

U.S. Department of Labor Veterans' Employment and Training Service



November 2016

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TAB 1: AGENCY ORGANIZATIONAL OVERVIEW

Mission

The Veterans' Employment and Training Service (VETS) directly supports the Department's Strategic Goal 1: Prepare Workers for Better Jobs; and Strategic Objective 1.1: To advance employment opportunities for veterans through increased employer engagement and partnerships.

VETS Mission: We **prepare** America's veterans, service members and their spouses, for meaningful careers, **provide** them with employment resources and expertise, **protect** their employment rights and **promote** their employment opportunities.

VETS Vision: We will be the nationally recognized leader in helping veterans, service members and spouses find good jobs.

VETS Core Values: Integrity, Commitment, Respect and Excellence

Authorizing Legislation

The establishment of the position of Assistant Secretary of Labor for Veterans' Employment and Training, the position of Deputy Assistant Secretary of Labor for Veterans' Employment and Training, and the position of Regional Administrator at the six (6) regional offices are codified in 38 U.S.C. § 4102A. The date of legislation establishing the Assistant Secretary of Labor for Veterans' Employment and Training was October 17, 1980.

The agency's programs are authorized through 38 U.S.C. § 4100-4110 A, 4111, 4212, 4214 and 4321-4327, the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) (P.L. 103-353), the Stewart B. McKinney Homeless Assistance Act (P.L. 100-77), Section 168, VOW To Hire Heroes Act (P.L. 112-56) and the Workforce Innovation and Opportunity Act (P.L. 113-128).

Legislation Links

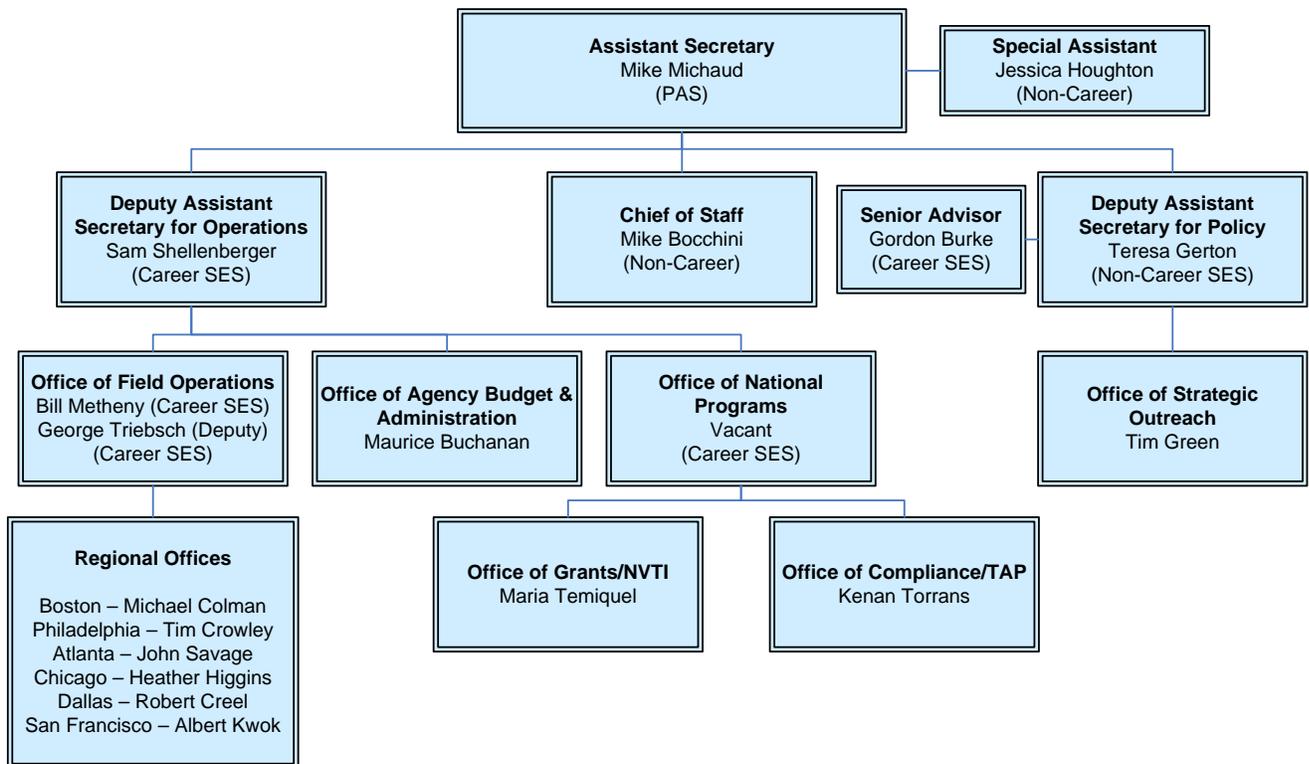
- 38 U.S.C. Chapter 41, 42, 43:
<http://uscode.house.gov/browse/prelim@title38/part3&edition=prelim>
<https://www.dol.gov/vets/usc/vpl/usc38.htm>
- The Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) (P.L. 103-353): <https://www.congress.gov/bill/103rd-congress/house-bill/995>
- The Stewart B. McKinney Homeless Assistance Act (P.L. 100-77):
<https://www.congress.gov/bill/100th-congress/house-bill/558?q=%7B%22search%22%3A%5B%22100-77%22%5D%7D&resultIndex=1>
- VOW To Hire Heroes Act of 2011 (P.L. 112-56):
<http://uscode.house.gov/statutes/pl/112/56.pdf>
- The Workforce Innovation and Opportunity Act (WIOA) (P.L. 113-128):
<https://www.doleta.gov/WIOA/>

<https://www.congress.gov/bill/113th-congress/house-bill/803?q=%7B%22search%22%3A%5B%22113-128%22%5D%7D&resultIndex=1>

Organizational Structure

VETS has approximately 250 employees distributed across a National Office and six subordinate regional offices. The Office of National Programs and the Office of Field Operations are each led by an SES Director. The six regional offices are each led by a GS-15 Regional Administrator. The Office of Administration, Management, and Budget, and the Office of Strategic Outreach are each headed by a GS-15 Director.

Organizational Chart



Office of National Programs (ONP)

The Director, ONP, a career SES, serves as VETS’ principal advisor regarding VETS programs, which include compliance activities related to the Uniformed Services Employment and Reemployment Rights Act (USERRA); compliance activities related to Veterans’ Preference; activities, processes, and oversight related to VETS grant programs including, but not limited to the Jobs for Veterans State Grant (JVSG) and the Homeless Veterans’ Reintegration Program (HVRP); activities, processes, and oversight related to VETS’ national program contracts including, but not limited to the Transition Assistance Program (TAP) for separating service members and the National Veterans’ Training Institute (NVTI).

Office of Field Operations (OFO)

The Director, OFO, a career SES, directs the six regional offices. The VETS' regional offices provide a broad range of management and administrative services that enable the VETS Assistant Secretary to successfully perform the VETS mission. There are six regions – Boston, Philadelphia, Atlanta, Chicago, Dallas, and San Francisco. Primary regional functions include ensuring the operation, implementation, and promotion of all veterans' employment and training programs and services within the region; providing oversight and training to VETS investigative staff; and coordinating, monitoring, and providing technical assistance to States and competitive grantees for veterans' employment and training programs. The regional offices have the following geographic coverage:

- **Boston:** Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Rhode Island, Vermont, Virgin Islands and Puerto Rico.
- **Philadelphia:** Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, and West Virginia.
- **Atlanta:** Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee.
- **Chicago:** Illinois, Indiana, Iowa, Kansas, Michigan Minnesota, Nebraska Ohio, and Wisconsin.
- **Dallas:** Arkansas, Colorado, Louisiana, Montana, New Mexico, North Dakota, South Dakota, Oklahoma, Texas, Utah, and Wyoming.
- **San Francisco:** Alaska, Arizona, California, Hawaii, Idaho. Nevada, Oregon, Washington, and U.S. territories in the Pacific.

Office of Agency Management and Budget (OAMB)

The Director, a GS-15, serves as the principle advisor to the Deputy Assistant Secretary of Operations and Management on the following management activities: budget formulation, execution, tracking and evaluation; purchasing and contract procurements; internal controls; human resources and executive services; organizational performance measurement; information technology; and agency-wide administrative operations.

Office of Strategic Outreach (OSO)

The Director, a GS-15, sets and guides the strategy for all communications, legislative testimony, congressional inquiries, website content and public messaging to consistently articulate the VETS mission. OSO also serves as the information, outreach and public affairs contact with employers, veterans' service and military organizations, unions, and the print and broadcast media for all matters relating to the programs and activities carried out by VETS.

Workforce At-A-Glance

DEPARTMENT OF LABOR EMPLOYMENT *
AS OF 11/1/2016 - VETS

AGENCY			
Subagency	National Office	Regional Office	Total
VETS	46	199	245
Total	46	199	245
RACE & GENDER			
Ethnicity	F	M	Total
American Indian	1	0	1
Asian	1	4	5
Black	30	30	60
Hispanic	7	16	23
Two or more Races	2	4	6
White	53	97	150
Total	94	151	245

BARGAINING UNIT	
Local 12	20
NCFL	128
Non-BU	97
SUPERVISORY**	
Non Supervisor	160
Supervisor	85
WORK SCHEDULE	
F-Full Time	245
REGIONS	
1 Boston	16
2 New York	13
3 Philadelphia	24
4 Atlanta	40
5 Chicago	28
6 Dallas	23
7 Kansas City	7
8 Denver	13
9 San Francisco	25
10 Seattle	10
Natl Ofc	46
Total	245

GRADE DISTRIBUTION	
00	5
04	1
05	1
07	22
09	5
11	16
12	87
13	73
14	22
15	13
Total	245
DISABLED STATUS	
No Disability	170
Non-targeted	72
Targeted	3
APPOINTMENT TENURE	
Indefinite	2
Permanent	243
RETIREMENT ELIGIBILITY	
Early Out	22
Eligible	38
Not Eligible	185

METRO D.C. AREA EMPLOYEES BY BUILDING		
Employment Services Building		2
FRANCES PERKINS BLDG		44
Total		46
Includes regional employees working in the D.C. area		
GRADE 13 & ABOVE		
Ethnicity	F	M
Asian	0	2
Black	7	14
Hispanic	2	2
Two or more Races	1	2
White	24	60

* Permanent and Temporary Employees
** Supervisor count includes manager levels 2 and 4

Organizational Changes During the Past Eight Years

- Eliminated the Director, Office of Performance & Evaluation
 - This performance evaluation position became a subordinate leader position in the Office of Agency Management and Budget
- Eliminated the Director of Legislative Affairs & Outreach
 - This outreach position became a direct report and advisor to the Deputy Assistant Secretary for Policy as the Director, of Strategic Outreach
- Created a Deputy Assistant Secretary for Policy (non-career)
- Created a SES Director, Office of National Programs position
 - Assumed oversight of VETS grants and compliance programs
- Created a SES Director, Field Operations position
 - Assumed oversight of six Regional offices
- Created a GS-15 Director of Strategic Outreach
 - Became a direct report to Deputy Assistant Secretary for Policy
- Created Six Regional Veteran Employment Coordinators inside OSO
- What was formerly referred to as “the Atlanta Regional Lead Center” (ARLC), which oversees data management for veterans’ preference and USERRA, was transferred from the Atlanta Region to ONP’s Compliance and Investigation Division (CID)

Key Leaders

SES Leadership Positions –

- Michael Michaud, Assistant Secretary (Non-career)
- Teresa Gerton, Deputy Assistant Secretary for Policy (Non-career)
- Sam Shellenberger, Deputy Assistant Secretary for Operations (Career)
- William Metheny, Director of Field Operations (Career)
- Vacant, Director of National Programs (Career)
- George Triebsch, Deputy Director of Field Operations (Career)
- Gordon Burke, Senior Advisor to Deputy Assistant Secretary for Policy (Career)

Non-SES Leadership Positions –

- Michael Bocchini, Chief of Staff (Non-career)
- Maurice Buchanan, Director of Agency Management and Budget
- Tim Green, Director of Strategic Outreach
- Maria Temiquel, Deputy Director for Grants/National Veterans Training Institute
- William Torrans, Deputy Director for Compliance/Transition Assistance Program
- John Savage, Atlanta Region Director
- Michael Colman, Boston Region Director
- Heather Higgins, Chicago Region Director
- Robert Creel, Dallas Region Director
- Timothy Crowley, Philadelphia Region Director
- Alfred Kwok, San Francisco Region Director

TAB 2: 30/60/90 DAYS – STATE OF PLAY

Key Meetings, Decisions, and Announcements

January 2017

- Nothing Significant to Report.

February 2017

- IAW Section 4110 of Title 38 USC, the Secretary of Labor shall transmit a copy of the 2016 Advisory Committee on Veterans' Employment, Training, and Employer Outreach (ACVETEO) report to Congress along with any comment the Secretary considers appropriate.
- Publish Request For Proposal (RFP) for TAP facilitation contract.
- Publish Funding Opportunity Announcement (FOA) for the Homeless Veterans' Reintegration Program and the Homeless Female Veterans and Veterans with Families grants.

March 2017

- On March 8th the Advisory Committee on Veterans' Employment, Training, and Employer Outreach (ACVETEO) is planning to hold its first meeting of 2017. The Committee is responsible for assessing the employment and training needs of the Nation's Veterans.

April 2017

- Nothing Significant to Report.

Key Agency Stakeholders

Joining Forces

Joining Forces has been leading the way in support of veteran and spouse employment. In August of 2011, the President challenged businesses to hire or train 100,000 veterans and military spouses. Since then, businesses have hired and trained more than half a million veterans and military spouses.

- William Johnson, COL, U.S. Army, Executive Director

Veteran Service Organizations (VSOs)

Previously, American Legion and other VSO leaders were supporters of moving DOL VETS to VA. With our recent outreach efforts and strong performance they have changed their position but we need to continue to engage.

- American Legion*: Verna Jones, Executive Director
- Veterans of Foreign Wars (VFW)*: Bob Wallace, Executive Director
- Vietnam Veterans of America (VVA)*: Rick Weidman, Executive Legislative Director
- Student Veterans of America (SVA): Jared Lyon, President & CEO

- Paralyzed Veterans of America (PVA)*: Homer Townsend, Executive Director
- Disabled American Veterans (DAV)*: Barry Jesinoski, Executive Director
- Military Officers Association of America (MOAA): Dana Atkins, President
- American Veterans (AMVETS)*: Joseph Chenelly, National Executive Director
- *Indicates the organization is Congressionally chartered.

Advisory Committee on Veterans Employment, Training and Employer Outreach (ACVETEO)

The Committee's charter and obligation is to assess the employment and training needs of the nation's veterans, and advise the Veterans' Employment and Training Service (VETS) with regard to the extent to which the Department's programs and activities are meeting the employment and training needs of veterans. The ACVETEO is a non-discretionary federal advisory committee and is subject to the Federal Advisory Committee Act (FACA).

- Ryan Gallucci, ACVETEO Chairman
- Shirley Quarles, ACVETEO Vice-Chairman
- Mike Haynie, Executive Director, Institute for Veterans and Military Families (IVMF), Syracuse University and previous ACVETEO Chairman

Federal Partners

Many of the Federal Partners are on the Veterans Employment Initiative Task Force – Established in 2011, this Task Force is co-chaired by DOL, DoD and VA and includes other federal agency partners. The Task Force will provide concrete recommendations on how to ensure that service members are career-ready by the time they complete the transition from military to civilian life.

- Department of Defense (DoD): Daniel Feehan, Principal Deputy Assistant Secretary (Readiness)
- Veterans Affairs (VBA): Thomas Murphy, Principal Deputy Under-Secretary for Benefits
- Small Business Administration (SBA): Barbara Carson, Associate Administrator for Veteran Business Development
- Office of Personnel Management (OPM): Hakeem Basheerud-Deen, Director of Veterans Services and Executive Director of the Federal Council on Veterans Employment.
- Department of Education: Mr. Jon O'Bergh, Senior Policy Advisor

Other Stakeholders

- National Association of State Workforce Agencies (NASWA): Scott Sanders, Executive Director
- National Governors' Association (NGA): Stephen Parker, Legislative Director, Education and Workforce Committee, Office of Federal Relations
- National Conference of State Legislatures (NCSL): Jon Jukuri, Senior Director, Labor and Economic Development Committee
- Society for Human Resource Management (SHRM): Hank Jackson, President & CEO
- US Interagency Council on Homelessness (USICH): Matthew Doherty, Executive Director

TAB 3: INITIATIVES

Policy and Regulatory Issues

In 2002, the Jobs for Veterans Act (JVA - P.L. 107-288) redefined in statute (38 U.S.C. 4103A and 4104, respectively) the assignment and role of Disabled Veterans' Outreach Program (DVOP) specialists initially authorized in 1980 (P.L. 96-466) and Local Veterans' Employment Representative (LVER) staff, initially authorized in 1944 (P.L. 78-346 "G.I. Bill of Rights"). DVOP and LVER staff are state agency employees assigned in state operated American Job Centers (AJCs).

Under the JVA, the principal duties of DVOP specialists included refocusing the provision of intensive services to certain disabled and disadvantaged veterans. Given the limitation to the number of DVOP specialists that the annual appropriation would support, the Department issued guidance identifying populations of veterans with significant barriers to employment (SBEs). Those veterans not assessed as having SBEs or among additional categories of individuals defined by subsequent legislation would be served by other AJC staff, which is required to provide all veterans with priority of service in all DOL-funded employment or training programs (38 U.S.C. 4215). The Department issued guidance since then to expand the populations of veterans eligible to receive DVOP specialists' services in compliance with subsequent enacted legislation to include annual appropriation acts and partner agency agreements.

LVER staff principal duties under the JVA included reaching out to employers to promote the employment or training of veterans, facilitating veterans' employment through the provision of AJC services, producing seminars for businesses and associations, conducting veterans' job search workshops and establishing job search groups. Together, these staff supplement, but do not supplant the services provided by the one-stop system delivered through the states' AJCs.

On August 5, 2011, the President announced a comprehensive plan to lower the number of unemployed veterans and to ensure that service members leave the military career-ready. The announcement included several initiatives, including the creation of a suite of Gold Card services for veterans. The Gold Card initiative, which provides unemployed post 9/11 era veterans with intensive and follow-up services, was announced on November 4, 2011.

On November 21, 2011, the President signed the VOW to Hire Heroes Act (P.L. 112-56 - the VOW Act) Most significant among its many provisions were the requirements:

- for VETS to monitor states compliance with the statutory roles for DVOP specialists and LVER staff redefined by the Jobs for Veterans Act of 2002;
- to schedule training for DVOP and LVER staff within 18 months of appointment and evaluating those trained by the NVTI;
- to provide the ability for states to request the consolidation of DVOP and LVER functions in one position to serve veterans and businesses in underserved areas of states;
- to redefining required state agency common outcome measures to report; and

- to engage contractors to facilitate revamped Transition Assistance Program DOL employment workshops for transitioning service members (made mandatory with few exceptions) and their spouses.

The VOW Act also required the Department:

- to provide apprenticeship training opportunities to service members while on active duty;
- to seek to expedite the civilian credentialing for trained separating military;
- to expand and continuance of the Work Opportunities Tax Credit (WOTC) providing incentives for businesses to hire and train certain categories of veterans; and
- to enter into a short term joint VA/DOL program to retrain up to 99,000 unemployed veterans between 35 and 60 years of age in high demand occupations or in emerging industries in response to layoffs during the economic downturn.

In July 2014, Congress passed and the President signed the Workforce Innovation and Opportunity Act (WIOA), final regulations became effective on July 1, 2016. WIOA provides more opportunities for aligning services with the needs of veterans. Prior to WIOA, employment and training programs operating in the American Job Centers wrote their service delivery plans separately. WIOA mandates joint planning among four DOL and two Department of Education core programs, and encourages the inclusion of other AJC programs including JVSG. Twenty-three states and territories combined JVSG with their core service plans, ensuring a high degree of integration and seamless service delivery. More states are expected to follow this approach in the next planning cycle. Additionally, WIOA aligns performance measures for all programs, ensuring a collective approach to service delivery and outcomes.

In VETS' USERRA Annual Reports to Congress for FY 2014 and 2015, we made, in close collaboration with the U.S. Department of Justice (DOJ), a number of legislative recommendations to amend the USERRA statute. Those proposed amendments include: 1) allow the Attorney General, acting on behalf of the U.S. to serve as plaintiff in all USERRA lawsuits; 2) grant independent authority to the Attorney General to investigate and file suit challenging employment policies or practices that establish a pattern or practice of violating USERRA; 3) provide the Attorney General with civil investigative demand authority to compel production of existing documents and unsworn answers to written questions from the custodian of such documents (gives DOJ subpoena power); 4) allow USERRA claimants to sue their own State in Federal or State courts; and 5) clarify that USERRA protections extend to both substantive and procedural rights, however they may be characterized; and 6) make arbitration agreements subordinate to the USERRA statute, giving USERRA claimants the right to file suit in Federal court despite any arbitration agreements to the contrary, unless all parties voluntarily and knowingly consent to submit to arbitration.

VETS' Compliance staff have worked with DOJ, OSC, SOL, and Members of Congress to draft legislation incorporating the above amendments; in 2016, Senator Blumenthal introduced bicameral legislation incorporating these amendments in the Justice for Servicemembers' Act, S/ 3042. The bill also proposes to replace liquidated damages as a remedy under USERRA with punitive and compensatory damages. In addition, the bill would formally establish the window for accommodating service-incurred disabilities to five years after returning service members are reemployed under USERRA. VETS, DOJ, OSC, VSOs, and the Department strongly support these provisions. Although the Justice for Servicemembers' Act was introduced too late to likely pass

this legislative session, we anticipate that it will be reintroduced as part of the annual Defense Authorization Bill in January 2017. We may expect opposition from employer-side and corporate attorneys, but our position on this matter is well settled.

VETS 4212, Federal Contractor Program. In FY 2014 and 2015, VETS promulgated regulations modifying its Federal Contractor program reporting system in response to a 2013 amendment to the Vietnam Era Veterans Readjustment Rights Act of 1974 (VEVRAA), and developed and implemented a new electronic filing system for many thousands of Federal contractors to file required VETS-4212 reports as required by VEVRAA. The new system has been very well received, and has simplified the filing process for all contractors. VETS' responsibilities in this regard are limited to receiving reports filed by Federal contractors. Enforcement and administration of the Federal Contractor provisions lies primarily with the DOL Office of Federal Contract Compliance Programs (OFCCP).

Major Grants and Contracts

VETS administers programs to meet the employment and training needs of veterans and eligible spouses, especially those with significant barriers to employment, and to connect employers across the country with work-ready veterans.

Jobs for Veterans Service Grants (JVSG): The JVSG is a formula grant awarded to each state, the District of Columbia, Guam, Puerto Rico, and the Virgin Islands. Under the program, funds are allocated to State Workforce Agencies in proportion to the number of veterans seeking employment in the particular state. JVSG is a state staffing grant that supports two types of positions in American Job Centers: Disabled Veterans' Outreach Program (DVOP) specialists and Local Veterans' Employment Representatives (LVER) staff. The program is funded at approximately \$175 million annually.

Homeless Veterans' Reintegration Program (HVRP): HVRP, a competitive grant program, is the only federal program dedicated to meeting the employment needs of homeless veterans. The purpose of the HVRP is to provide services to assist in reintegrating homeless veterans into meaningful employment. HVRP grants are awarded to applicants presenting clear strategies and obtainable goals for training, employment, and retention of employment. Homeless female veterans and veterans with families are special populations funded by the HVRP. Another subcategory of the HVRP is the Incarcerated Veterans' Transition Program, which seeks to identify and provide services to veterans who were formerly incarcerated for more than one day or are within 18-months of transitioning out of incarceration and are considered "at risk" of homelessness. In FY 2016, HVRP was appropriated \$38,109,000 to award grants on a competitive basis to eligible applicants such as: state and local workforce investment boards, public agencies, for-profit/commercial entities, and non-profit organizations, including faith- and community- based organizations.

The National Veterans' Employment and Training Services Institute (NVTI): NVTI was established in 1986 to provide specialized training and professional skills enhancement of State Employment Security Agency and other veterans' service providers' staff. Through a contract with VETS, NVTI

provides comprehensive training courses to State Agency staff, VETS staff, and other who provide service to veterans. In FY 2016, NVTI was Appropriated 3,414,000.

Department of Labor Employment Workshop (DOLEW): This contract covers the delivery of the DOL Employment Workshop at military installations worldwide. During FY 2017, DOL VETS will re-compete the Transition Assistance Program (TAP) facilitation contract. DOL VETS intends to award a five year (Base + four Option Years) contract of approximately \$80 million. DOL VETS expects to publish the solicitation in February 2017. VETS is working with VA to transition the optional Career and Technical Training workshop to VETS during FY 2017.

Enforcement

VETS is responsible for two enforcement programs under the Veterans' Employment Opportunities Act of 1998 (VEOA), 5 U.S.C. § 3330a, *et. seq.*, and the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA), 38 U.S.C. §§ 4301-4335.

VEOA: This primarily involves veterans' preference in Federal hiring and during reductions-in-force (RIFs). The U.S. Office of Personnel Management (OPM) is responsible for interpreting and administering those statutes and regulations governing veterans' preference in the Federal sector. VETS is responsible for investigating complaints received from preference-eligible veterans who believe their veterans' preference rights in Federal hiring were violated. VETS receives 600-800 veterans' preference complaints annually. VETS does not have enforcement authority over veterans' preference. If VETS finds the evidence supports the claimant's allegation, VETS will work with the subject Federal agency to obtain the appropriate relief which often involves reconsideration of the certified list of applicants. If VETS is unable to resolve the matter to the veteran's satisfaction (regardless of the outcome of the case) the veteran may elect to continue to pursue the matter on his own with the Merit Systems Protection Board (MSPB).

VETS' investigators must first complete a one-week course on VEOA at the National Veterans' Training Institute (NVTI) before being allowed to investigate a veterans' preference case. Most veterans' preference cases are investigated through telephone interviews, electronic transmission (e-mail) of documents and statements, and mailed hard copy evidentiary material.

USERRA: VETS is responsible (by statute) for interpreting, administering, and helping enforce USERRA. USERRA comprises three major areas: 1) Anti-discrimination – USERRA provides that employers cannot take any adverse action against any current or prospective employee, due in any part to that individual's past, present, or future military service, status or obligations; 2) Anti-retaliation – USERRA provides that no employer can take any adverse action against any employee—regardless of military affiliation—for either asserting or helping another employee assert his or her rights under the statute; and 3) Reemployment – USERRA provides that employees who meet the criteria for entitlement to reemployment rights must be promptly reinstated into the same positions of status, seniority, and rate of pay they otherwise would have attained had they remained continuously employed. This is commonly referred to as the escalator principle and has been the law since 1946.

USERRA is a highly complex statute, and covers virtually all employers, private, public, Federal, non-Federal, and political. Employer size is not an issue. VETS provides extensive technical assistance through briefings to all members of the general public, military units, and professional associations. In addition, VETS investigators investigate complaints received from individuals who believe their USERRA rights were violated. If VETS is unable to resolve a case to a claimant's satisfaction, regardless of the outcome, the claimant may elect to either continue to pursue relief on his or her own through private counsel or through the U.S. Department of Justice (DOJ) or the U.S. Office of Special Counsel (OSC) for independent review and consideration of litigation in either U.S. District Court (non-Federal, State, private employers), or before the MSPB (Federal-sector employers).

VETS USERRA investigators must undergo a two-week training course at NVTI before being allowed to investigate USERRA cases. Stakeholders include the National Committee for Employer Support of the Guard and Reserve, the Office of the Solicitor, DOJ, OSC, and OPM. VETS is responsible for publishing Quarterly Reports to Congress on timeliness of its investigations, due one month after the end of each quarter, and a USERRA Annual Report to Congress due July 1 each year. Annual case volume from September 11, 2001 to the present ranges from 1,150 to 1,600.

For both VEOA and USERRA, cases are tracked through an electronic information management system (IMS), which is being replaced by a commercial-off-the-shelf (COTS) case management system, the VETS Case Management System (VCMS). The VCMS is expected to become operational in the Spring of 2017.

Audits and Reports

OIG Audits Reports (completed in past 3 years)

1. <http://www.oig.dol.gov/public/reports/oa/viewpdf.php?r=06-16-001-02-001&y=2016> – The OIG conducted a performance audit to determine if VETS provided reasonable assurance that costs charged to the JVSG program were allowable.

Status: The recommendations made by OIG were resolved but have not been closed pending a response outlining VETS' determination if costs were allowable and VETS' actions taken to develop an audit tool.

2. <http://www.oig.dol.gov/public/reports/oa/viewpdf.php?r=06-15-001-02-001&y=2015> – OIG conducted a performance audit to determine if DOL managed its VRAP role in accordance with the Veterans Opportunity to Work to Hire Heroes Act.

Status: This audit has been closed.

3. <http://www.oig.dol.gov/public/reports/oa/viewpdf.php?r=06-14-001-02-001&y=2014> – OIG conducted the audit of the JVSG program operated by Florida's Department of Economic Opportunity (DEO) to determine if VETS ensured Florida DEO's JVSG staff adequately provided intensive services to meet employment and training needs of veterans through its

JVSG program and if VETS ensured Florida's DEO reported JVSG program measures accurately.

Status: The audit has been closed.

Management

Information & Technology (IT)

The Veterans' Education and Training Service (VETS) is maturing its IT Infrastructure to better meet Agency's business needs. IT is integral to every program and administrative function. VETS continually works to ensure current and future technology trends are evaluated and incorporated, where applicable, to support VETS' programs. The current focus is on improved enterprise communication, data management, customer relationship management, document and asset management, and streamlined collaborative tools. As a small agency with limited resources, VETS faces challenges in keeping its information technology current. Several systems in use are legacy systems in need of an upgrade. VETS dedicated IT staff is principally responsible for project and process management. VETS' IT program relies on the Office of the Chief Information officer (OCIO) for technical support and management and contractor support for development of its mission systems and applications. A listing of current IT systems is provided below:

Veterans Data Exchange Initiative (VDEI) – This application is an enterprise effort to acquire, store and analyze data on Transitioning Service Members. VDEI obtains data through a memorandum of understanding (MOU) with the Defense Manpower Data Center (DMDC). The system went live in 2016 and is intended to allow, for the first time, DOL-VETS to better analyze and assess the training and employment gains of the nation's veterans and transitioning service members. In addition, a feature added in October 2016 enables VETS to contact transitioning service members via email and provide a quick link to the tools and services available to them through DOL.

Veterans Investigative Preference and Employment Rights System (VIPERS) – Includes the USERRA Information Management System (UIMS), Veteran's Preference Information Management System, and VETS on-line USERRA Form E1010). VIPERS provides an automated process for collecting, consolidating, and reporting Uniformed Services Employment and Reemployment Rights Act (USERRA) data. The information system provides VETS' Investigators with the capabilities to validate and analyze data and provide rollup information through Regional Offices to the Regional Lead Center (RLC). VIPERS was developed in 1998.

Vets Case Management System (VCMS) – This application is being developed to replace VIPERS for the Compliance functionality that supports the USERRA program. This functionality includes electronic filing of USERRA claims, tracking and processing of claims and electronic record keeping. The VCMS is being developed under contract and will utilize modified Commercial Off the Shelf software. VCMS is scheduled to be in production in March 2017.

VETS Operations and Programs Activity Reporting System (VOPAR) – (Hosted by the Employment and Training Administration). VOPAR is a data analysis tool used to collect

performance data for state and regional review. The system, receives, and processes reporting data that is provided by grantees. This system directly supports the VETS TAP, JVSG and HVRP programs. VOPAR was initially developed in January 2003 and needs updated to meet new reporting requirements.

VETS-4212 – (Formerly known as VETS-100 and is hosted by OPA). VETS’ has a legislative requirement to collect veterans’ employment data, and report that data to Congress. The data must also be made available to the Office of Federal Contract Compliance Programs (OFCCP) for compliance enforcement and to Contracting Officers for verification of contractor compliance with the reporting requirement as part of the acquisition process. Further, VETS-4212 meets the requirements of Section 708 of the Camp Lejeune Families Act for the Secretary of Labor to maintain an internet website on which to publicly disclose the information that contractors provide in their annual reports on veterans’ employment. Federal contractors are required to report annually in the system between August 1st and September 30th on the number of veterans employed and hired for the preceding year.

eGrants – (Hosted by ETA). eGrants is an enterprise wide grants management system that is used by all grant making entities within the Department of Labor (DOL). It is part of the DOL Grants Management Segment Architecture. eGrants supports the DOL Secretary's vision and goal of preparing workers for good jobs and ensure fair compensation by effectively managing training grants and by reducing the time to award. JVSG and HVRP grants are awarded and grantees submit reports to this application.

Customer Relationship Management (CRM) – CRM software is an online, cloud based fully integrated customer relationship management system. VETS uses a Microsoft CRM tools to create and maintain contacts for outreach, marketing, and customer service processes. This software is used by the Office of Strategic Outreach to maintain a clear view of employers from first contact through engagement and post contact tracking.

Personnel Engagement

The Veterans’ Employment and Training Service (VETS) recognizes the value of its employees and the importance of employee satisfaction in the workplace. VETS has consistently ranked as one of the best places to work in the DOL as rated by employees through the Federal Employment Viewpoint Survey (FEVS). The 2016 FEVS results indicate that VETS employees: continue to put in the extra effort; are always looking for ways to do better; understand the work is important; work is high quality; and are held accountable. VETS continues to build on past success and provide additional focus on gaps and areas where additional effort is needed. Focus for 2016 included continuing to improve communications, providing training opportunities for staff and encouraging innovation in the workplace.

Calendar

- Planned release of the Funding Opportunity Announcement for the Homeless Veterans’ Reintegration Program and the Homeless Female Veterans and Veterans with Families grants, February 1, 2017 for a July 1 award date.

- VETS is responsible for publishing its Annual Report to Congress. DOL has recommended changing the due date of the Annual Report to Congress from February 1 to July 1. The annual fiscal year data is not available until approximately 60 days after the end of the fiscal year (November 30). The report can only be produced once relevant annual fiscal year data is collected and analyzed for several workload tables and appendices. In the previous two fiscal years, the Annual Reports to Congress were published in May and July.
- VETS' 4212 Federal Contractor Program filing season runs from August 1 through September 30, each year. However, contractors may continue to submit their 4212 reports throughout the year, as needed.
- Annual notification of the JVSG fiscal year funding estimates to the state workforce agencies.
- Annual Stand Down funding is set-aside from the HVRP Appropriation to award funds on a first in first out basis to public agencies, nonprofit organizations, and faith- and community-based organizations.
- The Advisory Committee on Veterans' Employment, Training, and Employer Outreach (ACVETEO) is required to submit an annual report by December 31 to the Secretary of Labor and to the Senate and House Veterans' Affairs Committees. Within 60 days of receiving the Committee's report, the Secretary of Labor shall transmit a copy to Congress along with any comments the Secretary considers appropriate.

Quarterly

- The ACVETEO meets quarterly to assess the employment and training needs of the nation's veterans. DOL VETS ensures the ACVETEO is complying with the Federal Advisory Committee Act (FACA).
- VETS is responsible for publishing its USERRA Quarterly Report to Congress, due 30 days at the end of each quarter. Those reports are due on or about: January 30, April 30, July 30, and October 30. In addition, VETS' USERRA Annual Report to Congress is due July 1 each year.
- DOL VETS is an integral partner in the Transition Assistance Program (TAP) governance structure. The TAP Executive Council meets on a quarterly basis and the ASVET serves as a co-chair of that body. The TAP Senior Steering Group meets on a monthly basis and reports to the Executive Council. The Deputy ASVET for Policy has served as a co-chair of that body.

TAB 4: BUDGET

BUDGET AUTHORITY AND FTE SUMMARY

(Dollars in millions)

	FY 2013 Enacted	FY 2014 Enacted	FY 2015 Enacted	FY 2016 Enacted	FY 2017 Request
Budget Authority	\$251.7	\$269.5	\$270.0	\$271.1	\$285.5
FTE	217	227	229	245	230

At-A-Glance

- The Veterans' Employment and Training Service (VETS) administers programs that address the employment, training, and job security needs of Americans who have served in uniform. VETS prepares transitioning service members and military spouses for civilian employment and providing employment and training services to eligible veterans and their spouses. VETS also ensures employers respect the rights of service members and veterans, and ensures that federal employers give appropriate preferential hiring to veterans.
- VETS is made up of five different programs:
 - **Jobs for Veterans State Grants (JVSG)** – JVSG assists veterans in obtaining and maintaining meaningful employment through services provided at American Job Centers (AJC) and other locations. Funds are allocated to State Workforce Agencies (SWA) in direct proportion to the number of veterans seeking employment in the particular state and the number of unemployed persons in the state.
 - **Transition Assistance Programs (TAP)** – TAP is jointly operated by the Department of Defense (DOD), the Department of Veterans Affairs (VA), and DOL. DOL provides the TAP Employment Workshop, a comprehensive three-day workshop which assists veterans in transitioning to civilian employment. TAP Employment Workshops are provided on military installations both domestically and abroad.
 - **Homeless Veterans' Reintegration Program (HVRP)** – HVRP is the only federal nationwide program focusing exclusively on the employment of veterans who are homeless. The program provides job training, counseling, and placement services, including job readiness, literacy, and skills training, to aid in the re-integration of homeless veterans into the labor force.
 - **National Veterans' Training Service Institute (NVTI)** –NVTI ensures a high level of proficiency and training for staff that provide veterans employment services. NVTI provides training to federal staff and veteran service providers and federal staff who perform compliance and enforcement activities under USERRA and Veterans' Preference.
 - **Federal Administration – USERRA Enforcement (FA)** – FA implements VETS' activities, programs, initiatives, and administrative and oversight functions. FA also funds compliance investigations of claims from protected individuals under two labor laws: the Uniformed Services Employment and Reemployment Rights Act (USERRA) and the Veterans' Employment Opportunities Act.

Budget and FTE Trends

- From FY 2009 to FY 2016, VETS' budget authority has increased from \$239.4 million to \$271.1 million.
- The agency received appropriations increases for HVRP and JVSG grants in FY 2009; HVRP grants, National Veterans Training Institute grants, Veterans Workforce Investment Programs (VWIP) grants, and state grants in FY 2010; and Transition Assistance Programs, HVRP, and VWIP Programs in FY 2012. VWIP was later discontinued in FY 2013.
- In FY 2014, most activities were funded at approximately the pre-sequestration and pre-rescission levels of FY 2013, with the exception being JVSG which received an increase of \$14.4 million. The President's Request for VETS in FYs 2015 and 2016 largely only included inflationary increases, which were provided.
- In FY 2009, VETS' authorized FTE level was 234 and remained relatively steady through FY 2015. In FY 2016, VETS is projected to utilize 245 FTE due to improved hiring practices that minimize the duration of vacancies.
- Subsequent appropriations have matched the President's Budget request level.
- The TAP program was split into a separate budget activity in FY 2011. The VOW to Hire Heroes Act of 2011 made participation in the TAP employment workshop mandatory for transitioning service members.
- In VETS's FY 2016 and 2015 appropriations, the agency used authority to transfer up to 3 percent between accounts. In both of these years, they have used this language to transfer funds to the Federal Admin account.
- In FY 2017, the Department requested an increase of \$11.9 million for the HVRP program to bring funding to the authorized level of \$50.0 million.

Upcoming Issues

- While the JVSG program operates on a fiscal year basis (October 1 to September 30), States run the program in concert with their Employment Service, which operates on a Program Year calendar (July 1 to June 30). (b) (5)

Staff Contacts

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VETS

Request vs. Enacted, FY 2009-FY 2016
(Dollars in millions)



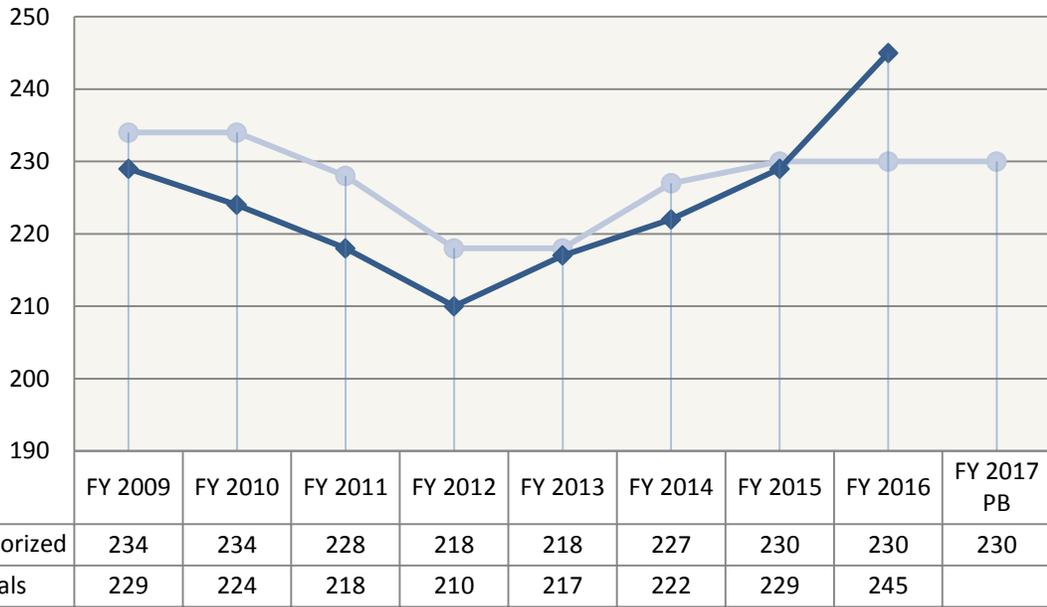
VETS

FY 2009 Inflation Adjusted BA vs. FY 2009-FY 2016
Enacted BA
(Dollars in millions)



VETS

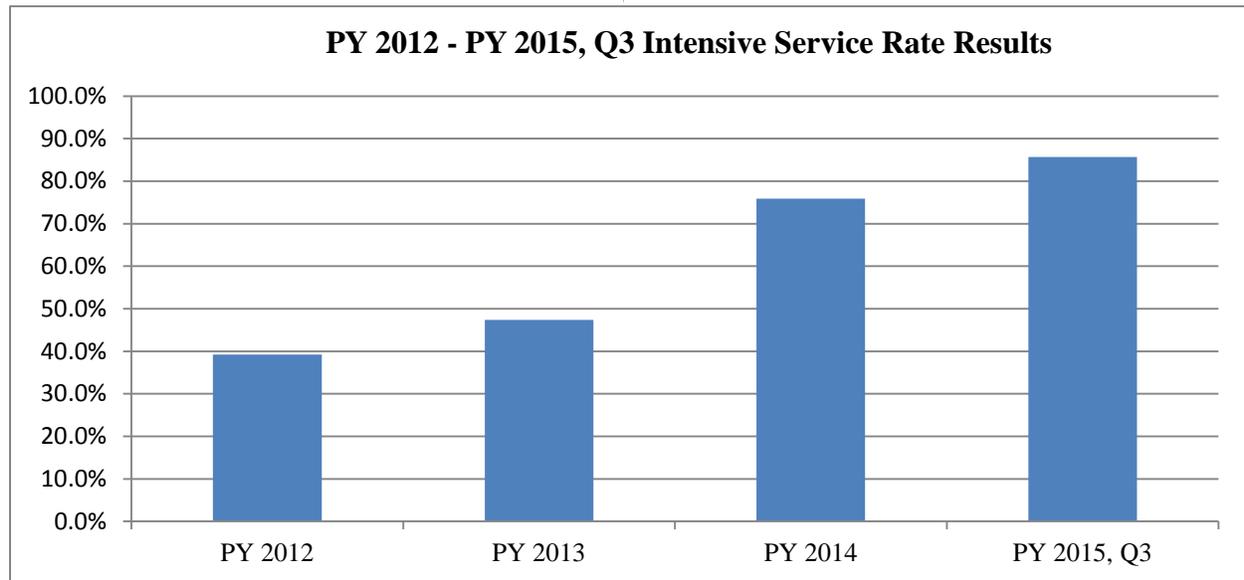
Authorized FTE vs. Actuals, FY 2009-2017



TAB 5: AGENCY PERFORMANCE

VETS is responsible for one of the Department’s Agency Priority Goals, percent of Jobs for Veterans State Grants (JVSG) veterans receiving intensive services. Intensive services are provided at American Job Centers to assist veterans in overcoming significant barriers to employment including homelessness, disability or previous incarceration. The intensive services rate has increased from 39.2% in PY 2012 (7/1/12 – 6/30/13) to 85.7% in PY 2015, Q3 (7/1/15 – 3/31/16).¹ Studies show that intensive services significantly help veterans obtain jobs.²

Performance Goal VETS 1.1 – Provide increased rates of intensive services to veterans and their families to advance their employment opportunities and protect the employment and reemployment rights of service members.



The Homeless Veterans’ Reintegration Program (HVRP) assists veterans who are homeless or at risk of homelessness by providing employment and training services. HVRP participants are also required to register to receive services at American Job Centers. HVRP placement rates have increased from 59% in PY 2010 to 68.5% in PY 2015.³

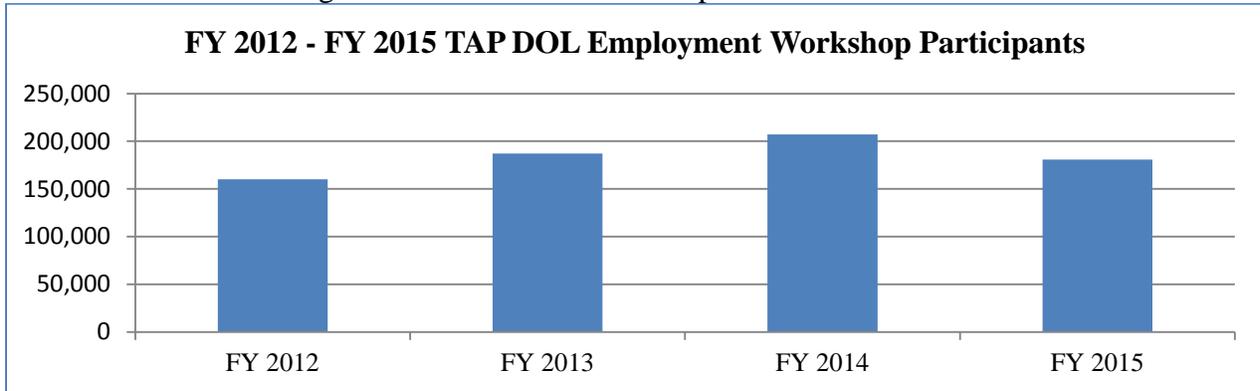
The Transition Assistance Program DOL Employment Workshop (TAP DOLEW) provides employment assistance to transitioning service members and their spouses. VETS tracks the

¹ Source: ETA EBSS System>VETS-200A Reports and ETA-9133B Reports (WISPR states – TX, PA, UT).

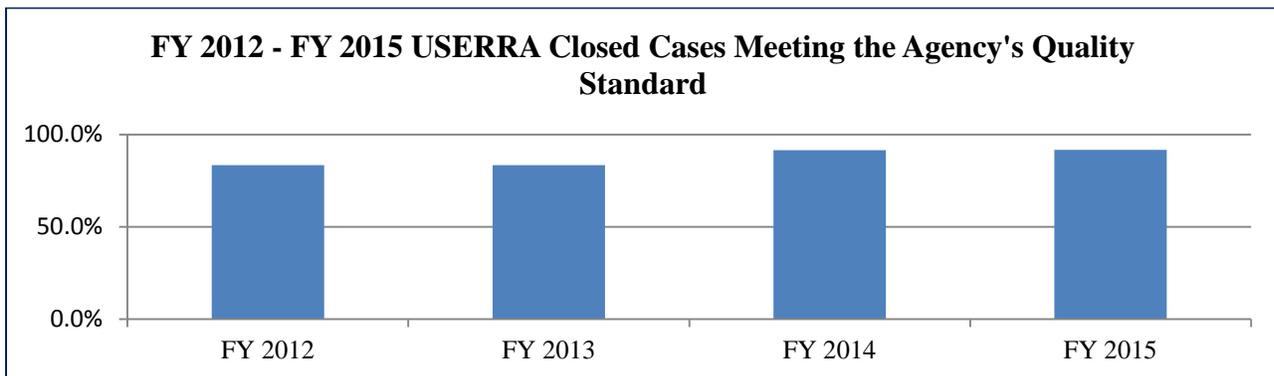
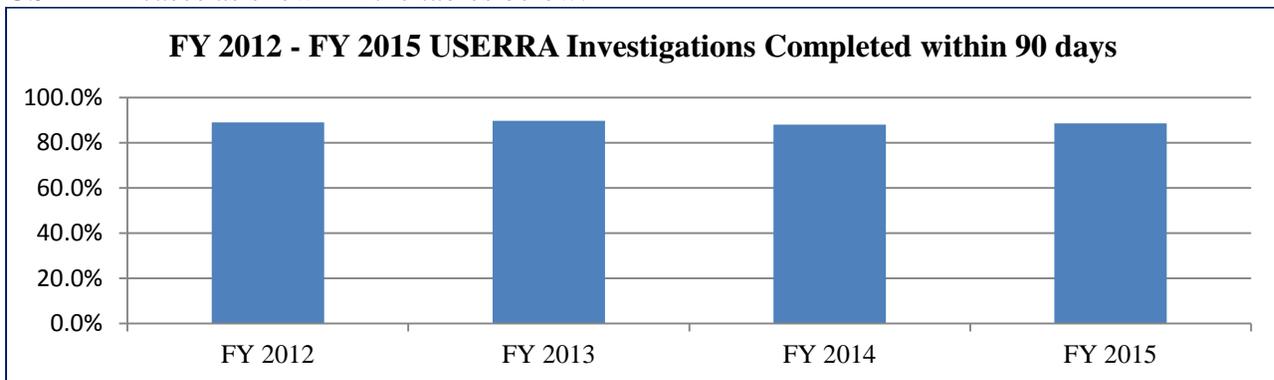
² Source: Summit Consulting, January 2015, “Veteran and Non-Veteran Job Seekers”; <http://www.dol.gov/asp/evaluation/completed-studies/VeteranNon-VeteranJobSeekers.pdf>.

³ Source: VETS’ VOPAR System>HVRP Reports>Program Status Report.

entered employment rate for veterans who have completed the workshop, employment retention rate and their average earnings. While the number of TAP participants varies over time, the table below identifies that the TAP DOLEW consistently meets the demand of providing employment assistance to transitioning service members and their spouses.⁴



VETS is responsible for administering, interpreting and enforcing the Uniformed Services Employment and Reemployment Rights Act (USERRA), which protects the rights of employees against adverse actions as a result of military service. VETS tracks timeliness and quality of USERRA cases as shown in the tables below.⁵



⁴ Source: FY 2012 – FY 2015 VETS’ Annual Reports to Congress.

⁵ Source: FY 2012 – FY 2015 independent spreadsheets compiled and maintained by the VETS’ USERRA team.