



National Veterans'  
Technical Assistance Center

# Homeless Veterans' Reintegration Program (HVRP): Effective Partnering with American Job Centers (AJC)

Community of Practice (CoP)

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# National Veterans' Technical Assistance Center (NVTAC) Team



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# AJC Overview

# Overview (1 of 3)

- AJCs were established under the Workforce Investment Act (WIA) of 1998 and reauthorized as the Workforce Innovation and Opportunity Act (WIOA) in 2014
- The U.S. Department of Labor's (DOL) Employment and Training Administration (ETA) has oversight of the AJC system
- There are around 2,300 AJCs nationwide
  - To find your local AJC, use the [AJC Finder](#)
- Designed to provide comprehensive assistance and support to job seekers in one location

# Overview (2 of 3)

- AJCs have three federal funding streams:
  - Adult and Dislocated Worker Programs, Wagner-Peyser Employment Service, and Jobs for Veterans State Grant (JVSG)
- Adult and Dislocated Worker Programs
  - Focus on people with low income who need work skills development (adult component) and people who have lost their jobs (dislocated worker program)

# Overview (3 of 3)

- Wagner-Peyser Employment Service
  - Provides general job search assistance, referrals and matches
- JVSG
  - Funds Disabled Veterans Outreach Specialists (DVOP) and Local Veterans Employment Representatives (LVER) to provide employment services to veterans with disabilities and other major barriers to employment, including homelessness
  - Consolidated Position (CP) staff serve in a dual role as DVOP specialist and LVER

# Services Offered

- 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

# Have you established a relationship with your local AJC?

Please answer the poll on your screen



# HVRP and AJC Co-Enrollment

# Co-Enrollment

- HVRPs are required to co-enroll participants in one of the three AJC-funded programs
- In a 2022 survey, HVRP grantees reported that 56 percent of their participants were co-enrolled in JVSG; 30 percent, in Wagner-Peyser Employment Service; and 13 percent, in the Adult and Dislocated Worker Programs
- 42 percent of grantees reported that their participants received AJC support, and 37 percent reported that their participants received few or none

Source: [HVRP Impact Evaluation](#)

# Creating Partnerships with the AJC

- Beyond having a relationship with the AJC, developing an ongoing and mutually beneficial partnership is necessary to achieve and/or increase co-enrollments
- Developing an effective partnership with the AJC uses the same process as the one used to connect with referral sources

# Partnership Development Tips

Effective partnerships rely on:

- Mutual values and goals
- Respect and trust between the HVRP and AJC teams
- Focus on the veterans served
- Defined communication pathways
- Ongoing management to maintain and reinforce all the above

# Mutual Values and Goals

- The HVRP and AJC are committed to workforce development for veterans at risk of, or currently experiencing, homelessness
- Veterans are served without stigma
- Diversity, equity, inclusion, and accessibility (DEIA) are central to the work
- The HVRP and AJC seek to fully meet their program outcomes and co-enrollment requirements

# Respect and Trust

- The HVRP and AJC hold each other in high regard and understand that they exist to help veterans become employed
- The HVRP and AJC appreciate that differences in approach are expected
- “HVRP participants who access commentary services at the AJC, typically have access to faster employment and training for a specific job area.” (DOL Co-Enrollment HVRP September 2022)

# Focus on the Veterans Served

- Focus is always on providing and improving the supports and services needed to help veterans obtain meaningful employment
- The HVRP and AJC work to mutually support the employers that they work with

# Defined Communication Pathways

- The HVRP and AJC establish communication protocols and pathways
  - Schedule meetings with set agendas
  - Identify primary contact(s) to share information, schedule co-enrollments, etc.
  - Schedule case conferencing meetings with a signed release of information (ROI)
- Open communication is key



# Ongoing Management

- The HVRP and AJC continually manage and promote their working relationship both internally and externally
- Effective partnerships are the result of proactive leadership
- Strong partnerships review their effectiveness, openly troubleshoot to resolve issues, and consistently work to improve outcomes

# Examples of HVRP and AJC Partnership Activities

- AJC staff provide co-enrollment services at the HVRP location
- HVRP team attends monthly AJC meetings
- HVRP attends local workforce development board meetings and other workforce meetings that AJC staff attend
- AJC educates the HVRP about their services and co-enrollment process, including their eligibility requirements
- HVRP educates AJC staff about the program and co-enrollment process

# Discussion

# What are your co-enrollment challenges?

**What partnership strategies have you developed with your AJC to achieve co-enrollments?**

# Resources

# Resources

- [AJC Finder](#)
- [DOL: AJCs](#)
- [HVRP Impact Evaluation](#)



**Questions?**



# Thank you!

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