

# One Stop Employment Shops

## American Job Centers

Did you know that Veterans receive “priority of service” through the American Job Center (AJC) and some Veterans, including those experiencing homelessness, are eligible for enhanced services from specialists at the AJC who can help Veterans get good jobs?

### What is the American Job Center?

The American Job Center (AJC) is a workforce development network comprised of online resources and approximately 2,500 centers across the country. This nationally coordinated system brings the tools and resources from the Departments of Education (Ed), Labor (DOL), and Health and Human Services (HHS) into local communities. AJCs connect unemployed and low-income Americans to the world of work through comprehensive employment services that meet individual needs. These AJCs provide education, training, retraining, employment placement, and follow-up services to over one million Veterans every year.

### What is Priority of Service?

According to the Department of Labor, priority of service is provided to all covered persons, which includes:

- “Veterans and the spouses of any Veteran who died of a service-connected disability,
- Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days: Missing in action; Captured in the line of duty by a hostile force; or Forcibly detained or interned in the line of duty by a foreign government or power, or
- Any Veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs or any Veteran who died while such a disability was in existence.”

### What enhanced services can homeless Veterans receive?

At the AJCs, Veterans receive priority of service through Jobs for Veterans State Grants (JVSG)-funded specialists Disabled Veterans Outreach Program (DVOP) Specialists and Local Veterans Employment Representatives (LVERs).

**Local Veterans Employment Representatives:** LVERs engage with local employers to help Veterans connect to gainful employment. This outreach and engagement strategy could include employer workshops, employer seminars, or joint employer-consumer job clubs. LVERs focus on identifying local opportunities for Veterans in the AJC system.

**Disabled Veterans Outreach Program Specialists:** A DVOP Specialist works directly with Veterans. They provide intensive services to help Veterans obtain placement in competitive employment. DVOPs prioritize service to Veterans with Significant Barriers to Employment..

In 2014, the Department of Labor Veterans Employment and Training Service (DOL-VETS) directed DVOPs to limit their activities to providing services to eligible Veterans and eligible spouses who either meet the definition of an individual with a Significant Barrier to Employment (SBE) or are members of a Veteran population identified by the Secretary of DOL as **eligible for DVOP services**.

### What can the DVOPs do?

Intensive services provided by DVOPs can include:

- Comprehensive skill and needs assessments;
- Individualized Employment Plan (IEP) development;
- Group and individual counseling and career planning; and
- Short-term pre-placement services like basic life and interviewing skills.

### What is a Significant Barrier to Employment?

Veterans who are homeless and Veterans who are low-income would likely qualify as having an SBE. Your local DVOP can conduct an eligibility assessment to determine whether the Veteran is eligible for enhanced services.

### What can you do NOW to engage your local AJCs and DVOPs?

- ✓ **Find your closest American Job Center:** Visit <http://jobcenter.usa.gov/> to find the nearest American Job Center. Because not all AJCs have DVOPs, if a DVOP is not available to provide services for a Veteran with SBE, the Veteran will be referred to an AJC provider of intensive services. If you cannot find contact information for a nearby DVOP, e-mail [hvrp@nchv.org](mailto:hvrp@nchv.org).
- ✓ **Know the eligibility for services:** The AJC may have different eligibility criteria than SSVF. Ask your local AJC for their specific eligibility criteria.
- ✓ **Refer eligible Veterans with SBE:** DVOPs who do not have a full caseload are required to conduct relationship building, outreach, and recruitment activities with local partners, which should include local SSVF providers. Veterans with SBE who are otherwise qualified for JVSG services can be referred to the DVOP for enhanced employment services.
- ✓ **Offer shared office space and workload:** To facilitate continuity of care, offer office space for DVOPs to use at your location and a set day each week or month for them to meet with Veterans, host orientations, or conduct job fairs.

## What are some of the benefits of working with the AJC?

- Increased access to services: AJCs can provide additional employment and training services beyond what SSVF grantees can provide.
- Reduced competition: SSVF grantees and AJCs will work together to find employment for Veterans. Both agencies, and the Veteran, benefit from increasing the Veterans' wages.
- Transportation: WIOA offers access to transportation funds for work-related travel costs.
- Training: Some soft skills training at AJCs can help Veterans prepare for employment.
- Placement: The additional resources, services, and supports of co-enrollment may lead to higher placement rates and better outcomes for Veterans.
- Employer engagement: SSVF clients will benefit from the LVERs employer outreach efforts and relationships with employers.

## What other help is at the AJC for Veterans who do not qualify for DVOP services?

Not all the Veterans served by SSVF have SBE. If the Veteran is assessed by the AJC and does not qualify for DVOP services, he or she can still be eligible for a series of other services through the AJC, to include:

Services through Wagner-Peyser are often provided in one of three modes of delivery approaches.

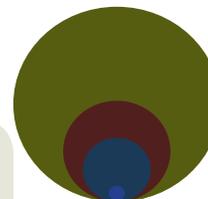


### Wagner-Peyser Employment Services

This program provides a full spectrum of employment-related services to unemployed persons, including Veterans. Services can include job search assistance, job referral, and placement assistance for those seeking employment. For those who recently lost their jobs, the Wagner-Peyser system can provide reemployment services. If you do not have a DVOP in your area or the Veteran you are serving does not have an SBE, this would be your next workforce resource.

### Trade Adjustment Assistance Program

The Trade Adjustment Assistance Program (TAA) helps dislocated workers adjust to new industries, especially in areas where prior occupations were linked to outdated skill sets and sunseting occupations.



TAA Program Results  
62,706 total participants  
32,527 participants received training  
20,577 entered employment  
4,828 Veterans were served

### Registered Apprenticeships

Registered Apprenticeships include an expansive network of over 150,000 employers in more than 1,000 occupations. Registered Apprenticeships are focused on growth industries to include health care, information technology, transportation, telecommunications, and construction. DOL's Employment and Training Agency (ETA) has formed a Registered Apprenticeship College Consortium (RACC) to provide college credit for individuals who complete a Registered Apprenticeship program.

### Reintegration of Ex-Offenders – Adult Program

RExO-Adult operates in areas with large numbers of reintegrating prisoners. This program focuses on mentoring and job training to help ease the transition back into local communities while reducing recidivism. Veterans can receive preference in this program.

### Indian and Native American Program

The Indian and Native American Program (INAP) allows Indian Tribes, nonprofit tribal organizations, Alaska Native entities, and Native Hawaiian organizations to provide federally funded comprehensive employment and training services to Indian, Alaska Native, and Native Hawaiian communities.