

**FY 2012**

**CONGRESSIONAL BUDGET JUSTIFICATION**

**VETERANS' EMPLOYMENT AND TRAINING SERVICE**



# VETERANS' EMPLOYMENT AND TRAINING SERVICE

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# VETERANS' EMPLOYMENT AND TRAINING SERVICE

## APPROPRIATION LANGUAGE

*Not to exceed \$212,065,000 may be derived from the Employment Security Administration Account in the Unemployment Trust Fund to carry out the provisions of 38 U.S.C. 4100-4113, 4211-4215, and 4321-4327, and Public Law 103-353, and which shall be available for obligation by the States through December 31, 2012, of which \$2,449,000 is for the National Veterans' Employment and Training Services Institute. In addition, to carry out Department of Labor programs under section 5(a)(1) of the Homeless Veterans Comprehensive Assistance Act of 2001 and the Veterans Workforce Investment Programs under section 168 of the Workforce Investment Act, \$48,971,000, of which \$9,641,000 shall be available for obligation for the period July 1, 2012, through June 30, 2013.*

Note: A full year 2011 appropriation for this account was not enacted at the time the budget was prepared; therefore, this account is operating under a continuing resolution (P.L. 111-42, as amended). The amounts included for 2011 reflect the annualized level provided by the continuing resolution.

# **VETERANS' EMPLOYMENT AND TRAINING SERVICE**

## **EXPLANATION OF LANGUAGE CHANGE**

Not applicable.

# **VETERANS' EMPLOYMENT AND TRAINING SERVICE**

## **ANALYSIS OF APPROPRIATION LANGUAGE**

Not applicable.

## VETERANS' EMPLOYMENT AND TRAINING SERVICE

<b>AMOUNTS AVAILABLE FOR OBLIGATION</b>						
(Dollars in Thousands)						
	<b>FY 2010 Comparable</b>		<b>FY 2011 Estimate</b>		<b>FY 2012 Request</b>	
	<b>FTE</b>	<b>Amount</b>	<b>FTE</b>	<b>Amount</b>	<b>FTE</b>	<b>Amount</b>
<b>A. Appropriation</b>	<b>234</b>	<b>\$45,971</b>	<b>227</b>	<b>\$45,971</b>	<b>227</b>	<b>\$48,971</b>
Other Supplementals and Rescissions	0	\$0	0	\$0	0	\$0
Appropriation, Revised	234	\$45,971	227	\$45,971	227	\$48,971
<i>Subtotal Appropriation</i>	<i>234</i>	<i>\$45,971</i>	<i>227</i>	<i>\$45,971</i>	<i>227</i>	<i>\$48,971</i>
Comparative Transfer To: Transition Program (TAP)	0	\$7,000	0	\$0	0	\$0
Comparative Transfer From: Jobs for Veterans State Grants (JVSG)	0	-\$7,000	0	\$0	0	\$0
<i>Subtotal Appropriation</i>	<i>0</i>	<i>\$0</i>	<i>0</i>	<i>\$0</i>	<i>0</i>	<i>\$0</i>
Offsetting Collections From:						
Reimbursements	0	\$0	0	\$0	0	\$0
Trust Funds	234	\$210,156	227	\$210,156	227	\$212,065
Other Supplementals and Rescissions	0	\$0	0	\$0	0	\$0
Fees	0	\$0	0	\$0	0	\$0
<i>Subtotal</i>	<i>234</i>	<i>\$210,156</i>	<i>227</i>	<i>\$210,156</i>	<i>227</i>	<i>\$212,065</i>
<b>B. Gross Budget Authority</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>
Offsetting Collections						
Deduction:	0	\$0	0	\$0	0	\$0
Reimbursements	0	\$0	0	\$0	0	\$0
Fees	0	\$0	0	\$0	0	\$0
<i>Subtotal</i>	<i>0</i>	<i>\$0</i>	<i>0</i>	<i>\$0</i>	<i>0</i>	<i>\$0</i>
<b>C. Budget Authority Before Committee</b>	<b>234</b>	<b>\$256,127</b>	<b>227</b>	<b>\$256,127</b>	<b>227</b>	<b>\$261,036</b>
Offsetting Collections From:						
Reimbursements	0	\$0	0	\$0	0	\$0
Fees	0	\$0	0	\$0	0	\$0
IT Crosscut	0	\$0	0	\$0	0	\$0
<i>Subtotal</i>	<i>0</i>	<i>\$0</i>	<i>0</i>	<i>\$0</i>	<i>0</i>	<i>\$0</i>
<b>D. Total Budgetary Resources</b>	<b>234</b>	<b>\$256,127</b>	<b>227</b>	<b>\$256,127</b>	<b>227</b>	<b>\$261,036</b>
Other Unobligated Balances	0	\$0	0	\$0	0	\$0
Unobligated Balance Expiring	0	\$0	0	\$0	0	\$0
<b>E. Total, Estimated Obligations</b>	<b>224</b>	<b>\$256,127</b>	<b>227</b>	<b>\$256,127</b>	<b>227</b>	<b>\$261,036</b>

# VETERANS' EMPLOYMENT AND TRAINING SERVICE

## SUMMARY OF CHANGES

(Dollars in Thousands)

	FY 2011 Full Year C.R.	FY 2012 Request	Net Change
<b>Budget Authority</b>			
General Funds	\$45,971	\$48,971	+\$3,000
Trust Funds	\$210,156	\$212,065	+\$1,909
<b>Total</b>	\$256,127	\$261,036	+\$4,909
<b>Full Time Equivalents</b>			
General Funds	0	0	0
Trust Funds	227	227	0
<b>Total</b>	227	227	0

Explanation of Change	FY 2011 Base		Trust Funds		FY 2012 Change General Funds		Total	
	FTE	Amount	FTE	Amount	FTE	Amount	FTE	Amount
<b>Increases:</b>								
<b>A. Built-Ins:</b>								
To Provide For:								
Costs of pay adjustments	227	\$19,510	0	\$0	0	\$0	0	\$0
Personnel benefits	0	\$4,870	0	\$0	0	\$0	0	\$0
One day less of Pay	0	\$0	0	\$0	0	\$0	0	\$0
Federal Employees Compensation Act (FECA)	0	\$75	0	\$0	0	\$0	0	\$0
Travel and transportation of persons	0	\$2,257	0	\$0	0	\$0	0	\$0
Transportation of things	0	\$87	0	\$0	0	\$0	0	\$0
Rental payments to GSA	0	\$0	0	\$0	0	\$0	0	\$0
Communications, utilities, and miscellaneous charges	0	\$387	0	\$0	0	\$0	0	\$0
Printing and reproduction	0	\$342	0	\$0	0	\$0	0	\$0
Advisory and assistance services	0	\$2	0	\$0	0	\$0	0	\$0
Other services	0	\$11,623	0	\$0	0	\$0	0	\$0
Working Capital Fund	0	\$4,293	0	\$0	0	\$0	0	\$0
Other government accounts (Census Bureau)	0	\$0	0	\$0	0	\$0	0	\$0
Other government accounts (DHS Charges)	0	\$57	0	\$0	0	\$0	0	\$0
Other purchases of goods and services from Government accounts	0	\$145	0	\$0	0	\$0	0	\$0
Operation and maintenance of facilities	0	\$10	0	\$0	0	\$0	0	\$0
Operation and maintenance of equipment	0	\$8	0	\$0	0	\$0	0	\$0
Supplies and materials	0	\$160	0	\$0	0	\$0	0	\$0
Equipment	0	\$92	0	\$0	0	\$0	0	\$0
Grants, subsidies, and contributions	0	\$211,365	0	\$0	0	\$0	0	\$0
<b>Built-Ins Subtotal</b>	<b>227</b>	<b>+\$255,283</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>

## VETERANS' EMPLOYMENT AND TRAINING SERVICE

Explanation of Change	FY 2011 Base		Trust Funds		FY 2012 Change General Funds		Total	
	FTE	Amount	FTE	Amount	FTE	Amount	FTE	Amount
<b>B. Programs:</b>								
Increase for Homeless Reintegration Program	0	\$36,330	0	\$0	0	\$3,000	0	\$3,000
To provide for Increase in the Transition Assistance Program	0	\$7,000	0	\$2,000	0	\$0	0	\$2,000
<b>Programs Subtotal</b>			<b>0</b>	<b>+\$2,000</b>	<b>0</b>	<b>+\$3,000</b>	<b>0</b>	<b>+\$5,000</b>
<b>Total Increase</b>	<b>227</b>	<b>+\$255,283</b>	<b>0</b>	<b>+\$2,000</b>	<b>0</b>	<b>+\$3,000</b>	<b>0</b>	<b>+\$5,000</b>
<b>Decreases:</b>								
<b>A. Built-Ins:</b>								
To Provide For:								
Rental payments to GSA	0	\$844	0	-\$91	0	\$0	0	-\$91
<b>Built-Ins Subtotal</b>	<b>0</b>	<b>+\$844</b>	<b>0</b>	<b>-\$91</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>-\$91</b>
<b>B. Programs:</b>								
<b>Programs Subtotal</b>			<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>\$0</b>
<b>Total Decrease</b>	<b>0</b>	<b>+\$844</b>	<b>0</b>	<b>-\$91</b>	<b>0</b>	<b>\$0</b>	<b>0</b>	<b>-\$91</b>
<b>Total Change</b>	<b>227</b>	<b>+\$256,127</b>	<b>0</b>	<b>+\$1,909</b>	<b>0</b>	<b>+\$3,000</b>	<b>0</b>	<b>+\$4,909</b>

## VETERANS' EMPLOYMENT AND TRAINING SERVICE

<b>SUMMARY BUDGET AUTHORITY AND FTE BY ACTIVITY</b> (Dollars in Thousands)						
	<b>FY 2010 Enacted</b>		<b>FY 2011 Full Year C.R.</b>		<b>FY 2012 Request</b>	
	<b>FTE</b>	<b>Amount</b>	<b>FTE</b>	<b>Amount</b>	<b>FTE</b>	<b>Amount</b>
<b>State Grants</b>	<b>0</b>	<b>165,394</b>	<b>0</b>	<b>165,394</b>	<b>0</b>	<b>165,394</b>
Unemployment Trust Funds	0	165,394	0	165,394	0	165,394
<b>Transition Assistance Program</b>	<b>0</b>	<b>7,000</b>	<b>0</b>	<b>7,000</b>	<b>0</b>	<b>9,000</b>
Unemployment Trust Funds	0	7,000	0	7,000	0	9,000
<b>Homeless Veterans Reintegration Program</b>	<b>0</b>	<b>36,330</b>	<b>0</b>	<b>36,330</b>	<b>0</b>	<b>39,330</b>
General Funds	0	36,330	0	36,330	0	39,330
<b>Veterans Workforce Investment Program</b>	<b>0</b>	<b>9,641</b>	<b>0</b>	<b>9,641</b>	<b>0</b>	<b>9,641</b>
General Funds	0	9,641	0	9,641	0	9,641
<b>National Veterans Employment and Training Service Institute</b>	<b>0</b>	<b>2,449</b>	<b>0</b>	<b>2,449</b>	<b>0</b>	<b>2,449</b>
Unemployment Trust Funds	0	2,449	0	2,449	0	2,449
<b>Federal Administration</b>	<b>224</b>	<b>35,313</b>	<b>227</b>	<b>35,313</b>	<b>227</b>	<b>35,222</b>
Unemployment Trust Funds	224	35,313	227	35,313	227	35,222
<b>Total</b>	<b>224</b>	<b>256,127</b>	<b>227</b>	<b>256,127</b>	<b>227</b>	<b>261,036</b>
<b>General Funds</b>	<b>0</b>	<b>45,971</b>	<b>0</b>	<b>45,971</b>	<b>0</b>	<b>48,971</b>
<b>Unemployment Trust Funds</b>	<b>224</b>	<b>210,156</b>	<b>227</b>	<b>210,156</b>	<b>227</b>	<b>212,065</b>

NOTE: FY 2010 reflects actual FTE.

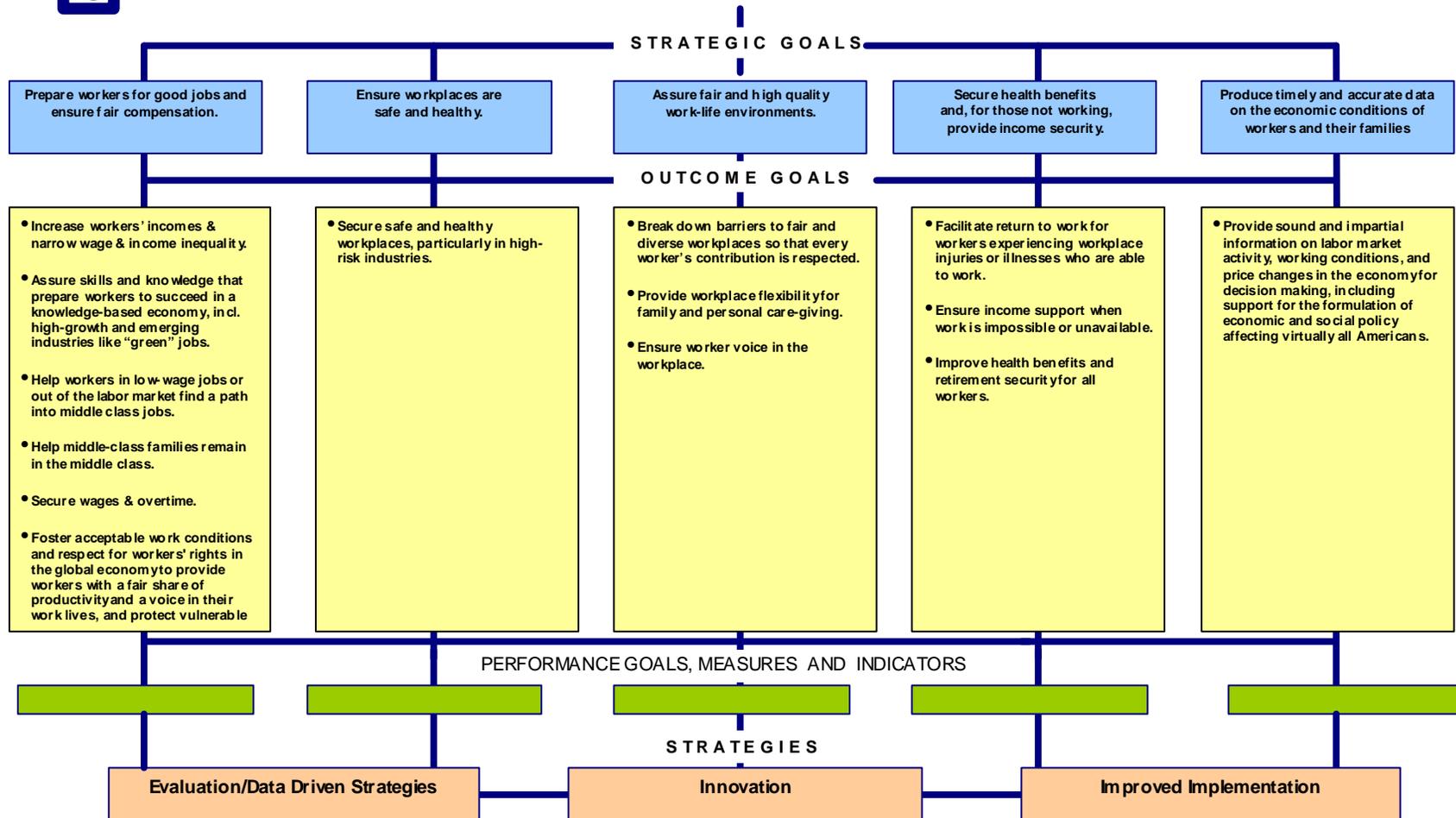
## VETERANS' EMPLOYMENT AND TRAINING SERVICE

<b>BUDGET AUTHORITY BY OBJECT CLASS</b>					
(Dollars in Thousands)					
		<b>FY 2010 Enacted</b>	<b>FY 2011 Full Year C.R.</b>	<b>FY 2012 Request</b>	<b>Change FY 12 Req. / FY 10 Enacted</b>
	Full-Time Equivalent				
	Full-time Permanent	234	227	227	-7
	<b>Total</b>	<b>234</b>	<b>227</b>	<b>227</b>	<b>-7</b>
	Reimbursable	0	0	0	0
	Total Number of Full-Time Permanent Positions	234	234	234	0
	Average ES Salary	\$168,426	\$175,331	\$175,331	\$6,905
	Average GM/GS Grade	13/7	13/8	13/8	0/1
	Average GM/GS Salary	\$89,676	\$93,352	\$93,352	\$3,676
	Average Salary of Ungraded Positions	0	0	0	0
11.1	Full-time permanent	19,034	19,143	19,143	109
11.5	Other personnel compensation	367	367	367	0
11.9	<b>Total personnel compensation</b>	<b>19,401</b>	<b>19,510</b>	<b>19,510</b>	<b>109</b>
12.1	Civilian personnel benefits	5,055	4,945	4,945	-110
21.0	Travel and transportation of persons	2,257	2,257	2,657	400
22.0	Transportation of things	87	87	87	0
23.1	Rental payments to GSA	844	844	753	-91
23.3	Communications, utilities, and miscellaneous charges	387	387	387	0
24.0	Printing and reproduction	342	342	342	0
25.1	Advisory and assistance services	2	2	2	0
25.2	Other services	11,634	11,623	13,223	1,589
25.3	Other purchases of goods and services from Government Accounts	4,483	4,495	4,495	12
25.4	Operation and maintenance of facilities	10	10	10	0
25.7	Operation and maintenance of equipment	8	8	8	0
26.0	Supplies and materials	160	160	160	0
31.0	Equipment	92	92	92	0
41.0	Grants, subsidies, and contributions	211,365	211,365	214,365	3,000
	<b>Total</b>	<b>256,127</b>	<b>256,127</b>	<b>261,036</b>	<b>4,909</b>
	1/Other Purchases of Goods and Services From Government Accounts				
	Working Capital Fund	4,281	4,293	4,293	12
	DHS Services	57	57	57	0
	HHS Services	145	145	145	0

# VETERANS' EMPLOYMENT AND TRAINING SERVICE



## Secretary's Vision: "Good Jobs for Everyone"



## VETERANS' EMPLOYMENT AND TRAINING SERVICE

<b>TOTAL BUDGETARY RESOURCES</b>												
FY 2010 - 2012												
(Dollars in Thousands)												
	<b>FY 2010 Enacted</b>				<b>FY 2011 Full Year C.R.</b>				<b>FY 2012 Request</b>			
	Activity Approp.	Other Approp. <sup>1</sup>	Other Resrcs.2	Total	Activity Approp.	Other Approp 1	Other Resrcs.2	Total	Activity Approp.	Other Approp.1	Other Resrcs. 2	Total
<b>Veterans' Employment and Training Services</b>	<b>256,127</b>	<b>0</b>	<b>0</b>	<b>256,127</b>	<b>256,127</b>	<b>0</b>	<b>0</b>	<b>256,127</b>	<b>261,036</b>	<b>0</b>	<b>0</b>	<b>261,036</b>
State Grants	165,394	0	0	165,394	165,394	0	0	165,394	165,394	0	0	165,394
Transition Assistance Program	7,000	0	0	7,000	7,000	0	0	7,000	9,000	0	0	9,000
Homeless Veterans Reintegration Program	36,330	0	0	36,330	36,330	0	0	36,330	39,330	0	0	39,330
Veterans Workforce Investment Program	9,641	0	0	9,641	9,641	0	0	9,641	9,641	0	0	9,641
National Veterans Employment and Training Service Institute	2,449	0	0	2,449	2,449	0	0	2,449	2,449	0	0	2,449
Federal Administration	35,313	0	0	35,313	35,313	0	0	35,313	35,222	0	0	35,222
<b>Total</b>	<b>256,127</b>	<b>0</b>	<b>0</b>	<b>256,127</b>	<b>256,127</b>	<b>0</b>	<b>0</b>	<b>256,127</b>	<b>261,036</b>	<b>0</b>	<b>0</b>	<b>261,036</b>

<sup>1</sup> "Other Appropriation" is comprised of resources appropriated elsewhere, but for which the benefits accrue toward the operation of the budget activities. (Executive Direction and IT Crosscut)

<sup>2</sup> "Other Resources" include funds that are available for a budget activity, but not appropriated, such as reimbursements and fees.

# VETERANS' EMPLOYMENT AND TRAINING SERVICE

## PERFORMANCE STRUCTURE

<b>Strategic and Outcome Goals Supporting Secretary Solis' Vision of <i>Good Jobs for Everyone</i></b>	<b>Supporting Budget Activities</b>
<b>Strategic Goal 1 – Prepare Workers for Good Jobs and Ensure Fair Compensation</b>	
1.1 Increase workers' incomes and narrowing wage and income inequality.	State Grants Transition Assistance Program Homeless Veterans' Reintegration Federal Administration
1.3 Help workers who are in low-wage jobs or out of the labor market find a path into middle class jobs.	State Grants Transition Assistance Program Homeless Veterans' Reintegration Veterans' Workforce Investment Nat'l Veterans' Training Institute Federal Administration
1.4 Help middle-class families remain in the middle class.	State Grants Veterans' Workforce Investment Federal Administration
1.5 Secure wages and overtime.	
1.6 Foster acceptable work conditions and respect for workers' rights in the global economy to provide workers with a fair share of productivity and protect vulnerable people.	
<b>Strategic Goal 2 – Ensure Workplaces Are Safe and Healthy</b>	
2.1 Secure safe and healthy workplaces, particularly in high-risk industries.	
<b>Strategic Goal 3 – Assure Fair and High Quality Work-Life Environments</b>	
3.1 Break down barriers to fair and diverse work places so that every worker's contribution is respected.	
3.2 Provide workplace flexibility for family and personal care-giving.	
3.3 Ensure worker voice in the workplace.	
<b>Strategic Goal 4 – Secure Health Benefits and, for Those Not Working, Provide Income Security</b>	
4.1 Facilitate return to work for workers experiencing workplace injuries or illnesses who are able to work.	
4.2 Ensure income support when work is impossible or unavailable.	
4.3 Improve health benefits and retirement security for all workers.	
<b>Strategic Goal 5 – Assure the Production of Timely and Accurate Data on Social and Economic Conditions of Workers and their Families</b>	
5.1 Provide sound and impartial information on labor market activity, working conditions, and price changes in the economy for decision making, including support for the formulation of economic and social policy affecting virtually all Americans.	

# VETERANS' EMPLOYMENT AND TRAINING SERVICE

## AUTHORIZING STATUTES

<b>Public Law / Act</b>	<b>Legislation</b>
Pub. Law 107-288 Section: 38 U.S.C. Chapter 2021	• Jobs for Veterans Act
Public Law 105-339	• Veterans Employment Opportunities Act
Public Law 103-353	• Uniformed Services Employment and Reemployment Rights Act of 1994
Pub. Law 96-22 Section: 38 U.S.C. Chapter(s) 4100, 4200, 4300	• Vietnam Era Veterans' Readjustment Assistance Act of 1974
Pub. Law 107-288 Section: 38 U.S.C. Chapter 2021	• Jobs For Veterans Act
Modified for HVRP by Section 203, Pub L 109-233	• Homeless Veterans Reintegration Program
Pub. Law 105-220 Section: 29 U.S.C. Chapter 2913 (Veterans' Workforce Investment Programs - Sec. 168)	• Workforce Investment Act

## VETERANS' EMPLOYMENT AND TRAINING SERVICE

<b>APPROPRIATION HISTORY</b>					
(Dollars in Thousands)					
	<b>Budget Estimates to Congress</b>	<b>House Allowance</b>	<b>Senate Allowance</b>	<b>Appropriations</b>	<b>FTE</b>
2002...1/	\$211,703	\$211,703	\$213,703	\$212,624	250
2003...2/	210,337	210,337	218,037	212,820	250
2004...3/	219,993	219,993	219,993	218,646	250
2005...4/	220,648	225,648	226,781	222,833	250
2006...5/	224,334	224,334	224,334	222,091	235
2007	224,887	223,189	223,189	223,189	240
2008	228,096	228,198	231,198	228,096	234
2009...6/	238,439	239,439	239,439	232,439	234
2010	255,127	255,127	256,127	256,127	224
2011...7/	262,494	0	0	0	227
2012	0	0	0	0	0

1/ Reflects a total reduction of \$187 pursuant to P.L. 107-116 (\$79) and 107-206 (\$108).

2/ Reflects a \$1,392 reduction pursuant to P.L. 108-07.

3/ Reflects a \$1,347 reduction pursuant to P.L. 108-199.

4/ Reflects a \$1,816 reduction pursuant to P.L. 108-447.

5/ Reflects a \$2,243 reduction pursuant to P.L. 109-149.

6/ This bill was only reported out of Subcommittee and was not passed by the Full House.

7/ A full-year 2011 appropriation for this account was not enacted at the time the budget was prepared.

# VETERANS' EMPLOYMENT AND TRAINING SERVICE

## OVERVIEW

### **Introduction**

The Veterans' Employment and Training Service (VETS) proudly serves Veterans and Service Members, providing resources and expertise to assist and prepare them to obtain meaningful careers, maximize their employment opportunities, and protect their employment rights.

For FY 2012, the Department is requesting \$261,036,000 for VETS, an increase of \$4,909,000 over FY 2010. This increase will support the Department of Defense's goal of increased participation by transitioning National Guard and Reserve Component Service Members at the Transition Assistance Program (TAP) Employment Workshops and provide additional employment services grants for homeless Veterans through the Homeless Veterans' Reintegration Program (HVRP).

The mission of VETS is a direct reflection of the Nation's responsibility to meet the employment, training and job security needs of Americans who served in uniform. VETS helps Veterans obtain positive employment outcomes through services provided at One-Stop Career Centers and other locations. Grants are provided to State Workforce Agencies (SWA) to support staff dedicated to serving Veterans. VETS ensures that Veterans with a requirement for special employment assistance due to disabilities or other barriers to employment receive appropriate services based on their needs. VETS also provides funding, through the HVRP and Veterans' Workforce Investment Program (VWIP), to organizations that serve eligible Veterans.

The U.S. military services discharge approximately 160,000 active duty Service Members and approximately 110,000 Reserve and National Guard Service Members annually, and VETS expects greater demand for transition assistance and employment services for Veterans over the next few years. FY 2012 will be the first year of implementation of a new enhanced employment workshop that will encompass significant changes in curriculum content, new facilitation standards, and an "after-TAP" support package.

VETS protects the employment and reemployment rights of Veterans and members of the National Guard and Reserve Forces through the enforcement of two major labor laws. Under the provisions of the Uniformed Services Employment and Reemployment Rights Act (USERRA), VETS ensures that Service Members can serve on active duty without harm to their employment status. Under the Veterans' Preference in federal hiring, VETS ensures that Veterans obtain the preference that Federal agencies are required to apply.

VETS meets its responsibilities through budget activities that directly support the Secretary's vision of "*Good Jobs for Everyone*" through the strategic goal of "Prepare Workers for Good Jobs and Ensure Fair Compensation."

## VETERANS' EMPLOYMENT AND TRAINING SERVICE

The VETS budget is formulated through six budget activities:

(1) **Jobs for Veterans State Grants (JVSG)** – The FY 2012 request of \$165,394,000 will support Disabled Veterans' Outreach Program (DVOP) specialists, Local Veterans' Employment Representative (LVER) staff, and response to exigencies. The JVSG helps Veterans find good jobs by providing employment services at One-Stop Career Centers and other locations. DVOPs and LVERs are state employees whose salaries and benefits are funded through formula grants to the states, District of Columbia, Puerto Rico, Virgin Islands, and Guam. At the funding requested, it is expected that 624,000 Veterans will receive employment services through this program.

DVOPs and LVERs are primarily stationed at the One-Stop Career Centers where they provide intensive services to Veterans and outreach to employers. In addition, VETS is collaborating with the Department of Veterans Affairs Vocational Rehabilitation and Employment (VR&E) service by stationing DVOP specialists at VA Regional Offices and other points of entry to help VR&E participants find good jobs. DVOPs are also stationed at military medical treatment facilities to provide one-on-one employment services to wounded warriors through the DOL REALifelines Program.

Many DVOPs and LVERs are outstationed with, or in support of, other VETS programs and are critical to their success. These include:

- Homeless Veterans' Reintegration Program
- Veterans' Workforce Investment Program
- Transition Assistance Program
- Incarcerated Veterans' Transition Program

(2) **Transition Assistance Program (TAP)** - In FY 2012, VETS requests that the Transition Assistance Program be funded at \$9,000,000. This is \$2,000,000 above the level for FY 2010. This funding level helps Service Members and their spouses make the initial transition from military service to the civilian workplace with less difficulty. TAP for active Service Members consists of comprehensive two and one-half day employment workshops at military installations nationwide and at select military installations overseas and are presented by professionally-trained workshop facilitators. If funded at this level TAP can be delivered to 185,000 transitioning service members. The real number will be difficult to predict based on the operational tempo and stop loss potential that has characterized recent transition of service members.

(3) **Homeless Veterans' Reintegration Program (HVRP)** – The FY 2012 request is \$39,330,000, an increase of \$3,000,000 over the FY 2010 level. Up to \$4,000,000 of the requested amount will be to serve the reintegration of incarcerated Veterans. This request will also support separate grants totaling \$5,300,000 for female homeless Veterans and homeless Veterans with families.

HVRP is VETS' major program to tackle the problem of Veteran homelessness. This is the only Federal nationwide program focusing exclusively on employment of Veterans who are homeless,

## VETERANS' EMPLOYMENT AND TRAINING SERVICE

and provides employment and training services to help homeless Veterans with the skills and opportunities they need to gain meaningful employment.

HVRP grants are awarded competitively to state and local workforce investment boards, state agencies, local public agencies, and private non-profit organizations, including faith-based organizations and neighborhood partnerships. HVRP grantees provide an array of services utilizing a holistic case management approach that directly assists homeless Veterans and provides training services to help them to successfully transition into the labor force.

At the funding level requested, it is expected that 26,710 Veterans will receive employment services funded through 162 grantees.

**(4) Veterans' Workforce Investment Program (VWIP)** – The FY 2012 request of \$9,641,000 will allow VETS to award competitive grants geared toward focused training, re-training and employment opportunities for recently separated Veterans to meet the needs of employers for qualified workers in high demand industries, particularly those occupations requiring licensing or certification.

In FY 2009, the Veterans' Workforce Investment Program was refocused to provide training and employment services in green energy occupations as envisioned in the Green Jobs Act of 2007. Grants were awarded competitively to 17 grantees in FY 2009, and an additional five grants were awarded in FY 2010.

The goal of these grant awards is to provide Veterans with training and other services that lead to green energy jobs, with fields of employment including energy efficiency, renewable energy, modern electric-power development and clean vehicles. This program will help Veterans overcome employment barriers and ease their transition into this growing industry.

At the funding level requested, it is expected that 4,600 Veterans will receive employment services funded through 22 grantees.

**(5) National Veterans' Employment and Training Services Institute (NVTI)** – The FY 2012 request of \$2,449,000 will allow NVTI to continue to provide training to Federal staff and Veteran service providers.

NVTI was established to ensure a high level of proficiency and training for staff that provide Veterans employment services. These staff members include the DVOPs and LVERs funded through the Jobs for Veterans State Grants budget activity, the VETS federal staff who are trained in USERRA and Veterans Preference enforcement, and all facilitators for the Transition Assistance Program Employment Workshops.

NVTI provides this training in competency based training courses. The primary objective is to increase the service providers' productivity through increased knowledge. The NVTI effort ensures universality of training services for Veterans and all direct client service providers. If funded at this level NVTI will be able to train 2,275 students.

## VETERANS' EMPLOYMENT AND TRAINING SERVICE

(6) **Federal Management** – The FY 2012 request of \$35,222,000 will provide adequate support for VETS' planned FTE level.

The Federal Management budget activity supports the management and oversight necessary to implement the agency's activities, programs and initiatives, to include the programs contained in the other five budget activities.

This activity includes: investigation of USERRA claims; investigation of Veterans' Preference (VP) complaints; education and outreach on USERRA and VP; grant oversight of the Jobs for Veterans State Grants; grant oversight of the Homeless Veterans' Reintegration Program competitive grants; grant oversight of the Veterans' Workforce Investment Program competitive grants; technical and managerial oversight of the Transition Assistance Program Employment Workshops; and technical and contract oversight of the National Veterans' Training Institute.

# VETERANS' EMPLOYMENT AND TRAINING SERVICE

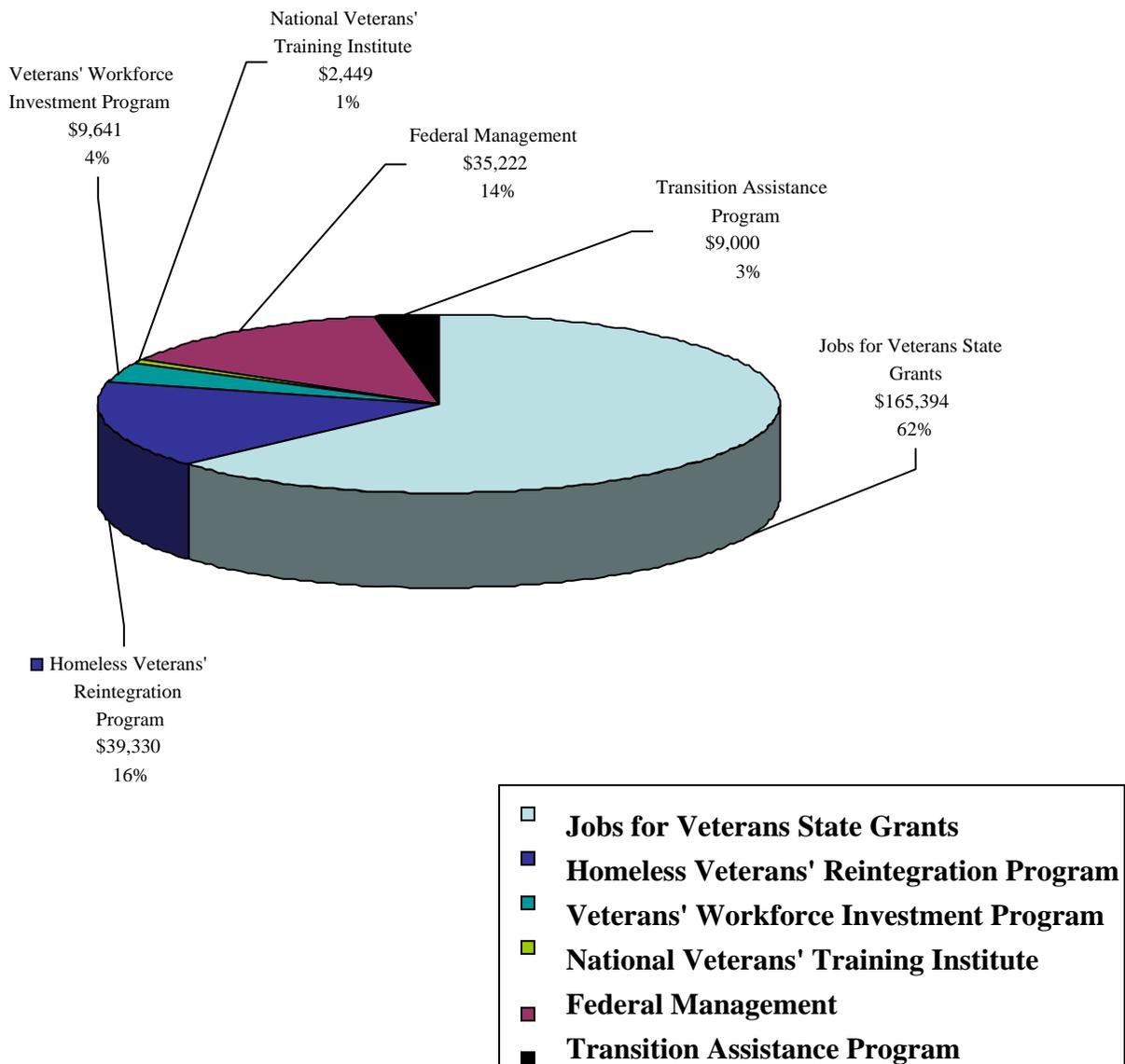
## Cost Model

In FY 2012, VETS requests a total of \$261,036,000. These funds will provide the additional funding VETS requires to serve our Nation's veterans.

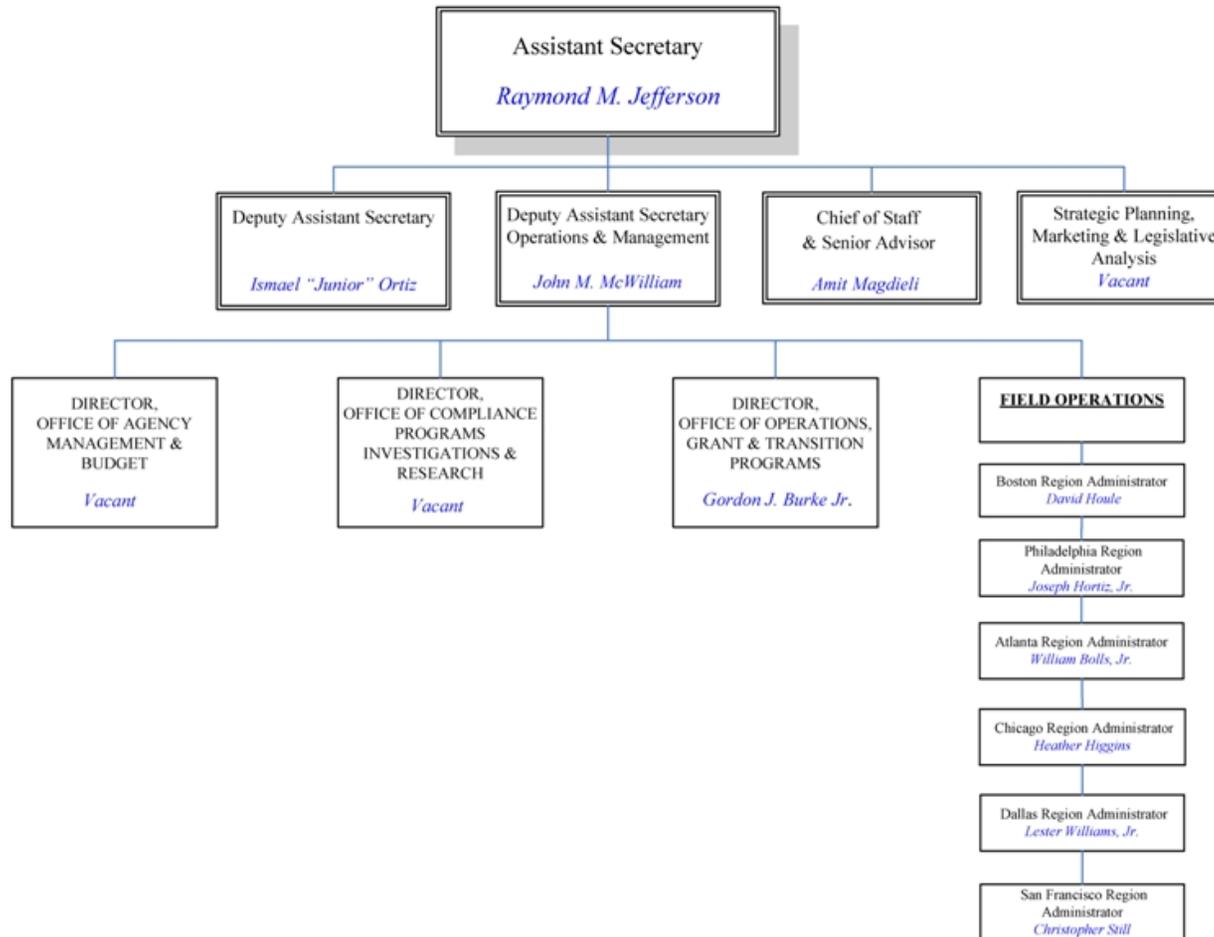
### **FY 2012 Budget Request by Program Activity**

Total VETS' Budget: \$261,036

(\$ in thousands)



# VETERANS' EMPLOYMENT AND TRAINING SERVICE





## STATE GRANTS

<b>BUDGET AUTHORITY BEFORE THE COMMITTEE</b>				
(Dollars in Thousands)				
	<b>FY 2010 Comparable</b>	<b>FY 2011 Estimate</b>	<b>FY 2012 Request</b>	<b>Diff. FY 12 Req. / FY 10 Comp.</b>
Budget Authority	165,394	165,394	165,394	0
FTE	0	0	0	0

This funding level does not include funding for the Transitional Assistance Program, which is shown in the chart for the subsequent activity.

### **Introduction**

The State Grants budget activity funds the Jobs for Veterans' State Grants (JVSG) program. The JVSG program supports the goal of preparing workers for good jobs and ensuring fair compensation by providing employment services for Veterans at One-Stop Career Centers (OSCCs), Department of Veterans Affairs (VA) offices, military medical treatment facilities (hospitals), Warrior Transition Units, and programs operated by competitive grantees. The program functions mainly as a staffing grant, providing for the salaries and benefits for state merit employees who provide those services.

The state grants support two programs through formula grants to the State Workforce Agencies: the Disabled Veterans' Outreach Program (DVOP) and the Local Veterans' Employment Representative (LVER) Program.

State Grants supports the Secretary's vision of "Good Jobs For Everyone" and the following Departmental Outcome Goals:"

- 1.1 Increase workers' incomes and narrow wage and income inequality.
- 1.3 Help workers who are in low-wage jobs or out of the labor market find a path into middle class jobs

JVSG, in support of the Departmental budget theme of *Improving Customer Service*, developed a training curriculum in consultation with the internationally acclaimed "Up Your Service." In FY 2010, VETS trained Federal staff in the national office and the six regions on the core training program. State directors will work with the DVOPs and LVERs to train them on customer service techniques, and the National Veterans Training Institute will install a module for customer service in their classroom and online content for DVOPs and LVERs to learn during their coursework with NVTI. This training will be institutionalized and continued in FY 2012.

**The Disabled Veterans' Outreach Program (DVOP)** is a State grant program authorized by Section 4103(A) of Title 38, United States Code. DVOP specialists provide intensive employment assistance to meet the employment needs of eligible Veterans. DVOP specialists provide intensive services at One Stop Career Centers and at the VA's Vocational Rehabilitation and Employment (VR&E) offices. They also provide recovery and employment assistance to wounded and injured Service Members receiving care at Department of Defense military treatment facilities and Warrior Transition Units through the Recovery & Employment Assistance Lifelines (REALifelines) program, with priority of service being given to disabled

## STATE GRANTS

and economically or educationally disadvantaged Veterans. DVOPs also provide services through the Homeless Veterans' Reintegration Program, Veterans' Workforce Investment Program, Transition Assistance Program, and Incarcerated Veterans' Transition Program.

**The Local Veterans' Employment Representative (LVER)** program is a State grant program authorized by Section 4104(A), Title 38, United States Code. LVER staff conduct outreach to employers and engage in advocacy efforts with hiring executives to increase employment opportunities for Veterans, encourage the hiring of disabled Veterans, and generally support Veterans in gaining and retaining employment. LVER staff conduct seminars for employers and job search workshops for Veterans seeking employment, and facilitate the provision of employment, training, and placement services to Veterans by all staff of the employment service delivery system. In addition, LVER staff maintain cooperative working relationships with community organizations that provide complementary services and referrals.

### Five-Year Budget Activity History

<u>Fiscal Year</u>	<u>Funding</u> (Dollars in Thousands)	<u>FTE</u>
2007	\$160,791	0
2008	\$161,894	0
2009	\$161,894	0
2010	\$165,394	0
2011	\$0	0

NOTE: A full-year 2011 appropriation for this account was not enacted at the time the budget was prepared.

This funding level does not include funding for the Transitional Assistance Program, which is shown in the chart for the subsequent activity

### FY 2012

The agency request level of \$165,394,000 provides a workload of employment services for 624,000 Veteran participants in this budget activity.

The FY 2012 program is expected to operate differently from prior years as a result of a refocusing effort. This effort resulted from an FY 2009 analysis of JVSG performance data. That analysis showed that while 79% of Veteran participants received staff assisted services, only 22% of that was intensive services. Not surprisingly, it was difficult to differentiate the outcomes for Veteran participants served by DVOPs and LVERs from those Veterans receiving common services provided by Wagner-Peyser staff in the One-Stop Career Centers. The JVSG had an Entered Employment Rate (EER) of 62% and an Employment Retention Rate (ERR) of 81%. The Wagner-Peyser program had an EER of only 3 points lower, and the same ERR.

This is a concern of VETS for two reasons. First, the DVOP program was established to provide intensive services to Veterans, and that analysis showed that only 17% of all Veteran JVSG participants received intensive services. The program clearly was not fulfilling its mandated role.

## STATE GRANTS

Secondly, according to the Battelle study completed in 2003, certain Veteran populations with significant employment barriers have more favorable outcomes when provided intensive services, including older Veterans, disabled Veterans, and recently separated Veterans.

### **FY 2011**

Figures shown for FY 2011 reflect the annualized Continuing Resolution level as a full-year appropriation that has not been enacted at the time the budget was produced. Since this level is based on the FY 2010 enacted level, operations under a full-year Continuing Resolution would be consistent with those described in the FY 2010 section.

### **FY 2010**

A total of \$165,394,000 was appropriated in FY 2010 for Jobs for Veterans State Grants, after adjusting for the funding associated with the TAP program. States maintained a total of 2,091 employment specialists: 1,128 DVOP specialists and 963 LVER staff. There were 624,000 participants, with an EER of 46.2% and an ERR of 75.5%.

The refocused service delivery model will focus JVSG funded staff on their primary role established in legislation by:

- Demonstrating the JVSG as a specialized program within a State's overall umbrella of programs providing quality services to Veterans on a priority basis;
- Ensuring that Veterans receive the following on a priority basis from Wagner-Peyser funded staff: employment self-help, mitigated self-help, staff assisted help and, when appropriate, intensive services;
- Increasing the numbers of Veterans receiving intensive services from a DVOP specialist with a corresponding increase in the number of Veterans entering employment after receiving intensive services; and
- Increasing the numbers of Veterans receiving individualized job development services with a corresponding increase in the number of Veterans entering employment after receiving those services.

## STATE GRANTS

<b>DETAILED WORKLOAD AND PERFORMANCE</b>				
	<b>PY 2010 / FY 2011</b>	<b>PY 2009 / FY 2010</b>	<b>PY 2011</b>	<b>PY / FY 2012</b>
	<b>Target</b>	<b>Result</b>	<b>Target</b>	<b>Target</b>
<b>State Grants</b>				
<b>Strategic Goal 1 - Prepare workers for good jobs and ensure fair compensation</b>	--	--	--	--
<b>Outcome Goal 1.1 - Increase workers' incomes and narrowing wage and income inequality</b>	--	--	--	--
<b>Outcome Goal 1.3 - Help workers who are in low-wage jobs or out of the labor market find a path into middle class jobs</b>	--	--	--	--
Workload Item #1 - Number of Participants	653,000	624,000	624,000	624,000
Performance Measure #1 - Percent of Veteran participants employed in the first quarter after exit	56.00%	46.20%	44.80%	45.20%
Performance Measure #2 - Percent of Veteran participants still employed in the second and third quarters after exit	78.20%	75.50%	71.20%	71.30%
Performance Measure #3 - Average earnings of Veteran participants in the second and third quarters after exit	\$14,923.00	\$15,922.00	\$16,535.00	\$16,662.00
Performance Measure #4 - Percent of Disabled Veteran participants employed in the first quarter after exit	51.80%	43.90%	41.70%	42.10%
Performance Measure #5 - Percent of Disabled Veteran participants employed in the second and third quarters after exit	77.30%	75.80%	70.80%	70.90%
Performance Measure #6 - Average earnings of Disabled Veteran participants in the second and third quarters after exit	\$15,310.00	\$16,449.00	\$16,969.00	\$17,096.00
Performance Measure #7 - Percent of Veteran JVSG participants provided intensive services	--	21.80%	24.00%	26.00%
Other Metric #1 - Cost/Participant	\$253.00	\$265.00	\$265.00	\$265.00
Other Metric #2 - State FTE	2,036	2,091	2,117	2,117
Other Metric #3 - Cost per FTE	\$81,235.00	\$79,098.00	\$78,127.00	\$78,127.00

Legend: (r) Revised (e) Estimate (base) Baseline -- Not Applicable TBD - To Be Determined

This chart shows the workload and performance measures and other metrics by which VETS quantifies contributions made by this budget activity to specific DOL Strategic Goals and Outcome Goals. The values shown under “FY 2010” are Program Year 2009 targets and results.

VETS workload shows the output of this budget activity. The productivity measures focus on the activity performed in the administration of the programs presented in this budget justification as well as additional initiatives being developed in support of our mission of providing good jobs for Veterans. Our strategic plan measures quantify our target outcomes for executing on the strategic goals of the agency.

## STATE GRANTS

Under the State Grants budget activity, the workload is the number of Veterans and other eligibles receiving staff assisted services from DVOPs and LVERs through the One-Stop Career System. Performance measures 1 through 6 are the federal job training program common measures used by DOL for employment programs. These outcome measures are not affected by the change in funding level, since they are efficiency measures that reflect the quality of the service, but not the overall workload or output of the service. For example, EER measures the percent of participants who receive a staff assisted service and then achieve employment. Although the number of participants is influenced more by economic conditions within the state and the prevalence of job openings, the level of funding does have a significant impact on the number of participants who can receive the service. Performance measure 7 measures the JVSG refocusing initiative.

The strategic performance targets for this activity are: Entered Employment Rate for All Veterans of 45.2%; Entered Employment Rate for Disabled Veterans of 42.1%; Employment Retention Rate for all Veterans of 71.3%; Employment Retention Rate for Disabled Veterans of 70.9%; Average Earnings for All Veterans of \$16,662; and Average Earnings for Disabled Veterans of \$17,096.

Additional metrics facilitate comparisons between the various VETS employment programs and within programs over time. Cost per participant and cost per FTE allow a comparison to VETS's other employment programs: Homeless Veterans' Reintegration Program, Incarcerated Veterans' Transition Program, Vocational Rehabilitation Program, and Veterans' Workforce Investment Program. The State FTE identifies the number of DVOP and LVER FTEs that can be supported by each level of funding.

## STATE GRANTS

<b>BUDGET ACTIVITY BY OBJECT CLASS</b>					
(Dollars in Thousands)					
		<b>FY 2010 Enacted</b>	<b>FY 2011 Full Year C.R.</b>	<b>FY 2012 Request</b>	<b>Change FY 12 Req. / FY 10 Enacted</b>
21.0	Travel and transportation of persons	0	0	0	0
23.3	Communications, utilities, and miscellaneous charges	0	0	0	0
25.2	Other services	0	0	0	0
25.3	Other purchases of goods and services from Government Accounts	0	0	0	0
41.0	Grants, subsidies, and contributions	165,394	165,394	165,394	0
	<b>Total</b>	<b>165,394</b>	<b>165,394</b>	<b>165,394</b>	<b>0</b>

# STATE GRANTS

## CHANGES IN FY 2012

(Dollars in Thousands)

### Activity Changes

#### Built-In

To Provide For:

Travel and transportation of persons \$0

Communications, utilities, and miscellaneous charges 0

Other services 0

Other government accounts (Census Bureau) 0

Grants, subsidies, and contributions 0

**Built-Ins Subtotal \$0**

**Net Program \$0**

**Direct FTE 0**

**Estimate FTE**

**Base \$165,394 0**



## TRANSITION ASSISTANCE PROGRAM

<b>BUDGET AUTHORITY BEFORE THE COMMITTEE</b>				
(Dollars in Thousands)				
	<b>FY 2010 Comparable</b>	<b>FY 2011 Estimate</b>	<b>FY 2012 Request</b>	<b>Diff. FY 12 Req. / FY 10 Comp.</b>
Budget Authority	7,000	7,000	9,000	2,000
FTE	0	0	0	0

### **Introduction**

VETS provides Transition Assistance Program (TAP) Employment Workshops at military installations to help Service Members and their spouses make the initial transition from military service to the civilian workplace with less difficulty. TAP Employment Workshops consist of comprehensive two and one-half day workshops at military installations nationwide and at select military installations overseas. Professional facilitators from the JVSG program, State Employment Services, Department of Labor contractors, or VETS' staff present the workshops.

TAP supports the following outcome goals of "Good Jobs For Everyone:"

- 1.1 Increase workers' incomes and narrowing wage and income inequality
- 1.3 Help workers who are in low-wage jobs or out of the labor market find a path into middle class jobs

As VETS will conduct a major reengineering of the TAP program, including a renewed focus on the effectiveness of program delivery, TAP supports the Departmental budget theme of *Improving Customer Service*. Currently, TAP training is delivered by a hybrid of contractors, federal staff and DVOPs and LVERs. VETS has not assessed the effectiveness of the delivery system and will include this evaluation of the workshop system as part of the TAP reengineering process, in addition to new training on how to deliver the redesigned new curriculum and method. VETS will institute a trainer evaluation program, and design customer service metrics to determine the success of the trainer in providing good service to their customers in the TAP workshop. The new program will be instituted in FY 2012.

### **Five-Year Budget Activity History**

<b><u>Fiscal Year</u></b>	<b><u>Funding</u></b> (Dollars in Thousands)	<b><u>FTE</u></b>
2007	\$0	0
2008	\$0	0
2009	\$0	0
2010	\$7,000	0
2011	\$0	0

NOTE: A full-year 2011 appropriation for this account was not enacted at the time the budget was prepared.

# TRANSITION ASSISTANCE PROGRAM

## **FY 2012**

The FY 2012 projections of transitioning Service Members is based on revised data from FY 2010. The requested level funding of \$9,000,000 provides a workload of employment services for 5,000 Employment Workshops serving 156,000 participants. The agency request includes the following program increase:

- Program increase: +\$2,000,000 over the FY 2010 level for TAP, which was provided within the State Grants Program. VETS anticipates increased demand for TAP Employment Workshops in connection with the Department of Defense's Yellow Ribbon Reintegration Program, and in providing workshops to retiring Reserve and National Guard members, which represent two populations not fully supported in previous years. VETS projects providing 2,000 one-day TAP Employment Workshops to National Guard members.

This will be the first year of the redesigned program that includes six major components:

1. Pre-work prior to attending TAP to segment and determine career readiness
2. Best practices content from leading adult learning courses in both the public and private sector
3. Experiential facilitation to make the learning experience more engaging
4. After-TAP support and counseling for Veterans after they leave the military
5. Online content to allow Veterans to revisit components of the TAP program as a refresher or for follow-on learning
6. Performance metrics to measure the success of the reengineered TAP program

Specifically, this redesign will encompass significant changes in curriculum content, new facilitation standards, and an "after-TAP" support package.

## **FY 2011**

Figures shown for FY 2011 reflect the annualized Continuing Resolution level as a full-year appropriation that has not been enacted at the time the budget was produced. Since this level is based on the FY 2010 enacted level, operations under a full-year Continuing Resolution would be consistent with those described in the FY 2010 section.

## **FY 2010**

A total of \$7,000,000 was provided from the Jobs for Veterans State Grants activity to fund TAP. VETS provided 4,065 TAP Employment Workshops to 129,988 participants worldwide, including 127,263 Transitioning Service Members and 2,725 spouses.

## TRANSITION ASSISTANCE PROGRAM

<b>DETAILED WORKLOAD AND PERFORMANCE</b>				
	<b>PY 2010 / FY 2011</b>	<b>PY 2009 / FY 2010</b>	<b>PY 2011</b>	<b>PY / FY 2012</b>
	<b>Target</b>	<b>Result</b>	<b>Target</b>	<b>Target</b>
<b>Transition Assistance Program</b>				
<b>Strategic Goal 1 - Prepare workers for good jobs and ensure fair compensation</b>	--	--	--	--
<b>Outcome Goal 1.4 - Help middle class workers remain in the middle class</b>	--	--	--	--
Workload Item #1 - Participants	130,000	129,988	142,000	156,000
Performance Measure #1 - Percent of participants who believed the workshop prepared them for gainful employment	--	--	--	TBD
Other Metric #1 - Cost/Participant	\$54.00	\$56.00	\$56.00	\$56.25
Other Metric #2 - Number of Workshops	4,400	4,065	4,500	5,000
Other Metric #3 - Cost/Workshop	\$1,591.00	\$1,722.00	\$1,777.00	\$1,800.00

Legend: (r) Revised (e) Estimate (base) Baseline -- Not Applicable TBD - To Be Determined

This chart shows the workload and performance measures and other metrics by which VETS quantifies contributions made by this budget activity to specific DOL Strategic Goals and Outcome Goals.

Under the Transition Assistance Program budget activity, the workload is the number of transitioning Service Members and spouses attending Employment Workshops. This information is provided to the Departments of Defense and Homeland Security to determine the percent of all transitioning Service Members who attend the employment workshops, though the level of funding influences the number of participants who can receive the service. The performance measure is being developed to identify the perceived usefulness of the program to the participants. This measure is not affected by the change in funding level, since it is related to quality of service, not output. Other measures will be developed as a result of a program reengineering. Additional metrics help explain the relationship between funding level and outputs since that is established through contract. The funding does influence the number of workshops that DOL is capable of providing.

## TRANSITION ASSISTANCE PROGRAM

<b>BUDGET ACTIVITY BY OBJECT CLASS</b>					
(Dollars in Thousands)					
		<b>FY 2010 Enacted</b>	<b>FY 2011 Full Year C.R.</b>	<b>FY 2012 Request</b>	<b>Change FY 12 Req. / FY 10 Enacted</b>
21.0	Travel and transportation of persons	700	700	1,100	400
25.2	Other services	6,300	6,300	7,900	1,600
	<b>Total</b>	<b>7,000</b>	<b>7,000</b>	<b>9,000</b>	<b>2,000</b>

# TRANSITION ASSISTANCE PROGRAM

## CHANGES IN FY 2012

(Dollars in Thousands)

### Activity Changes

#### Built-In

To Provide For:

Travel and transportation of persons \$0

Other services 0

**Built-Ins Subtotal \$0**

**Net Program \$2,000**

**Direct FTE 0**

	Estimate	FTE
<b>Base</b>	<b>\$7,000</b>	<b>0</b>
<b>Program Increase</b>	<b>\$2,000</b>	<b>0</b>



## HOMELESS VETERANS' REINTEGRATION PROGRAM

<b>BUDGET AUTHORITY BEFORE THE COMMITTEE</b>				
(Dollars in Thousands)				
	<b>FY 2010 Comparable</b>	<b>FY 2011 Estimate</b>	<b>FY 2012 Request</b>	<b>Diff. FY 12 Req. / FY 10 Comp.</b>
Budget Authority	36,330	36,330	39,330	3,000
FTE	0	0	0	0

### **Introduction**

The Homeless Veterans' Reintegration Program (HVRP) is authorized under 38 U.S.C. 2021 (formerly 38 U.S.C. 4111 and 42 U.S.C. 11448), and is the only federally funded program that targets employment and training for homeless Veterans.

The Department of Veterans Affairs (VA) estimated that in 2009 approximately 106,000 Veterans were homeless on any given night. In addition, VA estimates that approximately double that number experience homelessness over the course of a year. The HVRP directly supports the VA's goal of ending homelessness among Veterans. This goal is also supported in the 2010 Federal Strategic Plan to Prevent and End Homelessness.

HVRP awards competitive grants to State and local Workforce Investment Boards, State and local public agencies, and private non-profit organizations, including faith-based and neighborhood partnerships, to operate employment programs that reach out to homeless Veterans and help reintegrate them into the workforce. VETS and the grantees coordinate with the Departments of Veterans Affairs and Housing and Urban Development to promote jointly funded programs, integrate the varied services needed by homeless Veterans, and leverage available resources.

The HVRP awards grants in five categories:

- Homeless Veterans: this is the mainstream program for homeless Veterans
- Homeless Female Veterans and Homeless Veterans with Families
- Incarcerated Veterans Transition Program
- Technical assistance
- Stand Downs

The first category is the mainstream program.

The second funds support grantees providing specialized services to homeless female Veterans and homeless Veterans with families. This program was initiated in FY 2010 in recognition of the special needs of these subgroups.

Stand Downs are one day or longer community events that introduce a wide variety of social services that enable homeless Veterans to reenter mainstream society. In PY 2009, VETS grants supported 81 Stand Down events. These events offer access to services that include temporary shelter, showers, haircuts, meals, clothing, hygiene kits, medical examinations, immunizations, legal advice, State identification cards, Veterans benefit information, training program information, employment services, and referral to other supportive services.

# HOMELESS VETERANS' REINTEGRATION PROGRAM

Incarcerated Veterans face barriers to employment upon release and are a high risk for homelessness or re-incarceration. The Incarcerated Veterans Transition Program (IVTP) is designed to be flexible in addressing the national, regional, and/or local issues that prevent previously incarcerated Veterans from reintegrating into the workforce.

The Homeless Veterans' Reintegration Program (HVRP) supports the Secretary's vision of "Good Jobs For Everyone" and the following outcome goal:

- 1.3 Help workers who are in low-wage jobs or out of the labor market find a path into middle class jobs.

As VETS continues to focus on improving customer service to our partners in DOL and the grantee community, HVRP supports the Departmental budget theme of *Improving Customer Service*. Through an analysis of our production reporting and applying metrics to our competitive grant process, VETS will be making several changes from solicitation through award. First, VETS will be staggering grant announcements over the fiscal year as opposed to announcing all grants at the same time. Staggering the announcements of grants prior to the effective performance period will allow new grantees to staff up so that they are ready to perform on the first day of the performance period. For grants that are not being renewed, grantees may be able to notify or release excess employees before the grant period ends to allow them time to seek other employment. Second, VETS will apply metrics to the grant award process and evaluation process to improve our evaluation of proposals, process and communication of results to the grant community, and overall administration of the grants. Currently, grants are awarded on the last day of the program year, which prevents sufficient timing for the grantees from hiring staff until the start the first day of the new program year. Finally, VETS will increase desk reviews and technical assistance service to current grantees to improve their execution and implementation of grants while ultimately improving their ability to serve Veterans.

## Five-Year Budget Activity History

<u>Fiscal Year</u>	<u>Funding</u> (Dollars in Thousands)	<u>FTE</u>
2007	\$21,809	0
2008	\$23,620	0
2009	\$26,330	0
2010	\$36,330	0
2011	\$0	0

NOTE: A full-year 2011 appropriation for this account was not enacted at the time the budget was prepared.

# **HOMELESS VETERANS' REINTEGRATION PROGRAM**

## **FY 2012**

Funding of \$39,330,000 – an increase of \$3,000,000 compared with FY 2010 – will help contribute significantly toward making the elimination of homelessness among veterans an attainable goal. This funding provides a workload of employment services for 26,710 Veteran participants served through 162 grantees in this budget activity, an increase of 1,710 participants and 11 grants.

Beginning with FY 2010, VETS has funded sub-programs in HVRP through separate grants. In addition to the mainstream HVRP, the agency request allows VETS to fund sub-programs in the approximate amounts of:

- Homeless Female Veterans and Homeless Veterans with Families: \$5,300,000
- Incarcerated Veterans: \$4,000,000
- Technical assistance: \$2,000,000
- Stand Downs (Outreach) \$600,000

This request reflects the Administration's priority to prevent and end homelessness. HVRP is an essential piece in accomplishing the ambitious goals of Opening Doors: the Federal Strategic Plan to Prevent and End Homelessness which was released in June 2010. Funding for this program will help prevent and end homelessness among Veterans by 2015.

The agency request includes the following increase:

- Program increase: +\$3,000,000. This increase would result in awarding an additional eleven HVRP grants, providing services to an additional 1,710 homeless Veterans.

## **FY 2011**

Figures shown for FY 2011 reflect the annualized Continuing Resolution level as a full-year appropriation that has not been enacted at the time the budget was produced. Since this level is based on the FY 2010 enacted level, operations under a full-year Continuing Resolution would be consistent with those described in the FY 2010 section.

## **FY 2010**

A total of \$36,330,000 was appropriated for the Homeless Veterans' Reintegration program for FY 2010.

Within the request, \$4,000,000 was used to resume the Incarcerated Veterans Reintegration Program as authorized by law. These 16 grantees assisted incarcerated Veterans or formerly incarcerated veterans who are at risk of homelessness, to re-train and re-enter the workforce.

VETS also began a special program to provide employment and training services to homeless female Veterans and Veterans with families. Grants totaling \$5,300,000 were awarded to 26 grantees.

## **HOMELESS VETERANS' REINTEGRATION PROGRAM**

Stand Downs continue to be the major outreach effort to homeless Veterans to participate in a structured program of services to assist them with employment and reintegration into the workforce. Funding of \$600,000 was awarded to support this program.

## HOMELESS VETERANS' REINTEGRATION PROGRAM

<b>DETAILED WORKLOAD AND PERFORMANCE</b>				
	<b>PY 2010 / FY 2011</b>	<b>PY 2009 / FY 2010</b>	<b>PY 2011</b>	<b>PY / FY 2012</b>
	<b>Target</b>	<b>Result</b>	<b>Target</b>	<b>Target</b>
<b>Homeless Veterans Reintegration Program</b>				
<b>Strategic Goal 1 - Prepare workers for good jobs and ensure fair compensation</b>	--	--	--	--
<b>Outcome Goal 1.1 - Increase workers' incomes and narrowing wage and income inequality</b>	--	--	--	--
<b>Outcome Goal 1.3 - Help workers who are in low-wage jobs or out of the labor market find a path into middle class jobs</b>	--	--	--	--
Workload Item #1 - Participants	21,000	23,500	25,000	26,710
Performance Measure #1 - Percent of female participants employed in the first quarter after exit	--	--	--	TBD
Other Metric #1 - Cost/Participant	\$1,730.00	\$1,546.00	\$1,453.00	\$1,472.00
Other Metric #2 - Grants	135	151	151	162
Other Metric #3 - Cost/Grant	\$269,111.00	\$240,596.00	\$240,496.00	\$242,777.00

Legend: (r) Revised (e) Estimate (base) Baseline -- Not Applicable TBD - To Be Determined

This chart shows the workload and performance measures and other metrics by which VETS quantifies contributions made by this budget activity to specific DOL Strategic Goals and Outcome Goals.

Under the HVRP budget activity, the workload is the number of Veterans receiving employment services from the grantees funded through this program. The Performance Measure is the number of female participants placed into employment, a baseline for which is being established in Fiscal Year 2010.

Additional metrics (cost per participant, number of workshops, and cost per grant) help explain the relationship between funding level and outputs. These other metrics have been used to provide comparisons between the various VETS employment programs and between fiscal years. Cost per participant and cost per FTE allow a comparison to the other employment programs: State Grants, Incarcerated Veterans' Transition Program, the VA's Vocational Rehabilitation Program, and Veterans' Workforce Investment Program.

# HOMELESS VETERANS' REINTEGRATION PROGRAM

<b>BUDGET ACTIVITY BY OBJECT CLASS</b>					
(Dollars in Thousands)					
		<b>FY 2010 Enacted</b>	<b>FY 2011 Full Year C.R.</b>	<b>FY 2012 Request</b>	<b>Change FY 12 Req. / FY 10 Enacted</b>
41.0	Grants, subsidies, and contributions	36,330	36,330	39,330	3,000
	<b>Total</b>	<b>36,330</b>	<b>36,330</b>	<b>39,330</b>	<b>3,000</b>

# HOMELESS VETERANS' REINTEGRATION PROGRAM

## CHANGES IN FY 2012

(Dollars in Thousands)

### Activity Changes

#### Built-In

To Provide For:

Grants, subsidies, and contributions \$0

**Built-Ins Subtotal \$0**

**Net Program \$3,000**

**Direct FTE 0**

**Estimate FTE**

**Base \$36,330 0**

**Program Increase \$3,000 0**



## VETERANS' WORKFORCE INVESTMENT PROGRAM

<b>BUDGET AUTHORITY BEFORE THE COMMITTEE</b>				
(Dollars in Thousands)				
	<b>FY 2010 Comparable</b>	<b>FY 2011 Estimate</b>	<b>FY 2012 Request</b>	<b>Diff. FY 12 Req. / FY 10 Comp.</b>
Budget Authority	9,641	9,641	9,641	0
FTE	0	0	0	0

### **Introduction**

The Veterans' Workforce Investment Program (VWIP) budget activity supports efforts to ensure Veterans' lifelong learning and skills development, under 29 U.S.C. 2913 (Veterans' Workforce Investment Programs - Sec. 168, Workforce Investment Act, P.L. 105-220) in programs designed to serve current eligible and targeted Veteran subgroups with severe employability barriers.

VWIP supports the following outcome goal of Secretary's vision of "Good Jobs For Everyone" and the following Outcome Goal:

- 1.3 Help workers who are in low-wage jobs or out of the labor market find a path into middle class jobs.

As VETS continues to focus on improving customer service to our partners in DOL and the grantee community, VWIP supports the Departmental budget theme of *Improving Customer Service*. Through an analysis of our production reporting and applying metrics to our competitive grant process, VETS will be making several changes from solicitation through award. First, VETS will stagger grant announcements over the second and third quarters of the fiscal year to improve workflow. Second, VETS will apply metrics to the grant award process to improve our evaluation of proposals, communication to the grant community, and overall grant administration. As grants are currently awarded on the last day of the program year, grantees are prevented from hiring staff until the new program year is already under way. Finally, VETS will increase desk reviews and technical assistance to improve implementation and ultimately service to Veterans.

The VWIP Program is a competitive grant focused and innovative training program that is accomplished through a series of competitive grants. Starting in FY 2009, it has been refocused to provide Veterans with training and other services that lead to green jobs, with fields of employment including energy efficiency, renewable energy, modern electric-power development and clean vehicles, weatherization and other modes of energy conservation. This program will help Veterans overcome employment barriers and ease their transition into a growing industry.

# VETERANS' WORKFORCE INVESTMENT PROGRAM

## Five-Year Budget Activity History

<u>Fiscal Year</u>	<u>Funding</u> (Dollars in Thousands)	<u>FTE</u>
2007	\$7,435	0
2008	\$7,351	0
2009	\$7,641	0
2010	\$9,641	0
2011	\$0	0

NOTE: A full-year 2011 appropriation for this account was not enacted at the time the budget was prepared.

## FY 2012

The agency request level funding of \$9,641,000 provides a workload of employment services for 4,600 Veteran participants served through 22 grantees in this budget activity. The production measures related to this activity are conducted by VETS federal staff and therefore identified in the Federal Administration budget activity. Although performance outcomes will be established in the year of funding for grantees, there are no strategic performance targets in the DOL Strategic Plan for this budget activity.

## FY 2011

Figures shown for FY 2011 reflect the annualized Continuing Resolution level as a full-year appropriation that has not been enacted at the time the budget was produced. Since this level is based on the FY 2010 enacted level, operations under a full-year Continuing Resolution would be consistent with those described in the FY 2010 section.

## FY 2010

The FY 2010 funding level of \$9,641,000 for VWIP continued to assist recently separated veterans to obtain work by providing information concerning occupational credentialing requirements, which facilitates licensing and certification and or employment in Green Jobs as defined in the introduction. This funding level allowed for the award of an additional five grants for a total of 22 grants with 4,600 participants.

## VETERANS' WORKFORCE INVESTMENT PROGRAM

<b>DETAILED WORKLOAD AND PERFORMANCE</b>				
	<b>PY 2010 / FY 2011</b>	<b>PY 2009 / FY 2010</b>	<b>PY 2011</b>	<b>PY / FY 2012</b>
	<b>Target</b>	<b>Result</b>	<b>Target</b>	<b>Target</b>
<b>Veterans Workforce Investment Program</b>				
<b>Strategic Goal 1 - Prepare workers for good jobs and ensure fair compensation</b>	--	--	--	--
<b>Outcome Goal 1.1 - Increase workers' incomes and narrowing wage and income inequality</b>	--	--	--	--
<b>Outcome Goal 1.3 - Help workers who are in low-wage jobs or out of the labor market find a path into middle class jobs</b>	--	--	--	--
<b>Outcome Goal 1.4 - Help middle-class families remain in the middle class</b>	--	--	--	--
Workload Item #1 - Participants	4,600	4,600	4,600	4,600
Other Metric #1 - Cost/Participant	\$2,096.00	\$2,096.00	\$2,096.00	\$2,096.00
Other Metric #2 - Grants	21	22	22	22
Other Metric #3 - Cost/Grant	\$459,095.00	\$459,095.00	\$459,000.00	\$459,000.00

Legend: (r) Revised (e) Estimate (base) Baseline -- Not Applicable TBD - To Be Determined

This chart shows the workload and performance measures and other metrics by which VETS quantifies contributions made by this budget activity to specific DOL Strategic Goals and Outcome Goals.

Under the Veterans' Workforce Investment Program budget activity, the workload is the number of Veterans receiving employment services from the grantees funded through this program. The level of funding does influence the number of participants who will receive service.

Other metrics have been used to provide comparisons between the various VETS employment programs and between fiscal years. Cost per participant allows a comparison to the other employment programs, including State Grants, Homeless Veterans' Reintegration Program, Incarcerated Veterans' Transition Program, and the VA Vocational Rehabilitation Program.

## VETERANS' WORKFORCE INVESTMENT PROGRAM

<b>BUDGET ACTIVITY BY OBJECT CLASS</b>					
(Dollars in Thousands)					
		<b>FY 2010 Enacted</b>	<b>FY 2011 Full Year C.R.</b>	<b>FY 2012 Request</b>	<b>Change FY 12 Req. / FY 10 Enacted</b>
41.0	Grants, subsidies, and contributions	9,641	9,641	9,641	0
	<b>Total</b>	<b>9,641</b>	<b>9,641</b>	<b>9,641</b>	<b>0</b>

# VETERANS' WORKFORCE INVESTMENT PROGRAM

## CHANGES IN FY 2012

(Dollars in Thousands)

### Activity Changes

#### Built-In

To Provide For:

Grants, subsidies, and contributions \$0

**Built-Ins Subtotal \$0**

**Net Program \$0**

**Direct FTE 0**

	Estimate	FTE
<b>Base</b>	<b>\$9,641</b>	<b>0</b>



## NATIONAL VETERANS' EMPLOYMENT AND TRAINING SERVICE INSTITUTE

<b>BUDGET AUTHORITY BEFORE THE COMMITTEE</b>				
(Dollars in Thousands)				
	<b>FY 2010 Comparable</b>	<b>FY 2011 Estimate</b>	<b>FY 2012 Request</b>	<b>Diff. FY 12 Req. / FY 10 Comp.</b>
Budget Authority	2,449	2,449	2,449	0
FTE	0	0	0	0

### **Introduction**

The National Veterans' Training Institute (NVTI) was established in 1986 and authorized in 1988 by Public Law 100-323. NVTI provides competency based training to further develop and enhance the professional skills of Veterans' employment specialists and service providers throughout the United States. Under a contract administered by VETS staff, NVTI instructors' main objective in this area is to ensure high quality employment services for Veterans by training DVOP specialists, LVER staff and others who provide direct services to Veterans. NVTI increases the effectiveness of Veterans' employment specialists and other service providers by giving them expertise on the broad spectrum of Veterans' services available. NVTI also conducts mission critical professional training for VETS federal staff in investigative techniques, in-depth training on USERRA and Veterans' Preference law and their enforcement, and on grants management.

NVTI supports the Secretary's vision of "Good Jobs For Everyone" by teaching skills and knowledge to those federal and state staff and grantees that support the following Outcome Goal:

- 1.3 Help workers who are in low-wage jobs or out of the labor market find a path into middle class jobs.

NVTI supports the Departmental budget theme of *Improving Customer Service*. VETS is working with NVTI to incorporate customer service training into all course work for attendees to the training center. VETS will negotiate a new contract that will include networking courses, customer service training, and communication skill training which will be delivered starting in FY 2012. Through this training, VETS team members and JVSG personnel will learn how to improve their effectiveness in working with both Veterans and the employer community.

### **Five-Year Budget Activity History**

<b><u>Fiscal Year</u></b>	<b><u>Funding</u></b> (Dollars in Thousands)	<b><u>FTE</u></b>
2007	\$1,967	0
2008	\$1,949	0
2009	\$1,949	0
2010	\$2,449	0
2011	\$0	0

NOTE: A full-year 2011 appropriation for this account was not enacted at the time the budget was prepared.

# **NATIONAL VETERANS' EMPLOYMENT AND TRAINING SERVICE INSTITUTE**

## **FY 2012**

The base level funding of \$2,449,000 provides a workload of training for 2,275 VETS and state staff members. The production measures related to this activity are conducted by VETS federal staff and therefore identified in the Federal Administration budget activity.

## **FY 2011**

Figures shown for FY 2011 reflect the annualized Continuing Resolution level as a full-year appropriation that has not been enacted at the time the budget was produced. Since this level is based on the FY 2010 enacted level, operations under a full-year Continuing Resolution would be consistent with those described in the FY 2010 section.

## **FY 2010**

The funding level of \$2,449,000 for FY 2010 supported NVTI operations and provided training to 1,822 participants. NVTI worked to contain costs by implementing distance learning modalities and by traveling to States to offer on-site training workshops.

**NATIONAL VETERANS' EMPLOYMENT AND TRAINING  
SERVICE INSTITUTE**

<b>DETAILED WORKLOAD AND PERFORMANCE</b>				
	<b>PY 2010 / FY 2011</b>	<b>PY 2009 / FY 2010</b>	<b>PY 2011</b>	<b>PY / FY 2012</b>
	<b>Target</b>	<b>Result</b>	<b>Target</b>	<b>Target</b>
<b>National Veterans Employment and Training Service Institute</b>				
<b>Strategic Goal 1 - Prepare workers for good jobs and ensure fair compensation</b>	--	--	--	--
<b>Outcome Goal 1.1 - Increase workers' incomes and narrowing wage and income inequality</b>	--	--	--	--
<b>Outcome Goal 1.2 - Assure skills and knowledge that prepare workers to succeed in a knowledge-based economy, including in high-growth and emergency industry sectors like "green jobs"</b>	--	--	--	--
<b>Outcome Goal 1.3 - Help workers who are in low-wage jobs or out of the labor market find a path into middle class jobs</b>	--	--	--	--
<b>Outcome Goal 1.4 - Help middle-class families remain in the middle class</b>	--	--	--	--
Workload Item #1 - Number of training classes and distance learning resources completed	--	66	62	66
Workload Item #2 - Number of Participants	2,275	1,822	1,700	2,275
Other Metric #1 - Cost/Participant	\$1,076.00	\$1,344.00	\$1,441.00	\$1,098.00

Legend: (r) Revised (e) Estimate (base) Baseline -- Not Applicable TBD - To Be Determined

This chart shows the workload and performance measures and other metrics by which VETS quantifies contributions made by this budget activity to specific DOL Strategic Goals and Outcome Goals.

Under the National Veterans Employment and Training Service Institute budget activity, the workload is the number of DVOPs, LVERs, VETS federal staff, and others who receiving training through the NVTI. The level of funding influences the number of participants who can receive the training services. The cost per participant is determined through contract and is not influenced by the variations in the funding level.

**NATIONAL VETERANS' EMPLOYMENT AND TRAINING  
SERVICE INSTITUTE**

<b>BUDGET ACTIVITY BY OBJECT CLASS</b>					
(Dollars in Thousands)					
		<b>FY 2010 Enacted</b>	<b>FY 2011 Full Year C.R.</b>	<b>FY 2012 Request</b>	<b>Change FY 12 Req. / FY 10 Enacted</b>
21.0	Travel and transportation of persons	49	49	49	0
25.2	Other services	2,400	2,400	2,400	0
	<b>Total</b>	<b>2,449</b>	<b>2,449</b>	<b>2,449</b>	<b>0</b>

# NATIONAL VETERANS' EMPLOYMENT AND TRAINING SERVICE INSTITUTE

## CHANGES IN FY 2012

(Dollars in Thousands)

**Activity Changes**

**Built-In**

To Provide For:

Travel and transportation of persons	\$0
--------------------------------------	-----

Other services	0
----------------	---

<b>Built-Ins Subtotal</b>	<b>\$0</b>
---------------------------	------------

<b>Net Program</b>	<b>\$0</b>
--------------------	------------

<b>Direct FTE</b>	<b>0</b>
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	Estimate	FTE
<b>Base</b>	<b>\$2,449</b>	<b>0</b>



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<b>BUDGET AUTHORITY BEFORE THE COMMITTEE</b>				
(Dollars in Thousands)				
	<b>FY 2010 Comparable</b>	<b>FY 2011 Estimate</b>	<b>FY 2012 Request</b>	<b>Diff. FY 12 Req. / FY 10 Comp.</b>
Budget Authority	35,313	35,313	35,222	-91
FTE	224	227	227	3

NOTE: FY 2010 reflects actual FTE. Authorized FTE for FY 2010 was 234

### **Introduction**

The Federal Administration budget activity supports the Federal staff of the Veterans' Employment and Training Service (VETS). The primary responsibility of the Federal Administration is to provide oversight and monitoring of VETS' grants and grantees, and to enforce veterans' preference and reemployment rights.

This budget activity supports the Secretary's vision of "*Good Jobs for Everyone*" and the following outcome goals:

- 1.1 Increase workers' incomes and narrow wage and income inequality.
- 1.3 Help workers who are in low-wage jobs or out of the labor market find a path into middle class jobs.
- 1.4 Help middle-class families remain in the middle class.

VETS collaborates with the Departments of Defense and Veterans Affairs and with State partners and Veterans' service organizations to implement United Services Employment and Reemployment Rights Act (USERRA) and Federal Veterans' Preference (VP) enforcement activities. These programs enable Veterans and members of National Guard and Reserve Forces to serve on active duty without harm to their employment status, by protecting their reemployment and employment rights. This also enables all Veterans to obtain Veterans' preference in Federal employment and employment with Federal contractors.

Federal Administration supports the Departmental budget theme of *Improving Customer Service*. VETS began in FY 2010 the process of reengineering the USERRA case management process and technology to improve service to Veterans filing USERRA or VP complaints. VETS will continue to improve the education and outreach component of USERRA, to better inform employers of their obligation under this law. More specifically, in FY 2012 VETS will do this by improving the outreach material provided by staff to employers and improving the information provided on our website to the community. Better awareness will potentially reduce the number of infractions by employers.

VETS is beginning implementation of the Lean Six Sigma recommendation to modernize the case management system. Currently, VETS processes cases in a paper based system which increases the chances of lost documents and slows the processing times as cases are transferred

## FEDERAL ADMINISTRATION

to various stakeholders. A completely electronic system will ensure accuracy, improve timeliness and produce better results for our USERRA customers.

### Five-Year Budget Activity History

<u>Fiscal Year</u>	<u>Funding</u> (Dollars in Thousands)	<u>FTE</u>
2007	\$31,187	240
2008	\$33,282	234
2009	\$34,625	234
2010	\$35,313	224
2011	\$0	227

NOTE: A full-year 2011 appropriation for this account was not enacted at the time the budget was prepared.

### FY 2012

At the agency request level funding for Federal Administration, VETS will provide overall agency support for fulfillment of all the agency's programs and operations, including:

- Investigation of an estimated 1,500 USERRA claims.
- Investigation of an estimated 690 Veterans' Preference complaints.
- Education and outreach on USERRA and VP to approximately 106,000 individuals.
- Grant oversight of the Jobs for Veterans State Grants (budget activity), to include serving as grant officer technical representatives to the 54 grantees, conducting site visits to state grantees, providing technical assistance on operations of the grant, and reviewing and approving annual state operating plans and quarterly financial and operational reports.
- Grant oversight of the Homeless Veterans' Reintegration Program competitive grants (budget activity), to include serving as grant officer technical representatives to the 162 grantees, conducting site visits to grantees, providing technical assistance on operations of the grant, and reviewing and approving annual grant applications and quarterly financial and operational reports.
- Grant oversight of the Veterans' Workforce Investment Program competitive grants (budget activity), to include serving as grant officer technical representatives to the 22 grantees, conducting site visits to grantees, providing technical assistance on operations of the grant, and reviewing and approving annual grant applications and quarterly financial and operational reports.
- Technical and managerial oversight of the Transition Assistance Program (budget activity) Employment Workshops, to include site visits to all transition sites in the continental United States.

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- Technical and contract oversight of the National Veterans Training Institute (budget activity), to include scheduling and approving all training classes and distance learning resources conducted by the NVTI.

In addition, VETS maintains an Internet web site that enables Federal contracting officers to check on Federal contractors' submissions of the VETS-100 form, which provides information on Federal contractors' number of targeted Veterans employed by the federal contractors and the targeted Veterans hired in the past year.

### **FY 2011**

Figures shown for FY 2011 reflect the annualized Continuing Resolution level as a full-year appropriation that has not been enacted at the time the budget was produced. Since this level is based on the FY 2010 enacted level, operations under a full-year Continuing Resolution would be consistent with those described in the FY 2010 section.

### **FY 2010**

The FY 2010 funding level of \$35,313,000 provided 224 FTE in support of mission critical program functions.

VETS began the development of an innovative national initiative, the Rural Veterans' Outreach Program (RVOP), that will allow DOL and states to greatly improve outreach to Rural Veterans and provide them access to better programs, services and information, as well as connecting them to a wide variety of services.

An Employer Outreach Pilot Program was initiated to find new and innovative ways to discover employment opportunities for Veterans. The pilot tests the hypothesis of increasing employment opportunities for Veterans, by increasing engagement with employers so larger numbers learn the value proposition for hiring Veterans and how to access this source of talent. This pilot was launched by VETS in FY 2010 with the U.S. Chamber and many of its affiliates in 14 states.

To improve processing times and accuracy, VETS conducted a Lean Six Sigma Study on the USERRA process which concluded in early FY 2010. The study concluded that improvements to the investigation process and innovation in the case management system will greatly enhance the effectiveness of the program and improve the outcomes for Veterans.

Customer service is a top priority for VETS team to enable them to provide excellent service to stakeholders, both internal and external to the agency. VETS initiated training seminars for the entire national office and field staff with the world's foremost leaders in improving customer service.

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<b>DETAILED WORKLOAD AND PERFORMANCE</b>				
	<b>PY 2010 / FY 2011</b>	<b>PY 2009 / FY 2010</b>	<b>PY 2011</b>	<b>PY / FY 2012</b>
	<b>Target</b>	<b>Result</b>	<b>Target</b>	<b>Target</b>
<b>Federal Administration</b>				
<b>Strategic Goal 1 - Prepare workers for good jobs and ensure fair compensation</b>	--	--	--	--
<b>Outcome Goal 1.1 - Increase workers' incomes and narrowing wage and income inequality</b>	--	--	--	--
<b>Outcome Goal 1.2 - Assure skills and knowledge that prepare workers to succeed in a knowledge-based economy, including in high-growth and emergency industry sectors like "green jobs"</b>	--	--	--	--
<b>Outcome Goal 1.3 - Help workers who are in low-wage jobs or out of the labor market find a path into middle class jobs</b>	--	--	--	--
<b>Outcome Goal 1.4 - Help middle-class families remain in the middle class</b>	--	--	--	--
Production Measure #1 - Employer Outreach: Number of Contacts	97,000	99,750	106,000	106,000
Production Measure #2 - HVRP reviews of applications	100.00%	--	100.00%	100.00%
Production Measure #3 - staff conduct on-site reviews of all HVRP grantees	100.00%	--	100.00%	100.00%
Production Measure #4 - Reviews of VWIP applications conducted	100.00%	--	100.00%	100.00%
Production Measure #5 VETS staff conduct on-site reviews of all VWIP grantees on an annual basis	100.00%	--	100.00%	100.00%
Production Measure #6 - VETS staff conduct on-site reviews of all TAP Employment Workshop locations in the United States on an annual basis	100.00%	--	100.00%	100.00%
Performance Measure #7 - Percent of USERRA investigations closed within 90 days	87.00%	84.00%	87.00%	87.00%
Performance Measure #8 - Percent of USERRA referrals completed within 60 days	59.00%	63.00%	60.00%	60.00%
Workload Item #1 - USERRA Case Activities: New Complaints received	1,520		1,550	1,500
Workload Item #2 - Number of Veterans' Preference investigations initiated	650		670	690

Legend: (r) Revised (e) Estimate (base) Baseline -- Not Applicable TBD - To Be Determined

This chart shows the workload and performance measures and other metrics by which VETS quantifies contributions made by this budget activity to specific DOL Strategic Goals and Outcome Goals.

A primary responsibility of the Federal Administration budget activity is to provide oversight and monitoring of VETS' grants and grantees to ensure each grant maximizes the number of Veterans returned to the workforce. VETS is dedicated to evaluating all grantees to the high application goals laid out in the application solicitation and conduct a thorough review of all

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grantees annually to award funding for the most qualified grantees (Production Measure #2 and #4).

VETS Federal Administration continues to promote excellence in all VETS grants through the full life-cycle of the grant period by conducting on-site reviews of competitive grantees (Production Measure #3 and #5). VETS on-site reviews include providing assistance on program execution and performance reporting as well as sharing best practices between and among grantees. The combined activities raises the performance levels of all grantees and provides them with the tools to increase the number of Veterans served and placed in good jobs.

Finally, VETS Federal Administration provides outreach and enforcement of USERRA and VP. Often, claims can be avoided through education and outreach to employers and Veterans (Performance Measure #7) to inform them of their responsibilities and rights under the law.

VETS conducts outreach to both these groups through a variety of mediums including attendance at mobilizations and demobilizations, stand downs, job fairs, and corporate activities.

When education does not work, VETS is dedicated to enforcing the rights of Veterans as prescribed by law. It is important to ensure a quality determination is made in the timeframe prescribed by Congressional mandate (Performance Measure #7 and #8).

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<b>BUDGET ACTIVITY BY OBJECT CLASS</b>					
(Dollars in Thousands)					
		<b>FY 2010 Enacted</b>	<b>FY 2011 Full Year C.R.</b>	<b>FY 2012 Request</b>	<b>Change FY 12 Req. / FY 10 Enacted</b>
11.1	Full-time permanent	19,034	19,143	19,143	109
11.5	Other personnel compensation	367	367	367	0
11.9	<b>Total personnel compensation</b>	<b>19,401</b>	<b>19,510</b>	<b>19,510</b>	<b>109</b>
12.1	Civilian personnel benefits	5,055	4,945	4,945	-110
21.0	Travel and transportation of persons	1,508	1,508	1,508	0
22.0	Transportation of things	87	87	87	0
23.1	Rental payments to GSA	844	844	753	-91
23.3	Communications, utilities, and miscellaneous charges	387	387	387	0
24.0	Printing and reproduction	342	342	342	0
25.1	Advisory and assistance services	2	2	2	0
25.2	Other services	2,934	2,923	2,923	-11
25.3	Other purchases of goods and services from Government Accounts	4,483	4,495	4,495	12
25.4	Operation and maintenance of facilities	10	10	10	0
25.7	Operation and maintenance of equipment	8	8	8	0
26.0	Supplies and materials	160	160	160	0
31.0	Equipment	92	92	92	0
	<b>Total</b>	<b>35,313</b>	<b>35,313</b>	<b>35,222</b>	<b>-91</b>
1/Other Purchases of Goods and Services From Government Accounts					
	Working Capital Fund	4,281	4,293	4,293	12
	DHS Services	57	57	57	0
	HHS Services	145	145	145	0

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## CHANGES IN FY 2012

(Dollars in Thousands)

### Activity Changes

#### Built-In

To Provide For:

Costs of pay adjustments	\$0
Personnel benefits	0
One day less of Pay	0
Federal Employees Compensation Act (FECA)	0
Travel and transportation of persons	0
Transportation of things	0
Rental payments to GSA	-91
Communications, utilities, and miscellaneous charges	0
Printing and reproduction	0
Advisory and assistance services	0
Other services	0
Working Capital Fund	0
Other government accounts (DHS Charges)	0
Other purchases of goods and services from Government accounts	0
Operation and maintenance of facilities	0
Operation and maintenance of equipment	0
Supplies and materials	0
Equipment	0

**Built-Ins Subtotal** **-\$91**

**Net Program** **\$0**  
**Direct FTE** **0**

	Estimate	FTE
<b>Base</b>	<b>\$35,222</b>	<b>227</b>