



DIRECTOR'S MEMORANDUM NO. 11-09 (Change 1)

MEMORANDUM FOR: REGIONAL ADMINISTRATORS AND DIRECTORS
FOR VETERANS' EMPLOYMENT AND TRAINING
SERVICES

FROM: 
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Director, Compliance and Investigation

SUBJECT: Veterans' Preference (VP) Operations Manual

- I. **Purpose:** To disseminate the attached VP Operations Manual
- II. **Reference(s):** None
- III. **Rescinds:** Director's Memorandum 11-09
- IV. **Background:** The Veterans Employment Opportunities Act (VEOA) was signed into law on October 31, 1998. It improved redress for preference eligibles and transferred the administrative redress provisions of veterans' preference to the U.S. Department of Labor (USDOL). The major change for the Veterans' Employment and Training Service (VETS) was the assignment of investigative responsibility for veterans' preference complaints. Over the years, policy and guidance has been disseminated in various Director's Memoranda, email, and other means available to notify staff of the investigative requirements necessary for VETS to meet its investigative mission under the VEOA. The attached VP Operations Manual is a compilation of all veterans' preference guidance and investigative requirements into one comprehensive manual.
- V. **Action Required:** The VP Operations Manual is located at http://www.dol.gov/vets/vp/vpmanual/vp_ops_manual.pdf. Investigative staff should download the VP Operations Manual to their DOL computer for quick access. Templates for the letters to claimants and agencies contained in the VP Operations Manual are located at http://www.dol.gov/vets/vp/vpmanual/exhibit_templates.html. This manual replaces all previous investigative policy and guidance for the veterans' preference program and is the official directive for investigating veterans' preference complaints.
- VI. **Effective Date:** The use of this manual is effective immediately.

