

# Section VII: Jobs for Veterans State Grants

March 2, 2026

Employment Security Department

(OMB Control Number: 1225-0086)

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## Notes

**Federal prompts and questions** are *italicized*.

**Public comment period.** The draft WIOA Combined Plan is open for public comment from March 3 through April 3, 2026. Community members, partners, and stakeholders are invited to share feedback using a public comment form. All submitted comments will be reviewed by staff and considered in the finalization of the plan.

- [Link to public comment form.](#)
- Learn more about [Washington's WIOA Combined Program Plan](#).
- Learn more about the [public comment period](#).

*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.*

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## **a. Describe service delivery to people under JVSG**

*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).*

ESD's Veterans Individual Case Management Model provides a standardized and integrated framework for assisting Veterans and other eligible persons with Qualifying Employment Barriers (QEBs). Implementation of the updated model is scheduled for approximately May 2026, coinciding with the statewide launch of the new Management Information System (MIS): WA Works. This alignment ensures that screening, referral, and case-management functions are fully supported by modernized data systems and workflows.

### **Non-JVSG Staff**

When a Veteran or other potential covered person enters the WorkSource system—either in person or through virtual services—non-JVSG staff first inform them of Priority of Service (POS). If the customer requests assistance, staff conduct a basic job-readiness assessment and validate their WA Works profile. When a POS-covered person requests individualized, one-on-one services, entry-point staff refer them to any programs for which they may be eligible.

Program eligibility screening is conducted through the new WA Works MIS and is based on the customer's demographics and self-attested eligibility barriers. This process also captures the customer's attestation indicating their interest in individualized, one-on-one career coaching.

If the customer requests Individualized Career Services (ICS) and WA Works determines they meet eligibility criteria for a program, they are referred accordingly. When a customer is determined to meet DVOP eligibility, they are referred to a DVOP or CVSR for ICS. If a DVOP or CVSR is not immediately available—or if the customer does not meet DVOP eligibility—non-JVSG staff begin providing basic career services and refer the customer to other programs for which they may qualify.

### **DVOP and CVSRs Staff**

Whether meeting in person or through virtual platforms, DVOPs and CVSRs conduct comprehensive or specialized assessments to identify the customer's barriers to employment and gather information that may support their next career step, such as work history, education, special skills, and interests. These assessments may reveal barriers the eligible customer was not previously aware of. In some cases, with basic direction, the customer may be able to self-resolve the issue, concluding the ICS request. If the eligible customer desires additional individualized case management support, the DVOP or CVSR will determine whether their caseload has capacity to add a new eligible customer, including prioritization per VPL 05-24, which places Special Disabled and other disabled Veterans ahead of other eligible persons.

When capacity exists, assessing motivation becomes a key factor in determining

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whether to add a customer to the caseload. Motivation is often the strongest indicator of follow-through for individuals working to overcome employment barriers. This motivation assessment becomes the customer's first short-term goal in their employment plan. For example, if a Veteran does not have a résumé, an appropriate early short-term goal in the Individual Employment Plan (IEP) would be attending a résumé workshop.

When capacity is available and the customer demonstrates motivation, the DVOP or CVSR enrolls the eligible customer into case management services and begins developing an IEP. The IEP—along with all assessments, individualized services, and case notes—is recorded in WA Works. As circumstances change, new assessments and updates to the plan are expected. If a DVOP or CVSR does not have capacity and/or the customer's priority level is low, the customer should be redirected to another team member who can provide basic career services and refer them to other programs for which they may qualify.

DVOPs and CVSRs maintain consistent contact with case-managed customers, typically engaging with them approximately every 14 days. Both staff and customers may have legitimate reasons for exceeding this cadence—such as vacations or medical procedures—and these instances should be documented in a case note. Individualized, one-on-one career services are grounded in a customer-first approach that emphasizes trust, rapport, and support in overcoming self-defeating behaviors and actions. Non-JVSG entry-point staff may refer customers to other suitable programs at the same time they are referred to a DVOP or CVSR. Additionally, DVOPs and CVSRs should continue coordinating with WorkSource staff and partners to co-enroll case-managed customers in programs such as Basic Food Employment and Training (BFET), WIOA Dislocated Worker, Adult or Youth programs, WorkFirst, State Vocational Rehabilitation, and other internal and external partner programs. These co-enrollments help address skill-based, educational, or support-service gaps while the DVOP or CVSR continues to provide ICS.

Washington State supports multiple activities that strengthen the integration of services for Veterans and other eligible persons with Qualifying Employment Barriers (QEBs). These activities align WorkSource centers with key military, tribal, and community partners, including:

- **Washington's five primary military installations:** Fairchild Air Force Base, Naval Bases Everett, Whidbey Island, and Kitsap, and Joint Base Lewis-McChord (JBLM), which includes an "inside-the-gate" WorkSource office. These locations provide on-site support for transitioning service members (TSMs), Veterans, and other eligible persons, while promoting WorkSource and AJC resources nationwide and facilitating warm handoffs to AJCs in other states.
- **The American Lake VA Medical Center:** DVOPs provide employment information and ICS to eligible customers, including a large homeless Veteran population, as well as to ill, wounded, and injured Veterans receiving services at the facility.
- **The Yakama Nation:** One of 29 federally recognized tribes in Washington, where

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on-site ICS is provided by a CVSR to eligible tribal Veterans and their families within the borders of this sovereign nation.

- **Local Veteran coalitions and community initiatives:** These partnerships support Veterans who need additional assistance by combining employment services with ICS to help them overcome life and employment barriers, secure new employment, or retain existing employment.

### **LVER, CVSRs, and Business Service Teams**

LVERs and CVSRs work closely with Local Workforce Development Boards (LWDBs) and Business Services Teams (BSTs) to educate employers on the value Veterans bring to the workforce and to expand access to employment opportunities for all Veteran job seekers. This work includes introducing job-ready Veteran talent, conducting employer site visits, coordinating in-person and virtual hiring events with priority for Veterans, supporting employers who are new to the workforce system, assisting with job postings, participating in business and community events, and coordinating On-the-Job Training (OJT) opportunities or work experiences for Veterans.

Washington's Statewide LVER plays a key role in building relationships with the state's largest employers. By leveraging virtual tools, the Statewide LVER can engage corporate stakeholders regardless of location and provide warm handoffs to local LVERs and CVSRs through a collaborative, peer-based partnership. LVERs and CVSRs also use their Society for Human Resource Management (SHRM) memberships to build relationships with hiring managers and promote WorkSource services to employers. Outreach occurs regularly through business centers of influence and professional organizations, including local SHRM chapters, where staff have opportunities to present at industry-focused community events.

LVERs and CVSRs also utilize available lists of federal contractors and subcontractors; Veteran-, women-, and minority-owned businesses; newly created WorkSourceWA.com employer accounts; chamber of commerce information; and partnerships with unions, apprenticeship programs, and business organizations to conduct proactive outreach. These efforts promote training programs, credentialing, and licensing opportunities for Veterans.

In addition, LVERs and CVSRs participate in cross-functional teams to strengthen and maintain employer relationships. This includes partnering with local employers to conduct mock interview workshops, job clubs, and other job-search strategy activities. These engagements help employers better understand the challenges Veterans may face when transitioning to civilian employment and highlight the value of military skills and experience. They also create innovative opportunities to introduce Veteran talent to employers.

LVERs and CVSRs further support statewide integration efforts by participating in the Washington State Military Transition and Readiness Council's Community of Practice for Apprenticeship and Career Connected Learning Committee. Through this work, they actively engage registered apprenticeship programs and other training providers to

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identify and secure priority opportunities for Veterans and other eligible persons with barriers to employment, helping them access career pathways, including those in the skilled trades.

When a DVOP has a job-ready case-managed customer—or another program has a job-ready Veteran—whose barriers are resolved (or a resolution plan exists), who has a targeted-occupation résumé, is interview-ready, and has applied for a position, the LVER or BST has an opportunity to engage an employer and introduce the customer as a talented and qualified job seeker. LVERs and BSTs promote the employer services and resources available through WorkSource, including assisting new employers with building a profile or posting a job. While this method does not guarantee a job placement, it significantly increases the likelihood that the customer will receive an interview invitation.

### **Management & Administrative (M&A) Staff**

Internal Veterans and Military Families Program management staff are supported through both JVSG and non-JVSG funding. This funding flexibility allows program management staff to screen potential customers from multiple entry points and process referrals to DVOPs and CVSRs across several key pathways, including VR&E, ENPP, incarcerated Veteran referrals, and the Hilton Honors Military Program.

**VA Veteran Readiness & Employment (VR&E) Referrals:** Per VPL 01-26, the VA transitioned the VR&E program to a national service model, meaning Washington Veterans may now be assigned to a Vocational Rehabilitation Counselor (VRC) located in any state. Veterans who have completed a vocational training plan and are deemed job-ready by a VRC are referred for DVOP case management.

While this national model adds complexity—requiring coordination with VR&E offices, Employment Coordinators, and VRCs across multiple states—the service delivery outcome for Washington Veterans remains consistent. Multi-program-funded management staff:

- Screen referred Veterans for DVOP eligibility
- Connect eligible Veterans with a local DVOP or CVSR for case management
- Maintain the flow of Monthly Progress Reports (MPRs) from DVOPs/CVSRs to VRCs
- Serve as the single point of contact between DVOP/CVSR staff and nationwide VR&E Employment Coordinators through a universal email inbox

**Employment Navigator and Partnership Pilot (ENPP) Referrals:** Employment Navigators at more than 30 global military installations pre-screen transitioning service members (TSMs) who do not meet career readiness standards and refer them to Washington State through the DOL VETS ENPP program. Multi-program-funded management staff coordinate these referrals through the universal inbox.

Although Washington is not an ENPP site, the state does receive referrals. Upon receipt, the TSM is asked to create a WorkSourceWA account and is connected to the WorkSource office nearest their Washington residence.

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**Referrals for Incarcerated Veterans:** Non-JVSG-funded staff provide employment assistance to job seekers exiting from five Washington correctional facilities. Staff direct Veterans nearing release to the nearest WorkSource office. For those eligible and interested in individualized, one-on-one career services, staff make direct referrals to the nearest DVOP or CVSR.

**Hilton Honors Military Program:** The Hilton Honors Military Program, offered in partnership with the National Association of State Workforce Agencies (NASWA), provides up to 100,000 lifetime points to eligible TSMs, Veterans, Active-Duty Military Spouses, and other qualifying individuals to support lodging for verified employment-related activities such as job interviews, testing, or training. Points are not awarded for leisure travel, and awards are not guaranteed. Multi-program-funded management staff screen applications, ensure completeness, process eligible requests, and submit them to NASWA for final approval, while also providing monthly reporting on submissions, success stories, and best practices.

### **b. DVOP populations and eligibility criteria**

*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 VPL 05-24 guidance, DVOPs and CVSRs must limit their activities to providing services to eligible populations who attest that they want individualized, one-on-one career coaching. Washington's new MIS, WA Works, performs the eligibility screening function automatically based on customer-provided information. However, referrals to a DVOP or CVSR remain an entry-point staff responsibility. Eligible customers include:

**Disability:** A Veteran who receives a VA service-connected disability rating of 30% or more—or 10% or 20% with a serious employment handicap—or a person discharged or released from active duty due to a service-connected disability is considered a Special Disabled Veteran.

Veterans rated below 20% (without a serious employment handicap), or those who self-attest that a VA service-connected disability claim has been submitted and is pending, are considered Disabled Veterans.

Eligible Veterans and eligible persons who self-attest to having any disability as defined by the Americans with Disabilities Act are considered to have an Other Disability.

**Vietnam-Era Veteran:** An eligible Veteran whose active military service occurred during the Vietnam era. These Veterans often face challenges with the administrative and technological aspects of modern job search and application processes. Staff partner with community resources that teach computer skills and leverage employment-related workshops offered at WorkSource offices. Washington believes DVOPs and CVSRs are best positioned to assist aging Veterans in overcoming these unique barriers.

**Recently Separated Veteran:** A Veteran who separated from active duty within the last

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three years.

**VA Referred Veteran:** A Veteran referred for employment services by a representative of the Department of Veterans Affairs.

**Homelessness:** As defined in Section 103(a) and (b) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11302(a) and (b)), DVOPs and CVSRs target Veterans and eligible persons who are homeless, at risk of homelessness, or escaping or planning to escape dangerous conditions. Washington maintains strong connections—including co-enrollments—with HVRP grantees and conducts outreach at locations where homeless Veterans are likely to be found, such as Stand Downs, shelters, SSVF-funded partners, and the VA's Healthcare for Homeless Veterans program.

**Justice-involved:** As defined in WIOA Section 3(38), DVOPs and CVSRs conduct outreach to identify Veterans for potential case management. In areas with HVRP funding, recently incarcerated Veterans may receive transitional financial assistance for training, work clothing, food, and other employment-related needs. Outreach also occurs at regional Veterans Courts, where recently convicted Veterans are paired with community mentors for peer support.

**Aged 18-24:** DVOPs and CVSRs conduct targeted outreach to this youth population through strong relationships with military installations, colleges, and community youth employment programs. ICS helps these customers overcome challenges associated with limited work experience.

**Educationally Disadvantaged:** Individuals lacking a high school diploma or equivalent certificate.

**Economically Disadvantaged:** Low-income individuals, as defined by WIOA Section 3(36), including unemployed individuals and heads of single-parent households with a child.

**Transitioning Service Members (TSMs):** TSMs within 12 months of separation or 24 months of retirement who have participated in any portion of TAP. Although TSMs aged 18–24 are listed separately, they are also included here, as many enlist at age 19 and complete a 3- to 4-year enlistment.

Washington emphasizes coordinated support for recently exited Veterans—including qualifying Reserve and National Guard members—through partnerships with the Washington Military Department, the DoD Transition Assistance Advisor, the Yellow Ribbon Program, the Washington State Military Transition and Readiness Council (WSMTRC), and DOL-VETS ENPP.

**Wounded, ill, or injured and their caregiver:** Active-duty members receiving medical treatment at military treatment facilities, warrior transition units, soldier recovery units, or military hospitals/clinics are eligible for DVOP and CVSR services. Caregivers providing personal care to these service members are also eligible. Caregivers may be family members or non-family members residing with the service member.

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Adjacent demographic groups ESD remains attentive to, though not always screened for eligibility:

**Native American Veterans residing on tribal lands:** Washington has 29 federally recognized tribal nations. ESD's Tribal Liaison and DVOP/CVSR staff conduct outreach to Native American centers of influence. A CVSR is stationed on sovereign land at the Yakama Nation Veteran Affairs Center and provides cultural education to WorkSource staff to strengthen relationships statewide.

**Eligible Spouse:** If experiencing a QEB, the spouse of an active-duty service member who is missing, captured, or detained for 90+ days; the spouse of a 100% service-connected Veteran; or the spouse of a Veteran who died of a service-connected disability is eligible for DVOP or CVSR services.

**National Guard and Reserve (NG/R) Members:** Outreach targets NG/R units to identify individuals who may meet eligibility criteria, including those who served more than 180 days of active duty (including Title 10 orders) or those who served in support of a conflict or campaign for which a campaign or expeditionary medal was authorized. If experiencing a QEB, both groups are eligible for DVOP or CVSR services.

**Multiple-term served Veteran:** Veterans with more than one period of service may have different discharge characterizations. One other-than-dishonorable discharge qualifies the individual as an eligible Veteran, even if a later discharge was dishonorable. If they meet at least one QEB, they are eligible for DVOP or CVSR services.

**Gold-Star Spouse:** Although not an eligible population for DVOP or CVSR services, ESD remains committed to providing individualized employment and training support to surviving spouses of U.S. Armed Forces members who died in the line of duty.

### **c. Staff roles and responsibilities**

*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.*

#### **Disabled Veteran Outreach Program (DVOP) Specialists Assigned Duties**

DVOP specialists carry out duties consistent with 38 U.S.C. § 4103A and VPL 05-24, providing ICS to eligible Veterans and other eligible persons with QEBs who have been screened by WA Works and then assessed and referred by non-JVSG staff or partners. DVOPs deliver services using the Individual Case Management Model. Under this model, DVOPs conduct comprehensive and specialized assessments to identify and document employment barriers and, when a customer is added to a caseload, develop an IEP that includes measurable short- and long-term goals designed to overcome those barriers and move the customer toward job readiness. The IEP is a fluid tool that evolves as customer needs change.

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DVOPs maintain consistent contact with case-managed customers, generally on a 14-day cycle, adjusting frequency based on individual needs, circumstances, and progress. Contact must be meaningful and focused on helping the participant overcome barriers and achieve employment. While documented attempts count toward cadence, mass communications—such as newsletters—do not.

When customers become job-ready, DVOPs coordinate with LVERs and BSTs by sharing targeted résumés and job descriptions to facilitate introductions to hiring authorities. DVOPs also support Veterans participating in the VA's VR&E program who are referred after completing their vocational training. For these participants, DVOPs provide monthly case management and employment status reports to VRCs, including progress updates, workshop participation, identified barriers, IEP updates, and employment outcomes. DVOPs coordinate with VRCs to close cases when participants achieve successful rehabilitation outcomes.

The "O" in DVOP stands for outreach, which is also a core DVOP responsibility when caseloads are not full. DVOPs engage with community providers to strengthen awareness of WorkSource services, increase referrals, and improve outcomes for co-enrolled participants. Outreach activities include staffing resource-type events that engage targeted qualifying barriers, such as Stand Downs to reach homeless Veterans, participating in Veterans Court forums to engage justice-involved Veterans, out-stationing at VA medical centers to support homeless, ill, injured, or unemployed Veterans, and connecting with colleges and training centers to reduce the time between program completion and employment. DVOPs also serve tribal Veterans and their families statewide through outreach, case management, and coordination with community organizations, collaborating with ESD's Tribal Liaison when tribal governments are engaged.

### **Local Veterans' Employment Representatives (LVER) Assigned Duties**

LVERs, consistent with 38 U.S.C. § 4104 and VPL 05-24, focus on employer-facing responsibilities that promote the hiring of Veterans. LVERs work closely with LWDBs, BSTs, and employer associations to expand employment opportunities for Veterans. They conduct employer outreach, facilitate the connection of targeted résumés from referred Veterans to hiring managers, and coordinate employer services such as site visits, hiring events, job postings, recruitment support, and OJT opportunities. LVERs educate employers on the benefits of hiring Veterans, including intrinsic qualities such as leadership and adaptability, as well as tangible incentives like the Work Opportunity Tax Credit, state tax credits, Shared Work, and partially funded OJTs. They also promote credentialing and training pathways, including apprenticeships, pre-apprenticeships, and skill-based training programs.

LVERs play a central role in statewide Veteran hiring initiatives, including YesVets and the HIRE Vets Medallion Program (HVMP). Since 2016, Washington has promoted the YesVets hiring initiative to recognize employers who hire Veterans, and the program is now approaching its ten-year anniversary. YesVets is a partnership between ESD, the Washington Department of Veterans Affairs (WDVA), the Department of Commerce, the WSMTRC, Washington State SHRM, and local chambers of commerce across the

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state. At the time of this plan's submission, more than 9,000 Veteran hires have been recorded from over 2,500 participating employers—reflecting nearly a decade of sustained statewide commitment to Veteran employment.

The ESD Commissioner further recognizes outstanding Veteran-hiring employers through the annual Hire A Vet Employer of the Year (HAVEOY) award for small, medium, and large employers. Beyond requiring YesVets registration, HAVEOY criteria are strategically aligned with HVMP Gold-level standards, ensuring data-driven selections and positioning employers for both state and national recognition.

Washington's LVERs also leverage their SHRM memberships and leadership roles within local chapters to strengthen employer relationships and promote WorkSource services. They provide training to WorkSource staff, chambers of commerce, SHRM, Rotary, and other organizations on Priority of Service (POS), military culture, translating military skills, and WorkSource business services. LVERs participate in cross-functional teams to support job clubs, workshops, and specialized job-search activities, helping employers better understand the challenges Veterans face when transitioning to civilian employment. They also collaborate with partners such as Employer Support of the Guard and Reserve (ESGR) to help employers understand Uniformed Services Employment and Reemployment Rights Act (USERRA) and Office of Federal Contract Compliance Programs (OFCCP) requirements, referring all formal inquiries to DOL VETS.

When a DVOP has a job-ready case-managed customer—or another program has a job-ready Veteran—whose barriers are resolved (or a resolution plan exists), who has a targeted-occupation résumé, is interview-ready, and has applied for a position, the LVER or BST has an opportunity to engage an employer and introduce the customer as a talented and qualified job seeker. LVERs and BSTs promote the employer services and resources available through WorkSource, including assisting new employers with building a profile or posting a job.

Per 38 U.S.C. § 4101(f) and VPL 03-22, LVERs complete quarterly Site Manager Reports for their assigned WorkSource offices, documenting employer outreach, DVOP case-management activity, outreach to Veterans with barriers, and compliance with Priority of Service requirements. Program management staff review these reports for best practices and success stories and ensure timely submission.

### **Consolidated Veteran Services Representative (CVSR) Assigned Duties**

CVSRs, consistent with 38 U.S.C. § 4104, VPL 05-24, and VPL 01-20, perform both DVOP and LVER duties, allowing the state to strategically deploy staff where they are most needed. CVSRs provide ICS and case management to eligible Veterans with QEBs, conduct employer outreach, and support service delivery in targeted WorkSource locations and outstations, including tribal communities, military-adjacent areas, and other high-need regions. Both DVOPs and CVSRs serve tribal Veterans statewide; however, Washington maintains one CVSR position dedicated specifically to serving Veterans on the sovereign land of the Yakama Nation, ensuring consistent on-site presence, strengthened relationships with tribal leadership, and increased

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awareness of WorkSource services.

## **d. Staff integration in employment service delivery**

*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.*

Washington State WorkSource offices integrate JVSG-funded staff throughout the service delivery system to ensure eligible Veterans and other eligible persons with QEBs, as identified in VPL 05-24, receive timely and effective ICS.

Washington integrates DVOPs, LVERs, and CVSRs in multiple ways, depending on local needs and community structure. Most DVOPs and CVSRs are co-located with Wagner-Peyser staff or other core programs such as WIOA Adult and Dislocated Worker, BFET, Trade Adjustment Assistance (TAA), or other specialized programs. Some DVOPs and CVSRs are strategically placed in centers of Veteran influence, including VA medical centers, military installations, sovereign tribal lands, or Veteran-focused community organizations. Even when out-stationed, DVOPs and CVSRs remain fully integrated through virtual platforms, regular staff meetings, and ongoing collaboration with WorkSource teams.

Integration is further strengthened through shared professional development. Most DVOP, LVER, CVSR, and many non-JVSG WorkSource staff and partners attend the WDVA annual Serving Those Who Served conference—a multi-day networking and learning event designed to deepen understanding of Veteran challenges and expand knowledge of statewide and community resources. This shared learning environment reinforces collaboration and supports seamless referrals between the Veterans and Military Families program and non-JVSG programs.

**Operation Military Culture (OMC)**, hosted at the AJC located within the gates of JBLM, is another program that promotes integration of JVSG team members and other AJC staff. OMC is a voluntary opportunity for non-Veteran AJC staff to learn firsthand about the military community through immersion and training. Participants gain a deeper understanding of the challenges, skillsets, and commitment of those who served. This increased familiarity with military-affiliated populations enhances the quality of services provided across AJCs.

LVERs and CVSRs are typically co-located with BSTs, where they support employer engagement and consult with BST staff on Veterans who may be strong candidates for referral or OJT opportunities. While many BST staff specialize in specific industries, LVERs and CVSRs work across all sectors to expand opportunities for all Veterans.

LVERs and CVSRs also provide local training to WorkSource staff, BSTs, and partners on Veteran-centric topics such as military culture, available resources, POS, and employment pathways attractive to Veterans—including federal employment, federal

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contractors and subcontractors, and registered apprenticeships.

All JVSG-funded staff participate in WorkSource-wide trainings, staff meetings, and cross-functional workgroups, including committees, employee resource groups, service-delivery improvement teams, and agency-wide initiatives. WorkSource offices intentionally include Veterans and Military Families program staff in planning events, programs, and operational changes that may affect Veterans and other eligible persons. Program-funded staff are also consulted when identifying individuals eligible for training opportunities or other limited resources to ensure POS is consistently delivered.

Several internal policies describe the integration of services, POS guidelines, and the roles and responsibilities of the LVER, DVOP, CVSR, WorkSource staff and partners:

**[WorkSource System Policy 1019, Rev 13](#), [Eligibility Policy](#) and [Handbook](#).** Purpose is to communicate eligibility guidelines for Wagner-Peyser, Workforce Innovation and Opportunity Act (WIOA) Title I Youth, Adult, and Dislocated Worker, JVSG, and TAA programs.

**[WorkSource System Policy 1027, Rev 3](#), [Stevens Amendment Funding Disclosure Requirement](#).** The purpose is to communicate the requirement that all recipients of U.S. Department of Labor (DOL) grants must include funding information language for all state and local government projects or programs that utilize those funds.

**[WorkSource System Policy 1037](#), [WorkSource Services Catalog](#).** Purpose is to communicate the state's WorkSource Services Catalog, which catalogues the services available under Titles I-B and III of the Workforce Innovation and Opportunity Act (WIOA) of 2014; Subchapter B, WIOA Title I-D, Section 170, Part II of the Trade Act of 1974 as amended; Sections 303(j) and 306 of the Social Security Act, 42 U.S.C. 503(j) and 506; and state-funded workforce programs administered by the Employment Security Department (ESD).

**[WorkSource Veterans Policy 6000](#), [Services for Veterans](#).** The purpose is to communicate guidelines for the effective operation of the Washington JVSG program.

**[WorkSource Veterans Policy 6005](#), [Disabled Veteran Outreach Program \(DVOP\) Representative and Local Veterans Employment Representative \(LVER\) Communication Regarding Job Ready Veterans](#).** Purpose is to provide guidelines for effective communication between DVOPs and LVERs in providing services to job ready Veterans. This policy also provides the LVER Referral Form, which will be used to communicate essential information for referral and assistance with placement of job ready Veterans.

**[WorkSource Veterans Policy 6010](#), [Priority of Service for Veterans and Eligible Spouses](#).** Purpose is to clarify and communicate point of entry requirements under POS for Veterans and eligible spouses.

**[WorkSource Veterans Policy 6015](#), [Referral of Veterans with Significant Barriers to Employment to the Disabled Veterans' Outreach Program](#).** Purpose is to communicate the system-wide policy and procedures for core and partner programs

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included in Washington's WIOA State Plan to identify and refer Veterans and other populations with SBE to the state's DVOP.

**WorkSource Veterans Policy 6020, Veteran Status Validation and Documentation Requirements.** To clarify validation and documentation requirements regarding veteran status for Priority of Service, Workforce Innovation and Opportunity Act (WIOA) Title I-B Eligibility, and Data Element Validation (DEV).

**WorkSource Information Notice 0062, Change 1, Native American Outreach and Resources under WIOA.** Purpose is to encourage outreach to tribal entities, facilitate tribal representation on local workforce development boards, and provide information on resources available to support tribal economic and workforce development projects and programs.

**WorkSource Information Notice 0086, Enrollment of Homeless Veterans Program Participants in the WorkSource System.** Purpose is to support coordinated case management, co-enrollment, documentation and tracking of services provided to homeless Veterans through WIOA and Department of Labor's (DOL) Veterans' Employment and Training Services (VETS) homeless Veterans programs.

**WorkSource Information Notice 0155, Office and Individual Awards for Excellence in Serving Veterans and Military Families.** Purpose is to communicate the availability and encourage promotion of awards presented to offices and individuals for excellence in serving Veterans and military families.

**WorkSource Information Notice 0156, Employer Awards for Excellence in Serving Veterans and Military Families.** Purpose is to communicate the availability and encourage promotion of awards presented to employers for excellence in serving Veterans and military families.

### **e. Performance incentive award program**

*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; 2) the approximate number and value of cash awards using the one percent incentive award allocation; 3) the general nature and approximate value of non-cash performance incentive awards to be charged to the base allocation; and 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.*

In accordance with 38 U.S.C. § 4112 and VPL 05-24, Washington maintains a Performance Incentive Award (IA) equivalent to 1% of the annual JVSG award to recognize top-performing WorkSource employment offices. Consistent with state laws and policies, the cash IA issued to WorkSource office recipients may be used for any purpose.

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## **DRAFT: Washington State's Federal WIOA Combined Program Plan**

The Washington State JVSG Incentive Award Program was established to:

- Encourage the improvement and modernization of employment, training, and placement services for Veterans; and
- Recognize eligible employees and WorkSource offices for excellence in the provision of such services or for demonstrable improvements in serving Veterans.

WorkSource offices are eligible recipients of the cash IA and are encouraged to use the award in ways that recognize the collective success of the entire WorkSource team providing employment, training, and placement services to Veterans—whether funded under JVSG, WIOA, or Wagner-Peyser.

Examples of past uses include:

- Catered office celebrations
- Break-room appliances and installation
- Marketing and advertising for Veteran employment initiatives
- Funding eligible staff to attend Veteran-centric conferences

### **1. Nomination and selection for performance incentive awards:**

Reflecting strong state and local partnerships, Washington evaluates both JVSG and non-JVSG production, as well as common quantitative and qualitative performance measures for services to Veterans and POS covered populations during the previous program year (July 1–June 30).

To ensure fair competition, WorkSource offices are grouped into categories based on total customer traffic during the program year—preventing high-volume urban offices from competing against smaller rural offices.

Quantitative measures may include:

- Veteran entered-employment outcomes
- DVOP/CVSR services-to-non-Veterans rate
- Priority of Service rate
- DVOP/CVSR Eligible Veteran Referral Response rate
- DVOP/CVSR Veteran caseload served
- LVER/CVSR outreach to new employers

In early October, the Veterans and Military Families Program Operator provides validated quantitative data for all offices to statewide leadership, regional directors, and office administrators. Administrators then nominate their office, including descriptions of achievements and efforts that improved employment, training, and placement services for Veterans, transitioning service members, and other eligible persons. Offices receive at least two weeks' notice to submit nominations. The timeline is designed to celebrate winning offices before Veterans Day (November 11).

Examples of qualitative achievements include:

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- Improving and modernizing employment, placement, and training services
- Demonstrating excellence in Priority of Service and service integration
- Improving performance outcomes for Veterans and other eligible persons
- Establishing strong outreach to Veterans with QEBs and community partners
- Designing innovative approaches or supportive services that enhance quality
- Demonstrating strong Veteran career planning and coaching practices

Winning offices are selected based on the combined efforts of the entire office, inclusive of all DOL-funded programs and non-federal partners. Both quantitative metrics and qualitative achievements inform the decisions of an independent, non-biased selection board.

Selection board membership includes, but is not limited to:

- WDVA representative
- VA VR&E Employment Coordinator or representative
- Washington SHRM YesVets representative
- DOL-VETS Washington Director representative
- ESD Workforce Services Division (WSD) Director (tie-breaker only)

## **2. Approximate number and value of cash awards**

The number of top-performing WorkSource offices selected determines the proportional distribution of the cash IA. To ensure equity across offices of different sizes, Washington uses a per-staff allocation model—meaning larger offices receive a proportionally larger share of the IA based on the number of staff assigned to that location. A separate fund category is used to track IA disbursements and expenditures.

Example distributions:

- If the IA total is \$46,879 and five offices are selected (small, medium, large, and two extra-large):
  - Small: \$3,348.50
  - Medium: \$6,697.00
  - Large: \$10,045.50
  - Extra-large (two offices): \$13,394.00 each
- If the IA total is \$46,102 and six offices are selected (small, medium, two large, two extra-large):
  - Small: \$2,711.89
  - Medium: \$5,423.77
  - Large (two offices): \$8,135.66 each
  - Extra-large (two offices): \$10,847.54 each

ESD obligates and liquidates IA funds to selected offices as early as December 1 in the new fiscal year. A performance IA report identifying each selected office, location, office type, and award amount is submitted with the fourth-quarter Technical Performance Narrative (TPN), due November 14 annually.

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### 3. Nature and value of non-cash performance incentive awards

Washington State does not award non-cash performance incentive awards.

### 4. Performance incentive program challenges

Washington State does not anticipate any challenges in carrying out the performance incentive award program as described above.

## f. Performance targets

*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.*

1. Employment Rate 2nd Quarter of Exit: 55.4 %
2. Employment Rate 4th Quarter of Exit: 54.4%
3. Median Earnings 2nd Quarter of Exit: \$9,068

## Change log

Updates made to this section during the public comment period will be documented below. Revisions may include corrections to data, clarifications of program descriptions, updates to terminology, and other adjustments made in response to stakeholder feedback. All changes will be reviewed and approved by agency staff prior to inclusion in the final plan.

| Date | Page # | Type of change | Description of change | Reason / Source |
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