National Veterans’ Training Institute (NVTI) Update
Management Concepts is the nation's premier training provider of professional development, performance improvement, and human capital solutions for the public and private sectors. We were founded in 1973; during our 45-year history, we have delivered training and collaborated with government personnel at the federal, state, and local level. We provide training internationally and deliver over one million hours of training annually.

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The National Veterans' Training Institute (NVTI), established in 1986, seeks to improve the development and enhancement of the professional skills of JVSG funded staff and VETS staff. NVTI is funded by the U.S. Department of Labor/Veterans' Employment and Training Service. Over 70,000+ veterans' employment and training professionals have attended NVTI training.

Learn More about NVTI
- www.NVTI.org
By a show of hands, have you taken:

1 NVTI class?
2 NVTI classes?
3 or more NVTI classes?
By the Numbers

Students Trained Since 2016: 5,109

Classes Offered Since 2016: 166
NVTI Code of Conduct

While attending classes, we ask that all participants be aware of and live by the NVTI Code of Conduct.
In the past, have you taken classes from any provider:

In a classroom?
In a live virtual setting?
Online and asynchronous (university) style?
Online and self-paced?
Training Methods

**Self-Paced:** eLearning that exists without instructor guidance or feedback, participants work alone

**Online Cohort:** An online university model with a participant cohort and instructor support; participants work on their own time but discuss and collaborate with others (asynchronous)

**Virtual:** Instructors and participants take part in a live class experience from their home or office locations; the classroom is hosted in a Adobe Connect Pro to allow for discussion, group work, and an immersive experience (synchronous)

**Classroom:** Live classroom classes offered at the NVTI training center in Dallas, TX
The JVSG Core
The NVTI JVSG Core: Online Prerequisites

Must complete the four, role-specific required training courses within 18 months of hire date

These courses must be completed prior to participating in a Core Competency Development course

• 9635: A Day in the Life of JVSG Staff in an American Job Center (self-paced)
  • .4 CEUS

• 9636: Legal Guidance Affecting Veterans’ Employment Services (Online Cohort with a Virtual Kick Off)
  • 2 CEUS

• 9637: Removing the Employability Gap for Veterans with Significant Barriers to Employment (Online Cohort with a Virtual Kick Off)
  • 1.1 CEUS
The NVTI JVSG Core: Core Competency Development

Must complete the four, role-specific required training courses within 18 months of hire date

These are role-specific classroom courses that are offered in our Dallas, TX facility

- 9608: Disabled Veterans’ Outreach Program (DVOP) Specialist Core Competency Development
  - 2.3 CEUS

- 9609: Local Veterans’ Employment Representative (LVER) Core Competency Development
  - 2.3 CEUS
Play JVGS Core Recommended Timing
# JVGS Core Recommended Timing

## JVSG Staff (DVOP specialists and LVERs)

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Recommended Completion Timing</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Day in the Life of JVSG Staff in an American Job Center</td>
<td>0 - 60 days in role</td>
</tr>
<tr>
<td>Legal Guidance Affecting Veterans' Employment Services</td>
<td>30 - 90 days in role</td>
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<tr>
<td>Removing the Employability Gap for Veterans with Significant Barriers to Employment</td>
<td>30 - 90 days in role</td>
</tr>
<tr>
<td>Disabled Veterans' Outreach Program (DVOP) Specialist Core Competency Development</td>
<td>60 - 180 days in role</td>
</tr>
<tr>
<td>Local Veterans' Employment Representative (LVER) Core Competency Development</td>
<td>60 - 180 days in role</td>
</tr>
</tbody>
</table>

- All required courses must be completed within 18 months of starting in role
Beyond the Core
Play Who Takes It?
Learning Opportunities for State Workforce Agency Staff
9606: Veterans Employment Opportunities Act

- 9606: Veterans Employment Opportunities Act
  - Training Method: Classroom
  - 2.3 CEUs
  - Last update: May 2017
  - This course deals with federal hiring procedures to include veterans’ preference (VP), access methods, merit promotion, and how the federal agencies select candidates. It also provides a standardized process for case processing, analyzing case files, and developing case investigative plans for VEOA, VP, and Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) discrimination in federal hiring. The course improves staff competency in VEOA, VP, and USERRA knowledge and how to investigate a claim. The investigator focuses on knowledge and skill application utilizing case examples.
9610: Career Coaching for Special Populations

• 9610: Career Coaching for Special Populations
  • Training Method: Classroom
  • 1.6 CEUS
  • Last update: NEW

• This course provides career coaching professionals with an in-depth understanding of how to identify the capabilities of justice-involved veterans and veterans experiencing homelessness to better assist them in the job search process or career change. Participants will examine the needs of veterans, in particular those that may prevent veterans from being successful in a job search or career change. Participants will also discuss how to empower veterans to make informed decisions about their career trajectory. This course will equip the participants with the skills necessary to engage and inspire justice-involved veterans and veterans experiencing homelessness to successfully reintegrate into the civilian workforce.
<table>
<thead>
<tr>
<th>Time</th>
<th>Agenda</th>
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</thead>
<tbody>
<tr>
<td><strong>Day One</strong></td>
<td><strong>Morning</strong></td>
</tr>
<tr>
<td></td>
<td>• Module 1: The Unique Qualities of Justice-Involved and Homeless Veterans</td>
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<tr>
<td></td>
<td>o Lesson 1.1: Statistics of Justice-Involved Veterans</td>
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<tr>
<td></td>
<td>o Lesson 1.2 Statistics of Veterans Experiencing Homelessness</td>
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<tr>
<td></td>
<td>• Module 2: Requirements of Justice-Involved and Homeless Veterans</td>
</tr>
<tr>
<td></td>
<td>o Lesson 2.1: Basic Needs of Veterans</td>
</tr>
<tr>
<td></td>
<td>o Lesson 2.2: Resources Available for Veterans</td>
</tr>
<tr>
<td></td>
<td><strong>Lunch</strong></td>
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<td></td>
<td><strong>Afternoon</strong></td>
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<tr>
<td></td>
<td>• Module 3: Building a Trusting Relationship with Veterans</td>
</tr>
<tr>
<td></td>
<td>o Lesson 3.1: Communicating Clearly and Compassionately</td>
</tr>
<tr>
<td></td>
<td>o Lesson 3.2: Diffusing Veterans’ Negative Self-perception</td>
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<tr>
<td></td>
<td>• Lesson 3.3: Engaging Veterans During Transition</td>
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<tr>
<td><strong>Day Two</strong></td>
<td><strong>Morning</strong></td>
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<tr>
<td></td>
<td>• Module 4: Developing Career Goals and Plans with Veterans</td>
</tr>
<tr>
<td></td>
<td>o Lesson 4.1: Assess Veterans’ Job or Career Readiness</td>
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<tr>
<td></td>
<td>o Lesson 4.2: Develop Actionable Goals with Veterans</td>
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<tr>
<td></td>
<td>o Lesson 4.3: Develop Realistic Career Plans with Veterans</td>
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<tr>
<td></td>
<td><strong>Lunch</strong></td>
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<tr>
<td></td>
<td><strong>Afternoon</strong></td>
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<tr>
<td></td>
<td>• Capstone Exercise</td>
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<tr>
<td></td>
<td>• Module 5: Maintaining and Improving Your Ability to Serve</td>
</tr>
<tr>
<td></td>
<td>o Lesson 5.1: Conflict Management</td>
</tr>
<tr>
<td></td>
<td>o Lesson 5.2: Time and Resource Management</td>
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<tr>
<td><strong>Day Three</strong></td>
<td><strong>Morning</strong></td>
</tr>
<tr>
<td></td>
<td>• Module 5: Maintaining and Improving Your Ability to Serve, continued</td>
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<tr>
<td></td>
<td>o Lesson 5.3: Establishing Resilience at Work</td>
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<td></td>
<td><strong>Action Plan</strong></td>
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</tbody>
</table>
9610: Maslow’s Hierarchy of Needs

- **Physiological**
  - Food, water, sleep

- **Safety**
  - Security and safety

- **Belongingness**
  - Relationships with friends and family

- **Esteem**
  - Pride and accomplishment

- **Self-Actualization**
  - Continuous self-discovery and growth

- **Self-fulfillment needs**
- **Psychological needs**
- **Basic needs**
9613: Business-Drive Workforce Solutions

- 9613: Business Driven Workforce Solutions
  - Training Method: Classroom
  - 1.6 CEUS
  - Last update: NEW
- Business services representatives play an important role in connecting veterans with businesses. Establishing and maintaining meaningful relationships with businesses are key elements to serving veterans at American Job Centers (AJCs). In order to nourish this relationship, business services representatives must be privy to both veteran and business needs while practicing exceptional communication skills to engage businesses. This course is designed to help business services representatives, including LVERs, meet the market demands for talent of today and tomorrow by collaborating, innovating, and leading market-relevant business services across talent supply organizations in AJCs.
## 9613: Course Schedule

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Agenda</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Day 1</strong></td>
<td></td>
</tr>
</tbody>
</table>
| Morning     | • Module 1: Connecting Businesses with the Workforce System  
  o Lesson 1.1: Business Needs  
  o Lesson 1.2: Business Services Strategy |
| Lunch       | • Module 1: Connecting Businesses with the Workforce System, *continued*  
  o Lesson 1.2: Business Services Strategy, continued  
  o Lesson 1.3: Engaging Businesses |
| Afternoon   | • Module 1: Connecting Businesses with the Workforce System, *continued*  
  o Lesson 1.2: Business Services Strategy, continued  
  o Lesson 1.3: Engaging Businesses |
| **Day 2**   |        |
| Morning     | • Module 2: Developing American Job Center (AJC) Strategies to Enhance Business Performance  
  o Lesson 2.1: Enhancing Economic Performance |
| Lunch       | • Module 2: Developing American Job Center (AJC) Strategies to Enhance Business Performance, *continued*  
  o Lesson 2.2: Communicating with Businesses |
| Afternoon   | • Module 2: Developing American Job Center (AJC) Strategies to Enhance Business Performance, *continued*  
  o Lesson 2.2: Communicating with Businesses |
| **Day 3**   |        |
| Morning     | • Module 3: Capstone Exercise  
  o Lesson 3.1: Exercise: Connecting Market Demands with Talent Supply  
  • Course Wrap-Up |
9613: Occupations Overview

Industry Sector

- Entry-Level (EL) Occupations
- Mid-Level (ML) Occupations
- Upper-Level (UL) Occupations

ML Occupation 1
- Skill 1
- Skill 2
- Skill 3

ML Occupation 2
9613: Deciphering Business Needs

- Measurable Job Skills
- Salary
- Benefits
- Workforce Demographics
- Facility Tour
9620: Advanced Case Management

- 9620: Advanced Case Management
  - Training Method: Classroom
  - 1.6 CEUS
  - Last update: May 2019
  - This course is designed to refresh participants’ knowledge about key concepts from case management (CM) of veterans training. This advanced-level course focuses on addressing some of the more challenging CM skills, including: comprehensive assessment, goal setting, developing service plans, and writing effective case notes. Please note that service plans go by many different names, including Individualized Development Plan (IDP), Individualized Employment Plan (IEP), Individualized Service Strategy (ISS), Client Services Plan (CSP), etc. This course refers to the service plan as an IDP. Participants will identify problems they have experienced in professional practice, brainstorm solutions, and practice specific skills. Examples, case scenarios, group discussions, and exercises are provided.
9630: Veterans’ Benefits Online

- 9630: Veterans’ Benefits Online
  - Training Method: Online Cohort with Virtual Kick Off
  - TBD CEUS
  - Last update: March 2019
- This course covers the basics of Veterans' Benefits in live online and self-paced learning modalities. You have three weeks to complete the work assigned and may do so from either your home or work space. The self-paced learning for this course is accessible 24 hours a day for your convenience. You will get from this course as much as you put into it! The course has four modules. Each module includes reading assignments, quizzes, and research assignments (to be discussed/posted on the Discussion Board). The course also includes two work-related scenarios that help you analyze and apply what you learned in all four modules. A course evaluation will also be provided via email. After completing the course, you will have working knowledge of the basic VA, state, and local veteran benefits necessary to assist the targeted group clients. You will also be able to refer a veteran client for services they need or desire with this new information and have an active network to support those clients.
9633: Serving Veterans Enrolled in Chapter 31 Programs

- 9633: Serving Veterans Enrolled in Chapter 31 Programs
  - Training Method: Self-Paced
  - TBD CEUS
  - Last update: 2018
  - This course covers: The National Memorandum of Agreement (MOA) and Local Memoranda of Understanding (MOU); The Technical Assistance Guide (TAG); The VETS 201; VETS 201 Review Training (OPA); and Sorting Information on the VETS 201
9638: 9636 and 9637 eLearning Content for Review

- 9638: 9636 and 9637 eLearning Content for Review
  - Training Method: Self-Paced
  - N/A CEUS
  - Last update: June 2019
  - This course covers contains all of the eLearning content from 9636: Legal Guidance Affecting Veterans' Employment Services and 9637: Removing the Employability Gap for Veterans with Significant Barriers to Employment. It does not include the virtual kick off or any of the discussion elements in the online cohorts, but is instead intended to be a review course. It is provided to all participants in the JVSG Core as well as everyone who takes 9603: LIVS and 9604: MCM.
  - Please note that completion of this course does not satisfy the requirement for newly-hired JVSG staff to complete core NVTI courses within 18 months of the date of hire.
9639: DVOP Specialist Cross-Training

- 9639: DVOP Specialist Cross-Training
  - Training Method: Virtual
  - .6 CEUS
  - Last update: Undergoing Update; complete Sept 2019
  - DVOP specialists play a critical role in helping veterans become job ready. DVOP specialists not only work directly with veterans, but also work with partners in the AJC and other community resources to meet the veterans’ needs. The DVOP Specialist Cross-Training course is an abbreviated version of the DVOP Core Competency Course that is designed to equip a LVER to temporarily assume DVOP specialist duties in emergency situations as described in VPL 01-18, Exception for JVSG, LVER Duty Roles. Non-JVSG American Job Center staff who serve veterans will also benefit from participating in this cross-training. The DVOP Specialist Cross-Training course takes a dive into the application of the DVOP specialist’s roles and responsibilities. The course allows the participants to practice the tasks that are imperative for DVOP specialists to effectively fulfill their roles and meet the needs of veterans.
  - Please note that completion of this course does not satisfy the requirement for newly-hired JVSG staff to complete core NVTI courses within 18 months of the date of hire.
9641: USERRA 101

- Training Method: Self-Paced
- .05 CEUS
- Last update: June 2019

In this self-paced eLearning course, you will learn the basic application of the Unformed Services Employment and Reemployment Rights Act (USERRA). Upon completion of the course, you will be able to apply the basic provision of USERRA.
9642: USERRA 102

- 9642: USERRA 102
  - Training Method: Self-Paced
  - .05 CEUS
  - Last update: June 2019
  - The basic tenants of USERRA are taught in the USERRA 101 course and it is important that you complete that course first. The USERRA 102 course will further expand and build upon that knowledge base. This course will explore the legal basis and definitions of USERRA. Upon completion of this self-paced eLearning course, you will be able to explain the legal basis of USERRA.
Making Careers Happen for Veterans Community of Practice

- Making Careers Happen for Veterans Community of Practice
  - Training Method: Self-Paced
  - N/A CEUS
  - Last update: Continuous

- This peer-to-peer community of practice is a location where you can connect with practitioners across the United States to discuss best practices and challenges for those in the public workforce investment system who serve veterans. This community is an interactive online collaboration and learning platform designed to communicate and build the capacity of employment and training programs serving veterans and to develop and implement innovative approaches. The views expressed in this community do not reflect the views of the Department of Labor Veterans' Employment and Training Service. Please check with your state representative to confirm advice that was provided in this community is correct and in line with your state's policies and procedures. On this community of practice site you will find:
  - A community of public workforce system stakeholders committed to serving veterans
  - Technical assistance resources and online learning opportunities
  - A place to collaborate with your peers on veterans' topics of interest to you
Launching and using Making Careers Happen for Veterans Community of Practice: Start at NVTI Student Central
Coming Soon: Grants Closeout Webinar

- Grants Closeout Webinar
  - Training Method: Virtual
  - .2 CEUS
  - The objectives of this session are to:
    - Provide an overview of the closeout process including timelines
    - Describe responsibilities of Veterans’ Employment and Training Service (VETS), grant recipients, and subrecipients during the closeout process
    - Discuss the components of a complete closeout package, including discussing many items that must be accounted for at closeout
    - Address some of the common issues discovered during closeout
    - Describe post-closeout responsibilities
Coming Soon: Federal Grants Management for Recipients

- Federal Grants Management for Recipients
  - Training Method: Blended
  - TBD CEUS
  - Last update: **Coming Soon**
  - Tentative Learning Objectives
    - Discuss the basics definitions, players, and processes involved in federal grant making.
    - Analyze the pre-award phase responsibilities of recipients who expend discretionary funding.
    - Analyze the award phase responsibilities of recipients who expend discretionary funding.
    - Analyze the post award phase responsibilities of recipients who expend discretionary funding.
    - Analyze the pre-award phase responsibilities of recipients who expend formula funding.
    - Analyze the post award phase responsibilities of recipients who expend mandatory funding.
Learning Opportunities for Managers and Supervisors
Managers and Supervisors: 9603: Leadership for the Integration for Veteran’s Services

- 9603: Leadership for the Integration for Veteran’s Services
  - 1.6 CEUS
  - Last update: Undergoing Update; complete Sept 2019
  - The Leadership for Integration of Veterans Services (LIVS) course focuses on the principles of leadership and the legislation supporting veterans programs. Course participants are individuals who are responsible for the program monitoring and success of Disabled Veterans’ Outreach Program (DVOP) specialists and Local Veterans’ Employment Representatives (LVERs). Course topics include an overview of leadership and management concepts, an orientation to Veterans’ Employment and Training Service (VETS) and the National Veterans’ Training Institute (NVTI), Priority of Service, measurement tools, and program reporting.
Managers and Supervisors: 9604: Managing Case Management

- 9604: Managing Case Management
- 1.6 CEUS
  - Last update: Undergoing Update; complete Sept 2019
  - Managing Case Management (MCM) is intended to enhance awareness of issues and management techniques related to case management. Participants learn the basic concepts of case management (CM) and understand how to monitor and support the CM process. Participants learn various approaches to case management, conflict management, and handling legal and ethical issues. The course discusses the establishment of a network outside the office.
Play NVTI Courses and Descriptions Matching
2020 New Developments

- Federal Grants Management for Recipients
- Critical Thinking for Business Writing
- Using Logic Models to Enhance Critical Thinking
Registering for NVTI Classes

• Download the NVTI application form at https://nvti.org/How-to_Register
  • Complete all sections

• Send your completed application form to the DOL Directors for Veterans’ Employment and Training (DVET) or appropriate state agency officials in your state
  • Locate your state’s DOL Directors for Veterans’ Employment and Training (DVET) by visiting https://www.dol.gov/agencies/vets/about/regionaloffices

• Do not send completed application forms directly to NVTI.
Key Points: Registration

• We can’t accept applications directly from individual participants
  • We accept them from the DOL/VETS DVET or designated state representative

• Every course requires a registration, including all eLearning courses

• The last day to enroll in a classroom course is 3 weeks before the travel day to Dallas, TX

• A participant is not registered until they receive a confirmation email
NVTI Travel

• Includes:
  • Flight or mileage to Dallas, TX
  • Flight baggage fees
  • Transportation to the hotel and back to the airport in Dallas, TX
  • Hotel stay
  • Meals

• Does not include:
  • Transportation to and from departure airport

• Fly to NVTI the **day before** class
• Return flight **after** 3pm on last day of class
NVTI Travel Tips

• Travel process take up to 3 weeks to arrange and process
  • Contact NVTI travel as soon as you receive a confirmation email from NVTI

• Expect to get final flight confirmation 72 hours before flight

• Only NVTI can make changes to flights
  • If the traveler makes changes, they may be responsible for any additional costs
NVTI Contacts

844-423-8872

Program related questions: Questions@nvti.org
Questions about NVTI registrations: Studentservices@nvti.org
Travel: Travel@nvti.org

QUESTIONS?

For additional information including course details, course schedule dates, the application process, and travel information visit:

https://www.nvti.org