



DATE: August 11, 2009

VETERANS' PROGRAM LETTER NO. 06-09

TO: ALL REGIONAL ADMINISTRATORS AND DIRECTORS FOR VETERANS'
EMPLOYMENT AND TRAINING
ALL STATE AGENCY ADMINISTRATORS
ALL REGIONAL ADMINISTRATORS, EMPLOYMENT AND TRAINING
ADMINISTRATION (INFO)
NATIONAL VETERANS TRAINING INSTITUTE/NATIONAL LEARNING
CENTER

FROM: JOHN M. McWILLIAM *J McWilliam*
Deputy Assistant Secretary for Operations and Management

SUBJECT: Process for Requesting Off-Site Training

- I. **Purpose:** To provide guidance on the process for requesting training from the National Veterans' Training Institute (NVTI) or National Learning Center (NLC).
- II. **References:** Title 38 United States Code, Chapter 41 (38 U.S.C. 41) as amended by Public Law 109-461, enacted December 22, 2006; Veterans' Program Letter (VPL) 03-09, dated May 1, 2009 and VPL 03-08, dated April 21, 2008 or the most recent guidance on the subject of Interim Modifications. **VPL 06-09 rescinds DM 02-07.**
- III. **Background:** NVTI is a contractor that provides training to Federal and State staff who provide labor exchange and related services to veterans in accordance with 38 U.S.C. Chapter 41. NLC is an extension of NVTI that can also be used to provide training to Federal and State staff. Training is provided at NVTI's physical location in Denver, Colorado, through on-line distance learning and through off-site training in States. The Contract Officer's Technical Representative (COTR) in the Veterans' Employment and Training Service (VETS) National Office is responsible for the scheduled work planned and performed by NVTI. The Director of Operations, Grants and Transition Programs (OGTP) or the Director's designee must approve all requests for off-site training conducted by the NVTI or NLC, particularly when it involves the use of grant funds.

Public Law 109-461 amended 38 U.S.C. 41 and now requires all Disabled Veterans' Outreach Program (DVOP) specialists and Local Veterans' Employment Representative (LVER) staff appointed after January 1, 2006 to complete specialized training provided by NVTI within three years of their appointment. VETS has determined the specialized training will consist of the following courses: Labor and Employment Specialist (LES) for both DVOP specialist and LVER staff; Case Management (CM) for DVOP specialists; and Promoting Partnerships for Employment (PPE) for LVER staff.

- IV. Course Offerings:** NVTI offers Veterans' Benefits Online, an introductory e-learning course that provides general information about veteran benefits, such as education programs, disability compensation, VA pension and health care services. Newly assigned DVOP specialists, LVER staff, and other employment service staff that work with veterans are encouraged to complete this course. The facilitated online course is offered throughout the year at no charge to the above mentioned staff who must register for the course by submitting an application to the DVET. Applications are available from the DVET or other state scheduling official.

The following classroom courses are currently offered off-site by the NVTI/NLC to classes of at least twenty (20) participants. Eligible participants include DVOP specialists, LVER staff, and other State staff and managers as appropriate based on the course descriptions below. More information on these course offerings is available on NVTI's website at www.nvti.cudenver.edu:

- A. Labor Employment Specialist (LES) (Required for DVOP specialists and LVER staff):** The LES course is designed to teach the basics of workforce services for veterans, including the duties of DVOP specialists and LVER staff, resume preparation, interviewing techniques, job development, information gathering, online resources and research, online resumes and negotiations with employers. All DVOP specialists and LVER staff are required by law to attend this course, which has an e-learning component to complete after the in person training.
- B. Promoting Partnerships for Employment (PPE) (Required for LVER staff):** The PPE course focuses on creating partnerships and is designed to assist LVER staff in developing a marketing strategy. Participants analyze labor market information and community events to develop a proactive marketing campaign targeted to a specific audience that emphasizes public relations and positive image. This course is required to be completed by all LVER staff, but is also beneficial for those staff who actively market employment and training-related programs and services available to veterans through the One-Stop Career Center and partner programs.
- C. Case Management (CM) (Required for DVOP specialists):** The CM course provides an overview of the provision of intensive services using a case management approach, utilizing exercises to clarify the practice. Each step in the case management process is reviewed and participants engage in specific skill-building activities to reinforce the information. These skill-building activities are observed and reviewed by classroom peers and NVTI/NLC trainers. Training includes the basics of case management, conflict management, motivation and goal setting, assessment, documentation, confidentiality and ethics, as well as case closure. An e-learning component is completed prior to classroom attendance. DVOP specialists are required to complete this course. Others individuals who manage a caseload of veterans may also benefit.
- D. Transition Assistance Program (TAP) (TAP workshop requirement):** TAP is a train-the-trainer course to enhance facilitation skills using the material and information in the TAP manual as the presentation content. Trainers use exercises and demonstration of skills. Class participants then perform these skills individually and/or as a group. Over 15 training techniques are demonstrated and a minimum of 7 are practiced by the individuals during the class. Presentations are

critiqued by classroom peers and the trainers, as well as videotaped for participants to take home and observe. All individuals who facilitate TAP Employment Workshops must first complete this course.

- E. Advanced Case Management (ACM):** ACM focuses on a review of the case management process and then concentrates on assessment and documentation. This course is for DVOP specialists and select LVER staff who have previously completed NVTI's CM course and have actively provided intensive services using the case management model for six months or more.
 - F. Alternative Job Placement Strategies and Disability Awareness:** This course focuses on the needs and concerns of individuals with a disability (concentrating on Post Traumatic Stress Disorder (PTSD), Traumatic Brain Injury (TBI), amputations, and deafness) who are transitioning from the military. It provides alternative strategies for helping these and other populations secure employment. Class participants are given examples of job proposals, and how to approach employers as business people who are always looking for better ways to do business. This course is beneficial to staff who work with disabled veterans (primarily DVOP specialists) or market disabled veterans to employers (LVER staff).
 - G. Case Management Overview (CMO):** The CMO course addresses the basic concepts of the case management process. Assessment, note taking, Individual Development Plans (IDPs), confidentiality and other topics are covered. Attendees are generally those staff who have not taken the case management (CM) training course.
 - H. Job Coaching for Offender Populations (JCOP):** The JCOP course is focused on working with formerly incarcerated veterans to help them find employment through job coaching, retention and placement. Anyone who helps formerly incarcerated individuals find employment may benefit from this training.
 - I. Leadership for the Implementation of Veterans' Services (LIVS):** The LIVS course focuses on the principles of leadership and the legislation surrounding programs of employment and training services designed for veterans. In addition, topics include an orientation to VETS and the NVTI, Priority of Service for veterans in all Department of Labor funded programs, integration and measurement tools. The training is aimed at individuals who are partners with DVOP specialists and LVER staff, and those who supervise Jobs for Veterans' State Grants (JVSG) funded staff. For this reason, training costs for appropriate non-JVSG funded staff attending this course may be directly charged to the JVSG.
 - J. Orientation to Veterans' Programs (OVP):** The OVP course covers the law as it pertains to veterans' employment; including information on legislation governing the U.S. Department of Labor's JVSG funded positions and their respective roles in the employment process. This course is designed for program partners and local office managers. For this reason, training costs for appropriate non-JVSG funded staff attending this course may be directly charged to the JVSG.
- IV. The Training Request:** States may request an NVTI trainer conduct one or more of the ten (10) off-site courses listed above when at least twenty (20) participants will be trained. The host State must provide a formal off-site training request to the appropriate DVET.

When estimating the cost of off-site training, include expenses for the trainer's travel, lodging and meals as well as tuition for the participants. The amount of tuition for each class can be found on the NLC website at:

<http://www.nlc.cudenver.edu/home/NLC%20Training%20Price%20List.pdf>

The request submitted to the DVET must indicate the:

- Training course or courses requested;
- Desired dates for the training; primary and alternate dates are recommended;
- Purpose and cost estimate for the training;
- Anticipated number of participants with professional title, i.e. DVOP, LVER, Veterans Coordination, Manager, etc.;
- Proposed (specific) training location; and,
- Manner in which the trainer's expenses will be covered, i.e. identified surplus funding, 5th quarter carry-in funding, by an Interim Modification Request, or by the NVTI contract as described below.

If additional JVSG funds are needed to pay for the requested training, a separate Interim Modification must be submitted in accordance with the most recent VPL on this topic. If the proposed training will be paid from JVSG funds and was not included in the Annual Funding Request or in an Interim Modification request, the State also needs to include the following information in their request to the DVET:

- The circumstance(s) that necessitate off-site training;
- The cost-benefit to using NVTI/NLC off-site training; and
- The availability of JVSG funds to cover the training with an explanation of how the funds became available.

If the State has no resources to reimburse the trainer for their time and travel expenses, those costs may be picked up by the NVTI contract at the discretion of the COTR, if and only if, sufficient contract resources are available. However, States should estimate the cost of the off-site training in the event the training cannot be supported through the NVTI contract.

VI. Actions Required: All requests for NVTI/NLC off-site trainers should be submitted to the DVET as soon as possible to facilitate staff resource and fiscal planning.

Any State that identifies a need for training should use the process outlined below regardless of the funding source for the training and whether or not it will be coupled with a DVOP/LVER conference.

- A. The State will submit a request for training (as described in paragraph V. above) to their respective DVET. If the training will be provided to staff of more than one State, the host State submits the request.
- B. The DVET will ensure the request is complete and then forward the request with a recommendation for approval or disapproval to the appropriate RAVET within three business days of receipt. The recommendation will include all the necessary information to facilitate an approval decision, particularly when the training is part of the fifth quarter spending plan.
- C. The RAVET will forward the request with a recommendation for approval or disapproval to the Division Chief for Grant Programs and JVSG National Lead,

within three business days of receipt with a copy to NVTI points of contact: Vaune Shelbourn at vshelbourn@nvti.cudenver.edu and James Deal at jdeal@nvti.cudenver.edu for coordination purposes.

- D. The Division Chief for Grant Programs will consult with the Director OGTP and notify the RAVET of any concerns regarding the training request and send the approval or disapproval to the RAVET within 14 business days.
- E. Upon receipt of the decision, the RAVET will notify the State, through the DVET.
- F. If the State identified additional funding is needed to cover the costs and did not submit an Interim Modification with the request, the State will be instructed to do so in order to approve the training request.
- G. If the training request is disapproved due to scheduling conflicts or lack of sufficient funds, the State will be allowed to submit an alternative set of dates and payment options. This can be done through negotiations between the State, DVET, NVTI contact and JVSG Lead.

VII. Inquiries: States with questions should contact their DVET. DVETs or other VETS staff with questions should contact their RAVET. RAVETs may contact Patrick Hecker at (208) 693-4709 or hecker.patrick@dol.gov.

VIII. Expiration Date: Until superseded or rescinded.