

ATTACHMENT

VETS RESPONSE TO DRAFT REPORT


U.S. Department of Labor

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



OCT 19 2017

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

FROM: J.S. SHELLENBERGER 
Deputy Assistant Secretary

SUBJECT: Response to the Office of Inspector General (OIG) Draft Audit
Report No. 06-18-001-02-001 titled, VETS' *Processing of
USERRA Claims.*

The Veterans' Employment and Training Service's (VETS) offers the following updated response to the subject report. The recommendations of the OIG Draft Audit Report states that VETS should:

- Revise the USERRA Operations Manual to include earlier reviews by supervisors to ensure adequate supporting documentation is obtained; and
- Remind investigators of the importance of using the correct case closing code and ensuring supervisors indicate their concurrence with the closing code before it is entered into VETS' tracking system.

We appreciate OIG offering these recommendations, as they have highlighted important areas for consideration. We intend to address these recommendations within the next 60 days as follows:

With respect to the first recommendation, we recognize the need for supervisors to conduct early reviews of cases in order to ensure that proper documentation is obtained, and that the case investigative plan is properly established and maintained. VETS will issue a Director's Memorandum (DM) reinforcing the requirement to conduct timely reviews. DMs are the means by which VETS distributes formal policy guidance and this DM will be incorporated into the USERRA Operations Manual. Upon issuance of the DM, VETS will provide a copy to your office.

With respect to the second recommendation, we will include in the DM mentioned above guidance clarifying to our investigative staff that in instances in which claimants fail to respond or where there is no valid claim, the appropriate closing code will be used consistent with VETS' policy and with the particular facts and circumstances involved.

As noted, the DM addressing both recommendations above reflects VETS policy that will be institutionalized when included in the Operations Manual during its annual update.

Thank you again for your assistance and for affording us the opportunity to respond to the recommendations of the Subject Draft Report.