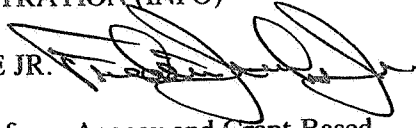




May 5, 2004

VETERANS' PROGRAM LETTER NO. 04-04

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

FROM: FREDERICO JUARBE JR. 

SUBJECT: Negotiating State Workforce Agency and Grant-Based
Performance Measures for the Period Starting July 1, 2004 and
ending June 30, 2005.

- I. **Purpose:** To provide guidance for negotiating performance measures for veterans served by the Public Labor Exchange and grant-based performance measures for veterans served through the Jobs for Veterans State Grants.
- II. **References:** Title 38, United States Code, Section 4102A (38 U.S.C. 4102A), as amended by the Jobs for Veterans Act of 2002, Public Law (P.L.) 107-288; Veterans' Program Letter (VPL) 10-02 dated July 23, 2002; and, VPL 10-03, dated June 10, 2003.
- III. **Rescissions:** VPL 10-02; VPL 10-03.
- IV. **Background:** On May 31, 2001 the Department of Labor published in the *Federal Register* final performance measures for the public labor exchange. On July 1, 2002 states began using revised reporting requirements to collect and report on the new measures.

State quarterly reports for the period ending December 31, 2003 contained two quarters of entered employment rate (EER) data for veterans. State quarterly reports due May 15, 2004 for the period ending March 31, 2003 will contain the first quarter of employment retention rate (ERR) data for veterans and three quarters of EER data for veterans.

The Department of Labor established National goals for veterans served through the public labor exchange. These goals are: Veterans Entered Employment Rate of 58 percent;

The Department of Labor established National goals for veterans served through the public labor exchange. These goals are: Veterans Entered Employment Rate of 58 percent; Veterans Retention Rate of 72 percent; and Disabled Veterans Entered Employment Rate of 52 percent.

- V. **Weighting of Grant-Based Measures:** The Jobs for Veterans Act stipulates that grant-based performance measures be weighted at the discretion of the Secretary to provide special consideration for the placement of veterans requiring intensive services, as well as for disabled veterans. In accordance with this requirement, VETS has developed a weighting scheme for specific measures that was introduced in VPL 10-03 issued June 10, 2003. The system of weighting outlined in VPL 10-03 currently is undergoing further review by VETS for possible future implementation, but will not apply to performance measures or target outcome negotiations for the four-quarter period starting July 1, 2004.
- VI. **Negotiating Target Standards:** In accordance with P.L. 107-288, The Jobs for Veterans Act, the Assistant Secretary of Labor for Veterans' Employment and Training is establishing and implementing a system to measure the performance of the labor exchange system in regard to veterans. Two sets of performance measures will be negotiated between the Director for Veterans Employment and Training Service (DVET) located in each state and State Workforce Agency (SWA) administrative staff. One set will be Public Exchange Performance Measures for veterans and the second will be Grant-Based Performance Measures for veterans served by DVOP specialists and LVER staff. In some instances, these negotiations will be conducted simultaneously with ETA regional staff during negotiations of state performance goals for the labor exchange for Program Year 2004.

Mutually agreed upon measures for veterans will be included in the State's Plan of Service under the Jobs for Veterans State Grants. Since these measures will continue to be calculated using the currently approved ETA 9002 and VETS 200 reporting systems, further Office of Management and Budget approval is not required

Attachment II and Attachment III provide tools that can be used as a basis to determine negotiated measures for veterans. Any appropriate factors that could reasonably be expected to impact outcomes can be considered during negotiations.

- VII. **RAVET Approval:** The Regional Administrator for Veterans' Employment and Training (RAVET) will review the negotiated performance standards submitted by the DVET. If the RAVET does not approve the negotiated performance standards, there will be the opportunity for further negotiations until mutual agreement is reached upon the standards of performance applicable to the respective State's Public Labor Exchange activities. It is understood that representatives of either the SWA or VETS may elect to renegotiate performance standards as new information becomes available.

VIII. **Actions Required:** Complete Negotiations for Public Labor Exchange and DVOP/LVER Grant Performance Measures utilizing the timeline in Attachment I and procedures in Attachment II and Attachment III.

IX. **Inquiries:** SWA questions should be addressed to the appropriate DVET. DVETs should address further inquiries as needed through the DLEC Regional Representative, the RAVET, the RLC Coordinator, or Pamela Langley in the VETS National Office at (202) 693-4708.

X. **Expiration Date:** This directive and attachments are valid until rescinded or superseded.

XI. **Attachments:**

- I. Suggestions for Expeditious Negotiations and Reporting of SWA and Grant-Based Performance Measures
- II. Procedure For Establishing Expected Performance Measures For The Public Labor Exchange
- III. Procedure For Establishing DVOP And LVER (Grant-Based) Performance Measures

Suggestions for Expeditious Negotiations and Reporting of SWA and Grant-Based Performance Measures	
Activity	Time Frame
Issue VPL on Standards Negotiation Process	May 2004
Negotiations Between States and DVETS	May to mid-June, 2004
States' proposal containing targets for veterans served by labor exchange and grant based measures to DVET	June 18, 2004
DVET and RAVET concur and provide approval of negotiated measures to State	June 25, 2004
Inclusion of approved performance measures in the Jobs for Veterans Grant State Plan	July 1, 2004

**PROCEDURE FOR ESTABLISHING EXPECTED PERFORMANCE MEASURES FOR
THE PUBLIC LABOR EXCHANGE**

A. Public Labor Exchange Performance Standards to be Negotiated: Veterans' Employment and Training Service (VETS) field staff and State Workforce Agency (SWA) administrative staff shall negotiate one set of target standards for All Veterans and a second set for Disabled Veterans as follows:

- Negotiated performance standards for All Veterans:
 - o Entered Employment Rate (EER);
 - o Entered Employment Rate following Receipt of Staff-Assisted Services (EER/Staff-Assisted); and,
 - o Employment Retention Rate (ERR).

- Negotiated performance standards for Disabled Veterans:
 - o Entered Employment Rate (EER);
 - o Entered Employment Rate following Receipt of Staff-Assisted Services (EER/Staff-Assisted); and,
 - o Employment Retention Rate (ERR).

B. Definitions of Public Labor Exchange Performance Measures

1. **Veteran Job Seeker Entered Employment Rate:** Of Public Labor Exchange applicants who are veterans or eligible persons, the number who in the first or second quarter following registration earned wages from a new or different employer than that from which they earned wages in the quarter prior to registration, divided by the total number of veteran applicants. Note: Veteran applicants earning wages in the first or second quarter following registration solely with the same employer from which wages were earned in the quarter prior to registration are excluded from measures of entry to employment.

2. **Veteran Job Seeker Entered Employment Rate following Receipt of Staff-Assisted Services:** Of Public Labor Exchange applicants who are veterans or eligible persons and who received some form of staff-assisted services from Public Labor Exchange staff during the quarter of registration or the first or second quarter after registration, and who entered employment, divided by the total number who received staff-assisted services from Public Labor Exchange staff during the quarter of registration or the first or second quarter after registration. Staff-assisted services include: (a) referral to a job, (b) placement in training, (c) reemployment services, (d) assessment services, including an assessment interview, testing, counseling, or employability planning, (e) case management, (f) career guidance, (g) job search activities, (h) federal bonding program, (i) job development contacts, (j) tax credit eligibility determination, (k) referral to other services, including skills training, educational services, and supportive services, or (l) any other service requiring significant expenditure of staff time. Application taking/registration and the use of self-service or facilitated self-help services are not included as staff-assisted services.

