



March 5, 2018

VETERANS' PROGRAM LETTER NO. 05-18

MEMORANDUM FOR: ALL STATE WORKFORCE AGENCIES
ALL VETERANS' EMPLOYMENT AND TRAINING SERVICE
STAFF

FROM: MATTHEW M. MILLER *Matthew M. Miller*
Deputy Assistant Secretary, Policy

SUBJECT: Redesigned National Veterans' Training Institute (NVTI) Core
Courses

- I. **Purpose:** To inform organizations providing employment and training services to veterans of the transition from the NVTI courses on Facilitating Veterans Employment, Employer Outreach and Intensive Services (referred to collectively as the "legacy courses") to the roll-out of the new core NVTI courses for Disabled Veterans' Outreach Program (DVOP) specialists and Local Veterans' Employment Representative (LVER) staff funded under the Jobs for Veterans State Grants (JVSG) program.
- II. **Reference:** 38 U.S.C. § 4109, National Veterans' Employment and Training Services Institute.
- III. **Background:** The U.S. Department of Labor's Veterans' Employment and Training Service (VETS) established NVTI in 1986 to provide specialized training and professional skills development services to DVOP specialists, LVERs, Directors for Veterans' Employment and Training (DVETs), Assistant Directors for Veterans' Employment and Training (ADVETs), Regional Administrators for VETS, and other personnel involved in the provision of employment and training services to veterans as outlined in Veterans' Program Letter 04-17, Change 1, dated October 1, 2017.

The NVTI legacy courses were redesigned to modernize and to focus more clearly on the core job competencies of DVOP specialists and LVERs. The legacy courses were redesigned based on the results of a detailed analysis of DVOP specialist and LVER job duties completed by Management Concepts, Inc. (MGTC). MGTC is the contractor currently operating the Institute for VETS. These extensive job analyses examined in detail the particular job duties and requirements and the relative importance of these duties for both DVOP specialists and LVERs. The resulting new core NVTI training courses for DVOP specialists and LVERs are competency-based and, therefore, these courses build and enhance individual DVOP specialist

and LVER job competencies to ensure they align with the various profiles of success identified through the job analyses. This training helps to fill the gap between workers' actual performance and their ideal performance.

With the above in mind, three online prerequisite courses and two in-class core competency development courses were developed to replace the legacy courses. The three (3) prerequisite online courses must be completed prior to an individual participating in a core competency development course. The five (5) new core NVTI training courses are outlined below. Please refer to Attachments 1 and 2 for more detailed descriptions of these courses.

Pre-Requisite eLearning (Online)

- A Day in the Life of JVSG Staff in an American Job Center (self-paced e-Learning that will take approximately 3 hours to complete)
- Legal Guidance Affecting Veterans' Employment Services (online university model, instructor-led cohort that will take approximately 12 hours to complete)
- Removing the Employability Gap for Veterans with Significant Barriers to Employment (online university model, instructor led cohort that will take approximately 3 hours to complete)

Core DVOP/LVER Classroom Training Courses

- Disabled Veterans' Outreach Program (DVOP) Specialist Core Competency Development (3½ days to complete)
- Local Veterans' Employment Representative (LVER) Core Competency Development (3½ days to complete)

Those DVOP specialists and LVERs who have already met their statutory 18-month training requirements are encouraged, but not required, to register and participate in each new core course as a means to improve their knowledge or skills and learn about new developments that are related to their jobs. It is worthwhile to note that an online class takes at least as much time and effort to complete as an onsite class because most of the course activities and assignments involve reading, writing, and working problems facilitated by an instructor. Consequently, it is important that the supervisor for a DVOP specialist or a LVER staff member ensures there is sufficient time set aside in the work schedule for the student to complete the three (3) prerequisite courses. The student must be prepared to manage his or her time and take responsibility for turning in his or her assignments by the deadlines.

IV. Transition Timeline: The three (3) legacy courses are no longer offered by NVTI as of February 2, 2018. Please refer to <http://www.nvti.org/Training/Course-Schedule> for the revised NVTI course schedule. The first class for each of the new core NVTI training courses and the start date for each class are outlined below:

- Legal Guidance Affecting Veterans' Employment Services, February 20, 2018;
- A Day in the Life of JVSG Staff in an American Job Center, March 20, 2018;

- Removing the Employability Gap for Veterans with Significant Barriers to Employment, March 27, 2018;
- Disabled Veterans' Outreach Program (DVOP) Specialist Core Competency Development, April 17, 2018; and
- Local Veterans' Employment Repetitive (LVER) Core Competency Development, April 24, 2018.

Individuals who registered for one or more of the legacy courses originally scheduled to take place after February 2, 2018, were reassigned to participate in one or more of the new core NVTI courses. Questions about the registration process should be sent by email to NVTI Student Services at studentservices@nvti.org.

V. Expansion of NVTI Training Locations for In-Person, On-Site Courses: The principal NVTI training location for in-person, on-site training is 5430 Lyndon B. Johnson Freeway, Suite 300, Dallas, TX. In addition to the Dallas location, on-site NVTI training courses are available on a request basis only at training facilities operated by the vendor at the locations listed below.

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| • Albuquerque, NM | • Orlando, FL |
| • Atlanta, GA | • Phoenix, AZ |
| • Chicago, IL | • Portland, OR |
| • Denver, CO | • San Francisco, CA |
| • Kansas City, KS | • Seattle, WA |
| • Las Vegas, NV | • Tysons Corner, VA |

Requests for training at locations other than the principal site in Dallas should be submitted to NVTI at least eighteen (18) weeks before the desired start date for the training to allow for proper processing of the request with VETS' Office of National Programs (ONP). All training at sites other than Dallas must be approved by ONP no later than sixteen (16) weeks in advance of the planned training. Similar to training offered at the principal location in Dallas, TX, the costs associated with training, travel, lodging, and meals for DVOP specialists, LVER staff, and other eligible Department of Labor grant recipient staff described in VPL 04-17, Change 1, are allowable and will be paid by NVTI. NVTI will schedule and coordinate all travel arrangements for authorized recipients to take the training.

While requests may be mailed or hand-delivered to NVTI, MGTC prefers requests to be emailed to them to avoid potential delays. Each request must be submitted to either the physical address or email address listed below:

NVTI Program/Training Administration
 Management Concepts, Inc.
 8230 Leesburg Pike
 Tysons Corner, VA 22182
 Email: studentservices@nvti.org

The entity submitting the request must provide the following in its request to NVTI:

- The name(s) of the course(s) to be delivered;
- Start and end dates for the course(s);
- The city and state for the desired training location;
- Planned number of participants; and
- The requestor's contact information.

Please note the maximum class size in-person training is 24 students. The minimum class size is 18 students.

The state may also request to have one or more courses taught off-site at a state-designated location. The state is responsible for securing the training location and for covering the tuition costs of the training, including the costs for the instructor's time, travel, lodging, meals, and related expenses. Also, NVTI will not pay for the costs associated with student training, travel, lodging and meals in these circumstances.

States may request an NVTI trainer conduct one or more of the courses when at least 18 participants will be trained. The host state must provide a formal off-site training request to the appropriate Director for Veterans' Employment and Training (DVET). Approved requests will be forwarded to ONP for review and then to NVTI, if appropriate. The actual training dates will be negotiated with the state based on NVTI instructor availability.

The request submitted to the DVET must indicate the following:

- Training course or courses requested;
- Desired dates for the training (primary and alternate dates are recommended);
- Purpose and cost estimate for the training;
- Anticipated number of participants with professional title, i.e. DVOP, LVER, Veterans Coordination, Manager, etc.;
- Proposed (specific) training location; and
- Manner in which the trainer's expenses will be covered (i.e., identified surplus funding, JVSG 5th quarter carry-in funding, by an Interim Modification Request, or by other approved means).

VIII. Inquiries: Questions concerning this guidance should be referred to Brad Sickles at (202) 693-4741 or by email to sickles.bradley.a@dol.gov.

IX. Expiration Date: To be reviewed for relevance on or before October 31, 2020. It shall remain in effect until rescinded or superseded.

X. Attachments:

1. Jobs for Veterans State Grant (JVSG) Required Training Courses
2. Jobs for Veterans State Grant (JVSG) Required Training Completion Guide