

## **BRIEFLY...**

Highlights of Report Number 06-10-001-02-201, to the Assistant Secretary for Veterans' Employment and Training.

### **WHY READ THE REPORT**

This report examines the Texas Veterans Commission's (TVC) efforts to provide employment, training, and placement services to veterans. Without intensive services, such as case management, resume assistance, referral to supportive services, and job search assistance, homeless veterans and/or veterans with disabilities may not be able to overcome their employment barriers and obtain and retain suitable employment.

The Jobs for Veterans State Grant Program (JVSG) is the Veterans' Employment and Training Services (VETS) primary program for serving veterans' training and employment needs. JVSG supports two principal positions at State Workforce Agencies — Disabled Veteran Outreach Program (DVOP) specialists and Local Veteran Employment Representatives (LVER). The DVOP provides employment and training services to meet the needs of disabled veterans; economically or educationally disadvantaged veterans; and veterans with other barriers to employment, especially homeless veterans. LVER staff provides and facilitates a range of employment, training, and placement services to meet the needs of veterans. These services include conducting job search workshops, as well as providing job development, vocational guidance, referrals to training, and supportive services. TVC spent \$2.9 million for DVOP and \$3.3 million for LVER from July 1, 2008, through December 31, 2008.

### **WHY OIG CONDUCTED THE AUDIT**

The OIG conducted this audit to determine if TVC provided services to meet veterans' employment and training needs.

### **READ THE FULL REPORT**

To view the report, including the scope, methodology, and full agency responses, go to:

<http://www.oig.dol.gov/public/reports/oa/2010/06-10-001-02-201>

**May 2010**

## **TEXAS VETERANS COMMISSION COULD ENHANCE SERVICES TO VETERANS WITH BARRIERS TO EMPLOYMENT**

### **WHAT OIG FOUND**

TVC provided services to meet veterans' employment and training needs for 84 percent of the veterans we reviewed; however, we estimate 6,331 homeless veterans and/or veterans with disabilities of the 42,983 veterans in our population were not always provided a full range of employment and training services to meet their needs. Specifically, only one of the 39 homeless veterans and/or veterans with disabilities in our sample received case management services to assist him or her to obtain employment.

We estimate that 6,331 veterans of the 42,983 veterans reported served by TVC were homeless and/or veterans with disabilities, but TVC adequately documented just 251 veterans who received intensive services. Given the low number of veterans that TVC reported as having received case management services, we believe the \$2.9 million in DVOP funding for the period July 1, 2008, through December 31, 2008, could have been better used.

### **WHAT OIG RECOMMENDED**

We recommended that VETS ensure TVC provides training to all DVOP staff on accurately assessing veterans' needs and documenting intensive service activities. We also recommended that VETS implement a policy requiring states to enhance their existing oversight to ensure DVOP specialists provide case management services for homeless veterans and veterans with disabilities.

TVC disagreed with the report's conclusion, citing the DOL-OIG result that 84 percent of veterans were provided a full range of employment, training, and placement services as evidence that it is meeting the needs of veterans. TVC did agree that improvements could be made in the services provided to the hardest-to-serve disabled and homeless veterans. The Assistant Secretary for VETS committed to improving training and refocusing the DVOP program on providing intensive services.