

**New York State
Jobs for Veterans State Grant (JVSG)
Program Years (PY) 2024 – 2027
State Plan**

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A. How the State Intends to Provide Employment, Training, and Job Placement Services to Veterans and Eligible Persons Under the JVSG Program

When a veteran or eligible person undergoes eligibility determination for enrollment (i.e., in Workforce Innovation and Opportunity Act (WIOA) Adult programs), Career Center staff initiate the screening process to determine their status. At the point of entry, career center staff determine eligibility for referral and enrollment to receive Individualized Career Services (ICS) from a Disabled Veterans' Outreach Program (DVOP) specialist by completing the Military Service Questionnaire (MSQ) with every customer who identifies as a veteran or eligible person, regardless of the service delivery program that they are assigned to. The MSQ is a triage form used to determine if the customer is eligible to receive Local Veterans' Employment Representative (LVER) services and also eligible to meet with a DVOP specialist. Customers are notified that the information is being requested on a voluntary basis; that it will be kept confidential; that refusal to provide it will not subject them to any adverse treatment; and that it will be used only in accordance with law. If a veteran or eligible person does not have documentation verifying their eligibility, they are afforded access on a priority basis to all services provided by program staff, including individualized career services, after self-attestation. Employment, training, and job placement services are provided either virtually (via Zoom, WebEx, or Microsoft TEAMS) or in person depending on customer preference and available technology.

The U.S. Secretary of Labor, through the Assistant Secretary for Veterans' Employment and Training, identified certain categories of veterans and eligible persons most in need of ICS to mitigate their barriers to employment. NYSDOL provides immediate services to these individuals as defined by guidance from the U.S. Secretary of Labor.

Veteran or eligible persons collecting Unemployment Insurance (UI) benefits, who are not work search exempt, are scheduled to attend individual appointments for reemployment services. In Career Centers that have DVOP specialist coverage, and when characteristic information is available in the NYSDOL management information system indicating the veteran or eligible person is DVOP eligible, the customer is scheduled first from the UI weekly download to meet with the DVOP specialist for services.

When veterans or eligible persons assisted under another service delivery model are assessed as DVOP eligible per administration of the MSQ, staff members refer the customer to the DVOP specialist, if that office has DVOP coverage. If the veteran or eligible person is determined ineligible for DVOP services, or a Career Center does not have an available DVOP specialist, the customer continues receiving one-on-one services from the initial Career Center staff member on a priority basis.

For walk-in veterans or eligible persons not collecting UI, Career Center staff use the MSQ at the point of entry to determine DVOP specialist eligibility. Customers eligible for DVOP services are referred to the DVOP specialist if that office has DVOP coverage. If the veteran or eligible person is determined ineligible for DVOP services, or a Career Center DVOP specialist is not available, the customer receives one-on-one services from Career Center staff on a priority basis.

When a veteran or eligible person is determined to be Job Search Ready (JSR), their information is provided to the LVER for advocacy and placement services. The LVER collaborates with our Business Engagement Team staff members and works very closely with their local community of businesses for the placement of veterans or eligible persons in suitable employment opportunities.

NYSDOL regularly monitors employment, training, and job placement services to veterans and eligible

persons through monthly reports, virtual and phone conferences with JVSG program staff, meetings with managers and supervisors, and when making on-site visits at the local Career Centers. NYSDOL policy was established to ensure Career Center professional staff are proficient in accurately recording veteran and eligible person status in New York State's case management system, the One Stop Operating System (OSOS). If a customer enters through a partner organization serving veterans or eligible persons, that organization can utilize OSOS to support priority of service and JVSG program services to their customer base.

B. The Populations to be Served by DVOP Specialists and Consolidated DVOP/LVER Staff, Including the Eligibility Criteria for Referral to DVOP Services

Targeting Services to Highest Priority Veterans

All duties assigned to DVOP specialists are performed in accordance with those prescribed by Title 38, Chapters 41 and 42. The Secretary of Labor, through the Assistant Secretary for Veterans' Employment and Training, identified certain categories of veterans most in need of individualized career services by the DVOP specialists to mitigate their barriers to employment. The Secretary established certain populations of veterans as having significant barriers to employment (SBE):

- Special disabled or disabled veterans;
- Homeless veterans;
- A recently separated service member who at any point in the previous 12 months has been unemployed for 27 or more weeks;
- A veteran-offender who is currently incarcerated or who has been released from incarceration;
- Veterans Lacking a high school diploma or high school equivalent certificate; and
- Low-income veterans.

Veterans with a SBE, Vietnam-era veterans, veterans between 18-24 years of age, Eligible Transitioning Service Members, Spouses and Caregivers, and any other population specified by the Secretary remain the highest priority.

NYSDOL provides immediate services to veterans and eligible persons who attest to belonging to one of the high priority populations. Career Center staff have the Military Service Questionnaire (MSQ) for veteran and eligible person customers to complete, identifying these targeted populations.

Veterans and eligible persons recognized as DVOP eligible are instantly referred to DVOP specialists (when available) or to another Career Center staff member for individualized career services including an initial assessment, comprehensive assessment, an Individual Employment Plan (IEP), a resume, and consistent contact through a case management approach.

Veterans Participating in the U.S. Department of Veterans Affairs (VA) Veteran Readiness and Employment (VR&E) Program

Veterans participating in the Department of Veterans Affairs (VA) Veteran Readiness and Employment (VR&E) Program are amongst NYSDOL's highest priority customers. In accordance with VPL [01-16, Change 1](#). The Department of Labor Veterans' Employment & Training Service and the Department of Veterans Affairs Veteran Readiness and Employment Joint Partnership Modernization Project and the accompanying Technical Assistance Guide (TAG), NYSDOL has a local (state level) MOA with USDOL/VETS and the VA/VR&E Program that delineates roles and responsibilities for staff in the partner agencies.

NYSDOL's primary roles are to provide labor market information to veterans who are entering a VR&E Program and to provide priority job search assistance via a case management approach for those veterans completing their VR&E Program. All partner agencies are involved in a monthly review of VR&E customers and their progress in reaching their suitable career goals. Any problems involving services, referrals, and processes are also discussed as they occur.

NYSDOL also developed a *VR&E Career Center Service Guide* to provide staff members with a standard procedure for best serving our VR&E veterans. These procedures explain the different VR&E referral types, outline case management services, and reinforce the importance of collaborating with the VA for successful outcomes. NYSDOL identified a VR&E Intensive Services Coordinator (ISC) to be a liaison between the VA and Career Center managers, and who monitors services and outcomes to veterans participating in the VR&E program. The ISC also functions as a resource for all NYSDOL staff when providing services to these veterans. All staff members provide the ISC with monthly progress reports for each VR&E referred veteran they are working with to ensure quality service. DVOP specialists and staff members are expected to provide case management services for VR&E customers, which includes labor market information, a comprehensive assessment, and an IEP based upon the employment needs of the veteran and the plan provided by the VA. In addition, DVOP specialists and staff members provide regular job search services and job referrals. LVER staff members focus on providing suitable employment opportunities for this priority group of veterans through job matching and by conducting business outreach and marketing the veterans' skills, education, experience, and other positive attributes.

DVOP specialists provide outreach services at a variety of venues to veterans that might also benefit from VR&E services, including Soldier Recovery Units (SRUs) and Homeless Veterans' Reintegration Program (HVRP) grantee locations. These veterans are referred to the VA so they can access any VR&E services for which they may be eligible.

Returning Wounded or Injured Service Members

New York State is honored to provide specialized DVOP services to the soldiers assigned to the SRU at Fort Drum. These soldiers have incurred disabilities as a result of their military service and normally spend between six and twelve months assigned to the SRU while they receive medical evaluations and care. Although some of the soldiers may eventually be retained in the military, most will be discharged with a service-connected disability and need to transition into new careers.

Fort Drum

The Fiscal Year 2009 NYS JVSG supported a Special Initiative DVOP specialist at Fort Drum. NYSDOL established an invaluable partnership with Fort Drum and intends to have a DVOP specialist stationed there through the period covered in this State Plan. Fort Drum is the largest military base in the northeast, home to thousands of soldiers. The DVOP specialist coordinates with USDOL/VETS, the Warriors in Transition military leadership, the Soldier and Family Assistance Center (SFAC), the Army Career Alumni Program (ACAP), and other partner agencies to ensure these transitioning service members receive all the help and support needed to successfully transition to the civilian sector. DVOP specialist individualized career services include initial and comprehensive assessments and IEPs based upon the service member's interests, skills, education, abilities, and medical profile. Other services include assistance with resume preparation, federal employment applications, and interviewing skills.

The LVER staff member assigned to provide services in Jefferson County continues to organize and conduct dedicated career fairs for the soldiers assigned to Fort Drum. These career fairs provide a venue for the soldiers to explore career options and enable them to make more informed decisions as they transition to the civilian sector. The career fairs include a mix of businesses, educational institutions, and service providers. NYSDOL will continue to promote the Governor's Program to Hire Disabled Wartime Veterans (55c) and the NYS Veterans' Temporary Hiring Program at the career fairs and Town Hall meetings.

Homeless Veterans

NYS has assigned a central support staff member to coordinate and monitor NYSDOL services to homeless veterans served by Homeless Veteran Reintegration Program (HVRP) grantees. DVOP specialists are assigned to work with the HVRP grantees up to one day per week based upon the needs of the grantee and the veteran customers they serve. Services are tailored and may include both on-site, at the local Career Center, or virtual case management services, job search workshops, access to training opportunities or other services available through our One-Stop Career Center System. NYSDOL also participates in Employment Information Nights at some HVRP grantee locations and in Stand Down events.

Formerly Incarcerated

Getting a job after being released from incarceration is known to be a key success factor while on parole or probation. Statistics have shown that most formerly incarcerated individuals who violated parole or probation were not employed at the time of the conviction. Finding employment is an extremely important step for all formerly incarcerated individuals, but there can be additional obstacles in the paths of veterans. NYSDOL established a relationship with NYS Department of Corrections and Community Supervision to inform transitioning veteran inmates about our DVOP specialists, LVER staff, and career services.

DVOP specialists and Career Center staff members provide case management services to veterans who are currently incarcerated or who have been released from incarceration. NYSDOL encourages LVER staff members to conduct business outreach to promote the hiring of this population through the benefits of the Work for Success Program, the WOTC tax credit, and the Federal Bonding Program.

Veterans Lacking a High School Diploma or Equivalent Certificate

Operation Recognition, created by Section 305 of NYS's Education Law, recognizes the devotion and sacrifice of all veterans who left school early by presenting them with a high school diploma. All NYSDOL career center staff are informed about this program so they can refer eligible veterans.

Individualized career services are provided by DVOP specialists and Career Center staff to veterans who lack a high school diploma or equivalent certificate. Some may need assistance in identifying training centers, potential funding sources, and obtaining their credentials. Others may find that they need assistance with choosing a new career, developing a resume, and job seeking skills.

Demobilizing National Guard Members

NYSDOL developed a partnership with USDOL/VETS and the NYS National Guard to provide a variety of services to National Guard members at their Yellow Ribbon Reintegration Events held in various locations

throughout the state. At pre-deployment and post-deployment events, staff provides information on NYSDOL services including job search assistance, Unemployment Insurance (UI) benefits, the Governor's Program to Hire Veterans with Disabilities, and current veteran initiatives. DVOP specialists and staff members provide follow-up to those veterans and eligible persons needing individual assistance. In addition, NYSDOL provides a variety of Job Search Workshops at these events. NYSDOL plans to support all upcoming Yellow Ribbon Reintegration Events scheduled by the NYS National Guard throughout the timeframe covered in this plan.

C. The Roles and Responsibilities Assigned to DVOP Specialists, LVER Staff and Consolidated DVOP/LVER Positions by the State as Outlined in 38 U.S.C. § 4103A and 4104

DVOP Specialists

DVOP specialists focus on providing and facilitating individualized career services to only the populations as defined by Veterans' Program Letters (VPLs) [03-14, Change 1](#), [03-14, Change 2](#) and [03-19](#). Serving a limited population allows DVOP specialists to dedicate their time to providing individualized career services to those determined to be most in need of these services.

NYSDOL provides immediate services to individuals who self-attest to belonging to one of these populations. Career Center staff have the MSQ for assistance with identifying DVOP eligible customers. Veterans recognized as DVOP eligible are referred to the DVOP specialists (when available) or another Career Center staff member for case management services.

DVOP specialists utilize the case management approach taught through the National Veterans Training Institute (NVTI) which includes a Comprehensive Assessment, and an Individual Employment Plan (IEP) and consistent contact. The Comprehensive Assessment includes an in-depth structured interview ascertaining any specific barriers to employment. Tools such as Job Zone's Interest Inventory, Ability Profiler or Skills Profiler may also be used to help the customer determine employment goals. Once the local labor market is reviewed and an employment goal is determined, an IEP is developed. The plan includes a long-term goal, short-term goals (if appropriate) and steps to meet the goal(s). Referral to supportive services (including needs related payments) may be necessary to assist the customer in overcoming barriers or to utilize veteran benefits to further their education and careers.

Subsequent services are provided based upon the individual needs of the customer through a customer service delivery model designed to move 100% of veterans served through the NYS Career Center System into employment. This program increases the quality of employment related services, standardizes the delivery method, and ensures the ongoing engagement of customers served. Veterans and eligible persons are required to attend appointments. DVOP specialists continue to engage and communicate with the customer bi-weekly (at a minimum) between appointments, to provide continuous case management services and job referrals. They also work with the LVER and local Business Engagement Teams to ensure that job leads are timely plus they follow-up on any referrals made to community agencies/supportive services not available through the Career Center. All communications must be thoroughly documented in OSOS. If they remain unemployed after the second appointment, a case conference with other NYSDOL staff members is held to determine next steps. Once a customer exits our system, follow-up services are provided for an additional 60 days to assist with the transition and to alleviate any additional barriers encountered.

LVER Staff

LVER staff members actively coordinate business outreach efforts with the NYSDOL Business Engagement Team. The duties assigned to LVER staff members promote to businesses, business associations, and business groups the advantages of hiring veterans. LVER staff members advocate for all veterans and eligible persons served by the One-Stop Career Center System. They also facilitate easier access to appropriate employment and training services for their customers in their local labor market areas.

Consistent with VPL [03-14](#), LVERs participate in the following appropriate activities:

- Planning and participating in job and career fairs;
- Conducting business outreach in conjunction with businesses, 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 businesses outreach efforts.

LVER staff members establish and maintain regular contact with their local businesses, including federal contractors. They assist in maintaining a database of federal contractors to improve the synchronization between the Business Engagement Teams and veteran program staff, ensuring job postings for federal contractors and veteran friendly businesses receive priority referrals.

Additionally, they record specific job orders in the OSOS case management system while matching, referring, and placing from the veteran talent pool in their local areas. When a job is not available, the LVER works with a business to develop a job that aligns with the business need as well as their available veteran talent.

LVER staff members advocate on behalf of NYS veterans and eligible persons through presenting informational programs about their highly marketable skills and experience. They also provide information on business incentives such as the Work Opportunity Tax Credit (WOTC) and the Hire-A-Veteran Credit, both of which provide tax credits to businesses who hire eligible veterans.

Through coordination with the local Business Engagement Teams, they help organize and/or participate in veteran focused career fairs, hiring events, customized recruitments, and other business orientated functions including those targeted to businesses owned by veterans.

In November 2011, a new “Experience Counts” initiative was launched to help ensure the valuable and specialized military experience of veterans be recognized when they transition to the civilian workforce. The NYS Department of Criminal Justice Services (DCJS), NYS Department of State (DOS), NYS Department of Veterans’ Services (DVS,) and NYSDOL worked together to help establish a program for veterans to obtain security guard licenses using their military experience. In March 2014, the overall program was expanded to cover military spouses as well as veterans. This new addition to the program allows military spouses to use licenses and training from other states to transition into several professions in NYS. The LVER staff members promote the Experience Counts program locally and work on expanding the program to include additional licenses.

The LVER staff members also represent NYSDOL at Regional Economic Development Council (REDC) meetings as members of the Veterans' Work Group, a Governor's initiative to "Promote Veterans Participation in the Workforce." Members include representatives from the Region's Veterans Service Agencies and Organizations. The REDC Veterans' Work Group was created to promote participation by veterans in the Consolidated Funding Application (CFA) and develop strategies to encourage other potential CFA applicants to include workforce goals related to veteran's employment. This committee also works to promote veteran's programs to local businesses such as Experience Counts, Veterans Tax Credits, and the establishment of a 6% goal in the awarding of state contracts to service-disabled veteran-owned small businesses.

D. The Manner in which DVOP, LVER Staff and Consolidated DVOP/LVER staff are Integrated into the State's Employment Service Delivery System

All DVOP specialists and LVER staff are fully integrated into the New York State functionally aligned One-Stop Career Center System. All veterans are co-enrolled into the VETS, Wagner-Peyser, and WIOA Programs, and transitioning service members who seek DVOP specialist services at a federal military installation are co-enrolled in the Wagner-Peyser and VETS programs. These transitioning service members are also co-enrolled in the WIOA program if they receive additional services at a Career Center or affiliate site. Local Workforce Development Boards (LWDBs) are required to develop local functional alignment and customer flow plans that incorporate Career Center staff, including JVSG-funded staff. DVOP specialists and LVER staff members are assigned to service delivery teams in a manner consistent with their federally mandated roles and responsibilities while being tailored to meet the needs of the local areas. Veterans and eligible persons receive priority of service by all Career Center staff, ensuring they have access to the full range of resources available within the One-Stop Career Center System. Veterans and eligible persons who meet the DVOP services criteria are immediately referred to a DVOP specialist or another Career Center staff member, if a DVOP is not available.

JVSG-funded staff are programmatically directed from the NYSDOL state campus office location while being supervised with coordination by Wagner-Peyser funded management staff and may be functionally supervised by other Career Center staff based upon the Local WIOA plan. On a state level, the Veterans Program Unit is functionally aligned within the Bureau of Employment & Workforce Opportunities (BEWO), Division of Employment and Workforce Solutions (DEWS). This organizational structure promotes a coordinated operational structure to offer the best possible service for our veteran customers. The NYS Veterans Program Unit coordinates with USDOL/VETS, military transition site managers, NYSDOL Career Center managers, partner agency staff and JVSG-funded staff members to ensure all veteran services are provided in a quality manner.

JVSG-funded staff serving veterans in locations other than Career Centers work with the staff members of the hosting agency or program to integrate the services available to our mutual veteran customers. For services provided in support of the U.S. Department of Veterans Affairs/Veteran Readiness & Employment Program (VA/VR&E), a formal Memorandum of Agreement (MOA) is in place that delineates partner responsibilities and service delivery processes as well as expectations. In other instances, such as at Soldier Recovery Units (SRU) and Homeless Veteran Reintegration Program (HVRP) grantee locations, verbal agreements are in place. In all cases, frequent communication, coordination of resources, and joint issue resolution are paramount to ensuring NYSDOL provides the best possible service to these priority groups of veterans as conveyed throughout the State Plan.

NYSDOL conducts activities that promote job training and employment opportunities for veterans,

working with partner agencies to leverage resources. These activities include Career Fairs, Veterans Information & Resource Fairs, Veteran Owned Business Seminars and Interagency Roundtable Events as well as services that are delivered through partner agencies at Career Centers or virtually. Furthermore, programs and workshops provided by partner locations promote the services available through NYSDOL JVSG staff members.

NYSDOL also works closely with other agencies such as the NYS Department of Veterans Services to ensure all staff serving veterans are aware of the myriad of resources available to veterans. Strategies include providing partner links on web sites and cooperative participation in informational programs targeted to veterans, eligible persons, and veteran service providers. Career Center signage communicating Priority of Service refers customers to the NYS Department of Veterans Services website, and the NYSDOL website provides links to a variety of employment and training opportunities available to veterans including federal, state, and local jobs; apprenticeships; Vet Central; the VA Job Bank; and Feds Hire Vets. The NYSDOL Veterans Program is a primary point of contact for businesses, non-profit agencies, educational and training institutions, and other service providers interested in recruiting or serving veterans. These contacts are shared with other NYSDOL staff members to promote linkage at the local level.

LVER staff members are fully connected to the Business Engagement Team members in their local area for the collaboration of services. They work closely in identifying opportunities for businesses to hire veterans and to market the veteran talent available. LVER staff are also involved with the other business, industry, and college partners in their Career Centers.

NYSDOL staff also promote the development of education and training opportunities for veterans within the education community through Career Center partnerships with training and educational providers. Emphasis is placed on training for in-demand occupations as expressed by local businesses and on educational programs offered at NYS universities and community colleges. In all cases, services are delivered to meet the individual needs of the veteran and eligible person customer. Those without barriers to employment or who do not require individualized career services may choose to use a wide variety of web-based resources to meet their individual employment needs. Others who require much more support in making employment and educational/training decisions have DVOPs and other NYSDOL staff members available to assist them. NYSDOL staff are fully skilled to provide services tailored to the individual veteran including case management services, referral to training opportunities or supportive services, and job referral/placement services.

E. The Performance Incentive Award Program to Encourage Individuals and Employment Service Offices to Improve and/or Achieve Excellence in the Provision of Services to NYS Veterans

The objective of the annual JVSG Performance Incentive Award Program is to motivate all staff members in the provision of exceptional services to NYSDOL veteran customers throughout the One-Stop Career Center System. Through awareness of the JVSG Performance Incentive Award Program, staff will be motivated to provide remarkable services and continuously improve modernized service delivery.

Nomination and Selection Process

Office Awards

The office awards will be based upon two components: analysis of objective data and subjective nomination. Offices that have achieved excellence in the provision of quality services to veterans will be eligible for an award. For the office to qualify for an incentive award, the office must have provided an initial assessment within the requirements of the initial assessment policy, to a higher percentage of veterans than non-veterans and have a lower percentage of unemployed veterans than non-veterans exiting from services without a successful outcome. Once it is determined that an office meets both criteria above, a written nomination form will be solicited from the office manager.

The written nomination is designed to demonstrate an office's excellence in the provision of services to veterans or the improvements they have made to the service delivery system over the program year. The nominations will require narrative and/or data in each of the following three categories: Services to Veterans, Services to Special Populations and Outreach. These categories will require, as a minimum, the following information:

Services to Veterans

- Number of veterans served with successful outcomes
- Level of customer satisfaction

Services to Veterans in Special Populations

- Number of veterans served with successful outcomes
- Level of customer satisfaction

Outreach

- Number of veterans hired as a direct result of business and service provider outreach activities
- Level of satisfaction reported from approved outreach activities

The nomination scoring is structured in a manner similar to a Request for Proposal in that each category and subcategory will have a maximum number of points associated with them, guidance on what qualifies in each category and a scoring guide to assist in assigning points to a nomination. Nominations are blind scored by a committee to develop a score to be associated with the nomination.

The objective and subjective scores are added together to obtain a total score for each eligible office. There is a minimum score established to determine which nominees will qualify for an award. The minimum score will be established to ensure that the total number of awardees will not exceed 50% of the total number of offices determined eligible for the award for that program year.

Individual Awards

The individual staff awards will be based upon two components: analysis of objective data and a subjective nomination. To be considered for the incentive award, staff must be nominated. Veterans' Program staff may be nominated for an award by themselves, by other Veterans' Program or Career Center staff, and/or by supervisory staff or managers. Nominations for the individual awards will be submitted to the Veterans' Program Administrator.

The objective data component for the incentive award plan consists of 5 criteria that the Disabled Veterans' Outreach Program (DVOP) Specialist staff members and 5 criteria that the Local Veterans' Employment Representative (LVER) staff members were held accountable to during the Program Year. The objective component has the additional benefit of aligning the individual incentive awards with the

associated goals in the tasks and standards for staff evaluations. It also adds an impartial component to the awardees scoring process, strengthening the award advantage for truly high performers.

DVOPs

The objective component will consider performance on the following services to DVOP eligible veteran customers provided by DVOP staff members in their coverage areas:

Veterans Served
Comprehensive Assessment
Individual Employment Plan
Labor Market Information
Entered Employment Rate

Scoring for the Veteran Served category will be based on the number of veterans served by the individual staff member throughout the Program Year. Scoring for each service-based measure (i.e., Comprehensive Assessment, Individual Employment Plan, or Labor Market Information) will be based on the percentage of veterans who were provided the required services. For scoring the Entered Employment Rate (EER) outcome-based measure, each staff member’s total veterans that entered employment is divided by the total exited to determine entered employment rate. Then the individual EER is weighted to account for regional veteran EER differences. As with the service-based measures, the outcome-based measures assign staff a score based on their performance.

LVERs

The objective component will consider performance on the following services provided by LVER staff to veterans and businesses within their catchment areas:

Outreach to Businesses
Job Orders and Referrals
Matching Customers
Business Outreach Follow-up
Entered Employment Rate

The scoring methodology will vary depending on the measure being assessed. Please note that the 5 criteria for LVERs will be weighted equally to the 5 criteria for DVOPs. For the service-based Outreach to Businesses measure, the LVER will be expected to connect with businesses each week (based on local area volume). Outreaches will be aggregated over the entire Program Year. Scoring will be based on the total number of outreach activities completed. In the service-based Job Orders and Referrals measure, LVER staff will be expected to provide referrals to veteran customers for new job orders taken. Scoring will be based on the number of referrals provided to veteran customers in relation to the job orders entered per LVER staff member. For the service-based Matching Customers measure, LVER staff will be expected to provide at least one match to a veteran customer within their assigned catchment area. Scoring will be based on performance which will equal the percentage of veteran customer(s) matched to jobs out of the total population of veteran customers in the catchment area, while also being weighted to account for regional veteran job seeker volume differences. In the service-based Business Outreach Follow-up measure, LVERs must contact businesses within 5 days of making a referral. To count positively, there must be a two-way communication with the business. Unreturned emails/phone messages will not count. Scoring will be based on performance which will equal an even ratio of the

number and percentage of referrals with a successful business follow up. For the outcome-based Entered Employment Rate measure, the values will be calculated as they are for DVOPS as outlined in the section above on page 11.

The written nomination is designed to demonstrate an individual's excellence in the provision of services to veterans or the improvements they have made to their service delivery over the program year. The nominations will require narrative and/or data in each of the following three categories: Services to Veterans, Services to Special Populations and Outreach. These categories will require, as a minimum, the following information:

Services to Veterans

- Percentage of veterans served with successful outcomes
- Level of customer satisfaction

Services to Veterans in Special Populations

- Percentage of veterans served with successful outcomes
- Level of customer satisfaction

Outreach

- Percentage of veterans hired as a direct result of business and service provider outreach activities
- Level of satisfaction reported from approved outreach activities

The nomination scoring is structured in a manner similar to a Request for Proposal in that each category and subcategory will have a maximum number of points associated with them, guidance on what qualifies in each category and a scoring guide to assist in assigning points to a nomination. Nominations are blind scored by a committee to develop a score to be associated with the nomination.

The objective and subjective scores are added together to obtain a total score for each nominee. There is a minimum score established to determine which nominees will qualify for an award. The minimum score will be established to ensure that the total number of awardees will not exceed 50% of the total number of program staff at the end of the program year.

Cash Awards using the One-percent Incentive Award Allocation

NYSDOL intends to use up to 1% of the annual JVSG allocation for Performance Incentive Awards. NYSDOL is the entity that administers the funds. All incentive award funds are obligated by September 30th and liquidated by December 31st. A committee selects recipients, establishes awards, and reports the use of the Incentive Awards funds in the JVSG Fiscal Year fourth quarter report. Individual monetary awards are allocated for a maximum of 100% of the designated annual incentive award funds. The total individual award for each staff member, will not exceed \$3,000. The annual incentive award allocation will be equally distributed amongst the individual awardees and dispersed in the staff pay checks closest to Veterans Day.

Non-cash Awards Charged to the Base Allocation

Non-monetary office incentive awards are funded from the annual base allocation funds. Each office will receive a recognition plaque along with several other branded items (i.e., coffee mug, pen, business card holder) for each staff member in the office acknowledging their exceptional services to veterans. A total maximum amount of \$500 will be spent on each office. The recipients are identified prior to the end of the fiscal year. All office awards are shipped to the appropriate Career Center locations for distribution

on/around Veterans Day.

Challenges in Carrying out a Performance Incentive Award Program

NYSDOL does not anticipate any challenges in carrying out a performance incentive award program as mandated by 38 U.S.C. § 4102A(c). NYSDOL plans to participate in the JVSG Performance Incentive Award Program on an annual basis during Program Years (PYs) 2024-2027. Revised Performance Incentive Award plans will be submitted to USDOL/VETS after the approval of appropriate union and NYS officials.

F. Performance Targets for Direct Services to Veterans Provided by JVSG Staff, as Measured by Participants'

States must identify and set performance targets for specific indicators for direct services to veterans provided by JVSG staff in their State Plans. The established JVSG targets will cover veterans served by JVSG staff only.

JVSG Performance Measures for New York State:

- Employment Rate 2nd Quarter After Exit: 44.2%
- Employment Rate 4th Quarter After Exit: 46.4%
- Median Earnings 2nd Quarter After Exit: \$6,784