



June 9, 2003

VETERANS PROGRAM LETTER NO. 09-03

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

FROM: FREDERICO JUARBE JR. 

SUBJECT: Disabled Veterans' Outreach Program (DVOP) and Local
Veterans' Employment Representative (LVER) Staffing and
Reporting Requirements

- I. Purpose: To provide guidance on DVOP and LVER staffing and reporting requirements affected by Public Law (P.L.) 107-288.
- II. References: Title 38, United States Code Sections 4112, 4102A, 4103A, and 4104, as amended by P.L. 107-288; Veterans Program Letter 11-02, dated September 16, 2002; The Workforce Investment Act of 1998, P.L. 105-220.
- III. Rescissions: None.
- IV. Background: P.L. 107-288, The Jobs for Veterans Act (the Act) includes several provisions affecting the DVOP and LVER programs' staffing options and related reporting requirements. VETS has developed policies in accordance with the Act to address the following issues:
 - Requirement for veterans' preference in the hiring of DVOP specialists and LVER staff;
 - Part-time staffing guidelines for DVOP specialists and LVER staff;
 - Consistency of DVOP Roles and Responsibilities for providing Intensive Services with definitions under the Workforce Investment Act (WIA);
 - Requirement of the Manager's Report on Services to Veterans (previously referred to as LVER Quarterly Report).
- V. Veterans' Preference in Appointment of DVOP Specialists and LVER Staff:
Every effort shall be taken by State Workforce Agencies (SWAs) to hire qualified veterans for both DVOP and LVER positions. Non-veterans may be temporarily appointed to DVOP and/or LVER positions in exceptional cases, after all means of recruiting qualified service-connected disabled and other veterans have been exhausted. SWAs' hiring preference policy for DVOP specialists and LVER staff shall reflect the following order of priority:

- A. Qualified service-connected disabled veterans;
- B. Qualified eligible veterans; and
- C. Qualified eligible persons, as defined in Title 38 United States Code, Section 4101(5).

SWAs are required by statute to notify the Secretary [through the appropriate Director for Veterans Employment and Training (DVET)] of any non-veteran that has been employed as a DVOP or LVER for a period of six months or more. Such notification shall include the rationale for not filling the position with a qualified veteran, and steps that have been taken and will continue to be taken to recruit qualified veterans to fill the position.

- VI. Part Time DVOP Specialists and LVER Staff: It is VETS' policy that no individual shall be concurrently employed in both part-time LVER and in part-time DVOP capacities. The State Veterans' Services Plan should identify both full-time and half-time DVOP and LVER positions. It is not the intent of Congress that currently staffed full-time DVOP positions be reduced to half-time positions, if the incumbent will not be retained as a full-time employee. SWAs intending to reclassify an individual employed as a full-time DVOP specialist to a part-time employee are urged to proceed in consultation with the DVET.
- VII. Definition of Intensive Services: The Act requires that performance standards and outcome measures be consistent with State performance measures applicable under section 136(b) of the Workforce Investment Act (WIA) of 1998. Specific DVOP roles and responsibilities, as outlined in VPL 11-02, parallel intensive services as defined under the WIA, 134(d)(3). The chart provided in Enclosure I demonstrates a crosswalk between intensive services as defined under the WIA, and their correlating DVOP specialist roles and responsibilities.
- VIII. Manager's Report on Services to Veterans: The Act stipulates that this report, for which the LVER is administratively responsible, shall be delivered not less than quarterly to the DVET and/or to the designated manager as determined through consultation between the State Administrator and the DVET.
 - A. Scope of Coverage: Any workforce development service delivery area where Department of Labor funds are allocated to provide employment and training services to veterans, as determined by the State administrator and the DVET.
 - B. Intent: To report employment and training services provided to veterans by the specified workforce development service delivery areas, to designated management and to the DVET. The reports are to be used by management and the DVET for their review of services to veterans and to identify any need for possible action to ensure that services are provided in accordance with applicable laws and regulations.

- C. Content: The Report shall be prepared primarily in narrative form, into which required and other suggested information should be incorporated. See Enclosure II for detailed content guidance.

IX. Actions Required:

- A. DVETs shall be available for consultation and to provide technical assistance related to DVOP and LVER staffing options and reporting requirements upon request.
- B. Policies regarding the Act shall be implemented by the States effective October 1, 2003.

- X. Inquiries: SWA questions should be addressed to the appropriate DVET. DVETs should address further inquiries as needed through the appropriate RAVET to Miguel A. Hernandez in the VETS National Office at (202) 693-4708.

- XI. Expiration Date: This directive is valid until rescinded.

XII. Enclosures:

- I. Intensive Services Crosswalk of Definitions under the WIA and DVOP Roles and Responsibilities
- II. Manager's Report on Services to Veterans Suggested Format

ENCLOSURE I

Intensive Services Crosswalk of Definitions under the WIA and DVOP Roles and Responsibilities

The Jobs for Veterans Act requires that performance standards and outcome measures be consistent with State performance measures applicable under section 136(b) of the Workforce Investment Act (WIA) of 1998. State Workforce Agencies should be aware that intensive services as defined under the WIA parallel specific Disabled Veterans Outreach Program (DVOP) roles and responsibilities. The chart below demonstrates a crosswalk between intensive services as defined under the WIA, and their correlating DVOP specialist roles and responsibilities as outlined in Veterans Program Letter (VPL) 11-02, issued September 16, 2002.

Section 134 (d)(3) of the WIA, Intensive Services may include the following:	DVOP Specialists' Roles and Responsibilities for Intensive Services (VPL 11-02)
1. Comprehensive and specialized assessment	1. Assessment
2. Development of individual employment plan	2. Development of a plan that is documented
3. Group counseling	3. Group counseling may be part of the plan
4. Individual counseling and career planning	4. Career guidance
5. Case management	5. Case management requires a minimum of assessment and development of plan.

ENCLOSURE II

Manager's Report On Services to Veterans

The Manager's Report on Services to Veterans (previously referred to as the LVER Quarterly Report) is required to be distributed not less than quarterly to the Director for Veterans Employment and Training (DVET) and to the designated manager, as determined through consultation between the State Administrator and the DVET.

Content Guidelines: The Report shall be primarily in narrative form, into which the required and other suggested information should be incorporated. The required information shall include time period covered, area, report author, Chapter 31 activity, and a report narrative. Suggested information may include, success stories/best practices, special projects, and other LVER activities.

The intent of placing focus on narrative analysis is to increase the Report's value to all stakeholders by encouraging greater analysis and introspection, rather than reliance on the production of numerical data. Emphasis should be placed on explaining what was done, how it impacted veterans' services, and "how we are doing business."

Suggested components, such as Success Stories/Best Practices are not required, however, may add considerable value to the Report. Where included, such information should illustrate concretely how success stories exemplify best practices.

A Suggested Format outlining both the Required and Suggested Content of the Manager's Report on Services to Veterans is provided on the following page.

Suggested Format for Manager's Report On Services to Veterans

REQUIRED CONTENT

- A. **Time period covered:** Program Year and Quarter addressed by the Report.
- B. **Area:** Name and location or description of service delivery point or area to be addressed by the Report.
- C. **Report Author:** Name of individual(s) who is primarily responsible for the preparation and/or submission of the Report.
- D. **Chapter 31 (VR&E) Activity:** Number of cases opened and closed, entered employment rate, and/or other relevant information related to Chapter 31 activity.
- E. **Report Narrative:** Address the following questions in narrative form, using any relevant information available to support a complete analysis of activities within the area covered by the Report.

1. **Explanation of One-Stop processes and activities:**
 - a. What One-Stop processes and activities are conducted in the area addressed?
 - b. How is veterans' preference observed with regard to intake, job referral, and/or other One-Stop activities? Include analysis of compliance with the provision of priority of service in the Public Labor Exchange.
 - c. How are DVOP and LVER staff integrated into workforce development processes?
2. **Outreach Activities:**
 - a. How have outreach activities been conducted? (i.e., seminars/career days, public relations contacts, media releases, etc.)
 - b. How have outreach activities been targeted to the intended audiences? (i.e., employers, veterans, veterans' services organizations, community-based organizations, etc.)
 - c. What is the intended result of these activities, and what assessment, if any, can be made of their impact?
3. **Additional comments:**
 - a. What services, if any, have grant staff provided to non-veterans? Explain.
 - b. Are there significant actual or anticipated staffing issues, such as staff turnover?
 - c. Do the Manager and/or other grant staff wish to provide any additional comments?

OTHER SUGGESTED CONTENT (Not Required)

- A. **Success stories/Best Practices:** Describe any notable successes, and explain how any best practices may have contributed to the successful outcome.
- B. **Special Projects:** Describe and assess any new or unique DVOP/LVER projects, accomplishments, or other initiatives undertaken.
- C. **Other LVER activities:** Describe any other LVER activities performed this quarter not previously addressed, such as career workshops, etc.