



July 6, 2000

DIRECTOR'S MEMORANDUM NO. 28-00

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

FROM: *Stanley A. Seidel*
STANLEY A. SEIDEL
Director, Operations and Programs

SUBJECT: Delineation of Duties of the GS-303-07 Veterans' Program
Assistant (VPA) Position

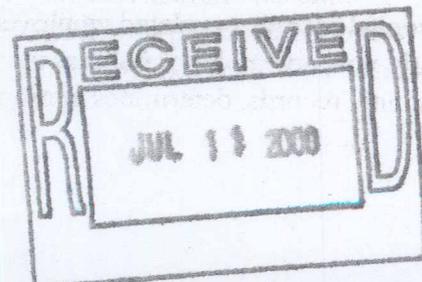
Reference: DM 34-98, dated April 23, 1998, Subject: Working Out of Classification.

Purpose: The purpose of this directive is to delineate to all VETS' Field Managers the program support work that the upgraded VPAs are to be performing. The upgraded VPAs are those at the GS-7 grade. VPAs at the GS-5 and 6 levels should be performing strictly clerical and administrative work as defined in their position description. The GS-7 VPA position description's major duties are listed below. An explanation of what activities the GS-7 VPA can perform in the conduct of these duties described in the position description are indented and bolded.

**GRANTS – DISABLED VETERANS' OUTREACH PROGRAM (DVOP)/LOCAL
VETERANS' EMPLOYMENT REPRESENTATIVE(LVER)**

Performs on-site evaluations of Local Employment Service Offices (LESOs), according to procedures outlined in the pertinent VETS operational guidance.

In preparation, obtains activity reports and information from the State Employment Security Agency (SESA) and the LESO. Reviews past State or Federal evaluation reports, goals contained in State Plan of Service and Veterans' Performance Standards, and information about the LESO organization and staff assignment. Conducts preliminary analysis to identify areas that require specific attention or clarification. Contacts the LESO and schedules appropriate appointments.



On-site, conducts entrance interviews, gathers and analyzes additional information related to LESO performance, and provides preliminary findings in exit interview. Examines samples of veterans' applications and of job orders, interviews veterans service staff, and reviews pertinent office records such as travel and time distribution reports and performance standards of LVER and DVOP staff to assess service to veterans.

Writes report based on findings and develops recommendations for improved operations based on analysis of information. Identifies any areas needing corrective action.

VPAs may gather all information/data necessary to conduct an evaluation. VPAs may review and analyze all reports gathered to identify any areas of concern prior to going on-site and advise the DVET or designated ADVET of areas that may require specific attention or clarification.

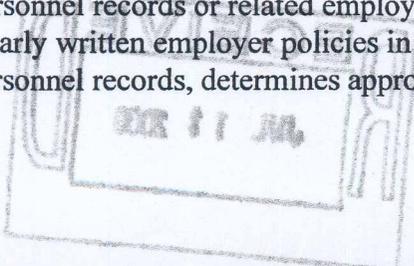
VPAs may provide findings of the review during an exit interview on-site, but will defer to the DVET or designated ADVET any questions regarding the findings or future actions. The VPA will not address with the SESA whether any areas will require corrective actions. A VPA may develop a written report based on his/her findings of the review. This report will be given or presented to the DVET for review and required follow-up.

UNIFORMED SERVICES EMPLOYMENT AND REEMPLOYMENT RIGHTS ACT (USERRA)

Provides information to veterans regarding basic provisions of USERRA and procedures for complaints. Receives complaints, develops information to ascertain if complainant is covered due to military service and determines issues. Makes appropriate referrals, i.e., to OFCCP, where issues not covered by USERRA.

In cases involving clearly discernable, and routine or frequently encountered issues, conducts preliminary investigation (i.e., cases where the employer requires that reservist use annual vacation time to perform military reserve training, or cases where employer dismissal of reservist occurs immediately after return from reserve training, and is based on excessive absence from work). Refers complaints involving complex issues to investigator.

In routine compliant cases, determines if facts indicate that employer action at issue appears to be related to the military service. As indicated, gathers facts through interviews with complainant, employer, and other appropriate sources. Requests pertinent documents such as claimant's personnel records or related employer personnel policies. On the basis of such evidence as clearly written employer policies in conflict with USERRA or facts apparent in statements or personnel records, determines appropriate action.



The VPA can provide information to veterans regarding the basic provisions of USERRA and the procedures for filing a complaint. USERRA briefings to be presented by the VPA should be preceded by advanced approval of script/briefing notes by the DVET; and, VPA briefings should be periodically monitored by the DVET or designated ADVET.

The VPA can accept the initial complaint. Based on the initial information received, and subject to review and concurrence by the DVET or designated ADVET, the VPA can determine eligibility, whether there is enough information, and if the case is covered by USERRA. The VPA can identify the issues of the case, but any interpretation of the law relevant to the case will be subject to review and concurrence by the DVET or designated ADVET.

The VPA can conduct preliminary investigation by dealing with the claimant and/or employer or other parties in ascertaining information and requesting general documentation. At no time will the VPA conduct an on-site investigation or on-site interviews.

Based on DM 40-98 dated June 5, 1998, VPAs can attend the Basic USERRA course and complete the correspondence portion of the Investigator course, both given by NVTI. VPAs henceforth will not attend the Investigator course on-site.

TRANSITION ASSISTANCE PROGRAM (TAP)

Plans and coordinates the TAP presentations, which consist of information designed to help returning military service personnel to make good decisions in moving from military service to civilian life. Coordinates as appropriate with presenters and appropriate officials of state and Federal agencies representatives. May present standard modules or portions of established presentations.

Develops information about specific needs and interests of the audience for each presentation for use by presenters in tailoring programs to meet the needs and objectives of participants. Updates portions of presentations dealing with procedural information; e.g., procedures for completing and submitting documents.

Develops descriptions of content and objectives of presentations and appropriate participants. Suggests criteria for selecting participants based on content and objectives or presentations.

Monitors TAP presentation. Interviews participants or analyzes feedback instruments and prepares synopsis of reactions to indicate adequacy of facility and how well presentation meets needs. Recommends changes in procedures and other revisions to address indicated weaknesses.

Prepares and submits appropriate follow-up reports as well as budgetary reports to the appropriate VETS official. Prepares annual work projections for TAP workshops to include all facilitators, DVOP/LVER, contractors, and VETS staff as appropriate. Receives, processes and tracks TAP manual orders.

VPAs can facilitate the TAP workshop, once they have received the TAP Facilitation training at NVTI.

VPAs should coordinate all logistical needs for the workshops (ordering TAP Manuals, scheduling presentations, attendance records, . . .) At any time that an issue arises regarding logistical needs for the workshop, the VPA is to forward the issue along with recommended action to the DVET for action.

VPAs can conduct monitoring visits, develop written reports based on visit for submission to DVET. The DVET (or designated ADVET) is to address all areas of concern with the appropriate party.

Negotiating, scheduling or changing schedules or presenters for TAP workshops remains a DVET responsibility.

ADMINISTRATIVE/OA SUPPORT WORK

Performs a variety of administrative support duties such as preparation of the Annual Work Plan document, monitoring of related activity, and development of related status reports and identification of areas of shortfalls. Develops and prepares program data for on-site reviews and monitors and analyzes financial data related to aspects of program grants and contracts.

Replies to incoming correspondence dealing with either technical or administrative matters and performs other administrative and clerical duties as assigned.

Uses word processing software, functions of other software programs (e.g., data base, spreadsheet, electronic mail, etc.) and related equipment to efficiently complete administrative support work and to prepare a variety of documents and reports.

Administrative duties remain a major responsibility of the GS-7 VPA:

GENERAL ADMINISTRATIVE ACTIVITIES:

- o File and Directive maintenance.**
- o Maintaining equipment inventories**
- o Coordinating/maintaining/computer and communications systems.**
- o Identifying, circulating and tracking mail/correspondence**
- o Ordering supplies.**
- o Tracking expenditures and program activities against AWP.**

- o **Maintain personnel (leave) and training logs.**
- o **Maintaining planning and status calendars of staff and activities.**
- o **Scheduling and Coordinating times for LESO and Grantee reviews.**
- o **Other clerical duties as assigned.**

Actions:

1) DVETs are to begin immediately to ensure that the above guidelines for the conduct of the VPA position are implemented.

2) RAVETs are to conduct oversight reviews before the end of the Fiscal Year for each GS-7 VPA position to ensure that all DVETs are complying with this directive. A copy of the report should be forwarded to the National Office, Attention: Heather Higgins by September 30, 2000.

Inquiries: Questions regarding this directive are to be addressed through the Regional Administrator.