

U.S. Department of Labor

Assistant Secretary for
Veterans' Employment and Training
Washington, D.C. 20210



April 21, 1998

VETERANS' PROGRAM LETTER NO. 6-98

TO: REGIONAL ADMINISTRATORS AND DIRECTORS
FOR VETERANS' EMPLOYMENT AND TRAINING
STATE EMPLOYMENT SECURITY AGENCY
ADMINISTRATORS (SESAs)
REGIONAL ADMINISTRATORS, EMPLOYMENT AND
TRAINING ADMINISTRATION (INFO)

FROM:  ESPIRIDION (AL) BORREGO

SUBJECT: Schedule of Nationwide "Improved Customer Service for Chapter 31
Veterans" Seminars and Nomination Process for Prospective Attendees

I. Purpose: To transmit the schedule and nomination procedures for prospective attendees to the nationwide "Improved Customer Service for Chapter 31 Veterans" seminars. Approximately 540 individuals, with primary responsibilities for ensuring the provisions of the Memorandum of Understanding (MOU) between the VA Vocational Rehabilitation and Counseling Service (VA/VR&C), the Department of Labor Veterans' Employment and Training Service (DOL/VETS) and State Employment Security Agencies (SESAs) are effectively carried out, will attend.

II. Reference: MOU dated August 1, 1995; VPL 8-95, dated September 1, 1995; and DM 6-97, dated October 29, 1996.

III. Background: In accordance with the provisions of the MOU and as a key element to the successful and effective delivery of services to Chapter 31 disabled veterans, VETS and VA VR&C, in cooperation with the University of Colorado's International Training Academy (ITA), are developing and will conduct several seminars in conjunction with the joint issuance of an Operating Guide for Improved Customer Service for Chapter 31 Veterans. These seminars will be at no cost to SESA participants.

IV. Seminar Schedule:

A. Six (6) seminars - each consisting of three (3) concurrent classes - are tentatively scheduled as follows:

<u>Week of</u>	<u>Session #</u>	<u>Location:</u>
July 20	1	Pittsburgh, PA
Sept 7	2	Phoenix, AZ
Sept 28	3	Houston, TX
Oct 12	4	Chicago, IL
Nov 2	5	Orlando, FL
Nov 16	6	Denver, CO
Nov 30	**	Denver, CO

**Seminar will be held if funding is available and there is a determined need

Note: Each seminar is scheduled for three full days ending at 4:00 pm on the third day with return travel to be completed late that day or early the next day. Depending on availability of hotel accommodations, Monday of each seminar week is the planned initial travel day. Should conflicts arise, Tuesday will be the designated initial travel day. All attendees will be notified well in advance of the exact schedule to make the necessary travel arrangements. As with travel to NVTI- related training, VETS staff will be responsible for making individual travel plans and arranging for hotel and per diem costs. ITA will book the hotel rooms for all attendees.

B. Attendance At Individual Seminars: (States and Federal Regions)

Session #1: Pittsburgh - PA, NY, NJ, CT, NH, DE, VT, MA, ME, RI (Regions I, II, III)

Session #2: Phoenix - AZ, CA, OR, HI, AK, NV, WA, ID (Regions IX,X)

Session #3: Houston - TX, OK, NM, LA, MS, AR, MO, KY (Regions IV,VI)

Session #4: Chicago - ILL, WI, MN, MI, IA, IN, OH, WV (Regions III, V)

Session #5: Orlando - FL, GA, AL, TN, SC, NC, VA, PR, VI, MD, DC (Regions II, III, IV)

Session #6: Denver - CO, WY, UT, MT, NB, KS, ND, SD (Regions VII, VIII)

Session #7: Denver - (If Needed)

V. Guidance: Priority for attendance at these seminars is outlined below. Unlike NVTI's Vocational Rehabilitation and Placement Specialist course (a "practioners" course) these seminars are being designed to provide guidance specifically for those VETS, VA and SESA staff with roles and responsibilities for supervision, management, oversight and technical assistance in ensuring the effective implementation of the National MOU. Disabled Veterans' Outreach Program (DVOP) specialists providing direct "hands-on" employment assistance to Chapter 31 disabled veterans will continue to attend the Vocational Rehabilitation Placement Specialist course.

A. SESA Nominations: There will be approximately 60 participant slots at each seminar designated for SESA staff attendance (3 concurrent classes with 20 participants per class). SESAs are to **prioritize** and **identify** seminar nominations to the State's Director for Veterans' Employment and Training Service (DVET), **by name, duty title, office location and seminar session #**. Priority for attendance is as follows:

1. Local Veterans' Employment Representatives (LVERs) who supervise case managers and those who are responsible for developing the Quarterly LVER Report of VR&C activity;
2. SESA Single Points of Contact for VR&C activity, and
3. DVOP and LVER staff involved in VR&C activity within the local commuting area of each seminar (may be included as space allows)

DVETs are to review, approve and forward nominee information, through the Regional Administrator for Veterans' Employment and Training (RAVET), to the VETS' National Office (N.O.) (ATTN: Ron Benson) NLT May 1, 1998.

B. VETS Nominations: There are approximately 10 VETS' slots per seminar session (three concurrent classes with 3 to 4 attendees per class). DVETs must attend the appropriate seminar designated above. Exceptions must be approved by the RAVET. For those remaining slots, Assistant Directors for Veterans' Employment and Training (ADVETs) actively involved with the VR&C initiative, and in the local commuting area, are encouraged to attend the seminars. DVETs are to submit applicable **names, office location(s) and seminar session #** thru the RAVETS to VETS' N.O. (ATTN: Ron Benson) NLT May 1, 1998.

C. There are 18 VA slots per seminar session. VA will coordinate all attendance, travel and lodging requirements directly with ITA.

D. Scheduling of Attendance: Scheduling of attendance and seminar information will be provided to all prospective attendees by ITA staff NLT than two weeks prior to session start dates.

E. Travel: Travel arrangements will be provided by the ITA coordinator to all prospective DVOP/LVER and SESA attendees NLT than three days prior to date of travel. VETS and VA staff will arrange and pay for their own travel.

F. Lodging and Per diem: ITA will pay hotel and meal costs for DVOP/LVER and SESA attendees. VETS attendees will pay for lodging and per diem through their respective regional budgets allocations. VA will cover all costs for their attendees.

VI. Action:

A. Upon receipt, DVETs will share this VPL with pertinent SESA staff.

B. SESAs will provide DVETs with a list of prioritized nominees based on the guidance in A. above.

C. DVETs will review SESA nominations for appropriateness of priority. Nominations will be forwarded to the RAVETs by COB April 30, 1998.

D. RAVETs will review DVETs submission and forward to the VETS' N.O. (Attention: Ron Benson) by COB May 1, 1998.

E. National Office coordinator will compile listing of nominees and forward approved package to ITA and the RAVETs by COB May 5, 1998.

VII. Inquiries: SESA questions should be directed to the appropriate DVET. VETS' inquiries should be directed thru the Regional Office to Ron Benson in the VETS' N.O. at (202) 219-9110.

VIII. Expiration Date: December 31, 1998