

**National Veterans' Technical Assistance Center (NVTAC)
Homeless Veterans' Reintegration Program (HVRP) Community of Practice (CoP)
Effective Partnering with American Job Centers (AJC)
Thursday, June 29, 2023, 3 – 4 p.m. ET**

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Key Points

- **Introduction**
 - This session provided an overview of the AJC and tips for effective partnerships between HVRPs and AJCs.
 - NVTAC reminded attendees that HVRP best practices would be shared during this session. NVTAC encouraged all grantees to utilize best practices that may improve their service delivery. Before implementing a practice discussed during this session, grantees must review their award statement of work and contact their Grant Officer's Technical Representative (GOTR) to determine if it is an allowable cost or activity or requires an amendment to their approved plan.
- **AJC Overview**
 - AJCs were initially established under the Workforce Investment Act (WIA) and were reauthorized in 2014 under the Workforce Investment and Opportunity Act. AJCs were designed to be a one-stop location to support job seekers and are essential partners for HVRP. They are federally funded by Adult and Dislocated Worker Programs, Wagner-Peyser Employment Service, and Jobs for Veterans State Grant (JVSG).
 - AJCs provide many services, including career and rehabilitation counseling, job listings and placement, referrals to On-the-Job Training and apprenticeship programs, job-focused soft skills training, coordination with community providers, and wrap-around support services. It is required for HVRPs to co-enroll participants in one of the three AJC-funded programs.
- **HVRP and AJC Co-Enrollment**
 - It is essential for HVRPs to develop and maintain ongoing partnerships with their local AJCs. Many skills used to develop partnerships with employers and community partners can also be used to develop an AJC partnership. Partnerships between AJCs and HVRPs are mutually beneficial, and by working together, each program can better serve its participants.
 - The HVRP and AJC are committed to workforce development for the veterans experiencing homelessness that each program serves. Keeping those mutual values at the center of your partnership is essential. Veterans should always be served without stigma or bias, which should be an ongoing shared value between both programs. Diversity, equity, inclusion, and accessibility should be at the center of all work within your partnership and throughout all work.

- HVRPs and AJCs should always show one another respect and trust to develop an ongoing partnership. Differences in approach between two different programs are expected and can be valuable. Both programs should maintain their focus on providing and improving support and services to veteran participants.
- Establishing clear communication pathways is crucial but leaving room for adjustments when needed to maintain a long-term partnership. Having one point of contact at the AJC is effective and helps streamline the process. It is important to keep in mind that a backup point of contact may be needed.
- It takes ongoing work and effort to maintain and improve the partnership developed between HVRPs and AJCs. Partners should consistently review their partnership's effectiveness, openly troubleshoot challenges, and work to improve outcomes.
- Examples of HVRP and AJC partnership activities
 - Inviting AJC staff on-site at the HVRP location to consistently conduct co-enrollments together streamlines the co-enrollment process.
 - Scheduling regular meetings on a routine basis to discuss updates and the needs of each partner can aid in maintaining the partnership.
 - It is essential that AJCs educate HVRPs regarding services, eligibility, and co-enrollment practices, and in turn, HVRPs should educate AJCs on the same elements.
- **Discussion Questions**
 - **Question:** What are your co-enrollment challenges?
 - **Response:** Transportation to the AJC is a barrier for veterans, which makes co-enrollment difficult. Not all communities have an accessible bus line with a route to the AJC location.
 - **Response:** Building buy-in with veterans to ensure they stay in contact and utilize services at the AJC after initial intake.
 - **Question:** What partnership strategies have you developed with your AJC to achieve co-enrollments?
 - **Response:** Inviting Disabled Veterans Outreach Program Specialists (DVOPS) on-site to the HVRP location to reduce the transportation barrier and make the co-enrollment process easier.
 - **Response:** Keeping lines of communication open between HVRP and AJC for shared participants throughout the entire process is helpful. Consistent check-ins and meetings between HVRP and AJC can help ensure that both programs are on the same page.
- **Resources**
 - [AJC Finder](#)
 - [U.S. Department of Labor \(DOL\): AJCs](#)
 - [HVRP Impact Evaluation](#)

Conclusion

It is crucial for HVRPs to develop strong, mutually beneficial, and ongoing partnerships with their local AJCs. By working collaboratively, both programs can better serve their veteran participants. HVRPs and AJCs should be educated on services provided, eligibility criteria, and other important information for both partners. It is required for HVRPs to enroll participants in one of the three AJC-funded programs: Adult and Dislocated Worker Programs, Wagner-Peyser Employment Service, and JVSG. NVTAC plans to discuss co-enrollment further at future technical assistance activities and events.

You can review the presentation slides through the following link: [NVTAC June 2023 CoP](#)