

**U.S. Department of Labor**


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



July 2, 1998

VETERANS' PROGRAM LETTER NO 9-98

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

FROM:   
ESPIRIDION (AL) BORREGO

SUBJECT: Labor Employment Specialist and Case Management  
"Distance Learning" for Disabled Veterans' Outreach  
Program Specialist (DVOP) and Local Veterans'  
Employment Representative (LVER) Staff

I. Purpose: To provide information about distance learning and to disseminate procedural information for distance learning training from the National Veterans' Training Institute (NVTI).

II. Background: In order to provide more training opportunities for DVOP/LVER staff and at the same time decrease training costs, technology is being used to build a less expensive way for NVTI to deliver training. When participants are brought to training sites, costs go up due to travel, lodging/meals and lost time away from the work place. Distance learning is a way to bring valuable training to the participant's home office -- wherever that office is located, and at a reduction in associated costs.

The idea of distance learning is to deliver training to participants, instead of delivering participants to the training. Distance training is dispensed from an electronic platform, instead of a classroom podium. In the virtual classroom, discussion and communication about the course become a continuous activity not limited by the restraints of the physical classroom. Participants, with jobs and family responsibilities, will have the ability to do course work on their own schedules.

The days reduced in the traditional classroom will be replaced with comparable instruction/learning at a distance. We do not anticipate that there will be a reduction in the quality of the learning. By combining the best of both training approaches, we can assure that the participants receive excellent training using a comprehensive new training delivery format. When using distance learning technologies, three days of training will occur in the traditional classroom and two days will be completed using distance learning technologies. The training session remains a five day class.

NVTI began development of the Labor Employment Specialist and Case Management course distance learning phases in March of this year with identification of the segments to be converted to a distance learning format.

Both courses involve two phases. Phase one is the distance portion. In the distance portion for the Case Management course, participants will learn about the Veterans' Employment and Training Service (VETS), elements of DVOP and LVER positions, the case management process, and skills and techniques for effective communication. Phase two is the classroom portion which will be completed through a three and one half day, on-site instruction session, in Denver, Colorado.

Distance learning is being used to allow staff to do this at their own pace and in their working environment. This training requires less time away from the working environment and is estimated to take approximately six hours.

III. Guidance: The first segment of the distance learning process will deal with Case Management. Letters have been sent from NVTI to fifty Disabled Veterans' Outreach Program (DVOP) and Local Veterans' Employment Representative (LVER) staff notifying them of their selection to participate. The fifty letters were sent out to ensure that at least twenty-four participants will be eligible and able to attend the classroom phase of the course. DVETs will be provided a courtesy copy of each letter sent to DVOP/LVER staff within their States commencing with participant notification for the distance learning phase of the Labor Employment course.

Once the letter has been signed by the DVOP/LVER and the immediate supervisor (preferably the Local Office Manager) and returned to NVTI, course materials consisting of a workbook, video tape and access information for the Internet assignments will be sent to the DVOP/LVER student. Upon receipt of the packet, participants are enrolled in the Case Management Distance course.

It is fully understood that each DVOP/LVER initially selected for the distance learning phase has a position and a job to do. Therefore, the completion of the course material is self-paced with approval of the student's supervisor. The expected turnaround time for this amount of material is approximately four weeks.

The distance phase will require participants to read various types of information, to watch videotapes, and answer questions related to the information provided in the workbook. The preferred method of correspondence with NVTI is technology based, such as the Internet and e-mail. However, if participants are not able to use the Internet or e-mail, please let NVTI know at the time of nomination so appropriate materials can be provided for use in completing the course work.

Upon completion of the distance learning phase, participants will be scheduled for the three and one-half day in-classroom training on a first come, first-serve basis. Twenty-four students is the limit per class. Those students who are not included in the first class will be priority selectees for subsequent classes.

The time frame from when participants are selected to when they attend the three and one-half day in-classroom training is at minimum twelve weeks for Case Management.

The projected date for the first three and one-half day in-classroom training for Case Management is September 14, 1998. The approximate period for implementation of distance learning for the Labor Employment Specialist course is January of 1999.

Once the distance learning phase is fully implemented for both the Case Management and Labor Employment courses, NVTI will rely on the SESAs to nominate, through the Directors, Veterans' Employment and Training (DVET), those DVOP/LVER staff they determine need either or both of those courses. This will continue to be the approved nomination and selection process for those courses that have both distance and classroom phases.

IV. Action:

A. DVETs will ensure, through communication with their State agency counterparts, that the contents of this VPL were received and understood.

B. SESAs will notify Local Office Managers (LOMs) of the need to:

1. allow DVOP/LVER staff the time (as dictated by course material) to complete the distance learning projects during normal business hours; and
2. allow DVOP/LVER staff who have completed the distance phase to attend the follow-on three and one-half day in-classroom session when scheduled.

C. DVOP/LVER staff, keeping in mind that enrollment is on a first come-first serve basis, will respond in a timely manner to the selection letters sent from NVTI.

V. Inquiries: SESA questions should be referred to the appropriate DVET. Issues related to this guidance that cannot be resolved at the State or Regional level should be addressed to Stan Seidel or Ron Benson on (202) 219-9105.

VI. Expiration Date: September 30, 1999