

## **Attachment K**

### **New Hampshire's Veterans Employment and Training Service Plan**

**FY 2005**

#### **I. Planning and Coordination**

##### **A. Projected Employment Outlook for Veterans in New Hampshire**

1. The projected employment opportunities for veterans in New Hampshire are widely distributed within the service industry field in general. In particular, the twenty occupations expected to grow the fastest (percentage growth) are heavily concentrated in health services, with Medical Assistants, Optometrists and Medical Records and Health Information Technicians topping the list. The expected increase in job openings in these fields is more than 60% in the next ten years. New Hampshire has several large medical facilities, such as Dartmouth-Hitchcock Hospital in Hanover. Also, the southern part of the state is in close proximity to Boston with its nationally recognized medical facilities.

As has been the trend in other parts of the United States, New Hampshire has seen a large decline in both manufacturing and information technology fields. Further evidence of this decline is seen with the number of companies in New Hampshire receiving Trade Act certification tripling in the last three years. Due to budget cuts at the State and local level in New Hampshire, an increase in employment opportunities from these entities is not anticipated. The State of New Hampshire has had a hiring freeze for over a year with no end in sight.

2. The Disabled Veterans' Outreach Program (DVOP) specialist, Local Veterans' Employment Representative (LVER) and Wagner-Peyser staff has access to current labor market information for New Hampshire and their local area on their desktop computers at our Nnetworks web site. When conducting employer outreach, staff uses this information to target employers projected to increase employment opportunities in their area.
3. The veteran population to be served by the public labor exchange staff includes all veterans and eligibles accessing the One-stop. The DVOP's primary focus is providing intensive services to the disabled veteran population and secondarily to all veterans. The LVER staff works with newly separated veterans, transitioning veterans and spouses and all veterans.

## B. Program Integration and Coordination

1. a. The Disabled Veterans' Outreach Program (DVOP) specialists and the Local Veterans' Employment Representative (LVER) staff work in daily collaboration with New Hampshire Employment Security (NHES) staff and WIA and other One-Stop partners to promote employment, training, placement and other opportunities for veterans. Intra-staff collaboration is also enforced via program updates shared among partners during regularly scheduled staff meetings. On a daily basis, "5 minute stand up" meetings are held each morning in many local offices as a daily briefing of the events of the day. During this briefing, all one-stop staff share information on new job orders received, employer information received by staff during outreach and any positive recruitment taking place in the one-stop.
  
- b. Reemployment services for claimants became a major focus of the Employment Service Bureau during FY 2004. All staff providing staff assisted services to the claimant population will be providing a more intensive focus through group workshops automatically scheduled at specific intervals during the claims process. The workshops present information on interviewing skills, resume writing, networking and, for the long term unemployed, information on how to "jump start" a work search. The LVER/ DVOP staff and the NHES staff work together to present the workshops. The veteran staff is only involved when there are veterans as part of the group.  
The group workshops have provided another way for staff to identify economically disadvantaged veterans needing intensive services. Once identified, these veterans receive case management services and are seen on a regular basis.
  
2. a. The LVER and DVOP staff works with the Veteran's Administration Vocational Rehabilitation and Employment (VAVR&E) program to assist qualified veterans seeking training. VAVR&E, in turn, refer veterans who are completing training programs to the LVER/DVOP for job placement assistance. Through an agreement with the State Veterans Council, representatives from their agency visit the NHES offices throughout the state twice a month to assist veterans with problems or questions regarding Veterans' Administration benefits.
  
- b. Many of the LVER and DVOP are members of Veterans' Service Organizations in their community or have established working relationships with these groups. Veterans attending the TAP program are made aware of the resources offered in our thirteen one-stop offices throughout the state. NHES is a member of the State Apprenticeship Council and works closely with both the state and federal apprenticeship representatives. The LVER and DVOP staff on the western border of New Hampshire have developed a close association with their counterparts in Vermont to enhance services available to veterans in their area.

c. The LVER and DVOP staff will continue to conduct outreach to local organizations in their labor market area to increase employment opportunities for veterans. Eligible veterans in the Seacoast area are referred to the Compensated Work Therapy program. Other outreach activities to increase the awareness of employment and training opportunities for veterans are public service announcements via local radio stations, job fairs, homeless shelters and a veterans' page on NHES web site.

### C. Delivery of Services in the One-Stop System

1. a. Veterans receive priority service from New Hampshire Employment Security staff in the one-stop career centers. Preference is given to veterans for all new job listings received by the one-stop and veterans have preferred access to a range of other services, including counseling, job search workshops, job referrals and job developments.

b. Priority of service is provided starting with the receptionist in the one-stop, who is the initial point of contact. A series of questions are asked to efficiently direct customers to the appropriate services. During the group Benefit Rights Interview workshop, veterans are identified and given priority for assignment to a staff person for one-on-one services.

c. The LVER, DVOP and Manager will monitor priority of service for veterans in the one-stop center by reviewing monthly reports and providing training to all employment service staff on their responsibility to provide priority of service to veterans.

d. Each one-stop center will be staffed or covered by either a DVOP specialist or an LVER designated to work exclusively with veterans. Priority of service is provided starting with the receptionist in the one-stop, who is the initial point of contact. A series of questions are asked to efficiently direct customers to the appropriate services. Veterans are identified at this point and referred to the DVOP, LVER or employment service staff

e. During the assessment process, issues such as, disability, referral by VA VR&E, homelessness or past incarceration are identified. Employment counseling and case management services are provided as appropriate. Should a veteran require a referral to other services in the one-stop, the partner agency is advised of the applicant's veteran status in order to ensure priority of service. Veterans meeting eligibility criteria for specific training programs under New Hampshire's Unified Plan of the Workforce Investment Act receive priority placement into the program in accordance with RSA 115 Chapter B.
2. a. Intensive services are available to eligible veterans, transitioning service members, vocational and difficult to serve veterans needing additional services to overcome barriers to employment. Intensive services include:

- assessment
- documented employment plan
- career guidance
- case management

b. As part of NH's Unified Plan under the Workforce Investment Act (WIA), the thirteen New Hampshire Employment Security (NHES) offices were designated one-stop career centers called NHWORKS. These full service one-stop offices were developed to meet the needs of both employers and individual customers by offering a wide array of services under one roof. This collaborative effort includes the NH Department of Education (Adult Education, Vocational Rehabilitation, Vocational Education), NH Community Technical College (NHCTC), Community Action Agencies and NH Employment Security. Partner agencies are co-located in the one-stop centers to provide customers with easy access to employment and training providers. New Hampshire Employment Security has an agreement with the Department of Health and Human Services to provide employment service to Foods Stamp recipients and Temporary Assistance to Needy Family clients.

3. The managers of each local One-stop are responsible for monitoring activities of their staff to ensure compliance with the New Hampshire veterans' plan. Monthly Job Match System reports, VETS 200 reports and 9002 reports are all used to track services to veterans. Each manager has received a copy of the State plan and is aware of their obligation to carry out the provisions of the plan.

#### D. Outreach, Advocacy and Promotional Activities.

1. a. The combined efforts of the LVER, DVOP and one-stop staff are utilized to conduct comprehensive outreach activities to provide veterans with information on services available through the public labor exchange and partner agencies. These efforts include providing information on veterans services as part of:

- Trade Act/North American Free Trade Agreement group orientation
- Rapid Response presentations
- Presentations to community based organizations

Other outreach activities, which seek to maximize awareness of opportunities available to veterans in the state One-stop centers include:

- Public service announcements via local radio stations
- Outreach by the LVER and DVOP staff to veterans' service organizations
- Job Fairs
- Outreach to homeless shelters
- Veterans' page on NHES web site

b. The measurement of the effectiveness of outreach efforts will be measured by meeting the entered employment and job retention standards as negotiated. The 9002 and VET 200 reports will track this information.

2. Activities to promote increased hiring opportunities for veterans and eligible persons will include attendance at job fairs, positive recruitment, employer contacts by veteran staff to Federal contractors and employer outreach by all One-stop staff.

E. Performance goals

1. Pursuant to VPL 04-04, New Hampshire’s negotiated and approved performance goals for the public labor exchange and for staff associated with the grant are as follows:

**Public Exchange Measures**

All Veterans

VJSEER	@67%
VJSERR	@67%
VEER (Staff Assisted)	@69%

Disabled Veterans

VJSEER	@64%
VJSERR	@63%
VEER(Staff Assisted)	@66%

**Grant Based Performance Measures:**

LVER	All Veterans	Disabled	Recently Separated
EER	64%	62%	70%
ERR	69%	66%	72%
EER (S/A)	66%	64%	74%

DVOP	All Veterans	Disabled Veterans
EER	64%	62%
ERR	67%	67%
EER (S/A)	66%	64%
EER (Case Managed)	64%	63%

a. New Hampshire has been working with labor exchange staff during FY 04 to achieve the National goals during the hold-harmless year. Given the fact that the goals are based on data that is at least a year and a half old, it is difficult to put a time frame on reaching the goals set forth. With more emphasis put on case management of claimants during the past six months plus additional staff training, it is expected that the goals will be achieved.

b. Grant based staff has refocused on entered employment and job retention during the past year through case management of the veteran population. Given the fact that the goals are based on data that is at least a year and a half old, it is difficult to put a time frame on achieving the newly negotiated goals.

F. Non-DVOP/LVER Staff or Activities Supported by Grant Funds

1. New Hampshire does not support non-DVOP/LVER staff with Jobs for Veterans State grant funds.
2. New Hampshire's grant funds are not used to support any activities not clearly identifiable as DVOP/LVER related.

G. Direct Costs Associated with the grant

The following object class cost categories from the Cost Accounting System (CAS) are used to report and track all direct costs other than Personal Services (PS) and Personal Benefits (PB) associated with the grant:

Supplies  
Communications  
Travel  
Equipment rent  
Equipment Expense  
Premise rent  
Premise expense  
Services  
Other

These are standard and approved object cost categories for implementing DOL funded grants. Costs which are not program specific, such as, Premise rent, Premise expense, Services, etc. are allocated on a "Fair Share" basis.

Direct costs for items such as, travel, mileage reimbursement and supplies are comparable to other grants received from Department of Labor.

#### H. Indirect Costs

The rate for indirect costs allocated by the State of New Hampshire for all programs administered by New Hampshire Employment Security is set at 1/8%.

## **II. Performance Awards and Incentives**

New Hampshire is prohibited from using these funds to provide performance and incentive awards per a determination made by the Commissioner of New Hampshire Employment Security, John J. Ratoff. This decision was based on legal restrictions in the Collective Bargaining Agreement and restrictions under New Hampshire State law. (ATTACHMENT A)

## **III. Disabled Veterans Outreach Program**

### A. Duties Assigned to DVOP Specialists

1. The duties assigned to the DVOP specialists in New Hampshire are as specified in Veterans' Program Letter 11-02, dated September 16, 2002.
2. New Hampshire plans to employ five (5) full-time DVOP specialists to meet the needs of eligible veterans in accordance with Title 38, Section 4103 A. The cost per position based upon Grant Budget Worksheets is \$60, 000.

### B. Integration of DVOP Specialists into the Workforce System.

1. The DVOP specialists are fully integrated into the One-stop system in New Hampshire. All partners in the One-stop are fully aware of the veterans program and the need to identify veterans, particularly disabled veterans, needing intensive services for referral to the DVOP specialist.
2. The DVOP specialists are only assigned to assist disabled veterans, veterans and eligibles with employment and training needs.
3. Through an MOU with the VA, Chapter 31 veterans are referred to the DVOP specialists within 60 days of completing their education. DVOP provide case management of this population and report results on a quarterly basis.
4. Through our employment registration system, at group Benefit Rights Interview orientations and Eligibility Review workshops and when accessing the One-stop system, veterans are immediately identified and referred for service.

C.

1. Veterans needing intensive services are identified by the receptionist when they first enter the One-stop. They are also identified by employment service staff and referred to the DVOP specialist.
2. DVOP specialists work with the veterans in their office for the most part. Veterans needing intensive services are assigned to the DVOP specialist.
3. In the offices with a DVOP specialist, all veterans are referred for an initial assessment .

D.

1. DVOP specialist vacancies are filled in accordance with the New Hampshire State Personnel rules. The vacancy is posted within New Hampshire Employment Security for 10 days. To qualify for the DVOP position, applicants must meet state standards for Interviewer I or Interviewer Trainee and must be a veteran with a service-connected disability, qualified eligible veteran or eligible person. If the posting closes with no qualified applicants, the position is posted to the general public with the same requirements.
2. The vacancy announcement is listed with New Hampshire Employment Security's Job Match System (JMS) and the State Personnel's job opening lists that are both on the web. Staff in the local office searches the JMS database for qualified veterans and contacts them with information on how to apply. Vacancies listed by State Personnel are posted for 30 days. If there are no qualified applicants, the position is posted for another 30 days. Again, the staff conducts an intensive search for qualified veterans registered in the JMS database, as well as, contact the VA and VSO. The vacancy is also be advertised in the newspaper. Every effort is made to fill the DVOP specialist position with a qualified service-connected disabled veteran. Currently, all DVOP positions in New Hampshire are held by veterans with a service connected disability.

#### **IV. Local Veterans Employment Representatives**

A. Duties Assigned to the LVER Position

1. The LVER and employment service staff in each office coordinate outreach activities to solicit job orders and make job development contacts to employers in their area. The LVER staff are responsible for maintaining contact with the Federal Contractors in their labor market area and have a goal of ten employer contacts per month.

2. New Hampshire plans to employ six (6) full time LVER staff to meet the needs of eligible veterans in accordance with Title 38, Section 4103. The cost per position based upon the Grant Budget Worksheet is \$70,000.

#### B. Manager's Report on Services to Veterans

1. A quarterly Manager's Report of Services to Veterans will be submitted by the LVER to the manager by the 10<sup>th</sup> of the month following the completed quarter. The manager will send the completed report to the appropriate Assistant Director of Operations who will forward a copy of the statewide report to the DVET by the 15<sup>th</sup> of the month. The report will contain information regarding compliance with federal laws and regulations with respect to providing priority of service to veterans and a description of any activities designed to promote employment and training opportunities for veterans. The report will also include Chapter 31 activities for all offices.

#### C. LVER Hiring Process

1. LVER vacancies are filled in accordance with the New Hampshire State Personnel rules and following guidelines for Veterans' Preference. The vacancy is posted within New Hampshire Employment Security for 10 days. To qualify for the LVER position, applicants must meet state standards set for Counselor or Counselor Trainee and must be a veteran with a disabled veteran with service-connected disability, a qualified eligible veteran or eligible person. If the posting closes with no qualified applicants, the position is posted to the general public with the same requirements.
2. The vacancy announcement is listed with New Hampshire Employment Security's Job Match System (JMS) and the State Personnel's job opening lists that are both on the web. Staff in the local office searches the JMS database for qualified veterans and contacts them with information on how to apply. Vacancies listed by State Personnel are posted for 30 days. If there are no qualified applicants, the position is posted for another 30 days. Again, the staff conducts an intensive search for qualified veterans registered in the JMS database, as well as, contact the VA and VSO. The vacancy is also be advertised in the newspaper. Every effort is made to fill the LVER position with a qualified service-connected disabled veteran. Currently, all LVER positions in New Hampshire are held by disabled veterans with a service connected disability.

#### V. Transition Assistance Program

##### A.

1. The Transition Assistance Program continues to be a highly successful resource for separating service members and their spouses. This valuable program provides a comprehensive agenda with a full range of labor market information, job search skills and other critical career related information, designed

specifically for service members who are approaching return to the civilian workforce. The program is a collaboration on the part of the US Department of Labor-VETS, Department of Defense, the Department of Veterans' Affairs and New Hampshire Employment Security. A Memorandum of Understanding (MOU) has been agreed upon and signed by the involved agencies. (Attachment B)

2. The primary facilitator is Thomas Forbes, LVER and the back up facilitator is Gary Wilbur, LVER. Both have successfully completed NVTI's TAP Facilitator training program - Tom Forbes in March 2001 and Gary Wilbur in August 1998.

**B.**

1. Program responsibilities are as follows:

- a. US Department of Labor – VETS. POC: Director, VETS-NH.
  1. Program agenda and delivery, including guest speaker
  2. Evaluate TAP facilitator performance and the program's overall effectiveness.
  3. Provide manuals for TAP facilitators and participants.
- b. Department of Defense. POC: Shipyard Transition Manager.
  1. Logistical support, including arranging a suitable workshop site.
  2. Workshop scheduling; participant registration.
  3. Announce and actively promote the program to commanders and potential participants.
- c. Department of Veterans' Affairs. POC: Regional Director.
  1. Present information relative to veterans' benefits and eligibility.
  2. Coordinate with the DVET and Director, VR&E regarding implementation of a DTAP if required
- d. State Workforce Agency. POC: Director, Employment Service Bureau.
  1. Provide NVTI-trained TAP facilitators and other SWA guest speakers to present expert information as needed.

2. The Fiscal Year 2005 TAP workshop schedule is as follows:

<b>NEW HAMPSHIRE</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
<b>PORTSMOUTH NAVAL SHIPYARD</b>	1	0	1	0	1	1	0	1	0	0	1	1	7