



**VETERANS' PROGRAM LETTER NO. 01-26**

**TO:** ALL JOBS FOR VETERANS STATE GRANT RECIPIENTS  
ALL VETERANS' EMPLOYMENT AND TRAINING SERVICE STAFF  
ALL REGIONAL ADMINISTRATORS, EMPLOYMENT AND TRAINING  
ADMINISTRATION (INFORMATION)

**FROM:** JESSIE JANE DUFF  
Deputy Assistant Secretary of Policy

**SUBJECT:** Coordinating and Delivering Employment Services to U.S. Department of  
Veterans Affairs Veteran Readiness and Employment Participants

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**I. Purpose**

This Veterans' Program Letter (VPL) provides guidance to Jobs for Veterans State Grants (JVSG) recipients on providing seamless services to participants of the U.S. Department of Veterans Affairs (VA), Veteran Readiness and Employment (VR&E) program.

**II. References**

- A. Title 38, United States Code (U.S.C.), Chapters [31](#) and [41](#);
- B. Workforce Innovation and Opportunity Act (WIOA) (Public Law [[Pub. L.](#)] [113-128](#)) (July 22, 2014)
- C. Wagner-Peyser Act (Pub. L. 73-30) (June 6, 1933), [as amended](#)
- D. Workforce Innovation and Opportunity Act; Final Rule (WIOA DOL Final Rule) published at [81 Federal Register \(F.R.\) 56072](#) (Aug. 19, 2016)
- E. WIOA and Wagner-Peyser Act Regulations at 20 Code of Federal Regulations (C.F.R.) Parts [651](#), [652](#), [680](#), and [682](#)
- F. [VPL 05-24](#), JVSG Roles and Responsibilities and Coordination with Workforce Innovation and Opportunity Act Services to Veterans, dated April 25, 2024
- G. [VPL 07-09](#), Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in Whole or in Part by the U.S. Department of Labor, dated November 10, 2009

- H. Training and Employment Guidance Letter (TEGL) [03-24](#) JVSG Program Reforms and Roles and Responsibilities of American Job Center (AJC) Staff Serving Veterans
- I. [TEGL 10-09](#), Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in whole or in part by the U.S. Department of Labor (DOL), dated November 10, 2009
- J. [Training and Employment Notice 15-10](#), Protocol for Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in whole or in part by the U.S. Department of Labor (DOL), dated November 10, 2010

### **III. Rescissions**

- A. [VPL 01-16](#), The Department of Labor Veterans' Employment & Training Service and the Department of Veterans Affairs Vocational Rehabilitation and Employment Joint Partnership Modernization Project, dated October 30, 2015, and attachments;
- B. [VPL 01-16, Change 1](#), The Department of Labor Veterans' Employment & Training Service and the Department of Veterans Affairs Vocational Rehabilitation and Employment Joint Partnership Modernization Project dated September 15, 2016, and [Attachment B Change 1](#); and
- C. [Grant Officer Memorandum 01-19](#), Jobs for Veterans State Grant Changes to VA/DOL Memorandum of Agreement dated February 27, 2015, dated February 13, 2019.

### **IV. Background**

The VA, through its Veterans Benefits Administration's (VBA) Veteran Readiness and Employment (VR&E) Service, administers the VR&E program to rehabilitate veterans and service members with a service-connected disability that impacts their ability to work. Through this program, VR&E participants may receive assistance in learning new skills, finding a new job, starting a business, engaging in educational counseling, or returning to a former job.

The U.S. Department of Labor's (DOL) Veterans' Employment and Training Service (VETS) administers the Jobs for Veterans State Grants (JVSG). The JVSG program provides federal funding through a formula grant to state agencies in all 50 states, the District of Columbia, and the territories of the U.S. Virgin Islands, Puerto Rico, and Guam. Recipients use this funding to hire dedicated staff that provide individualized career and training-related services to eligible veterans and eligible persons with employment barriers, and that assist employers in filling their workforce needs with job-seeking veterans.

The DOL Employment and Training Administration (ETA) coordinates nearly 2,300 American Job Centers (AJC) across the country. AJCs are designed to provide a full range of assistance to job seekers, offering training referrals, career counseling, job listings, and similar employment-related services. As a required partner of the one-stop career center, JVSG-funded staff are present at many AJCs.

The VR&E program primarily supports participants' training needs, while state workforce delivery systems offer professional assistance in finding employment. When VR&E participants approach program completion, they may be referred to an AJC for employment services from a JVSG-funded Disabled Veterans Outreach Program (DVOP)<sup>1</sup> specialist or other program staff. VETS and the VBA coordinate through a Memorandum of Understanding (MOU) to ensure seamless delivery of these services to VR&E participants. The current MOU (when applicable) is published on VETS' website at [Resources | U.S. Department of Labor \(dol.gov\)](#).

States may implement local MOUs at their discretion, and VETS supports this as a promising practice. For further discussion on local MOUs, please see Attachment #1: VETS/VR&E Technical Assistance Guide (TAG).

## **V. VR&E Staff Participant Referral and Progress Monitoring**

VR&E Service staff (hereafter referred to as "VR&E staff") deliver services to their participants using a shared caseload system, meaning that VR&E staff may serve participants anywhere across the country. As participants approach completion of their training program, VR&E staff may refer them to an appropriate resource in the participant's home state for job search assistance and other career services.

To pave the way for seamless, coordinated services to all VR&E participants, the VA VR&E Service and DOL VETS request that each state maintains a shared electronic mailbox where VR&E staff may:

- *Refer VR&E participants for services.* The referral email will include the name and contact information for both the referring VR&E staff and the participant. It will also include information about the participant's employment goal and training program. VR&E staff will only send a referral once they have a signed release of information form on file from the participant.
- *Request updates on VR&E participants.* If VR&E staff are unable to contact the employment specialist who is serving a participant, they will use this shared electronic mailbox as a failsafe to attempt to reestablish contact so they can monitor the recipient's progress as required by the VA.

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<sup>1</sup> In accordance with VPL 05-24, any reference to either DVOP or Local Veterans Employment Representatives (LVER) also includes Consolidated DVOP/LVER (CODL) staff, unless clearly not applicable.

See Section VI and the attached TAG for more information and best practices.

VR&E staff continue to be responsible for closely monitoring participants' progress throughout their engagement with the AJC. For this reason, program staff who deliver DOL-funded employment services to VR&E participants are asked to email a monthly progress report for each participant to the referring VR&E staff following the processes described in this VPL and the attached TAG. Progress reports will allow VR&E staff to fulfill their obligation to monitor participants' progress as well as facilitating coordinated case management.

## **VI. State Coordination with VR&E Staff**

VETS strongly encourages each state to establish and maintain a shared electronic mailbox to which VR&E staff may send referrals for all VR&E participants within that state. The mailbox should be jointly monitored by a JVSG program manager and other, non-JVSG-funded staff, to ensure that all participants are supported whether or not they are served by a DVOP.<sup>2</sup>

State workforce delivery system staff who monitor the mailbox should:

- *Receive VR&E participant referrals from VR&E staff and assign an appropriate program staff to initiate contact and screening<sup>3</sup> for program participation.* VR&E participants should already be registered in the management information system (MIS) as directed by VR&E staff. Program staff should serve and exit VR&E participants in accordance with applicable law, federal guidance, and local policies for serving all eligible participants.
- *Ensure that one monthly progress report per participant is sent to the appropriate VR&E staff.* Monthly progress reports allow VR&E staff to monitor participants' job search efforts as required by the VA. See Attachment #1, Appendix C for the recommended format and contents, and refer to the TAG for examples and additional information.
- *Participate in quarterly meetings with VR&E and VETS staff.* These standing meetings provide a forum to discuss best practices and areas of improvement to ensure effective delivery of their state's VR&E program.

The functions of state staff who monitor the shared electronic mailbox cannot be fulfilled solely by a JVSG-funded staff. Recipients must ensure that all time and costs charged to the grant are allowable, allocable, necessary, and reasonable, in

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<sup>2</sup> Not all VR&E participants are assisted by JVSG-funded staff in their job search. A few common reasons for this are that some participants are ineligible for JVSG services and others are not located near an AJC where an appropriate JVSG-funded staff is assigned.

<sup>3</sup> In accordance with VPL 05-24, time spent screening any applicant for program eligibility cannot be charged to JVSG.

accordance with the cost principles found at 2 C.F.R. Part 200, Subpart E. In addition, JVSG-funded staff must adhere to their roles and responsibilities as established in 38 U.S.C. Chapter 41 and defined in VPL 05-24. Please refer to the following reminders when states assign duties to managers and staff who support VR&E participants:

- *JVSG-funded staff and program managers cannot oversee the work of non-JVSG staff.* (See 2 C.F.R. § 200.405.) When other AJC program staff serve VR&E participants, a JVSG-funded staff or manager cannot charge the JVSG funding for any time spent collecting, completing, or submitting monthly progress reports.
- *Local Veterans' Employment Representatives (LVER) cannot perform any of the functions described above.* (See 38 U.S.C. § 4104.) LVER staff must adhere to their statutorily defined roles and responsibilities, which do not include duties such as monitoring the state's VR&E shared electronic mailbox.
- *Disabled Veterans' Outreach Program (DVOP) staff cannot receive referrals directly from VR&E staff.* While DVOP staff are often best-equipped to deliver services to eligible VR&E participants, they must not be responsible for monitoring the state's VR&E shared electronic mailbox or for being the state's designated point of contact in lieu of a shared electronic mailbox. (See VPL 05-24 Section IX.B.4.)

## **VII. Actions Requested**

This guidance is effective immediately. States are asked to:

- A. Maintain a shared mailbox to receive emails from VR&E staff for participant referrals and monitoring.
- B. Notify their Director for Veterans' Employment and Training (DVET) and [VETS-VRE@dol.gov](mailto:VETS-VRE@dol.gov) of the shared mailbox email address and update as needed.
- C. Follow processes outlined in the VETS/VR&E TAG, including submitting a VA Form 28-10289 Monthly Progress Report each month for all VR&E participants who are receiving employment services through the state's workforce delivery system.

## **VIII. Inquiries**

Questions should be addressed to the appropriate DVET. DVET contact information can be found on the DOL website at [Regional Offices | U.S. Department of Labor \(dol.gov\)](#).

**IX. Expiration Date**

This guidance is active until superseded or rescinded. It will be reviewed for relevance on or before December 31, 2028, and every two years thereafter.

**X. Attachments**

Attachment #1: VETS/VR&E Technical Assistance Guide