesses or business organizations to promote and secure employment and training programs for veterans;
- Informing federal contractors of the process to recruit qualified veterans;
- Promoting credentialing and licensing opportunities for veterans; and
- Coordinating and participating with other business outreach efforts.

(c) The manner in which DVOP specialists and LVER staff are integrated into the State’s employment service delivery system or one-stop delivery system partner network;

In order to initiate services through the One-Stop system, all veterans are registered in the IdahoWorks system (IDOL’s automated customer registration and job matching system). Because this job matching system relies heavily on the information supplied by customers, veteran registration files are routinely reviewed for completeness and for opportunities to update experience or newly acquired job skills. Those veteran customers with registration files needing additional information are contacted via e-mail, telephone, or mail and offered assistance in completing their registration record, and are informed of available services and invited to contact the office for further assistance.

Other partners are made aware of the services available from a DVOP through outreach. Partners are invited to visit local offices to see the services available directly. DVOPs work with other organizations to jointly host events such as job search workshops and hiring events in local offices.

IDOL has one strategically placed regional LVER whose primary job is to conduct outreach, promote job developments with local employers, and market our services to those employers. The LVER is tasked with performing job development and employer outreach with the ultimate goal of facilitating employment opportunities for veteran job seekers. Since our LVER fills a regional role, he works with employers and employer groups in a large geographical area. He markets veterans to employers using IDOL’s marketing materials.

The LVER periodically visits employers within his area of responsibility to explain the benefits of using IDOL services and to remind them of the benefits of hiring veterans as well as the availability of a job-ready pool of highly trained veterans. He attends quarterly employer committee meetings held by various AJC’s throughout the state to promote the hiring of available veterans. Idaho strives to gain an intimate knowledge of employer practices and review the services available to them from the Department.

The LVER works closely with our Business Solutions Specialists to promote the hiring of veterans to private and public employers. During these outreach visits, the LVER and the Business Solutions Specialist inform their audiences about the services that IDOL provides, including DVOP services. Business Solutions Specialists create employer awareness of this program and the duties of both the DVOP specialist and LVER. This joint effort opens the door to the LVER to work with these employers to create potential veteran job development opportunities.

The IDOL mails or hand delivers veteran/employer information packets to employers. The intended result is to share with the employer community the benefits of hiring veterans and to encourage employers to announce their job openings through IDOL, where veterans have priority to apply for the jobs for which they qualify.

(d) The Incentive Award program implemented using the 1% grant allocation set aside for this purpose, as applicable;

Idaho Department of Labor is prohibited from disbursing individual cash incentives and has been unable to determine a method of distribution for group incentives to date and at the time of this grant submission, is not requesting incentive funds. Incentive awards available to a “group,” or in this case, an AJC, may be an option but as of this writing IDOL has been unable to determine a method of distribution for group incentives. Though we are aware this money is available, we are not requesting the grant funding set aside for incentive

awards at this time.

(e) The populations of veterans to be served, including any additional populations designated by the Secretary as eligible for services, and any additional populations specifically targeted by the State Workforce Agency for services from one-stop delivery system partners (e.g., Native American veterans; veterans in remote rural counties or parishes);

IDOL's DVOP specialists involve themselves in their communities in many ways to make veterans aware of the benefits, employment and training services available to them. Monthly outreach to the homeless shelters in their areas is an activity that enables the DVOP to complete outreach and provide intensive services to those veterans that have no mode of transportation. Many of these veterans have the need for intensive services that are provided by our DVOPs. Those who just need core services such as job search, and resume assistance are referred to AJC employment consultants or in some offices to the AmeriCorps member.

IDOL has received an AmeriCorps grant (for the 6th year) that enables co-location of members (volunteers) in some of the larger offices throughout the state. These members are veterans themselves and help navigate veterans that do not have a Significant Barrier to Employment (SBE), who do not qualify for services from a DVOP. The members provide one-on-one assistance to the veteran to get registered into our IdahoWorks employment data base, provide core services, notify veterans of upcoming hiring events, and to make referrals to partner agencies when necessary.

The VR&E National Technical Assistance Guide (TAG) formalized a partnership and process that has been in place in Idaho for years. However, when the TAG was released, the IDOL worked closely with the VA VR&E and our DVET to update our local agreement. The Idaho TAG was finalized and signed in March, 2009. The IDOL's central point of contact for the VR&E program is the Intensive Services Coordinator (ISC), a half-time position filled by a full-time DVOP. The ISC is out-stationed at the Boise VA Regional Office, but veterans enrolled in the VR&E program are referred to Idaho DVOPs from counselors assigned to Spokane, Seattle, and Salt Lake City. The ISC or assigned DVOP provides Labor Market Information (LMI) as part of the vocational evaluation process. The VA VR&E develops a rehabilitation plan and then approximately 90 days prior to the participant's expected completion of training or education, the VR&E office completes a Job Ready Assessment and refers the veteran to the IDOL ISC or appropriate DVOP for intensive employment assistance. The VA VR&E office and IDOL jointly monitor the job seeking process to determine when the veteran has entered employment and when the veteran can be considered "rehabilitated."

The IDOL operates under a signed Memorandum of Understanding (MOU) on "Services Available to Veterans in Idaho who served in Iraq and Afghanistan." The MOU partners include the State of Idaho Military Division, Idaho Division of Veterans Services, Department of Veterans' Affairs (affected Regional Office and Medical Centers), U.S. Department of Labor, and Idaho Veterans Affairs Commission. The MOU outlines the roles and activities of all partners and encourages maximum communication and coordination to provide seamless referral and support services for OEF/OIF veterans.

The IDOL continues to develop new strategies to reach homeless veterans and those at risk of becoming homeless. Our DVOPs and LVER, based on their role and responsibility identified in VPL 03-14, actively help plan and participate in three Stand Down events throughout the state – Boise, Pocatello, and Post Falls. These events provide much needed information, assistance, and supportive services to over 1,500 needy veterans and family members every year.

The Boise VA Regional Office administers the Grant Per Diem program which helps shelter many homeless veterans while attending an education program. The VA Homeless Coordinators work closely with our DVOPs to secure employment for participants in this program. Partnerships like these are proving very beneficial for Idaho veterans. Over the past several years, the number and quality of facilities and services for the homeless have improved dramatically in Idaho's most populated area, the Treasure Valley. DVOPs are in the process of developing partnerships with staff at these new facilities to provide intensive services and the referral to

employment needed to help veterans break the cycle of homelessness. As these partnerships develop, we plan to participate in service information days at the shelters on a regular basis.

Idaho has DVOPs strategically placed in areas near Native American reservations. Outreach activities are conducted at the state's option and conducted with approval of the tribes. A fulltime DVOP is located minutes away from the Shoshone Bannock reservation in Southeast Idaho and provides outreach and intensive services to the disabled veterans in that area.

In Lewiston, a full time DVOP works with the Nez Perce Tribe in Lapwai, Idaho. He meets with referrals from tribal veteran representatives, attends Tribal Homeless Veteran Stand Downs and Tribal Resource Fairs, and maintains an open dialogue with Tribal Employment Rights Office (TERO). The tribe was recently awarded the Homeless Veteran Re-integration grant, so we will be working closely with them, and referring potential candidates.

In Post Falls, our DVOP has worked with the Veterans Coordinator representing the Coeur d'Alene Tribe based in Worley, Idaho. Most of the contact has been in regards to Veteran hiring events, the Stand Down and for special events, emphasizing the provision of intensive services.

(f) How the State implements and monitors the administration of priority of service to covered persons;

American Job Center staff are frequently reminded that Veterans Priority of Service (VPOS) is mandated for any services funded entirely, or in part, by the USDOL. The most basic Priority of Service measure is extended to veterans by notifying them that they are entitled to priority of service. Signage in local offices informs veterans that they have Priority of Service before non-veterans and encourages them to identify themselves as veterans in the automated system and to office staff. This is also noted on the veteran's registration. Local offices have incorporated a questionnaire into the front desk duties. This questionnaire is given to veterans and helps the consultant determine the appropriate service and service provider.

Regional managers and program staff operate as a team to determine who is selected for training in the WIOA programs and other programs that have eligibility criteria, based on available funding. Historically there has not been an issue with providing priority to veterans in these programs. However, if resources become scarce and more competitive, qualified veterans will be accepted before qualified non-veterans as noted in the WIOA State Plan which states:

...in a few programs such as the WIOA-funded Adult and Youth programs, veterans priority will compete with existing statutory priorities that favor certain population groups and must be taken into account when applying the priority. A covered person (veterans are considered covered persons) is entitled to and will be given priority over non-covered persons for the receipt of employment, training and placement services if the person otherwise meets the eligibility requirements."

Part of our efforts to provide priority of service to veterans is by providing them access to new jobs listed with the One-Stop centers. This list is known as our "Vet Call" list. A compiled listing of jobs is made available only to the veteran population as either a paper copy handout for those veterans who come into the office or via email to those veterans who wish to receive job information in that manner.

Veterans are sent via email, job listing information such as the Federal Job Listing for Idaho, and the State of Idaho job announcements. Due to the proximity of the States of Oregon and Washington, veterans are also emailed information regarding nearby Oregon Employment Department and Washington Employment Department job listings. This information is also posted in the lobby for the veterans who come into the office. Additional job listings from counties and cities, law enforcement, school district, medical-related, and many other job listings from various sources is shared with Idaho's veterans. These job listings are posted in the DVOP's work area so that veterans without email can have access to this information. Information regarding future job fairs or employer recruitment is advertised on the Vet Call list and posted in the AJC resource center as well.

American Job Centers have a kiosk or wall dedicated to display all veteran resources as well as handouts and/or pamphlets. Our web site also provides a direct link to the Hero 2 Hired web page, as well information on:

- Veteran Benefits
- Veterans' Representative Directory
- Business Solutions Specialists
- Career, Education, Job Training and Consulting Services
- Local Labor Market Information
- Other local veteran resources

Priority of Service to veterans is monitored through a review of responses to the quarterly Manager's Report on Services to Veterans. Offices are required to report on how priority of service is provided each quarter. Idaho's Management Information Systems (MIS) report and the ETA 9002 and VETS 200 series are analyzed on a quarterly basis. State administrative staff investigate and provide technical assistance to those offices not demonstrating an acceptable commitment to priority of services for veterans.

Office reviews conducted with the USDOL/VETS as part of the assessment and validation process are used for quality control and to ensure that Priority of Service processes and procedures are being followed. VET staff review the entire local office veterans' program, analyze data on services and outcomes for veterans, interview local office staff and provide a written report that evaluates the local office's strengths and weaknesses and evaluates its implementation of priority of service measures.

Quarterly management meetings are conducted on a statewide basis to review processes and identify necessary improvements in which Priority of Service is discussed. If necessary, process improvement or corrective action plans are developed.

If a veteran does not qualify for DVOP services, an AmeriCorps Member or Employment Services staff member will review the veteran's IdahoWorks registration while the veteran is in the office. Staff then make specific recommendations to enhance their registration if necessary. Veterans are provided labor market information and information on specific jobs for which they are qualified. Additionally, the veteran's customer report and IdahoWorks registrations are reviewed and when an incomplete registration is identified, the veteran is contacted regarding any discrepancies and/or suggestions for improvement are made. The veteran is provided a veterans information packet consisting of an updated veterans informational handout, a copy of the Vet Call List, and a list of Veterans Services offered by IDOL.

(g) How the State provides or intends to provide and measure, through both the DVOP and one-stop delivery system partner staff: (1) job and job training individualized career services, (2) employment placement services, and (3) job-driven training and subsequent placement service program for eligible veterans and eligible persons;

American Job Center offices throughout the state provide quarterly Manager's Reports on Services to Veterans as negotiated with the DVET. Currently, all offices with a grant-funded staff assigned submit a report and IDOL regional managers submit a consolidated report from all offices within their region without a grant-funded staff person. The Manager's Report includes information on outreach activities and success stories. These reports are reviewed to ensure outreach activities are ongoing and are productive.

Office reviews are conducted in conjunction with the state's USDOL/VETS representative. As part of the assessment and validation process, self-assessment instruments are completed by the DVOP, LVER and regional manager. The self-assessments are forwarded to the DVET through the veterans' program coordinator who reviews them for quality control and to ensure that processes and procedures are being followed. Veterans Employment and Training staff review the assessment before the actual site visit begins. They review the entire local office veterans' program, analyze data on services and outcomes for veterans, interview local office staff and provide a written report that evaluates the local program's strengths and weaknesses. During an office visit the IdahoWorks database is also reviewed to evaluate core service

indicators and intensive services provided to veterans by grant-funded and non-grant-funded staff.

Key IDOL staff persons meet with the USDOL/Director of Veterans’ Employment & Training Services on a quarterly basis. Key staff include all regional managers, the deputy director of the agency’s Field Services Division, the deputy director of its Workforce Division, the Veterans’ Program coordinator, and Assistant Veterans’ Program coordinator. These meetings allow participants to discuss and coordinate new processes and procedures, funding issues and progress toward meeting performance goals. This information is then disseminated to the regional managers, DVOP specialists, LVER and other local office staff. The central office forwards new information on to the DVOP specialists and LVER on an ongoing basis.

(h) The hire date along with mandatory training completion dates for all DVOP specialists and LVER staff; and,

Local office	Vet Rep	Date Hired	Position	Labor and Employment Specialist	Case Management *
Boise Local Office - IDOL 219 W. Main Street Boise, ID 83735	Price, Deborah	6/1/2015	1 DVOP	10/25/2015	Pending
Canyon County Local Office - IDOL 4514 Thomas Jefferson Street Caldwell, ID 83605	O’Connor, Francis	7/1/2015	1 DVOP	Pending	Pending
Kootenai Local Office -IDOL 600 N. Thornton St. Post Falls, ID 83854	Shoeman, Robert	1/4/2001	1 DVOP	5/8/2001	7/24/2001
Idaho Falls Local Office - IDOL 1515 E. Lincoln Road Idaho Falls, ID 83401	Hill, Mike	8/1/1992	1 DVOP	5/9/2000	12/14/2000
Lewiston Local Office - IDOL 1158 Idaho Street Lewiston, ID 83501	Erickson, Don	3/24/2013	1 DVOP	7/9/2013	11/19/2013
Magic Valley Local Office - IDOL 420 Falls Avenue Twin Falls, 83301	Moreno, Johnny	9/15/1993	1 DVOP	4/11/1994	6/13/1994

Meridian Local Office - IDOL 205 E. Water tower Lane Meridian, ID 83642	Hanna, Gary	8/13/2007	1 DVOP	3/11/2008	7/29/2008
Meridian Local Office - IDOL 205 E. Water tower Lane Meridian, ID 83642	Feliciano, Robert	2/17/2013	1 LVER	7/9/2013	12/3/2013*
Meridian Local Office - IDOL 205 E. Water tower Lane Meridian, ID 83642	Howerton, Dave	1/6/2006	1 DVOP	5/16/2006	3/13/2007
Mountain Home Local Office - IDOL 1993 E. 8th N. Mountain Home, ID 83647	Cotton, Ray	6/24/2001	0.5 DVOP	12/11/2001	5/21/2002
Pocatello Local Office - IDOL 430 N. 5th Avenue Pocatello, ID 83205	Miller, Susane	12/24/2007	1 DVOP	4/8/2008	12/2/2008
Sandpoint Local Office - IDOL 2101 West Pine Street Sandpoint, Idaho 83864	Anderson, Tyler	5/19/2014	0.5 DVOP	3/15/2014	Pending Scheduling

* Promoting Partnerships for Employment instead of Case Management

(i) Such additional information as the Secretary may require.

Not applicable.