DVOP and LVER Roles
The Refocusing Effort

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DVOP Specialists and LVER Staff

Separate and distinct roles...
DVOP Specialists (38 U.S.C., §4103A)

(a)(1) Subject to approval by the Secretary, a State shall employ such full- or part-time disabled veterans' outreach program specialists as the State determines appropriate and efficient to carry out intensive services under this chapter to meet the employment needs of eligible veterans with the following priority in the provision of services:

(A) Special disabled veterans.
(B) Other disabled veterans.
(C) Other eligible veterans ... 

(2) In the provision of services in accordance with this subsection, maximum emphasis in meeting the employment needs of veterans shall be placed on assisting economically or educationally disadvantaged veterans.
LVER Staff (38 U.S.C. §4104)

(a) ...Subject to approval by the Secretary, a State shall employ such full- and part-time local veterans' employment representatives as the State determines appropriate and efficient to carry out employment, training, and placement services under this chapter.

(b) Principal duties--As principal duties, local veterans' employment representatives shall--

(1) **conduct outreach to employers** in the area to assist veterans in gaining employment, including conducting seminars for employers and, in conjunction with employers, conducting job search workshops and establishing job search groups; and

(2) facilitate employment, training, and placement services furnished to veterans in a State under the applicable State employment service delivery systems.
The Ongoing Refinement of Roles and Responsibilities

- Enacted 40 years apart, in response to very different post-war circumstances
- Reauthorized and redefined in 2002 by the Jobs for Veterans Act
- First guidance under JVA - VPL 11-02
- Updated guidance followed - VPL 07-05
- Distinctions emphasized in Five-Year Planning Guidance for FY 2010-2014
- Further updated guidance to be issued very soon - VPL xx-10
HOW

DID

WE

DO?
Review by GAO – Report 07-594

- Not accountable for *average earnings*
- Performance measures and data do not *fully reflect services* provided by DVOP and LVER
  - Only DVOP specialists accountable for disabled veterans’ employment and retention
  - Only LVER staff accountable for recently separated veterans’ employment and retention
- Measures do not include *weighting* for Veterans with barriers to employment
VETS’ Response to GAO 07-594

- **Average earnings** measures were piloted for PY 2008 and implemented for PY 2009
- To capture all DVOP & LVER services **consolidated** measures were piloted for PY 2008 and implemented for PY 2009
- **Weighting** of the consolidated measure of Entered Employment was piloted for PY 2008 and implemented for PY 2009
- The weighting was designed to give greater credit for veterans entering employment after **intensive services**
Effect of Weighting for Intensive Services

• *Effect* of Weighting the Veteran EER to reflect receipt of intensive services from JVSG staff
  
  ➢ Every veteran entering employment after intensive services counts as 1.25 Veterans entering employment
  
  ➢ 100 Veterans entering employment after intensive services = 125 weighted Veterans
  
  ➢ The greater the number of Veterans in a State who enter employment after intensive services, the greater the *difference* between the weighted and un-weighted Veteran EER
Results of Weighting for Intensive Services

• Comparing weighted and unweighted outcomes as of June 30, 2009:
  ➢ No difference between the rates: 8 states
  ➢ Difference of 1 – 5%: 29 states (2.5% ave.)
  ➢ Difference of 6 – 10%: 11 states
  ➢ Difference of 10% or more: 5 states

• *Results do not reflect favorably on JVSG*
Other Critical Observations

• DVOP specialists do not devote the majority of their time to delivering *intensive services*

• LVER staff do not devote the majority of their time to *employer outreach*

• DVOP specialists and LVER staff tend to devote the majority of their time to:
  - Serving veterans whose *reported characteristics* are similar to those of the veterans served by Wagner-Peyser staff
  - Delivering *standard labor exchange services* that are similar to the services delivered by Wagner-Peyser staff
Congress and VETS

- Congress has questioned how JVSG differs from other DOL programs, especially Wagner-Peyser State Grants.
- It is difficult to demonstrate the benefit of JVSG if the veterans served and services provided are similar to Wagner-Peyser.
- VETS is determined to take steps to:
  - More clearly **distinguish** JVSG from other workforce programs by re-emphasizing the statutory intent for DVOP and LVER.
  - Better **justify** JVSG by achieving **improved outcomes** from this re-emphasis.
The Refocusing Effort

Distinct roles ... 

Common mission ... 

Team approach ...
Reemphasize Statutory Priorities

• Establish roles that complement each other to meet the employment needs of targeted Veterans
• Clearly delineate the distinct duties
• Emphasize that JVSG staff efforts are to be focused on their primary responsibility
• Collect and produce data that reflect the refocused roles
• Demonstrate that the JVSG is a value-added program
Clearly Defined Roles

DVOP specialists

Intensive services ...
Refocused DVOP Role

• Intensive services for “educationally and economically disadvantaged” Veterans
• Target veterans who can reasonably be expected to improve their employability
• Define intensive services consistent with WIA statute and WIA program practices
  - Offer States the flexibility to tailor services to needs of Veterans with employment barriers
  - Enhance opportunities to partner with WIA staff through approach to intensive services
  - Position JVSG funded staff to help Veterans access WIA training via priority of service
Intensive Services

- Comprehensive assessment of education, skills, and abilities
- In-depth interviewing/evaluation to identify employment barriers and employment goals
- Group and individual career coaching
- Short-term prevocational services
- Development of an individual employment plan, to include the services appropriate to meet the Veteran’s goals
Clearly Defined Roles

LVER staff

Employer outreach ...
Refocused LVER Role

• Provide individualized job development for Veterans who have received intensive services, by tapping into employer contacts and networks
• Emphasis on job ready Veterans following receipt of intensive services
• Guided by knowledge of employer needs
• Centered on each Veteran’s abilities, skills, interests and career goals
• Focus on:
  ➢ Job search assistance workshops for Veterans
  ➢ Individualized vocational guidance and labor market information
  ➢ Targeted referral to employers and job openings
Refocused LVER Role (cont’d)

- Communicate with employers and service providers to promote hiring of Veterans
- Market Veterans as individuals with highly marketable skills and experience
- Conduct outreach activities such as:
  - Participating in the planning of job and career fairs
  - Coordinating with unions, apprenticeship programs, and business organizations
  - Informing Federal Contractors of recruitment and retention responsibilities and opportunities
  - Promoting certification and licensing opportunities
An Integrated Team

- Performance plans emphasize separate and distinct **primary** responsibilities
- State plans demonstrate integration in One-Stop environment
- State plans demonstrate how the two positions work together to serve Veterans targeted for specialized services
- Develop strategies to cross local office boundaries
Clarifying a Key Relationship

Case management

Intensive services
A Transition in Service Delivery

• **Stage I** – VETS’ traditional emphasis on a specific case management model
• **Stage II** – The traditional VETS model operating within the framework of the intensive services model
• **Stage III** – Clarifying the similarities and differences of the models – *VPL xx-10*
  - Maintaining key distinctions
  - Recognizing overlapping areas
  - Accepting the independence and integrity of both models and allowing room for either model to be applied, as conditions warrant
Some Key Principles

• Case management is a *service delivery strategy*, not a service

• Case management involves a “*package*” of closely related services:
  - Conduct of an assessment
  - Development of an employment plan
  - Follow-up contacts

• Intensive services can be delivered *separately from case management*

• Intensive services can be delivered *separately from each other* (outside of the case management framework!)
The Refocusing Effort

The bottom line...
Refocusing Effort Strategy

- Focus JVSG funded staff on primary legislative roles
- Demonstrate that the JVSG is a specialized program within a State’s overall umbrella of Veterans’ programs
- Ensure that Veterans receive self services and staff assisted services on a priority basis from Wagner-Peyser staff
Refocusing Effort Results

- *Increase the numbers of Veterans receiving intensive services* from a DVOP specialist with a corresponding increase of the number of Veterans entering employment after receipt of intensive services; and

- *Increase the numbers of Veterans receiving individualized job development services* with a corresponding increase in the number of Veterans entering employment after receipt of those services.
A Perspective on Refocusing JVSG

• JVSG is not being tasked to “do more with less” because, unlike many other workforce programs, funding for JVSG is not being reduced.

• JVSG is being tasked to “work smarter rather than harder” by recognizing that:
  
  ➢ Improved results will require taking greater advantage of the ways the DVOP and LVER roles complement each other.
  
  ➢ Improved results will require a careful balancing of efforts to serve as many Veterans as possible, while also maintaining high quality in the services provided.
Monitoring for Results

- ETA 9002 and VETS 200
  - Number of Veterans served by JVSG staff
  - Number of Veterans receiving intensive services by JVSG staff
  - Rate of Veterans entering employment after receiving intensive services from JVSG staff

- Manager’s Quarterly Report
  - Case management / intensive services
  - Outreach to employers

- Self-Assessment and validation
• VPL 07-05 included the following guidance on intensive services:

“In order to qualify as intensive services, DVOP specialists may include any combination of the following services, but at a minimum the first two are required:

- Conduct an assessment (minimum requirement)
- Develop plan of action that is documented (minimum requirement).”

Reporting Intensive Services
ET Handbook No. 406

• In contrast, the ET Handbook No. 406 includes the following guidance on reporting intensive services:

  “Indicate the most recent date a job seeker received only staff-assisted intensive services (excluding case management) as described in WIA section 134(d)(3).”

• Some States have followed the VPL; others have followed the Handbook

• **VPL xx-10** will clarify that States should report intensive services in accordance with the specifications of the ET Handbook No. 406

  ➢ “Decoupling” assessment from IEP
Performance Measurement

• No change for PY 2010 (VPL xx+1-10)
• Future changes:
  ➢ Align goals with primary roles
  ➢ Investigate data collection tools and methods
  ➢ Integrate VETS needs with new performance reporting system (?)
What do you think?

Let’s talk....