



**Combined Strategic Workforce
Development Plan**

**Jobs for Veterans State Grants (JSVG)
Program Specific Requirements**

2024-2027

Guam PYs 2024-2027

Jobs for Veterans' State Grants

(OMB Control Number: 1293-0017)

Components of the Jobs for Veterans State Grants State Plan

Jobs for Veterans State Grants (JVSG) recipients must provide a four-year state plan as a condition for the receipt of annual funding in accordance with 38 U.S.C. § 4102A(c). This plan must include responses to each of the components below.

a. Describe how the state intends to provide employment, training, and job placement services to veterans and eligible persons under the JVSG program (i.e., virtually and in-person).

The American Job Center offers both in person and virtually employment services to all eligible veterans and qualified individuals on Guam with the goal of assisting veterans in overcoming barriers to employment and matching veteran job seekers with the best career opportunities available. Guam has one AJC located in Hagatna, Guam. All GU/DOL staff including JVSG staff, are located at the AJC and serve the entire territory of Guam. JVSG staffing levels are dependent on USDOL JVSG Grant funding.

The DVOP Specialists are fully integrated in the American Job Center. AJC partner staff conduct the necessary triage to ensure only SBE-qualified veterans, spouses, and other populations designated by USDOL/VETS are seen by the DVOPs. In addition, AJC staff coordinate with the Business Service Unit of the AJC to develop employment opportunities for veterans. They work hand in hand with the WIOA staff to ensure priority of service for their participant's training opportunities.

JVSG DVOPs use the state job-matching system "HireGuam" to document services provided to our veteran clients and employers. Veterans register for employment in HireGuam, and when SBE clients are job ready, DVOPs coordinate with the American Job Center Business Service Unit to coordinate job matching with employers.

DVOP Specialists provide individualized career services and facilitate placement to meet the employment needs of participants. Individualized career services to SBE veterans and eligible persons include a comprehensive assessment and individual employment plan using the case management system. DVOPs are required to remain in consistent contact with their clients to ensure employment needs are met. The goal is to provide the necessary tools to our veterans and eligible persons to be successful with job search and placement.

DVOP Specialists also provide assistance with resume writing, resume review and interview preparation and labor market information to maximize the job search experience.

DVOP Specialists provide referrals to appropriate AJC partner programs that align with the Individual Employment Plan of their clients, specific to training services. Referrals are made to the WIOA Adult, Youth and Dislocated Worker Programs, the Senior Community Service Employment Program, and Vocational Rehabilitation Program that all provide Training Services to our clients.

b. List the populations to be served by Disabled Veterans' Outreach Program (DVOP) and consolidated position staff, including the eligibility criteria for referral for DVOP services.

In accordance with Title 38 U.S.C. Section 4103(a), DVOPs and provide individualized career services to eligible veterans and eligible persons to meet their employment needs, prioritizing

services to special disabled and other disabled veterans, as defined by Title 38 U.S.C. Section 4211, and current VPLs and other relevant guidance, to other eligible veterans in accordance with priorities determined by the Secretary. The statute also requires that DVOPs place maximum emphasis on assisting veterans who are economically or educationally disadvantaged.

Guam's vision is to provide meaningful services that promote successful careers for eligible veterans and eligible persons per current VPLs and other relevant guidance. The DVOPs assigned to the VR&E program cases work closely with V.A. staff to provide individual career services as well as career guidance and pre-rehab plan assessment information.

The DVOPs provide employment assistance through basic and individualized career services in a case management service delivery strategy, including, at minimum, an objective assessment and Individual Employment Plan to veterans and other eligible persons identified with an S.B.E., including disabled and special disabled veterans. DVOP Specialists also provide assistance with resume writing, resume review, interview preparation and labor market information to maximize the job search experience. They refer their participants to WIOA training opportunities as appropriate.

Eligibility Criteria for Referral for DVOP Services:

Guam is dedicated to serving veterans, and in particular veterans with SBEs. An eligible veteran (as defined by 38 U.S.C. § 4211(4)) must also meet the criteria of having an SBE before they can be referred to a DVOP for individualized career services. Alternatively, a person must belong to an additional population identified through current appropriations.

Once AJC staff determine a client's eligibility and need for individualized career services, the AJC must refer them to a DVOP if one is available to accept a new client. Here are the eligibility criteria for DVOP services:

- A special disabled or disabled veteran, as those terms are defined in 38 U.S.C. § 4211(1) and (3); special disabled and disabled veterans are those:
 - Who are entitled to compensation (or those who would be entitled to compensation, yet are not receiving it due to the receipt of military retired pay) under laws administered by the Secretary of Veterans' Affairs; or
 - Who were discharged or released from active duty because of service-connected disability.
- Other eligible veterans as defined under 38 U.S.C. § 4211(4); eligible veteran means a person who:
 - Served on active duty for a period of more than 180 days and was discharged with other than a dishonorable discharge;
 - Was discharged or released from active duty because of a service-connected disability;
 - As a member of a reserve component under an order to active duty pursuant to section 12301(a), (d), or (g), 12302, or 12304 of title 10, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge; or
 - Was discharged or released from active duty by reason of a sole survivorship discharge.
 - A homeless person, as defined in Sections 103(a) and (b) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. § 11302(a) and (b)), as amended.

- A recently separated service member, as defined in 38 U.S.C. § 4211(6), who has been unemployed for 27 or more weeks in the previous 12 months.
- An offender, as defined by WIOA Section 3 (38), who is currently incarcerated or who has been released from incarceration.
- A veteran lacking a high school diploma or equivalent certificate.
- A low-income individual (as defined by WIOA Section 3 (36)).

Additional eligible populations include:

- A veteran between the ages of 18 and 24 years old who possess limited civilian work history.
- A Vietnam-era veteran. Vietnam-era veterans are those for which another part of their active military, naval, or air service was during the Vietnam era (the period beginning February 28, 1961, and ending May 7, 1975, in the case of a veteran who served in the Republic of Vietnam during that period, and the period beginning August 5, 1964, and ending May 7, 1975, in all other cases).
- Eligible Transitioning Service Members, Spouses, and Caregivers. In annual appropriations bills since the consolidated Appropriations Act of 2014, Congress authorized JVSG grants to support services described in VPL 07-14 to:
 - Transitioning members of the Armed Forces who have been identified as in need of individualized career services;
 - Members of the Armed Forces who are wounded, ill, or injured and receiving treatment in Military Treatment Facilities (MTFs) or Warrior Transition Units (WTUs); and
 - The spouses or other family caregivers of such wounded, ill, or injured members.

Veterans and other eligible persons who do not fall into one of the categories targeted for services by DVOP specialists are entitled to priority of service and may be eligible for services under WIOA Title I for adults, dislocated workers, and youth or WIOA Title III for employment services under the Wagner-Peyser program.

The JVSG program, as a WIOA partner, will also work to improve the quality of services provided to veterans through the AJC system and looks forward to aligning the program with other WIOA partner programs outlined above.

c. Describe the roles and responsibilities assigned to Disabled Veterans' Outreach Program (DVOP) specialists, Local Veterans' Employment Representative (LVER) staff, and consolidated DVOP/LVER positions by the state. These must be consistent with 38 U.S.C. 4103A and 4104.

In accordance with Title 38 U.S.C. Section 4103(a), DVOPs provide individualized career services to eligible veterans and eligible persons to meet their employment needs, prioritizing services to special disabled and other disabled veterans, as defined by Title 38 U.S.C. Section 4211, and current VPLs and other relevant guidance, to other eligible veterans in accordance with priorities determined by the Secretary. The statute also requires that DVOPs place maximum emphasis on assisting veterans who are economically or educationally disadvantaged.

Guam's vision is to provide meaningful services that promote successful careers for eligible veterans and eligible persons per current VPLs and other relevant guidance. The DVOPs assigned to the VR&E program cases work closely with V.A. staff to provide career guidance and pre-rehab plan assessment information.

The DVOPs provide employment assistance through basic and individualized career services in a case management service delivery strategy, including, at minimum, an objective assessment and Individual Employment Plan, review of resumes, interview preparatory, labor market information and job-matching to veterans and other eligible persons identified with an S.B.E., including disabled and special disabled veterans.

d. Demonstrate the manner in which DVOP, LVER and consolidated DVOP/LVER staff are integrated into the state's employment service delivery systems or American Job Center (AJC). This demonstration should show active engagement between JVSG and other AJC staff, such as through participation in staff meetings and cross-training opportunities.

DVOPs are fully integrated into the employment services provided by the American Job Center (AJC) on Guam from initiation, assessment and referral for services including training and job placement for veterans that are aligned with the AJC programs.

DVOPs are also integrated by attending AJC staff meetings, training sessions, and by sharing Information among programs so that all staff are aware of the services available to veterans.

DVOPs and the JVSG program are integrated with the VA VRE program. 100% of Guam VRE job ready veterans are referred by the VA counselor to the JVSG staff for employment services. The VRE counselor and the assigned DVOPs maintain bi-weekly contact. Both work together to ensure continuity of services.

Veterans will initiate activities with the American Job Center by (a) walking into and signing in at the center; (b) completing the self-registration process online in HireGuam; (c) referral from a partner veteran services agencies and entities, Veteran organizations; or (d) meeting with AJC staff at local outreach activities. No matter what route a veteran takes to initiate activities, AJC staff are utilized to do initial assessment of eligibility and program services required. It is only after this initial assessment that a participant will be referred to the JVSG DVOP program, if they meet the SBE criteria.

DVOP assessments of needs and service availability includes all programs in the AJC. The DVOP will make referrals to all partner programs that the participant is eligible for and desires to participate in. These include WIOA Title I programs and Title I of the Rehabilitation Act of 1973 (DVR) as amended by WIOA Title IV. This also includes the Senior Community Service Employment Program (SCSEP).

DVOPs are integrated into the AJC job placement programs by referring participant resumes to the Business Service Unit for job development when job opportunities are not available in HireGuam or the participant has not been successful in job applications in HireGuam. They coordinate with all programs that DVOP participants were referred to for job readiness and job placement activities to both avoid duplication and to expand the employer resources available to participants. Activities with program referrals are coordinated with DVOP efforts.

DVOPs rely on the AJC staff and partner programs for employer outreach that will benefit JVSG program participants. The AJC staff assists DVOPs by planning and participating in job and career fairs; in conjunction with employers conducting job searches and workshops, and establishing job search groups; coordinating with 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.

e. Describe the state's performance incentive award program to encourage individuals and/or employment service offices to improve and/or achieve excellence in the provision of services to veterans, including:

1. the nomination and selection process for all performance incentive awards to individuals and/or offices;

Based on the guidance from VPL 01-24, Attachment 5, the Service to Veterans Award is given by the Guam Workforce Development Board (GWDB) to recognize, promote and encourage individuals and offices to achieve excellence in the provision of services to veterans and/or to demonstrate improvements to the system for the delivery of those services. Monetary awards of significant value will be given to recipients along with recognition in front of their peers to encourage future improvements. The managers and supervisors of the American Job Center Guam (AJC) will conduct the nominations for providing direct and indirect services to veterans and submit those to the Guam Workforce Development Board (GWDB). Nominations must include documented evidence such as performance data from the current fiscal year, letter of commendation, etc., to support the nomination. The GWDB, along with the Director and Deputy Director of the Guam Department of Labor (GDOL) will review nominations and approve those demonstrating excellence in the various criteria.

The Service to Veterans Award is 1% of total grant funds. Recipients will receive a monetary award. The amount of the award will be determined by the number of approved individuals, offices, and work groups divided by the total funding available. All nominations are due by June 30 and award approval will be determined by September 15.

The Incentive Award program has two types of awards and exists to:

- Encourage the improvement and modernization of employment, training, and placement services for veterans; and to
- Recognize the efforts of eligible employees for excellence in how they provided such services or for having made demonstrated improvements in providing services to veterans.

The Outstanding Service to Veterans Award is based on the following criteria.

Nominations will give specific, written examples of how the nominee or workgroup provided outstanding services to a veteran or veterans.

- In the performance of their regular job duties
 - Searches to match a veteran to jobs in HireGuam
 - Contacting employers on behalf of veterans
 - Providing training services to veterans
 - Increasing the amount of intensive services provided to veterans
 - Other services to veterans not listed above

OR

- Performing duties other than their statutory roles and responsibilities such as:
 - Going the extra mile to improve the employability of a veteran
 - Other “going-the-extra-mile” services to veterans

The Improving Services to Veterans Award is based on the following criteria.

Nominations will provide written examples of how the nominee or workgroup ensured that there is improvement to the overall system of providing services to veterans. Examples include:

- Improvement of pathways within the Guam Workforce Development Board for providing services to veterans
- Improved percentage of intensive services delivered to eligible veterans or eligible spouses
- Ensuring that eligible veterans and eligible spouses with significant barriers to employment are served by the DVOP specialist
- Other services not listed above that improve the overall system of services to veterans

The AJC managers and supervisors will submit their approved Service to Veterans Award recipient information to the Administrative Services Officer (ASO) of GDOL. The State will monitor the awards program to ensure the awards are being used and that the recipients meet the criteria for the Service to Veterans Award.

2. the approximate number and value of cash awards using the one percent incentive award allocation;

The total amount for this award will be determined by the number of approved individuals, offices, and work groups divided by the total funding available based on the requirement for the award to be not more than 1% of grant funding or not to exceed \$1,380.00.

3. the general nature and approximate value of non-cash performance incentive awards to be charged to the base allocation; and

N/A

4. any challenges the state may anticipate to carrying out a performance incentive award program as mandated by 38 U.S.C. § 4102A(c). This should include any state laws or policies that prohibit such awards, if applicable. Describe the state's efforts in overcoming those challenges.

N/A

f. List the performance targets for direct services to veterans provided by JVSG staff, as measured by participants':

employment rate in the second quarter after exit from the program;

employment rate in the fourth quarter after exit; and

median earnings in the second quarter after exit.

Measure	PY2024	PY2025
Employment Rate 2 nd Quarter after Exit	58.0%	58.0%
Employment Rate 4 th Quarter after Exit	45.0%	45.0%
Median Earnings 2 nd Quarter after Exit	\$5,800	\$5,800