

VETS Response to Draft Report

U.S. Department of Labor

Assistant Secretary for
Veterans' Employment and Training
Washington, D.C. 20210



September 30, 2010

MEMORANDUM FOR: ELLIOT P. LEWIS
Assistant Inspector General for Audit

FROM: Raymond M. Jefferson *Raymond M. Jefferson*

SUBJECT: VETS Written Response to Audit of VETS
Transition Assistance Program Draft Report No.
06-10-002-02-001

This memorandum is the Veterans' Employment and Training Service (VETS) written response to the draft report on the audit of VETS Transition Assistance Program (TAP).

Finding 1 – VETS lack effective management controls for the TAP

In August of 2010, VOPAR was brought back into operation for reporting of TAP participant numbers. While this will not entirely address the verification of attendance data, it will reduce the potential for error in the data collection process. TAP attendance data will be input directly into VOPAR by the DVET on the quarterly reporting basis. The previous steps of consolidating the reports at regional and then national level will be eliminated thus reducing opportunities for human error.

VETS is also exploring the capability of documenting site visit and monitoring reports into VOPAR. This will allow for greater oversight of monitoring from the National Office and establish a standard reporting format and function.

VETS is completing a procurement action to award a contract for the redesign of the TAP Employment Workshop. This will produce a significantly improved workshop experience for the Transitioning Service Members and Veterans. One key element of the redesign will be the incorporation of an evaluation and customer satisfaction feedback loop. TAP Employment Workshop quality and effectiveness will be assessed at three "moments of truth"; 1) upon completion of the TAP Employment Workshop, 2) while the participants are applying the principles learned during their job search, and 3) after obtaining employment. This will be a significant improvement over the current practice of paper participant critique forms.

The TAP Steering Committee has begun the process of reviewing and rewriting the Memorandum of Understanding that governs the TAP Employment Workshop. One area the committee is addressing is the capture and reporting of attendance data that includes participant name and SSN. DoD wants to be able to verify and track Transitioning Service Members as they progress through the TAP process. The intent is to capture the information and share it between partners. The Department of Labor recommended a type of "card swipe" system to reduce labor hours, data entry error, and PII security issues. DoD's IT sub working group on their TAP redesign task force is presently exploring options to fulfill this new requirement.

Finding 2 – VETS lacked adequate controls over the contract for TAP workshops.

Beginning in April 2010, under the direction of the Contracting Officer, VETS has implemented improved process controls over the request for changes to the delivery schedule of workshops. The Task Orders for the scheduled workshops now include contingency workshops to account for additions, cancellations, and changes to the workshops scheduled for that time period. VETS tracks the number of workshops delivered and if a change or addition will go over the Task Order amount, the Contracting Officer must approve the change request. This eliminates the issue of the Contracting Officer's Technical Representative making unauthorized changes to the Task Order.