



November 22, 1999

VETERANS PROGRAM LETTER NO. 02-00

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

FROM: 
ESPIRIDION (AL) BORREGO

SUBJECT: Assessing SESA Services to Veterans in Program Year (PY)1998

1. Purpose: To provide guidance for the evaluation of SESA performance regarding services to veterans for PY 1998 using SESA Measures of Service data and narrative reports.
- II. References: Title 38, United States Code, Sections 4107 (b) and (c) [38 U.S.C., 4107(b) and (c)]; Code of Federal Regulations (CFR) Chapter 20, Section 1001.120; Veterans' Program Letter (VPL) 6-96, dated September 17, 1996; VPL 14-94, dated September 29, 1994; the Workforce Investment Act (Public Law 105-220) of 1998 enacted August 7, 1998; Veterans' Employment and Training Service's (VETS) Strategic Plan FY 1999 - 2004; Employment and Training Handbook No. 406, Employment and Training Administration (ETA-9002) Instructions.
- III. Rescissions: This directive supercedes VPL 7-98, dated June 24, 1998.
- IV. Background: The Department of Labor must report annually to the Congress on the success of SESAs in carrying out programs for the provision of employment and training services to meet the needs of eligible veterans and eligible persons during the last complete PY (July 1-June 30). SESA compliance with these requirements has historically been measured through the development of negotiated quantitative performance standards that compared the relative rates of service provided to veterans with their non-veteran counterparts.

Final PY 1998 SESA Measures of Service reports and States' analysis of the reasons for any failure to meet negotiated levels were due ninety days following the end of the PY (September 30, 1999), and the information is now available to the DVET and the RAVET. The RAVETS need to address each State's accomplishments and determine the acceptability of any State's explanation for failure to meet the negotiated measures.

Policy and Guidance:

RAVETS will base their evaluations of each SESA's performance, relative to the PY 1998 quantitative measures, on the DVET's assessments of all Local Employment Service Office (LESO) evaluations conducted during the PY 1998 reviews. They will also review SESAs' "good cause" justifications for their failure to meet any of the PY 1998 numerical goals, and the analysis of the effectiveness of any Corrective Action Plans (CAPs) that may have been initiated during the PY.

In States which participated in the Alternative Performance Measures pilot, the DVET will assess the quantitative performance as expressed in the alternative measures, however, those seven States that participated in the pilot project to identify viable outcome measures for veterans which may be more universally applied in PY 2000, will not be required to take remedial actions for any failures to meet standards during PY 1998.

To establish a "good cause" justification, a SESA must have provided empirical and verifiable data that reasonably proves the failure to meet any particular PY 1998 negotiated quantitative measure was due to factors beyond the control of the State agency. When reviewing a "good cause" explanation, VETS staff will consider the impact that other program emphasis and workload demands had on the ability of the agency to meet the numerical indicators of compliance. If "good cause" is substantiated for failure to meet any standards, no corrective action is required. If a CAP was developed prior to the end of PY 1998, and the agency has appropriate positive signs of improvements, the CAP and resultant improvement in services may be used in lieu of a separate good cause justification. In either instance, the RAVET will certify satisfactory SESA compliance.

Meeting or not meeting some or all of the quantitative measures of services is generally considered to be an indicator of the adequacy of SESA services to veterans. LESO evaluation results will also be utilized as a factor for the annual determination required by 38 U.S.C. 4107. If, however, it is determined that external factors were not the cause for the failure to meet any standard(s), the State must develop and implement a CAP designed to achieve the required levels of performance to be negotiated for PY 1999.

The performance levels of all States will be identified in the Annual Report to Congress prepared pursuant to 38 U.S.C. 4107(b).

VI. Actions Required:

1. RAVETs will complete their assessment of State agency performance by November 29, 1999, and advise SESAs that submitted an acceptable "good cause" explanation for failing to meet one or more indicators of compliance of the approval of their explanation. RAVETs will also advise SESAs that submitted unacceptable "good cause" explanations of the reason(s) for the disapproval, and the need to develop, within 30 days, a "VETS approved" CAP addressing their failure to meet one or more of their PY 1998 indicators of compliance.
2. RAVETs will by November 29, 1999 advise those SESAs that failed to meet one or more indicators of compliance in PY 1998, and have not submitted either a "good cause" explanation or a CAP, of the necessity to develop a CAP addressing their failure to meet their PY 1998 indicators of compliance, and submit the plan to their DVET within 30 days.
3. By December 8, 1999, RAVETs will provide a written report to the Director of the Office of Operations and Programs, through the Chicago Regional Lead Center (RLC) regarding each SESA's accomplishments against the PY 1998 performance measures set forth in Section 1001.120(b) of 20 CFR. This report should identify which SESAs' achievements were satisfactory, which provided acceptable "good cause" explanations for failure to meet one or more indicators of compliance, and which were notified of the need for a CAP.
4. The RLC will by December 15, 1999, provide to the Assistant Secretary for Veterans' Employment and Training (ASVET) through the VETS Director of the Office of Operations and Programs a written narrative report and graphic data on the character of services to veterans by each State within each region for use in the Annual Report to Congress.
5. By January 14, 2000 copies of any approved CAP must be forwarded to the RLC and to the National Office (attention: Miguel Hernandez).

VII. SESA questions should be addressed to the appropriate DVET. DVETs will address inquiries through the RAVET to the Chicago RLC at (312) 353-4942, or to Miguel Hernandez in VETS National Office at (202) 693-4708.

VIII. Expiration Date: This directive expires June 30, 2000.