



Veterans' Employment  
and Training Service

# Getting Back to Business: Serving Veterans in a Post- COVID Environment

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September 27, 2021

# Today's Agenda

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- VETS Mission
- Veteran Demographics and Trends
- COVID-19 – Lessons Learned
- Selected Training Outcomes for Veterans
- Priority of Service for Veterans
- Employer Outreach -Hire VETS Medallion Award

# USDOL/VETS: MISSION

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## VETS

**PREPARES** America's veterans, transitioning service members, and their spouses for meaningful careers;

**PROVIDES** them with employment resources and expertise;

**PROTECTS** their employment rights; and

**PROMOTES** their employment opportunities.



# Demographics of the Veteran Population



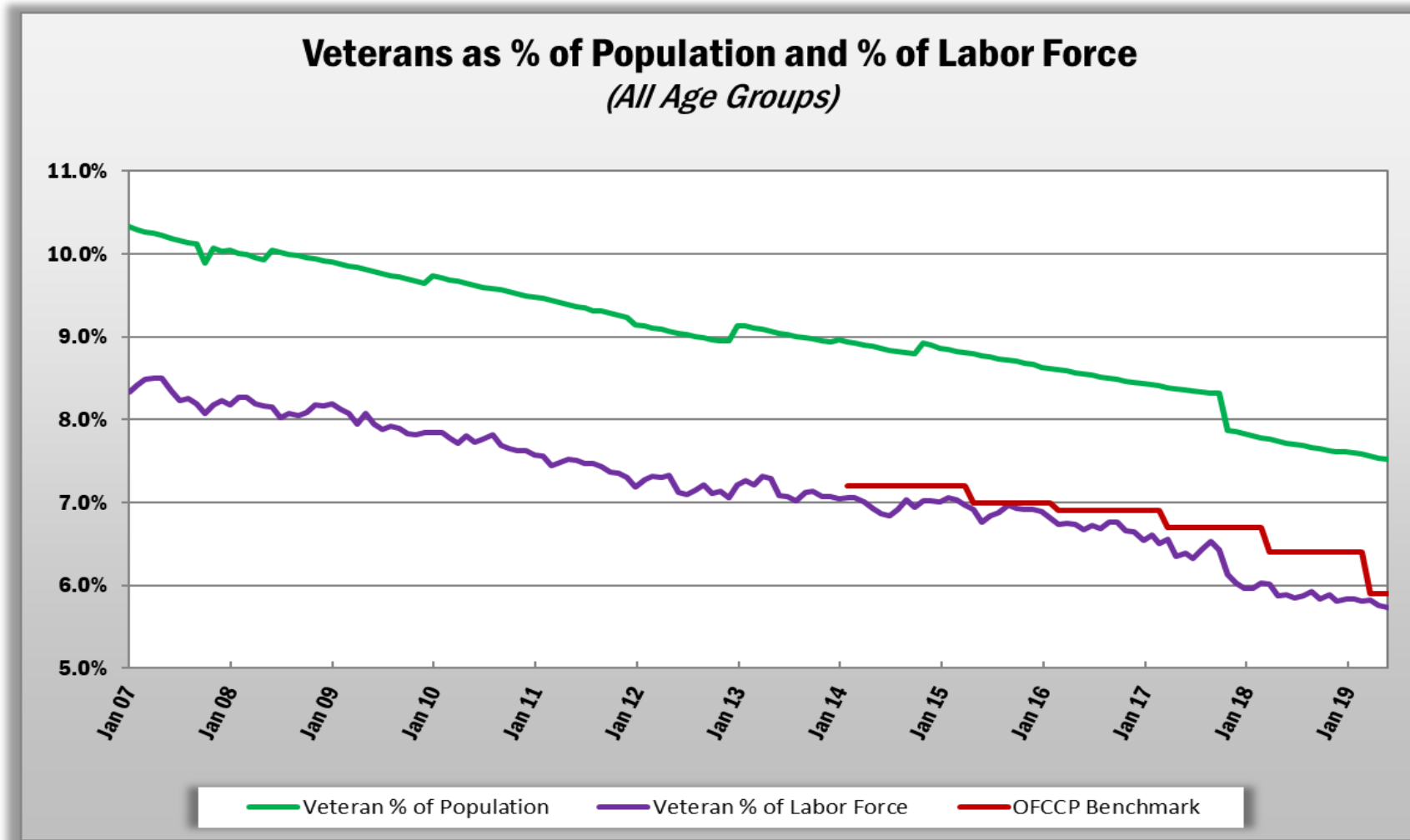


# Veteran Demographics

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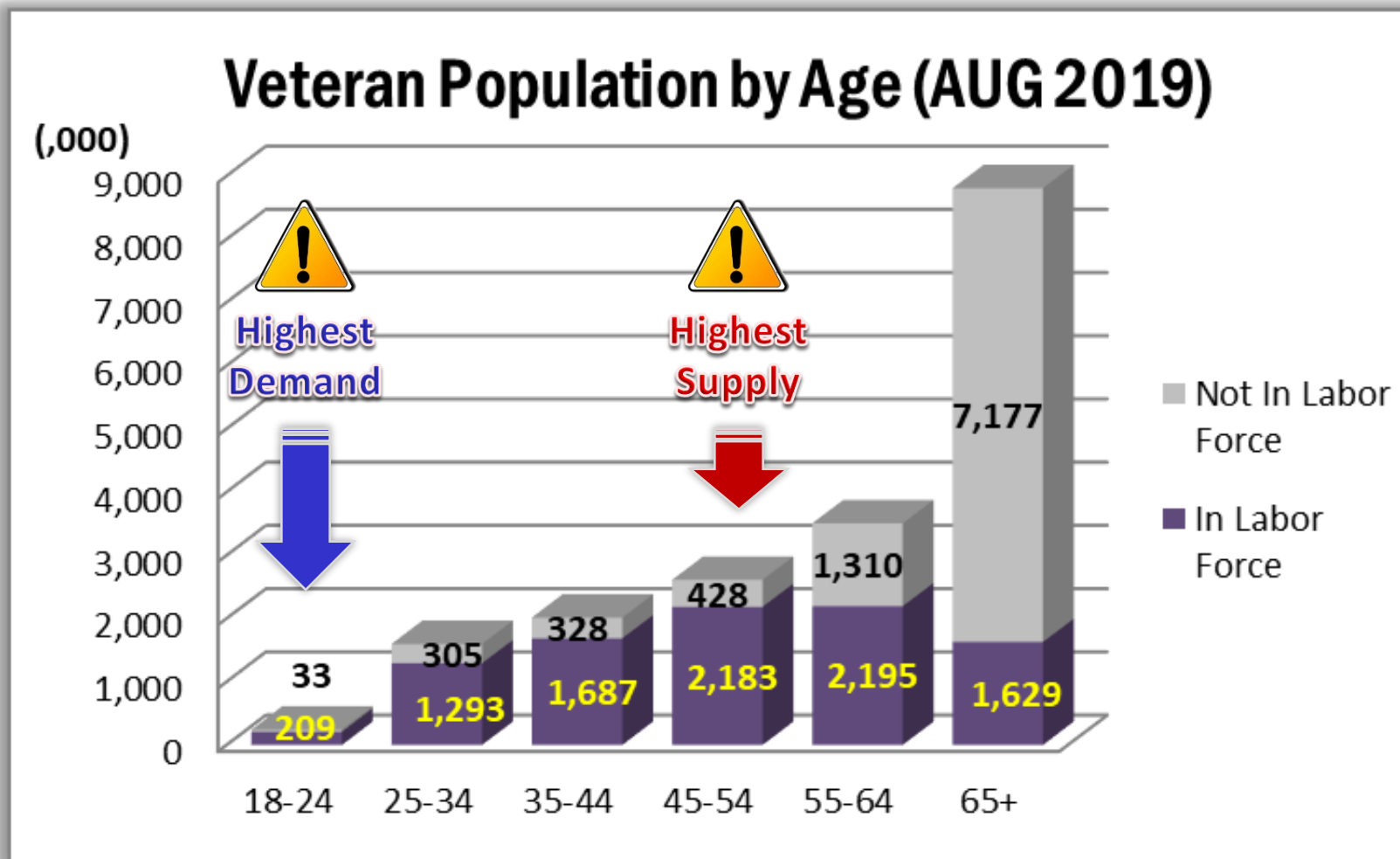
- 19.4 M total veterans in the U.S.
  - ✓ 90.2% male
  - ✓ 9.8% female
  - ✓ Median age = 64
- Nearly 50% of all veterans are in the workforce (9.7M):
  - ✓ 67% of veterans in the workforce are 45 years or older
  - ✓ 1.7% of veterans in the workplace are under 25 years old
- Declining unemployment rates
  - ✓ Veteran unemployment rates continue to trend lower than non-veterans
  - ✓ 362K unemployed veterans
  - ✓ 55% of unemployed veterans are 45 years or older
  - ✓ 2.7% of unemployed veterans are under 25 years old

# Veteran Demographics – Veteran as Percentage of Population and Labor Force are Declining



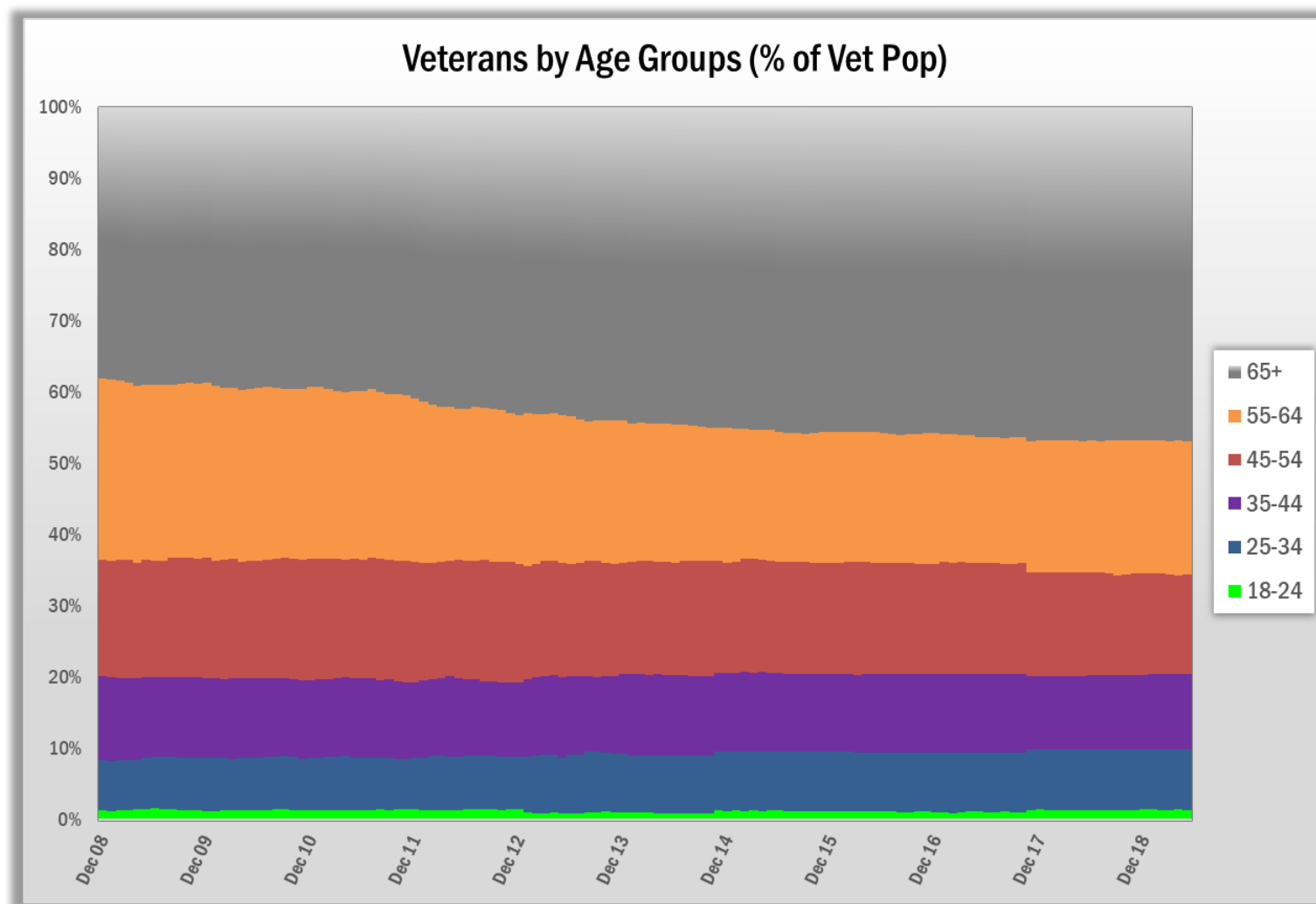
*Source: US Dept of Labor, Bureau of Labor Statistics; data series January 2007 through July 2019*

# Veteran Demographics – Total Veterans by Age Group and Labor Force Status



*Source: US Dept of Labor Bureau of Labor Statistics; Employment Situation Summary Table A-40, Aug 2019*

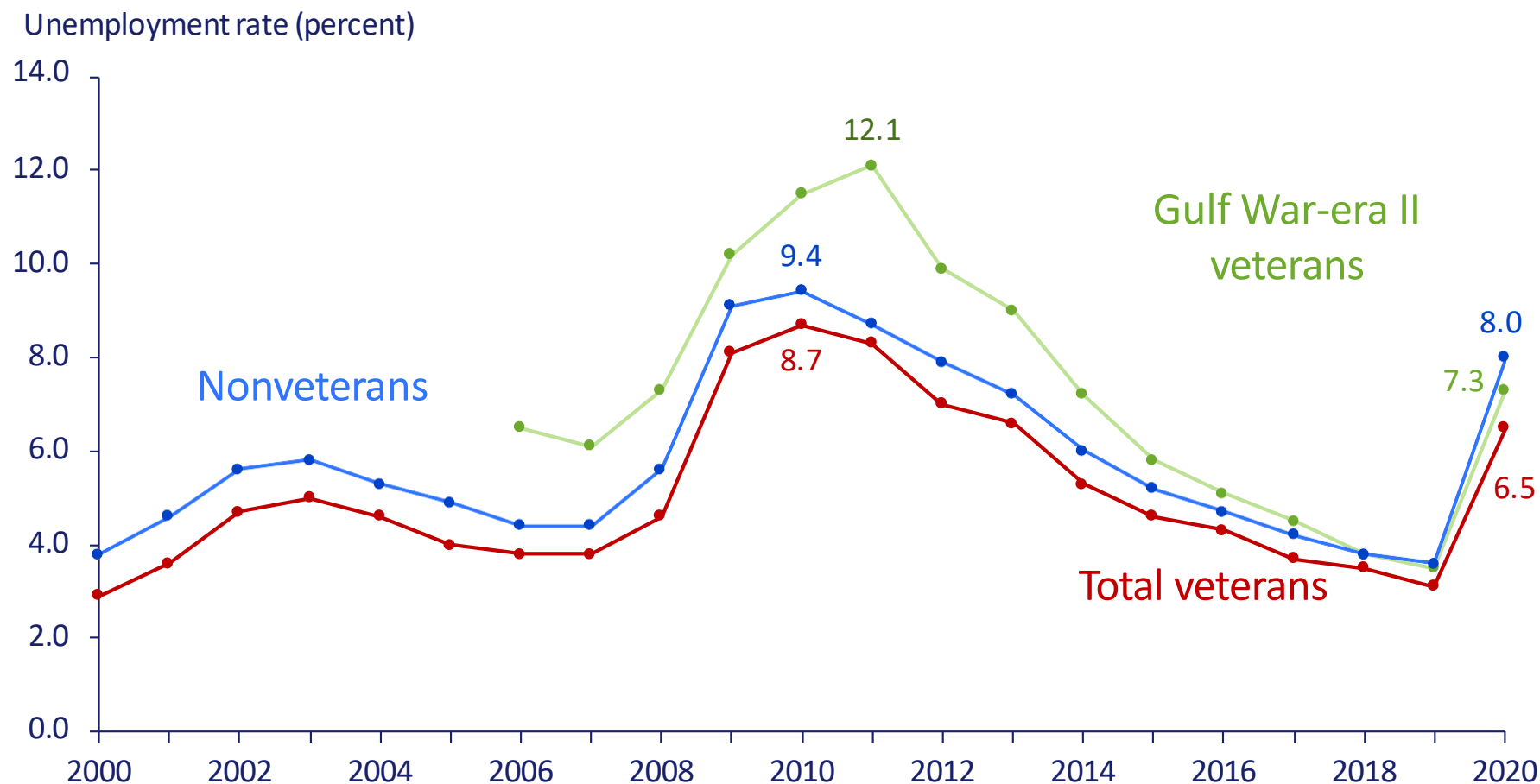
# Veteran Demographics – Veteran Age Groups as a Percentage of Veteran Population



*Source: US Dept of Labor, Bureau of Labor Statistics; data series December 2008 through May 2019*



# 20 Year Trend: Unemployment Rates of Veterans and Nonveterans

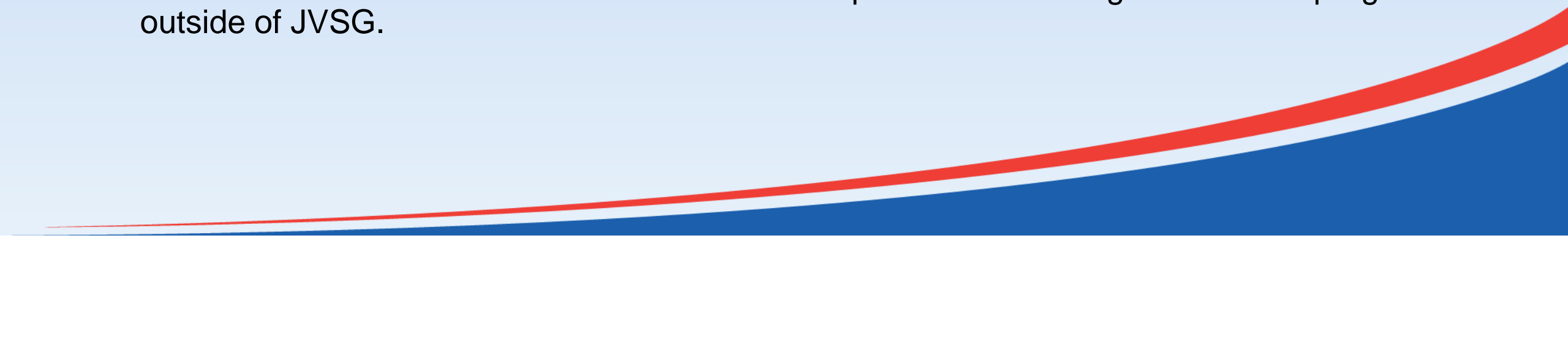


Note: Data for Gulf War-era II veterans first tabulated in 2006.

# COVID-19 Lessons Learned



*\*Source: WIPS Data 2018-2019*

- Almost all of the 2,500 American Job Centers closed across the US, and many are just beginning to reopen on an appointment-only basis;
  - A number of states did not have a remote work policy, but do now;
  - States had to figure out how to virtually deliver customer-based services, such as case management, workshops, labor exchange, resume assistance, etc.; and
  - They also had to figure out how to connect with their customers.
  - Many JVSG staff were detailed to unemployment. This initially posted a challenge, because it limited services that were provided to eligible veterans, and spouses. At the end of the detail, we realized that it was beneficial for the staff and provided knowledge of different programs outside of JVSG.
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# What Has Not Changed

## Homelessness Still Considered a “Significant Barrier to Employment”

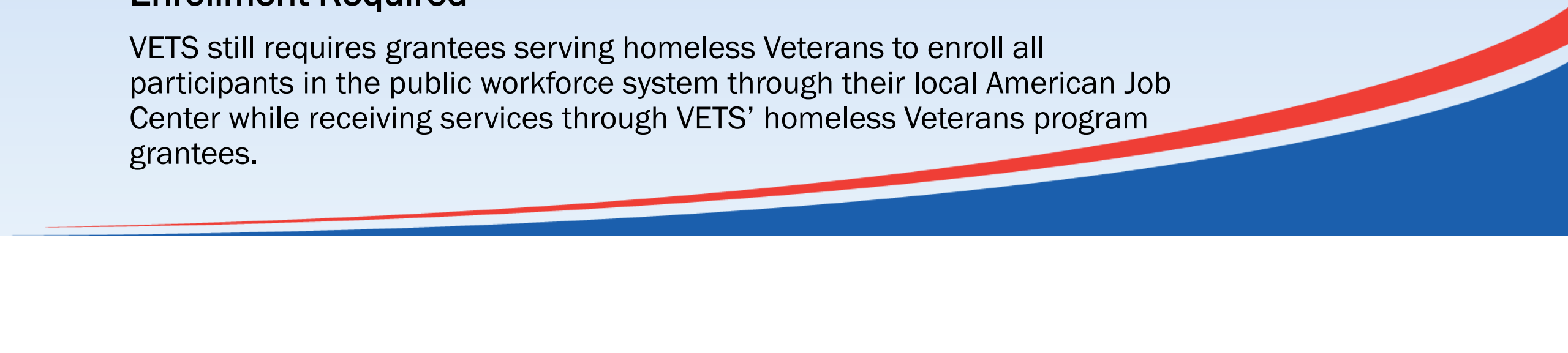
Homelessness, or risk of homelessness, is an eligibility criteria for Disabled Veteran Outreach Program (DVOP) services.

## Priority of Service Still Applies

Veterans and eligible spouses are still required by law to receive access to Department of Labor funded employment & training services first before non-covered persons.

## Enrollment Required

VETS still requires grantees serving homeless Veterans to enroll all participants in the public workforce system through their local American Job Center while receiving services through VETS' homeless Veterans program grantees.



# Selected Performance Outcomes for Veterans



*\*Source: WIPS Data 2018-2019*



## Atlanta Region Performance: March 2018

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Of those veterans receiving a service –

- Total Veterans served by workforce system staff: **83,448**
- Veterans served by DVOP staff: **21,652**
- Percent of Veterans served by DVOP staff: **25.95%**
- Veterans co-enrolled in WIOA (Adult/Dislocated): **8,554**
- JVSG Veterans receiving training: **472**

Source: WIPS reporting quarter ending **3/31/18**



# Atlanta Region Performance: December 2018

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Of those veterans receiving a service –

- Total Veterans served by workforce system staff: **81,831**
- Veterans served by DVOP staff: **22,423**
- Percent of Veterans served by DVOP staff: **27.40%**
- Veterans co-enrolled in WIOA (Adult/Dislocated): **7,281**
- JVSG Veterans receiving training: **1,961**

Source: WIPS reporting quarter ending **12/31/18**



# Atlanta Region Performance: September 2019

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Of those veterans receiving a service –

- Total Veterans served by workforce system staff: **59,850**
- Veterans served by DVOP staff: **14,598**
- Percent of Veterans served by DVOP staff: **24.40%**
- Veterans co-enrolled in WIOA (Adult/Dislocated): **3,627**
- JVSG Veterans receiving training: **425**

Source: WIPS reporting quarter ending **9/30/2019**





# Region Level Performance Summary

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Quarter Ending Date	Total Veterans Served (Wagner-Peyser and JVSG Only)	Veterans Served by DVOP	% of Total Veterans Served by DVOP	Co-enrolled in WIOA Adult/Dislocated Worker	DVOP-served veterans receiving training	% of DVOP-served veterans receiving training
3/31/2018	83,448	21,652	26.0%	8,554	472	2.2%
12/31/2018	81,831	22,423	27.4%	7,281	1,961	8.7%
9/30/2019	59,850	14,598	24.4%	3,627	425	2.9%



# Selected Atlanta Region Performance: September 2019



ATLANTA REGION STATE	Total Veterans Served (Wagner-Peyser/JVSG )	Veterans Served by DVOP	% of Total Veterans Served by DVOP	Co-enrolled in WIOA Adult	Co-Enrolled in WIOA Dislocated Worker	DVOP-served veterans receiving training	% of JVSG-served veterans receiving training
ALABAMA	5,475	1,863	34.0%	321	54	0	0.0%
FLORIDA	15,710	5,210	33.2%	989	322	255	4.9%
GEORGIA	18,025	2,168	12.0%	64	50	0	0.0%
KENTUCKY	569	35	6.2%	190	59	1	2.9%
MISSISSIPPI	3,536	612	17.3%	226	149	0	0.0%
NORTH CAROLINA	9,983	2,051	20.5%	454	203	65	3.2%
SOUTH CAROLINA	4,250	1,500	35.3%	306	73	71	4.7%
TENNESSEE	2,302	1,159	50.3%	98	69	33	2.8%
TOTAL	59,850	14,598	24.4%	2,648	979	425	2.9%
				3,627			



# Priority of Service for USDOL Programs



*VPL 07-09; TEGL 10-09*



# What is Priority of Service for Veterans and Eligible Persons?



# Priority of Service: DEFINITION

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- “Priority of Service means the right of veterans and eligible spouses to take precedence over a non-covered person in obtaining all employment and training services.”
- Veterans receive these services earlier in time, or instead of non-covered persons.



# Priority of Service: SCOPE

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- Recipients of USDOL funds for job training programs are subject to priority of service regulations, and are required by law to provide priority of service to veterans and eligible spouses. (20 CFR 1010.110).
- “**Job Training Program**” means any program or service for workforce preparation, development, or delivery that is directly funded, in whole or in part, by USDOL
- For the purpose of this guidance, the term “**Program Operator**” is intended to refer to a recipient or a sub-recipient of USDOL funds for a qualified job training program.
- Agreement by a program operator to implement priority of service is a condition of receipt of USDOL funds.



# Priority of Service: INTERPRETATION

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- Priority of service means that veterans and eligible spouses are given priority for the receipt of employment, training, and placement services.
- Priority means that veterans and eligible spouses are entitled to precedence over non-covered persons for services and either receives access to a service earlier in time than a non-covered person or, if the resource is limited, receives access to the service instead of or before the non-covered person.
- It is important to note that state and local program operators do not have the discretion to establish further priorities within the overall priority established by the regulations.



# Priority of Service: IMPLEMENTATION

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- States must address priority of service in their comprehensive strategic plan for their workforce investment system and develop policies for the delivery of priority of service by the State Workforce Agency, Local Workforce Investment Boards, and Career Centers for all job training programs delivered through the workforce system.
- The policy or policies must require that processes are in place to ensure that veterans and eligible spouses are identified at the point of entry and given an opportunity to take full advantage of priority of service.





# Priority of Service: IMPLEMENTATION

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- States' policies must require each Local Workforce Investment Board to develop and include in its strategic local plan, policies and procedures implementing priority of service for the local One-Stop Career Centers and for service delivery by local workforce preparation and training providers.
- Written copies of local priority of service policies should be maintained at all service delivery points and available to the general public.



# Who is a Veteran? Two Definitions

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- 38 U.S.C. 101(2) - served at least one day in the active military other than training; their discharge is other than dishonorable. *Full time duty for training only or for state National Guard duties does not confer veteran status.*
  - Applies to **Priority of Service**, also to WIOA and HVRP
- 38 U.S.C. 42(4211)(4) - 181 days or more of active military service and discharge other than dishonorable; discharged due to service connected disability; reservist served on active duty..; and sole survivorship.
  - Applies to **Jobs for Veterans State Grant (JVSG)**



# Who is an Eligible Spouse?

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- 38 U.S.C. 4215(a)(B)
- A spouse of a veteran who –
  - Is MIA or a POW for at least 90 days
  - Died of a service connected disability
  - Has a total disability resulting from a service connected disability
  - Died while a total disability was in existence



# Verifying Veteran Status

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- It is not appropriate to require verification of veteran status at the point of entry.
- Self-attestation is sufficient for access to employment services.
- The only services requiring prior verification of eligibility are those that require a commitment of outside resources, such as classroom training.
- If documentation is not available, the veteran should be enrolled on a priority basis while waiting on proof of eligibility.



# Verifying Veteran Status

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- Status can be verified by referring to the following documents:
  - Form DD-214.
  - Official VA notice of disability establishing entitlement to rating or compensation.
  - Official notice from DoD documenting eligibility.
  - Official notice from the NC Division of Military and Veteran Affairs of entitlement.





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How do you obtain a DD-214?





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- RESEARCH OUR RECORDS
- VETERANS' SERVICE RECORDS
- EDUCATOR RESOURCES
- VISIT US
- AMERICA'S FOUNDING DOCUMENTS

# Veterans' Service Records

Home > Veterans' Service Records > Military Service Records

## Request Service Records

- [Request Military Service Records](#)
- [eVetRecs Help](#)
- [Other Methods to Obtain Service Records](#)
- [Special Notice Regarding Requests](#)

## Military Service Records

- [About Service Records](#)
- [Correcting Service Records](#)
- [Medical and Health Records](#)
- [Locations of Service Records](#)
- [Older \(pre-WWI\) Service Records](#)
- [What Records are NOT Available?](#)

## Request Military Service Records

Recent military service and medical records are **not online**. However, most veterans and their next of kin can obtain **free copies** of their DD Form 214 (Report of Separation) and the following military service records any of the ways listed below.

### Looking for?

- DD 214/ Separation Documents
- Official Military Personnel File (OMPF)
- Replacement Medals
- Medical and Health Records

- [Burials and Emergency Requests](#)  
(Same day service possible)

### What if I'm not the Veteran or next-of-kin? Can I still access files?

- **It depends on the date** the service member separated from the military. Military personnel records are **open to the public 62 years after** they leave the military. *(To calculate this, take the current year and subtract 62.)* Records of any veteran who separated from the military 62 (or more) years ago can be ordered by **anyone** for a copying fee (detailed below under "cost"). See [Access to Military Records by the General Public](#) for more details.

### But what if it's been less than 62 years?

- Records of individuals who left service **less** than 62 years ago are subject to access restrictions and only limited information or copies may be released to the general public within the provisions of the law. The [Freedom of Information Act \(FOIA\)](#) and the Privacy Act provide

# Priority of Service: TRAINING SERVICES

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- For a service such as classroom training, priority of service applies to the selection procedure, as follows.
  - First, if there is a waiting list for the formation of a training class, priority of service requires a veteran or eligible spouse to go to the top of that list.
  - Second, priority of service applies up to the point at which an individual is both:
    - a) approved for funding and,
    - b) accepted or enrolled in a training class.

*\*Once a non-covered person has been enrolled in a training class, priority of service is not intended to allow a veteran or eligible spouse who is identified subsequently to "bump" the non-covered person from that training class.*







# Applying Priority of Service

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- Universal Access programs – veterans and eligible spouses must receive priority of service over all others.
- Programs with Eligibility Criteria – veterans and eligible spouses must first meet eligibility criteria and then receive priority of service within any sub-group.



# Applying Priority of Service

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- Statutory Criteria – required by law to provide a priority or preference for a particular group (e.g. low income). Priority of Service applies within the sub-group.
- Discretionary Priorities – program includes a focus on serving a particular group without being mandated in law. Priority of Service applies without restriction.



# Priority of Service: EXAMPLE

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- **Statutory** – A veteran at 90% of the poverty rate and a non-veteran at 10% of the poverty rate both present for WIOA services. Both are eligible for services.
- The non-veteran may have greater need, but the veteran is seen first due to priority of service requirements.
- **Discretionary** – A local WDB is focused on serving an urban population in their service area and requires that priority be given to clients who live inside the city limits of a city in the service area. Veterans who do not live in the city limits must still receive priority of service if they reside in the service area.

# Exemption of Military Service-Related Income

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- Programs with income criteria in rule or policy must note that most income related to military service should not be considered in eligibility assessments.
  - Compensation for service-connected disability/death.
  - Educational Assistance funds (GI Bill) for Active Military or Reserve members.
  - Training and rehabilitation payments to disabled veterans.
  - Survivor's and dependents' educational assistance.
- Pension benefits are not exempt.



# Exclusion of VA Funded Training Allowances

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- WIOA regulations require the coordination of WIOA funded training with “other grant assistance” (e.g. Pell Grants).
- VA funded benefits are not included in the statutory and regulatory category of “other grant assistance.”
- Program operators may not require veterans or eligible spouses to exhaust their entitlement to VA funded training benefits prior to enrollment in WIOA.



# Monitoring Priority of Service

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- US Department of Labor will monitor the implementation and operation of programs to ensure Priority of Service is observed.
- Monitoring is the responsibility of the Veterans' Employment and Training Service (VETS) and the agency responsible for the program's administration and oversight.



# Priority of Service: GUIDANCE

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- TEGL 10-09; VPL 07-09
  - Attachment A – continuation of guidance.
  - Attachment B – comprehensive FAQ's for Priority of Service.
- TEN 15-10

## A Protocol for Implementing Priority of Service For Veterans and Eligible Spouses"

- Provides an excellent training protocol that can be used in training AJC office staff, WIB staff and SWA staff on Priority of Service requirements for veterans and eligible spouses.
- The protocol goes into considerable detail regarding the responsibilities for Priority of Service at each level.



# Priority of Service: QUICK REFERENCE

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## TEGL 10-09 (VPL 07-09)

Indicates specific requirements placed on state workforce agencies, WIBs and AJC office staff in implementing Priority of Service for veterans and eligible spouses as they relate to USDOL funded training and employment programs.

- **Page 4:** Eligibility for Priority of Service as a veteran or eligible spouse.
- **Page 6:** Guidance on applying Priority of Service to programs (like WIOA) that have statutory or discretionary eligibility criteria.

## In TEGl 10-09, Attachment A

- **Page 11:** Addresses the exclusion of most military income when programs have a low income requirement.
- **Page 12:** Guidance on verification of veteran status and that of eligible spouses..
- **Page 13:** Definition of a veteran for both Priority of Service consideration and for JVSG services, explaining the difference between the two.
- **Page 13:** The exclusion of GI Bill benefits from WIOA consideration with other grant assistance funding.







# HIRE Vets Medallion Program

Recognizing employers for their investments in recruiting, employing, and retaining our nation's heroes.

Thank you to our 2021 applicants. Awards will be announced in November.

[Review 2022 Criteria](#)

[2020 Award Recipients Released](#)



Veterans' Employment and Training Service

## Honoring the Employers who Hire our Nation's Heroes

The HIRE Vets Medallion Award is the only federal-level veterans' employment award that recognizes a company or organization's commitment to veteran hiring, retention, and professional development. [Review the criteria for the 2022 award cycle.](#)









# HIRE

## Vets Medallion Program



### 2021 HIRE Vets Medallion Award Criteria

REQUIREMENTS	LARGE EMPLOYER AWARDS (500+ Employees)		MEDIUM EMPLOYER AWARDS (51-499 Employees)		SMALL EMPLOYER AWARDS (1-50 Employees)	
	 <b>Platinum</b>	 <b>Gold</b>	 <b>Platinum</b>	 <b>Gold</b>	 <b>Platinum</b>	 <b>Gold</b>
<b>Hiring</b> (Vets hired during CY 2020)	Not less than 10% of employees hired <b>AND</b>	Not less than 7% of employees hired <b>AND</b>	Not less than 10% of employees hired <b>OR</b>	Not less than 7% of employees hired <b>OR</b>	Not less than 10% of employees hired <b>OR</b>	Not less than 7% of employees hired <b>OR</b>
<b>Retention</b> (Vets hired during CY 2019)	Not less than 85% of Vets hired retained for 12 months	Not less than 75% of Vets hired retained for 12 months	Not less than 85% of Vets hired retained for 12 months <b>AND</b>	Not less than 75% of Vets hired retained for 12 months <b>AND</b>	Not less than 85% of Vets hired retained for 12 months <b>AND</b>	Not less than 75% of Vets hired retained for 12 months <b>AND</b>
<b>Veteran Employee Percentage</b> (Vets employed on 31 Dec. of CY 2020)	N/A	N/A	At least 10% of employees are Vets	At least 7% of employees are Vets	At least 10% of employees are Vets	At least 7% of employees are Vets

#### INTEGRATION ASSISTANCE PROGRAMS

<b>Veteran Organization or Resource Group</b>	Must be established and exist by 31 Dec. 2020	Must be established and exist by 31 Dec. 2020	Must be established and exist by 31 Dec. 2020	Satisfy 1 of 2	Satisfy 2 of 5	N/A
<b>Leadership Program</b>	Must be established and exist by 31 Dec. 2020	Must be established and exist by 31 Dec. 2020	Must be established and exist by 31 Dec. 2020			N/A
<b>Dedicated HR Professional (large) or HR Veterans' Initiative (medium/small)</b>	Must be targeted to veteran employees	N/A	Satisfy 1 of 3	N/A		N/A
<b>Pay Differential Program</b>	Must be provided	N/A		N/A		N/A
<b>Tuition Assistance Program</b>	Must be available	N/A		N/A		N/A

#### OTHER ITEMS

<b>Labor Law Violations</b>	Must not have any of the violations identified in 20 CFR § 1011.120	Must not have any of the violations identified in 20 CFR § 1011.120	Must not have any of the violations identified in 20 CFR § 1011.120	Must not have any of the violations identified in 20 CFR § 1011.120	Must not have any of the violations identified in 20 CFR § 1011.120	Must not have any of the violations identified in 20 CFR § 1011.120
<b>Application Fee</b>	\$495.00	\$495.00	\$190.00	\$190.00	\$90.00	\$90.00

<sup>1</sup>The above is a brief overview of the criteria needed to qualify to receive a HIRE Vets Medallion Award. For a detailed explanation, please visit [HIREVets.gov](https://hirevets.gov) and view the Final Rule for the program.



# Value Proposition / Return On Investment

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- **Veterans:**
  - Identifies a proven “Veteran ready” employer
  - Facilitates a more focused employment search
- **Employers:**
  - Only Veteran hiring award at the federal level
  - Distinguishes local effort on a national basis
  - Assists in recruitment and advertising effort
  - Certificate/Award from the Secretary of Labor
  - Rights to a “digital” Medallion with year of award to use
    - Could mean **recognition over competitors**
  - ***Published list of award recipients***
    - ***+600K Veterans served by DOL / 165K TSMs (2017)***



# How To Apply for HIRE Vets

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- Access via [HIREVets.gov](https://hirevets.gov) and submit electronically.
- Status via application system dashboard and email alerts to the employer.

## Verification

- ▶ Self-attestation by CEO or CHRO
- ▶ Validation of the information submitted
- ▶ Check for compliance with DOL Veteran Labor Laws: USERRA and VEVRAA
- ▶ VETS cannot ensure that information submitted for evaluating an application will not be released to the public. Therefore, information submitted by an applicant may become available to the public. The HIRE Vets Medallion Program is a voluntary program. In order to ensure reviewability, all applicants must provide the required information in order to qualify for an award.



# Annual Program Schedule

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- Jan 1<sup>st</sup>: Account registration open
- Jan 31<sup>st</sup> - Apr 30<sup>th</sup>: Application period open
- Feb–Jun: Initial application review
- Mar-Jul: Return of applications and feedback to those employers with applications needing clarification/correction
- Jul-Sep: Final review of applications
- Oct: Notification of expected award/denial to participants
- Nov: Official award and Secretary recognition of recipients





