



# **National Office Homeless Veterans' Reintegration Program (HVRP) Post-Award Conference**

**National Veterans' Training Institute (NVTI)**

**July 26, 2023**



# What You Will Learn In Today's Presentation

- Introductions
- U.S. Department of Labor-Veterans' Employment and Training Service (DOL-VETS)/NVTI Overview
- NVTI Learning Ecosystem
- Course Delivery Methods
- Data-Driven Decisions
- Additional Improvements
- In-Person Travel
- Getting Started

\*Reference: HVRP-Related Courses and Training

# Today's Speakers



## Brandon Webb

### NVTI Lead for DOL-VETS

Background in training, education, and program management  
Experience with the Jobs for Veterans' State Grant (JVSG), HVRP, and Transition Assistance Program (TAP) programs as well as Uniform Service Employment and Reemployment Rights Act (USERRA) and Veterans Preference investigations  
Served as Commandant for the Air Force's largest Airman Leadership School overseas  
Brandon holds a Master's Degree in Business Administration, a Bachelor's in Information Technology, and three Associate's degrees



## Hannah R. Toney

### Director Custom Learning Solutions, Management Concepts

NVTI's co-Program Manager and Curriculum Director  
Background in instructional systems design and consulting services  
Background in theatrical arts and education; writing state-wide standards and presenting research nationally  
Taught asynchronous and traditional college courses focused on curriculum design, educational philosophy, and theatre  
Hannah holds a Doctorate in Curriculum and Instruction, a Master's of the Art of Teaching, and a Bachelor of Fine Arts in design and technical theatre

- NVTI is the only one of its kind in the United States. NVTI was established in 1986 to further **develop and enhance the professional skills of veterans' employment and training service providers** throughout the United States.
- Under Title 38 United States Code (U.S.C.) § 4109, NVTI is bound by law to provide specialized training to **JVSG staff, VETS staff, and other personnel involved in the provision of employment, job-training, job-placement, or related services to veterans.**
- The program is funded by the DOL-VETS and administered by Management Concepts.

# NVTI's Learning Ecosystem



Resources



Articles



Podcasts



Webinars



Classes



Microlearning



NVTI Student  
Central Portal



NVTI Website



Making Careers  
Happen for Veterans:  
Community of Practice

## Course Delivery Methods

- **Virtual/Classroom: 21**
- **Online Cohort: 4**
- **Self-Paced eLearning: 2**
- **Online Curriculum: 4**
- **Podcasts: 16**
- **Webinars: 24**
- **Microlearnings: 15**

# NVTI Course Delivery Methods



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## Course Delivery Methods

NVTI offers courses both in person and online to accommodate participants' needs. Whether you take a class virtually or in a classroom, you will have an engaging and dynamic learning experience. For more information on how to enroll in a class, visit our [Registering for NVTI Classes](#) page.

Looking for on-demand learning? Visit our [Microlearning](#), [Podcast](#), and [Webinar](#) pages.



Below are NVTI's primary course delivery methods. Please click on each method to learn more.



Online Cohort



Self Paced



Classroom



Virtual



Online Curriculum

# Making Data-Driven Decisions to Improve NVTI's Learning Ecosystem (1 of 2)

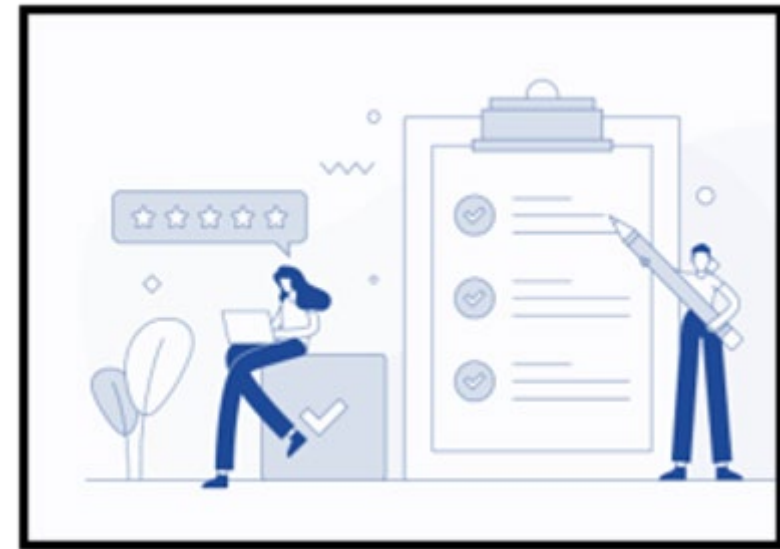


- After-Class and Follow-Up Evaluations
- Focus Groups
- Listening Session
- Conferences

# Making Data-Driven Decisions to Improve NVTI's Learning Ecosystem (2 of 2)



- 9610: Career Coaching for Special Populations updates and additions
- Making Careers Happen for Veterans: Community of Practice (MCHV: CoP) reorganization and integration into courses
- Expansion of the Career Roadmap Certificate Program
- Webinar for Workforce Innovation and Opportunity Act (WIOA)/Wagner-Peyser (W-P) staff with ecosystem mapping (more to come!)
- Journey Maps for Key Stakeholders






# 9610: Career Coaching for Special Populations: Prerequisite Course



- Development of 9610: Career Coaching for Special Populations Foundations – Prerequisite for 9610 Course Series
  - Consists of videos and self-paced lessons, as well as discussions in MCHV: CoP

**Job or Career for our Clients?**

- Many veteran clients transitioning from military service may not recognize the difference between the terms *job* and *career*
- As a career coach, you can help them understand that these terms have very different meanings and can help define their short-term and long-term planning and vision
- Clients may have a basic need for short-term solutions just to get started, but some may be more career oriented or even have a desire to be self-employed



**1-2: DEIA Concepts for Career Coaching**

A cognitive bias—another word for an unconscious bias—is the way our brains essentially take short cuts or easy roads while processing stimuli.

These unconscious biases save time and energy and, in some cases, are instrumental in providing survival. Simply Psychology, 2019. They are unconscious and automatic processes designed to make decision-making quicker and more efficient. Cognitive biases can be caused by several different factors including social pressures, emotions, stress, and learned experience. As previously discussed, recognizing that all of our brains are biased is a necessary step in helping our clients work more effectively to make better, less biased decisions (The Ivy Academy, 2019). In fact, our human tendency to bias is so pervasive that scientists have categorized them and identified up to 180 different types of bias (Duke, 2020).


**3-6: Building Rapport with Special Population Clients**

**Introduction**

Each special population client comes to you with different characteristics, abilities, needs, concerns. It is important to find out as much as you can about your client so you can understand them as a whole person and help them navigate the challenges of the transition of career coaching. Building rapport based on mutually beneficial relationships is not a get, understanding, independent or efficiency oriented request. The career coach should become a facilitator, which helps the client understand.

Each special population client builds their career by understanding their needs and listening to your client.

Throughout the career coaching process, as you strive to establish the partnership, it is critical to have an awareness of your own experiences and perspectives and to understand that you may be more experienced. Many times, signs of resistance and being resistant to certain factors such as fear of judgment, previous negative experiences, and various stigmas with seeking help. Additionally, some clients may struggle to seek help because their military training taught them to be self-reliant and self-sufficient, which is



# 9610: Career Coaching for Special Populations: Update of Population-Specific Courses



- Revision of the 10 existing Special Populations courses
  - Each course can now be delivered in one day
  - Participants can take courses relevant to the veteran clients they serve

Justice-Involved  
Veterans

Veterans  
Experiencing  
Homelessness

American  
Indian/Alaska  
Native Veterans

Rural Veterans

Women  
Veterans

LGBTQ+  
Veterans

Older Veterans

Younger  
Veterans

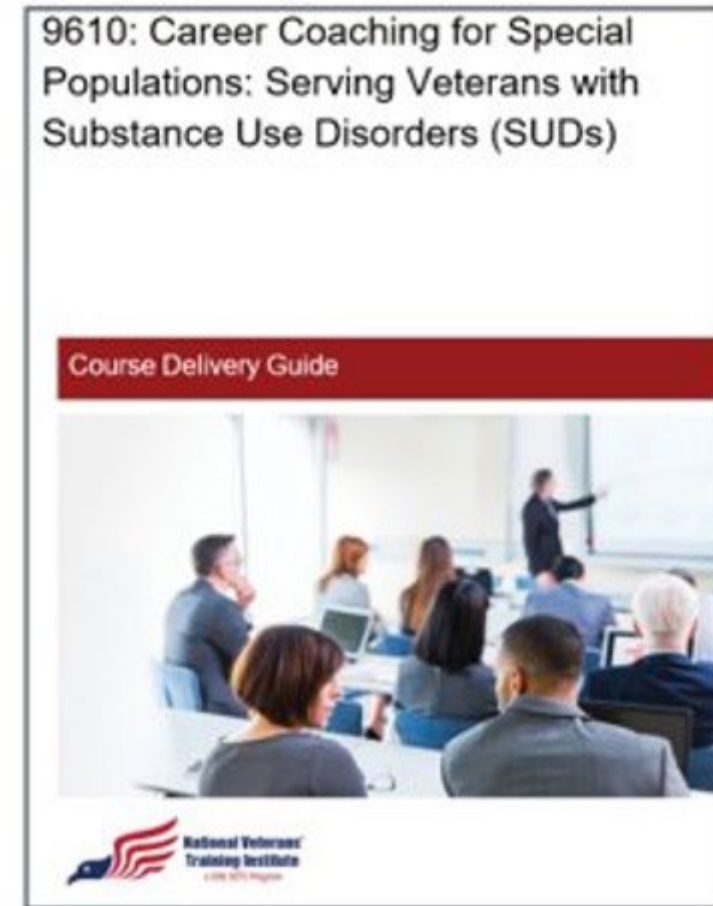
Veterans  
with Disability  
& Accessibility  
Needs

Veteran  
Spouses

# 9610: Career Coaching for Special Populations: Addition of New Course



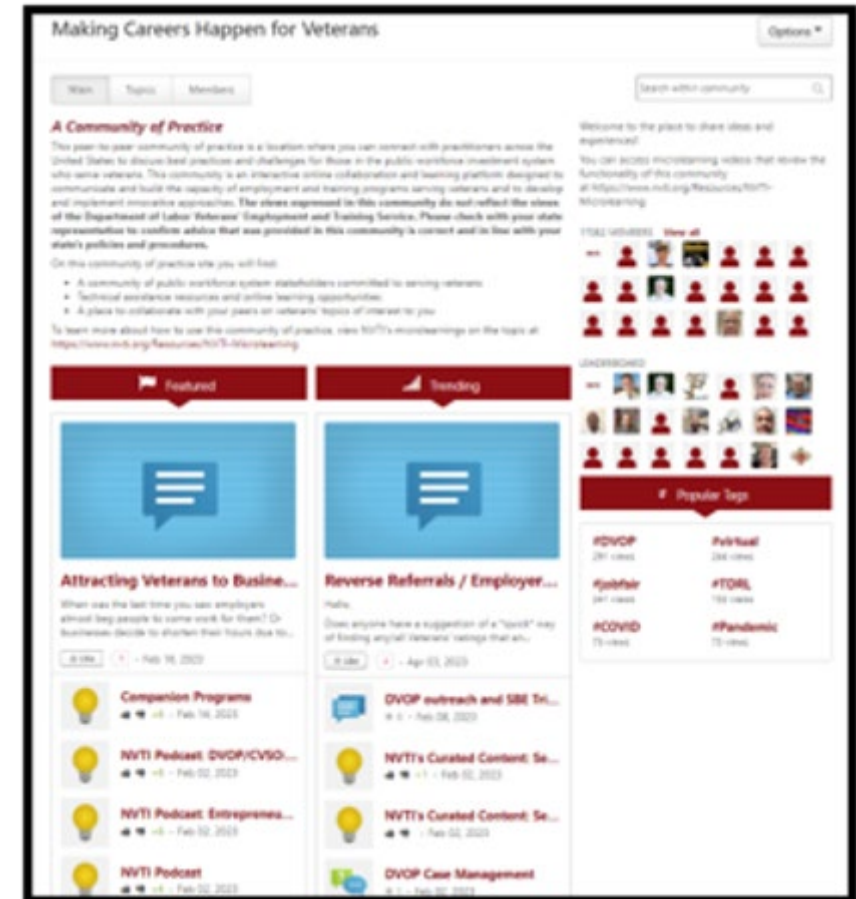
- Development of 9610: Career Coaching for Special Populations: Serving Veterans with Substance Use Disorders
  - Provides demographic and statistical information about veterans and substance use
  - Prepares veteran service providers to assist veteran clients with substance use disorders in acquiring employment and necessary services



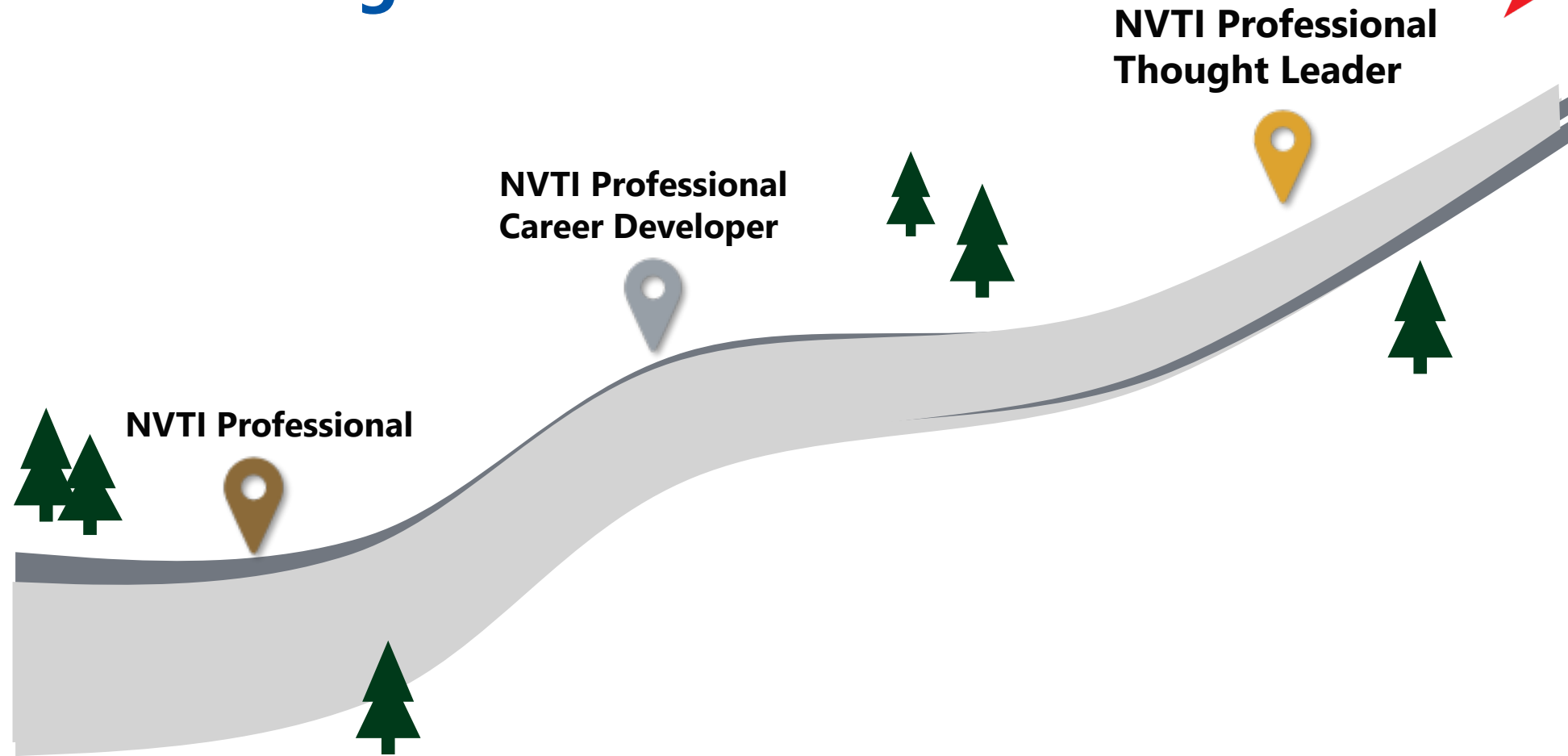
# MCHV: CoP



- Reorganized to improve the user experience
- New topic and sub-topic folders
  - Resources for DOL-VETS Grantees
  - Serving Veterans and Eligible Spouses
  - Working with Employers to Promote Veteran Employment
- Featured resources links within some topics
- Recommended NVTI courses related to the topics



# Veteran Service Provider Career Roadmap Certificate Program



# Additional Improvements Coming Soon



## Webinars

- The Grants Closeout for recipients webinar is targeted for August 10<sup>th</sup>. Announcement with registration link will be coming out through NVTI.
- The Veteran Suicide Prevention webinar is on the NVTI website.

## Podcasts

- **In-work**
  - Addressing Burnout and Secondary Trauma for Veteran Service Providers
  - Why Hire Veterans? Conversations with HIRE VETS Medallion Award Winners about Promoting Veteran Employment
  - Serving Veterans Experiencing Homelessness or at Risk of Being Homeless
  - Serving Veterans with Substance Use Disorders

# Making Content Connections Example



## Example: 9610/AIRU: Career Coaching for Special Populations: American Indian/Alaska Native Veterans and Rural Veterans



Podcast Episode 1: Serving Rural Veterans



Podcast Episode 6: Serving Native America Veterans



Resources at <https://www.nvti.org/Resources/NVTI-Resources> specific to Serving American Indian and Alaska Native Veterans



Featured Article: Serving Native American Veterans



9650: Unconscious Bias: Diversity, Equity, Inclusion, and Accessibility in Veteran Services





# In-Person Travel Information

- Travel arrangements for qualifying participants are made by the NVTI Travel Team
- You can reach the NVTI Travel Team at:  
Email: [travel@nvti.org](mailto:travel@nvti.org)  
Phone: 844.423.8872 ext.1  
Monday – Friday, 8 a.m. – 5 p.m. EST
- [NVTI Travel Frequently Asked Questions \(FAQs\) PDF](#)
- [Mobile-Friendly](#)



# What Does VETS Pay For? DOL Grantee Participants



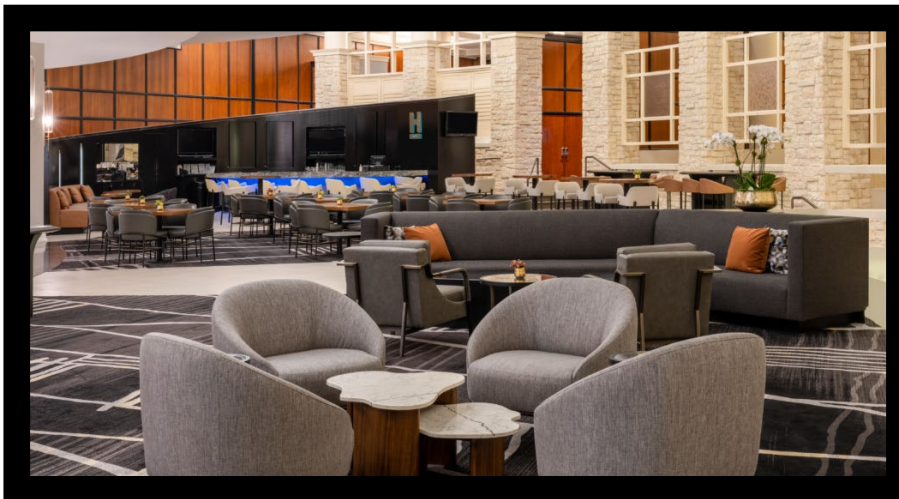
Tuition for Training	Yes provided
Flight	Yes provided
Mileage and tolls if not flying	Yes provided
Transportation to Departure Airport	Not provided
Transportation from Arrival (Dallas) Airport to Hotel	Yes provided
Parking (If you drive to class)	Self - Park at hotel, you will be reimbursed
Hotel Stay	Yes provided
Meals - breakfast, lunch and dinner during class	Yes provided
Dinner on Monday before class	Not provided, but reimbursed at per diem
Snacks and drinks in training	Yes provided

# What Does VETS Pay For? Federal, Local, and Other Participants



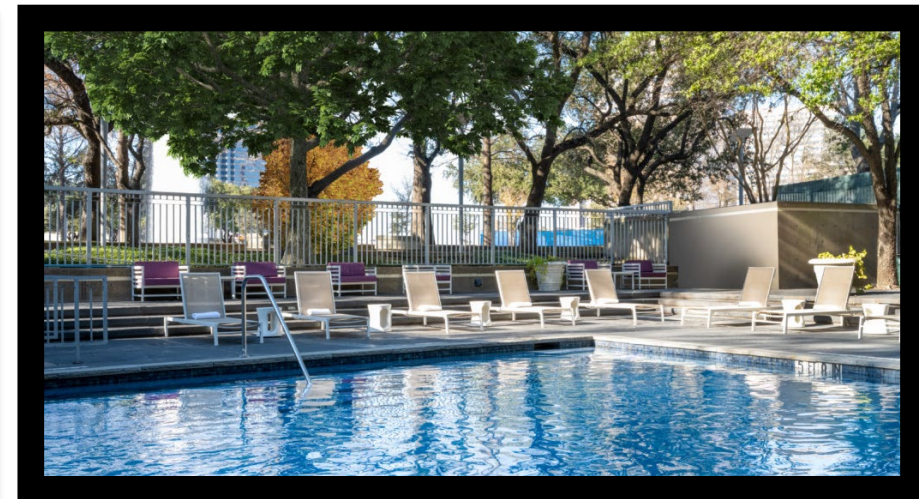
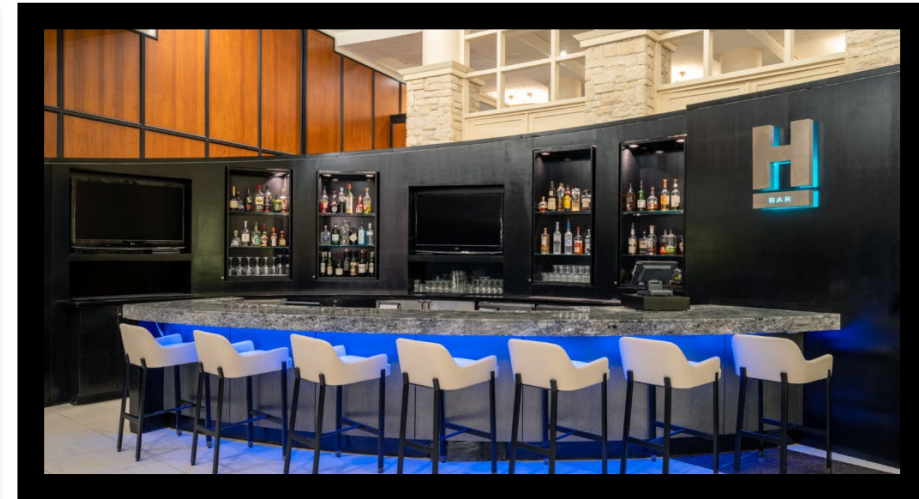
Tuition for Training	Yes provided
Flight	Not provided
Mileage and tolls if not flying	Not provided
Transportation to Departure Airport	Not provided
Transportation from Arrival (Dallas) Airport to Hotel	Not provided
Parking (If you drive to class)	Self-Park at hotel at discounted rate
Hotel Stay	Not provided
Meals - breakfast, lunch and dinner during class	Not provided
Dinner on Monday before class	Not provided
Snacks and drinks in training	Yes provided

# NVTI Training Facility Hilton Dallas Lincoln Centre

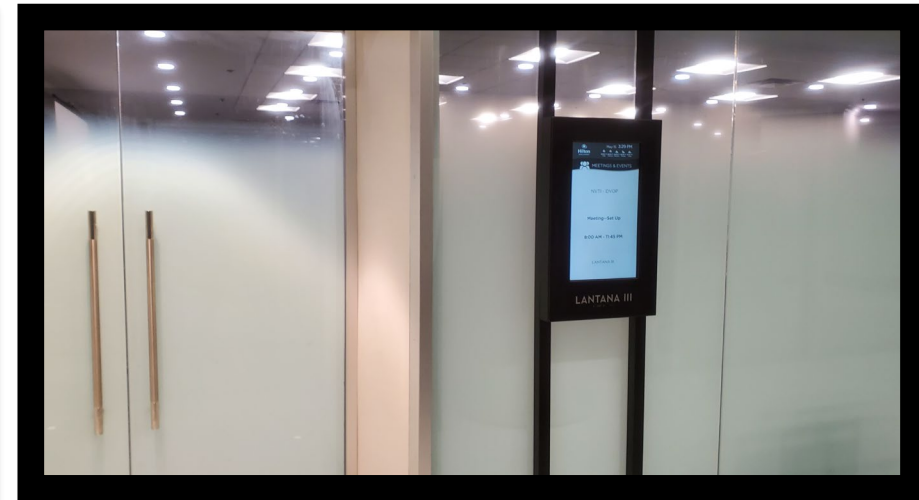




# Amenities: NVTI Training Facility Hilton Dallas Lincoln Center

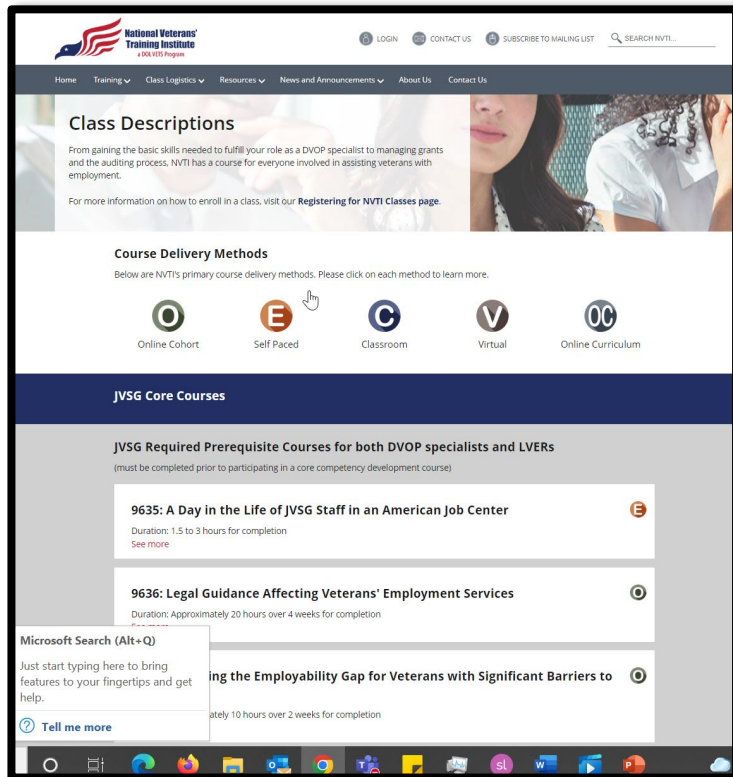


# Classrooms: NVTI Training Facility Hilton Dallas Lincoln Center





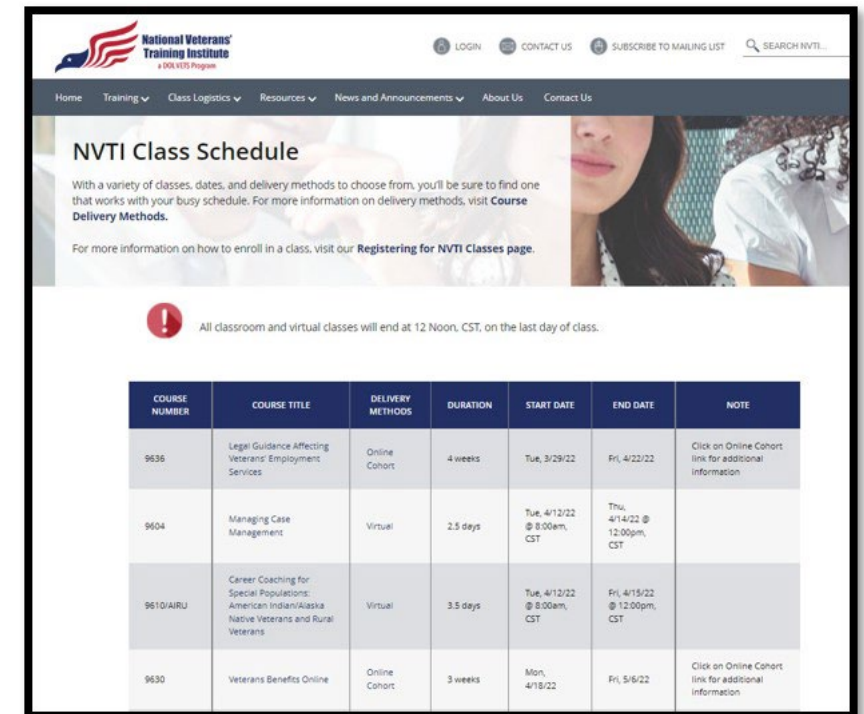
# Getting Started



Go to the NVETI website to find the [class descriptions](#)



Also available is the [NVETI schedule](#)





# Registering for NVTI Classes

Those interested in attending an NVTI course can find instructions on submitting an application at [Registering for NVTI Classes](#)



## Training Application Form

### Instructions:

Thank you for your interest in learning with us at the **National Veterans' Training Institute (NVTI)**! Please follow these instructions to complete this form. If you have any questions about the application, contact [Studentservices@nvti.org](mailto:Studentservices@nvti.org).

1. Fill out the sections of the form that apply to you and your application needs. Instructions are provided within each section to assist you.
  - a. If you are interested in applying to the **JVSG Roadmap Certificate Program**, complete sections A, B, and D **ONLY**.
2. Send your completed application to [Studentservices@nvti.org](mailto:Studentservices@nvti.org) and copy your supervisor on the email message.
  - a. If you are a DVOP, LVER, or CP, please also copy your state's Director for Veterans' Employment and Training (DVET). You can find your state's DVET by visiting this site: <https://www.dol.gov/agencies/vets/about/regionaloffices>

# NVTI Student Central



**My Training-** Listed below are the 5 most recent enrollments. Please [click here to view full transcript.](#)

	Type	Status	Action
9610 - Career Coaching for Special Populations	Session	Registered	<a href="#">Launch</a>
Career Coaching for Special Populations: AIAN Veterans and Rural Veterans (9610) (AIRU)	Curriculum	In Progress	<a href="#">Open Curriculum</a>
Federal Grants Management: Monitoring and Oversight for VETS Staff: Course Materials (9607)	Curriculum	In Progress	<a href="#">Open Curriculum</a>
Electronic Course Materials Quick-Start Guide	Non-Course-Specific Student-Facing Materials	Registered	<a href="#">Launch</a>
9607 DVOP Rapid Response Participant Handouts	Participant Handouts	Registered	<a href="#">Launch</a>

## My Upcoming Instructor-Led Classes

No Sessions Scheduled

## Links to Collaboration Spaces

[Click here to access the Making Careers Happen for Veterans Community of Practice](#)

## News

[NVTI Newsletters](#)  
[NVTI Featured Articles](#)  
[NVTI Announcements](#)

## Questions, Comments, Feedback...

[StudentServices@NVTI.org](mailto:StudentServices@NVTI.org)

## Need-To-Know For NVTI Classes

### Before Class

[NVTI Class Schedule](#)

[Class Descriptions](#)

[Course Delivery Method Descriptions](#)

[Registering for NVTI Classes](#)

[NVTI Student Essentials](#)

### During Class

[NVTI Code of Conduct](#)

[Participating in NVTI Self-Paced Courses](#)

[Participating in NVTI Online Courses](#)

### After Class

[Click here to view/print the Certificate of Completion.](#)

[Provide Feedback](#)

## Resources

[NVTI Podcasts](#)

[NVTI Microlearning](#)

[NVTI Webinar Recordings](#)

[NVTI Resources](#)

[NVTI Glossary](#)

[NVTI Acronyms](#)

[JVSG Primer](#)

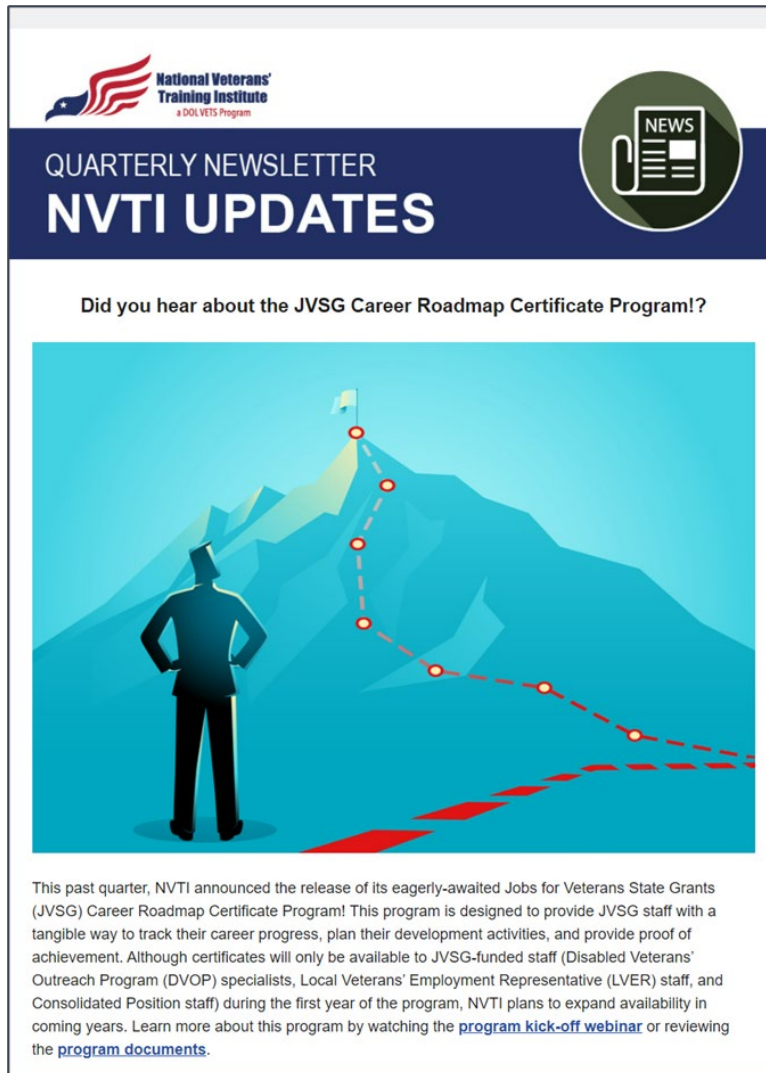
[HIRE Vets Medallion Program](#)

[Veterans' Employment and Training Service \(VETS\)](#)

[National Veterans' Technical Assistance Center \(NVTAC\)](#)



# Quarterly Newsletter and Announcements



- [Subscribe to the NVTI Mailing List](#)
- Recent highlights from the past quarter
- Success stories
- NVTI's most recently published resources
- Highlight latest DOL-VETS news and resources

# We Would Love to Hear Your Feedback



## *Ways to provide feedback*

- ⇒ Click "[Contact NVTI](#)" from the NVTI.org homepage
- ⇒ End of Course Evaluation
- *Is something going great? Tell us about it!*
- *Is there something else you'd like to see? Share your ideas!*

# Contacts



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Jillian Fasser, NVTI co-Program Manager

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Alexandra Bergeron, NVTI Customer Service Coordinator

Phone Number: 844.423.8872 extension 2

Email: [studentservices@nvti.org](mailto:studentservices@nvti.org)

# Questions / NVTI Website Walkthrough

<https://www.nvti.org/>



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## Welcome to the National Veterans' Training Institute

Learn more about NVTI and our role in serving those who support veterans.

LEARN MORE

## NVTI Student Central

Access course materials, transcripts, resources, a community of practice, and more.

LOGIN

# Reference Slide: NVTI HVRP-Related Courses



**\*\*Tuition for all NVTI courses is free of charge for VETS HVRP Recipients\*\***

## **Virtual Courses:** [Class Descriptions](#)

- 9650: Unconscious Bias: Diversity, Equity, Inclusion and Accessibility in Veteran Services: 1 day
- 9604: Managing Case Management (Supervisor Focused): 2.5 days
- 9620: Advanced Case Management: 2.5 days
- 9613: Business-Driven Workforce Solutions: 2.5 days
- 9616: Critical Thinking for Business Writing: 2.5 days
- 9610: (10) Career Coaching for Special Populations: Each series is 3.5 days

## **Online Cohort/Online Curriculum:** [Class Descriptions](#)

- 9630: Veterans Benefits Online: Online Cohort - 4 weeks for completion
- 9641: USERRA 101: Self-paced – 45 minutes for completion. **VETS approval required**
- 9642: USERRA 102: Self-paced – 45 minutes for completion. **VETS approval required**

# Reference Slide: NVTI HVRP-Related Webinars



## Webinars: [NVTI Webinars](#)

- Veteran Suicide Prevention: U.S. Department of Veterans Affairs (VA) S.A.V.E
- AmeriCorps & DOL-VETS: A Partnership for You
- Resources to Serve Veterans: A Comprehensive Guide to Frequently and Successfully Used Resources
- Introduction to Apprenticeships: Encouraging Veteran Apprenticeships
- Providing Services at a Distance
- Discovery and Customized Employment
- Accommodations: Resources and Strategies to Help Veterans with Disabilities Obtain Employment
- Making the Most of Benefits.gov
- New Employment Resource: NeedAJobNow.usNLx.com

### Training

developing the skills, experience, and  
employees need to perform  
improve their performance  
skills, and abilities, specific

# Reference Slide: NVTI HVRP-Related Podcasts



## **Podcasts:** [NVTI Podcasts](#)

- Continuing Conversations: Serving LGBTQ+ Veterans
- Addressing Burnout and Secondary Trauma for Veteran Service Providers
- Serving Veteran Spouses
- Supporting Veterans with Accessibility Needs
- Serving Justice-Involved Veterans
- Supporting Entrepreneurship in Veterans: Helping Veterans Start Businesses
- Serving Women Veterans
- Strengthening America's Trucking Workforce
- Serving Native American Veterans
- Serving LGBTQ+ Veterans
- Serving Rural Veterans



# Reference Slide: NVTI HVRP-Related Learning Opportunities



## **Microlearnings:** [NVTI Microlearning](#)

- Unconscious Bias: Companion Learning to NVTI's 9650 Course
- Completing the Individual Employment Plan
- Eligibility and Intake Triage Process – For veterans entering the AJC
- Using the Making Careers Happen for Veterans: Community of Practice Series

## **Resources:** [NVTI Resources](#)

- Apprenticeships
- Serving Disabled Veterans
- HVRP Grantee Resources
- Serving Native American Veterans
- Serving Justice-Involved Veterans

## **Featured Articles:** [News and Announcements](#)

- Working Together to Assist Veterans Experiencing Homelessness
- Veteran Underemployment
- Mental Health Awareness
- Supporting Our Military Spouses During Transition and Beyond
- What Do You Know About Veteran Treatment Courts?