



**DEPARTMENT OF WORKFORCE SERVICES
ISSUANCE PY 13-05**

Artee Williams, Director

November 12, 2013

TO: ADWS All, Local Workforce Investment Areas/Service Providers

SUBJECT: Roles and Responsibilities of the Workforce System in Tracking, Offering Employment Services, and Reporting Outcomes of Veterans Retraining Assistance Program (VRAP) Participants.

1. **Purpose:** To inform the workforce system of the required process for providing outreach to and tracking outcomes of VRAP participants, and to provide the procedures for offering VRAP participants employment assistance upon program completion or termination as required by the VOW to Hire Heroes Act of 2011.
2. **General Information:** The Department of Labor (DOL) and Department of Veterans Affairs (VA) are required to report to Congress no later than July 14, 2014 the performance of the VRAP. In order to report employment status, states are required to modify their reporting systems to include a "Special Program Identifier" field in the individual record layout. DOL is requiring the code "VRAP" to be used in the Special Program Identifier field to flag the individual as a VRAP participant.

Participants should only receive the "VRAP" code if they have been confirmed in training (e.g.):

- An individual currently in VRAP training and seeks employment assistance from an Arkansas Workforce Center,
 - An Arkansas Workforce Center staff member helped a VRAP participant enroll in training and the veteran has been confirmed in training,
 - Or the veteran is identified in the data file of VRAP participants sent by DOL to the state.
3. **Action Required:** VRAP has accepted the full complement of applicants through October 1, 2013 and will continue accepting applications and issuing certificates of eligibility until 99,000 applicants are enrolled in training, with training concluding March 31, 2014. Applicants will be enrolled in training on a first-come, first-serve basis until 99,000 are enrolled. Arkansas Workforce Center staff should advise individuals they have assisted and who have been deemed eligible to enroll in training as soon as possible. Eligibility no longer guarantees access to the program. For specific eligibility requirements, please see TEGL 8-12 Change 1 at http://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=7991.

PROCESS FOR PROVIDING OUTREACH

The Arkansas Workforce Center staff is responsible for providing outreach to offer services to VRAP participants within 30 days of the participant completing or terminating training. Only the program exiters are required to be contacted. When the Department of Workforce Services (DWS) Local Office Manager (LOM) receives a file from the DWS Central Office Veteran's Technician, the LOM should assign VRAP completers to staff for tracking and case management. Staff should provide outreach to each participant they are assigned. An outreach attempt is considered any of the following:

- Physical letter sent to participant
- Phone call to participant, or
- Email sent to participant

REPORTING OUTCOMES

The Veteran's Technician will receive the VRAP completer list from DOL. Each participant will be checked for Arkansas JobLink (AJL) registration, Workforce Investment Act (WIA) enrollment and current Emergency Unemployment Compensation (EUC) status. If a participant is registered, the Veteran's Technician will enter the Special Program Identifier "VRAP or VRUC."

The initial contact attempt will be made by the Veteran's Technician by letter. A copy of the letter will accompany the list provided to the LOM. Each LOM will receive the names and contact information for each VRAP completer in their service area to be forwarded to appropriate staff for additional outreach as required.

Should contact with the veteran be successful, staff should encourage the individual to visit the Arkansas Workforce Center so that staff can provide employment services, verify registration information, and update the demographic section of AJL.

WIA

If the VRAP participant is placed into a program funded by WIA, these individuals will also need to be flagged by WIA staff using the code "VRAP" under the Third NEG Project ID/Special Project ID field (Field 313) in the state's Workforce Investment Act Standard Record Data file (WIASRD).

EMERGENCY UNEMPLOYMENT COMPENSATION

In the event that a participant is also an Emergency Unemployment Compensation (EUC) claimant "REUC" will need to be entered in their Special Program Identifier field by DWS staff and the participant will need to be flagged as "VRUC." This will allow for full reporting on the VRAP and EUC services required by the Middle Class Tax Relief and Job Creation Act.

If the participant is not registered in AJL it will be indicated on the list provided to the LOM. It will then be the responsibility of the assigned Arkansas Workforce Center staff to initiate the enrollment in AJL for tracking purposes. Workforce center staff should create an account to ensure that the Special Program Identifier "VRAP" or "VRUC" is entered in the appropriate field in AJL. Instructions for creating an account will be emailed to the LOM.

Record each attempt as instructed below. In instances where the initial outreach, letter sent out by the Veteran's Program Technician, is not successful, a minimum of two additional attempts must be made within the 30 day-period after the VRAP participant completes or terminated training; after the third documented attempt, no further outreach is required.

The above described outreach attempts will result in one of the following responses. The corresponding number and the Special Program identifier "VRAP" or "VRUC" are to be entered into Arkansas JobLink (AJL):

1. Contact made, participant already found employment (VRAP1, or VRUC1)
2. Contact made, participant is not seeking further assistance (VRAP2, VRUC2)
3. Contact cannot be made (VRAP3, VRUC3)
4. Contact made, participant looking for a job/request further assistance (VRAP4, VRUC4)
5. Contact made, result is other than scenarios listed above (VRAP5, VRUC5)

IMPORTANT:

Document the results in AJL case notes of each participant contact.

4. **Inquiries:** Direct any inquiries to Lily Kersh at (501) 683-1781 or Lily.Kersh@arkansas.gov.
5. **Attachments:** Sample outreach letter
6. **Expiration Date:** August 31, 2014.

VRAP Exiters
(Instructions for Case Managers)

Step 1: Scan and upload a copy of the original “Follow-Up Letter” into AJL.

Step 2: Open the Veterans AJL account. (If there is no AJL account, follow the instructions using the “Job Services Registration for a New Client” steps. Refer to the VRAP spreadsheet for Personal Identifying Information to complete.)

Step 3: Click on “Demographic Information” and scroll down to “Veteran Information”. Click “Edit”.

Step 4: Make sure the Branch, Service Start Date, Service End Date, and Discharge are correct. Click “Next Step”.

(If the information is not filled in, and you’re unable to contact the Veteran, input the following data into the fields . . .)

Branch = US Coast Guard
Service Start Date = 07/01/2012
Service End Date = 03/14/2014
Discharge = Other

Step 5: Go to the question “Are you currently a participant or have you been a participant in the Veterans Retraining Assistance Program (VRAP)?” Select “Yes”.

Step 6: Go to the “Please enter the DOL Unique VRAP Identification Number” field. Input the appropriate identifier (VRAP or VRUC) and the outcome for each attempted contact.

As an example, an Email was sent as a 2nd attempt to contact the Veteran, but the Veteran did not respond. This field would be updated as “VRAP3” based on the outcome codes listed below. The same Veteran was called as a 3rd attempt and stated a need for help in finding a job. The VRAP Indicator would then be updated as “VRAP4” based on the outcome codes listed below.

VRAP Outcome Codes

1. VRAP1 or VRUC1: *Contact made, participant already found employment:* In this scenario, the participant may not want/need additional services as he or she has already found employment. However, since this individual will not be a new registrant in the Wagner-Peyser program, this outcome will not be counted for workforce system performance purposes, but it will need to be tracked for documenting outreach and reporting for VRAP.
2. VRAP2 or VRUC2: *Contact made, participant is not seeking further assistance:* If a participant is not willing to participate in additional follow-up services or refuses to register for Wagner-Peyser services over the phone, then this outcome will not count

for performance purposes but will need to be tracked for documenting outreach and reporting for VRAP. Note that services cannot be denied if the veteran refuses to register for Wagner-Peyser.

3. VRAP3 or VRUC3: *Contact cannot be made*: After three attempts to contact the veteran within the specified 30 day timeframe, if no contact is made, the veteran will be deemed “non-responsive.” The individual will be excluded for performance purposes but documentation of outreach to the veteran will need to be tracked.
4. VRAP4 or VRUC4: *Contact made, participant looking for a job/requests further assistance*: All attempts should be made to encourage the veteran to go to the Arkansas Workforce Center, or to sign-up for Wagner-Peyser services virtually. This will allow staff the ability to serve and track the participant, and it will also greatly aid in reporting performance outcomes.
5. VRAP5 or VRUC5: *Contact made, result is other than scenarios listed above*: There are possible situations where a veteran may be contacted and one of the scenarios above did not occur. If the participant was contacted and the result was something other than the four scenarios listed above, use this code.

Once the Indicator Code has been updated, click “Next Step”. (AJL will return to the “Demographic Information” page.)

Step 7: Click on the AJL account Icon to return to the Veterans “Case Details” page. Scroll down and click on the current “Job Service” blue link. (If there isn’t a current open enrollment, you’ll need to open an enrollment through the “Demographic Information” page.)

Step 8: Click on “**Program Notes**”. Select the type of contact from the dropdown menu. Enter the description “VRAP Contact”. In the “Notes” section include which contact you’re referring to (ex: Contact 2, Contact 3). Central Office has made the 1st contact through the Follow-Up Letter, please update AJL accordingly.

Also include in the “Notes” section the DOL “Outcome Code” once you’ve contacted the Veteran or if you were unable to contact the Veteran after the 3rd attempt.

Click “Save” once the notes have been entered.

Reminders

1. Be sure to enter “services” under “Service and Training Plan” for each Veteran you assist.
2. Ensure all information in the AJL account is updated.



October 25, 2013

#FIRSTNAME #LAST NAME
#ADDRESS
#CITY, #STATE, #ZIP

Dear #FIRSTNAME,

Congratulations on completing training through the Veterans Retraining Assistance Program (VRAP)!

The Department of Workforce Services (DWS) has partnered with the Department of Labor (DOL) and the Department of Veterans Affairs (VA) to assist you in finding employment (through the Arkansas Workforce Centers) that'll best utilize your training.

Each Workforce location around the state offers a variety of services and resources to help Veterans find employment in their chosen field. We have Veterans Representatives across the state (who are Veterans themselves) helping other Vets with job leads, resumes, job search, interviewing skills, and much more.

We would like to encourage you to visit your local Workforce Center and take advantage of the free assistance and resources for finding your next career. Enclosed is a list of your Veterans Representatives. The Workforce Center locations can be viewed at: <http://dws.arkansas.gov/About/LocalOffices/LOMap.htm>.

You can also use the Arkansas Job Link (AJL) job board. Just sign up and search for jobs, post your resume, and lots more. Stop by your local Workforce Center or go online to: <https://www.arjoblink.arkansas.gov/ada/> and click on "Create a Job Seeker Account".

Thank you for your time. We look forward to assisting you with your next career!

Sincerely,

#NAME, #TITLE

P.S. When you visit your Workforce Center, be sure to ask about TORQ! It's a great tool that could give you a "one-stop job shopping" edge. Also ask about our Microsoft IT Academy. You could earn several Microsoft program certifications!