

September 16, 2002

VETERANS' PROGRAM LETTER NO. 11-02

MEMORANDUM FOR: ALL REGIONAL ADMINISTRATORS (RAVETs), AND
DIRECTORS FOR VETERANS'
EMPLOYMENT AND TRAINING (DVETs),
ALL STATE WORKFORCE AGENCY (SWA)
ADMINISTRATORS
ALL REGIONAL ADMINISTRATORS, EMPLOYMENT AND
TRAINING ADMINISTRATION (INFO)

FROM: FREDERICO JUARBE JR. [SIGNED]

SUBJECT: New Roles and Responsibilities (formerly known as Prototype
Performance Standards) for the Disabled Veterans=
Outreach Program (DVOP) and Local Veterans=
Employment Representative (LVER) staff.

I. Purpose: To introduce new Roles and Responsibilities (R&R=s) for DVOP and LVER staff.

II. References: Sections 4103A(a), 4104(b), and 4104A of Title 38 Chapter 41 of United States Code (38 U.S.C. 4103A-4104A), Public Law 100-323, and Code of Federal Regulations Parts 1001.123, and 1001.140.

III. Rescissions: Veterans Program Letter (VPL) 1-90 dated October 31, 1989.

III. Background: Public Law 100-323, passed May 3, 1989, amended 38 U.S.C., Chapter 4104 to read: AThe Secretary, after consultation with State employment agencies or their representatives, or both, shall provide to such agencies a prototype of performance standards for use by such agencies in the development of performance standards under subsection (a)(1) of this section.@ In response to this requirement, the Assistant Secretary for Veterans= Employment and Training Service (ASVET) introduced the prototype performance standards on October 31, 1989.

Since 1989, there have been major changes in the employment service delivery system. In recognition of these changes, the ASVET saw the need for DVOP and LVER staff to have performance standards in place that are applicable within the new SWA service delivery system. To provide SWAs with updated guidance, VETS convened a workgroup that formulated recommendations for roles and responsibilities that States can use as the basis for setting DVOP and LVER performance standards in accordance with 38 U.S.C. 4104A.

IV. Development: In the Spring of 2002, VETS asked the National Association of Workforce Agencies (NASWA) for nominations of participants for this workgroup. The nominees consisted of a NASWA National Office representative, and two SWA administrators. In addition, two DVOP and two LVER local office staff were selected to participate in this workgroup. The remainder of this workgroup is comprised of one VETS National Office staff, four DVETs, a representative from the Employment and Training Administration, National Veterans = Training Institute staff, and contractor support.

The workgroup was given three objectives: 1) Develop and recommend to the ASVET new R&R=s that, in the evolving service delivery system, will provide SWAs, DVOP, and LVER staff the guidance and flexibility needed to function in an effective and efficient manner as they serve their veteran clients; 2) Develop and recommend performance measures for program staff that measure the functional responsibilities outlined in the new prototype performance standards. These measures are referred to as grant-based performance measures; 3) Ensure that the recommended R&R=s and performance measures are applicable under current provisions of Title 38 and any pending legislation introduced in the 107th or 108th Congress.

V. Concept: During the development of the R&R=s, the overriding consideration was to provide SWA administrators, DVOP and LVER staff with the guidance and flexibility needed to operate program(s) services in an effective and efficient manner in order to best serve their veteran clients. The R&R=s provide the States with a framework that includes two key elements: 1) required core roles for DVOP and LVER staff, and 2) listings of examples of responsibilities that are appropriate for each of the required roles. States have the flexibility to use any or all of the suggested responsibilities, and or add other appropriate responsibilities. This dual structure is intended to provide States with the opportunity to tailor DVOP and LVER performance responsibilities to reflect their service delivery environment. One significant restriction is that the roles and responsibilities assigned to DVOP and LVER staff must be within the parameters given for the particular program in Title 38 U.S.C.

VI. Implementation: States can begin implementation of the new R&R=s at any time. It is expected that States will have DVOP and LVER performance standards based on the R&R=s in place by the beginning of Program Year (PY) 2003, July 1, 2003. RAVETs, DVETs, and VETS National Office will be available to provide technical assistance as needed.

VIII. Grant-Based Measures: The workgroup will continue refining their recommendations on the proposed grant-based measures. The measures are planned to provide a means of linking the R&R=s to the employment outcomes of individuals served by DVOP and LVER staff. Once the final recommendations are made, the proposed grant-based measures will be shared with stakeholders for comment via a *Federal Register* Notice or via VPL. It is expected that the grant-based measures will be approved and be implemented with the start of PY 2003.

IX. Actions Required:

- A. SWA administrators are to have new DVOP/LVER performance standards in place prior to the beginning of PY 2003,
- B. In developing these standards, the SWA=s shall take into consideration the enclosed Roles & Responsibilities, as well as the duties and functions specified in section 4103A(b), and section 4104(b)(1) through (12) of Chapter 41, Title 38 U.S.C. DVETs shall upon the request of the SWA, provide appropriate assistance in the development of the performance standards,
- C. SWA=s shall submit to the DVET, their proposed standards for comment. DVETs will within 30 days from receipt of proposed standards, provide comments on the proposed standards to both the SWA administrator, and to their RAVET,
4. RAVETs will compile a listing of States that have implemented the new performance standards, and will submit the list to the Chicago Regional Lead Center prior to July 1, 2003.

X. Inquiries: State agency questions should direct their inquiries to their DVET. Any questions that cannot be answered by the DVET should be directed through their RAVET to Miguel A. Hernandez at (202) 693-4708.

XI. Expiration Date: Until superceded

XII. Enclosures:

1. Roles & Responsibilities
2. Legislative Matrix.