

Frequently Asked Questions
Allowable Activities for LVER Staff
Feb 2, 2015

What are LVER responsibilities?

LVERs perform a wide range of duties on behalf of our veterans specifically related to outreach to the employer community and facilitation within the state's employment service delivery system. These duties are outlined in 38 U.S.C. 4104(b). LVERs must be assigned duties that promote the advantages of hiring veterans to employers, employer associations, and business groups. When employer outreach is primarily accomplished by a "business services team" or like entity, the LVER must be included as an active member of that team. LVERs advocate for all veterans served by the American Job Centers (AJC) with business, industry, and other community-based organizations by participating in appropriate activities such as:

- Conducting employer outreach;
- In conjunction with employers, conducting job searches and workshops, and establishing job search groups that include veterans;
- 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;
- Providing training and technical assistance to AJC staff and stakeholders regarding veteran issues and concerns;
- Promoting credentialing, licensing, job driven training and apprenticeship opportunities for veterans; and
- Coordinating and participating with other business outreach efforts.

LVERs are also responsible for "facilitating employment, training, and placement services furnished to veterans in a State under the applicable State employment service delivery systems" (38 U.S.C. 4104(b)(2)). VETS defines this facilitation duty as the act of capacity building within the state's employment service delivery system to ensure easier access to the appropriate employment and training services for job seeking veterans. LVERs should play an important role in assisting with the development of the service delivery strategies for veterans in their assigned AJC as well as educating all AJC partner staff with current employment initiatives and programs for veterans.

Can LVER staff interact with veteran customers of the AJCs?

Yes. A LVER may meet with veteran jobseekers recommended by other AJC staff for referral to specific employment opportunities. The goal of these interactions is for the LVER to assess the veteran's suitability for referral, make the connection between veteran and employer, and develop feedback to the AJC system on best or promising practices to maximize successful veteran

employment. If the LVER determines that a veteran is in need of additional services, s/he must refer the veteran back to the appropriate AJC staff member for those services.

JVSG refocusing ensures that LVERs focus on conducting employer outreach and job development activities in the local community that will assist the AJC in connecting employers with qualified job-ready veterans. The LVER is responsible for advocating for all veterans at an AJC, and will work with the AJC's business services team to advocate for veteran hiring.

LVER responsibilities include outreach and engagement with local businesses and industry to advocate the hiring of veterans in the local labor market and identify employment opportunities for veterans. In the course of this work, LVERs will work with other AJC staff to provide job opportunities to veterans, and determine which veterans, being served by an AJC, are appropriate for referral to which employment opportunities.

LVERs can "greet" veterans who come into an AJC, but solely *for the purpose of explaining the services that are offered at the AJC and introducing a veteran to the appropriate staff member that will help them* and only if the LVER happens to be in the office and are not otherwise busy at the time.

Will LVER interactions with job-ready veterans adversely impact an AJC's metrics and result in adverse findings in a VETS audit?

No, VETS' audit tool is being modified to account for the referral or screening services provided by LVERs. However, when compared to previous years, LVER staff services to veterans, as reported on the VETS 200B Report, should continue to decline.

What is the status of the LVER outcome metric VETS was developing?

Currently, the number of LVER staff employer contacts is reported in the AJC manager's quarterly report. DOL is creating an "effectiveness of business services" performance metric as required by the Workforce Investment and Opportunity Act of 2014 (WIOA).

How does the refocusing of duties improve service to veterans?

JVSG refocusing ensures that while LVERs focus on building employer relationships and employment opportunities for veterans, DVOPs can focus on preparing veterans to become job ready. This separation of functions allows both LVERs and DVOPs to provide an improved level of service to veterans.

How does the refocusing of LVER duties improve services to employers?

JVSG refocusing ensures that LVER staff are focused on conducting outreach and job development activities in the local community and facilitation that will assist the AJC in connecting employers with qualified veterans. The LVER is responsible for advocating for all veterans at an AJC, and will work with the AJC's business development team to advocate for veteran hiring.

What kind of outreach to veterans can a LVER perform?

While DVOPs are responsible for outreach efforts to veterans, LVERs may also participate in activities such as Job Clubs, VSO events, job fairs, and other similar activities to determine if job-ready veterans who are at these events are suitable for referral to a specific employment opportunity

Where can I go if I have more questions?

We welcome you to visit our website at www.dol.gov/vets to learn more about LVER activities. You will also find the information to contact our staff directly.