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PERFORMANCE REVIEW OF EDUCATION, LOAN GUARANTY, VOCATIONAL REHABILITATION AND EMPLOYMENT, AND VETS PROGRAMS

HEARING

BEFORE THE

SUBCOMMITTEE ON ECONOMIC OPPORTUNITY

OF THE

COMMITTEE ON VETERANS' AFFAIRS
U.S. HOUSE OF REPRESENTATIVES

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PERFORMANCE REVIEW OF EDUCATION, LOAN GUARANTY, VOCATIONAL REHABILITATION AND EMPLOYMENT, AND VETS PROGRAMS

WEDNESDAY, MARCH 7, 2007

U.S. HOUSE OF REPRESENTATIVES,
COMMITTEE ON VETERANS' AFFAIRS,
SUBCOMMITTEE ON ECONOMIC OPPORTUNITY,
Washington, DC.

The Subcommittee met, pursuant to notice, at 2:05 p.m., in Room 340, Cannon House Office Building, Hon. Stephanie Herseth [Chairwoman of the Subcommittee] presiding.

Present: Representatives Herseth, Hall, Donnelly, McNerney, Boozman, Moran.

OPENING STATEMENT OF CHAIRWOMAN HERSETH

Ms. HERSETH. Good afternoon. The Veterans' Affairs Economic Opportunity Subcommittee hearing on the Performance, Staffing, and Services provided by the Education, Loan Guaranty, and Vocational Rehabilitation and Employment Programs of the Department of Veterans Affairs and Veterans' Employment and Training Service of the Department of Labor will come to order.

I would like to thank Ranking Member Boozman for his leadership as past Chairman of this Subcommittee. I look forward to again working with you in this Congress in the same bipartisan and cooperative spirit with which you led us in the 109th Congress.

I also want to welcome the new Members to the Subcommittee, one of whom is here, and that is Mr. John Hall of New York who has joined us. We also have representatives Joe Donnelly of Indiana, Jerry McNerney of California, and Jerry Moran, although not a new Member to the Congress, is a new Member to the Subcommittee and he is from Kansas.

I look forward to working with all of these distinguished gentlemen and the returning Members of the Subcommittee on our efforts to ensure that our Nation's veterans receive the best available services as they seek to access the benefits that they have earned.

Earlier this year, the Subcommittee Membership discussed the hearing topics to be covered in the 110th Congress. I am proud to say that we have a very ambitious list that includes expanding education benefits for the National Guard and Reserve, examining the funding levels for State Approving Agencies, reviewing the VA's procurement goals with respect to veteran-owned and service-disabled small business, and other important issues.

First and foremost, Ranking Member Boozman, I look forward to working with you and our colleagues on the Armed Services Committee to update the Montgomery GI Bill for National Guard and Reserve servicemembers. These brave servicemen and women continue to support our military missions in Iraq, Afghanistan, and elsewhere around the world. Unfortunately, despite their extensive deployments and even with Chapter 1607 programs, their education benefits do not reflect their increased service to our Nation.

Again, I look forward to working with all Members of the Subcommittee to effectively address this issue and to advance legislation that better ensures Guard and Reserve servicemembers essential to our total force military policy, that they are more equitably treated.

Like many of my colleagues, I have spent the last few days meeting with constituents who are members of various Veteran Service Organizations. Those meetings have generated many questions and concerns, some of which I hope to address here today.

I am particularly interested in hearing about the VA's efforts to address the education claims workload and potential problems associated with the centralization of education claims service operations, especially if understaffed.

I would like to thank our panelists for being here to participate in a frank dialogue with Members of the Subcommittee, and I encourage you to work with us as closely as you have been so that we all may properly serve our Armed Forces, our veterans, and their families as they transition back to civilian life following their honorable service to our country.

Much progress has been made in education benefits, vocational rehabilitation services, and VA home loan programs. However, we must insist on thorough analyses, accurate numbers, and I think everyone would agree that we must remain vigilant to protect against any declining benefits or customer service.

Thank you all again for being here. I look forward to hearing your testimony.

[The prepared statement of Ms. Herseth appears on p. 32.]

Ms. HERSETH. And I now recognize our Ranking Member, Mr. Boozman, for any opening remarks that he may have.

OPENING STATEMENT OF HON. JOHN BOOZMAN

Mr. BOOZMAN. Thank you, Madam Chairman.

Again, good afternoon. Thanks to each of our witnesses for taking the time to be here today. Budget season is certainly always a busy time, but these sometimes hectic schedules serve a good purpose in allowing us to better understand and get a thorough understanding of the budget for the next fiscal year.

Before I begin my remarks, last year at the end of the year, I thought I was joking in the sense that I alluded to the fact that Ms. Herseth might be taking over. And sure enough, she is.

And, you know, certainly I very much have enjoyed working with you in the past, and, you know, I certainly pledge, as you were so gracious to me, that we talk a lot about bipartisanship around here, but truly we will do anything we can to be supportive and really look forward to a good year.

The President has sent us a budget. It is a good template. It is certainly not perfect, but it is a good start. Both sides of the aisle have presented their views and estimates to the Budget Committee. Now it is up to them to pass a budget resolution that works.

I believe that we were in agreement with the Majority when it came to suggesting a thousand additional FTE for VBA. We also suggested additional funding for IT programs and the need to conduct significant business process reform because just piling more FTE every year will not necessarily solve the structural issues preventing rapid processing of claims of all types.

The challenges before VA and VETS is to make programs work. It is clear that people expect not just programs but ones that actually deliver the goods to the beneficiaries. We need to get the processing time down for both VR&E and education.

The last session, we mandated a report on streamlining education processing, and I hope the Department will send us a legislative proposal to change the way they do business if that is required.

The Veterans' Employment and Training Service still lacks sufficient data in many areas, and I look forward to Mr. Ciccolella's testimony on how they propose to do better in that area.

One thing I am disappointed in is the flat budget recommendation for the National Veterans Training Institute in Denver. As you know, Public Law 109–461 imposed new training requirements for DVOPs and LVERs. And when the staff visited NVTI last year, they were told that they probably need an additional one million to meet the additional throughput. So I would appreciate if you might address that shortfall here today.

Thank you very much, Madam Chairman. I yield back.

[The prepared statement of Mr. Boozman appears on p. 33.]

Ms. HERSETH. Well, thank you, Mr. Boozman.

I would now like to recognize Mr. Hall from New York for any opening remarks he may have.

OPENING STATEMENT OF HON. JOHN J. HALL

Mr. HALL. Thank you, Madam Chairman. Madam Chair, I suppose I should say.

In short, I do not want to make many remarks because the hearing, I think, is for us to hear from you. So I will just say that I am double-booked with the Water Resources Subcommittee meeting. So if I dash out in a little while, it is not a sign of disrespect. I did choose to come here first. And I am concerned especially in my district with the fact that in the most affluent district in the State of New York and in the Westchester County, which is the most affluent county in the State of New York and one of the five most affluent in the United States, we still have 20 percent of the homeless population who are veterans.

And so anything we can do to improve the job training and transition for them to give them a better shot at staying on their feet and to prevent them and their families from teetering over that cliff into bankruptcy and/or homelessness is something that I will work very hard to do.

Thank you.

Ms. HERSETH. Thank you, Mr. Hall.

Mr. McNerney, welcome to the Subcommittee. We are pleased to have you with us working on important issues that we have had a chance to discuss more informally, but welcome to the first hearing of this Subcommittee.

I recognize you for any opening remarks you may have.

OPENING STATEMENT OF HON. JERRY MCNERNEY

Mr. MCNERNEY. Thank you, Madam Chairwoman. I appreciate your remarks and, Ranking Member Boozman, thank you for your remarks.

One thing that I am very interested in after reading your testimony is how we can improve the opportunities for veterans. And as I look back over what happened in my father's generation, the veterans were given a tremendous opportunity that allowed them to buy houses, to get education, and really help develop our country.

And nowadays, if we look at what is being offered to veterans, it is falling far short of that goal. That really did give our country a boost economically. It helped us develop a strong middle class and it gave our veterans back some of what they sacrificed for this country.

And so I think it is incumbent upon us to look at what we are offering and find a way to increase that so that it does measure up in some way to what our prior generations offered.

And I yield back.

Ms. HERSETH. Well, thank you very much.

Thanks to all of you. Our distinguished panel of witnesses is well-qualified to highlight the programs of interest today.

Joining us are Mr. Charles Ciccolella, Assistant Secretary for Veterans' Employment and Training Service of the U.S. Department of Labor; Mr. Keith Wilson, Director of Education Service; Mr. Bill Borom—am I pronouncing that correctly?

Mr. BOROM. Correct.

Ms. HERSETH [continuing]. Deputy Director of Vocational Rehabilitation and Employment; and Mr. Keith Pedigo, Director of Loan Guaranty Service of the U.S. Department of Veterans Affairs respectively.

So, Mr. Ciccolella, let us begin with your testimony if you might.

STATEMENTS OF HON. CHARLES S. CICCOLELLA, ASSISTANT SECRETARY FOR VETERANS' EMPLOYMENT AND TRAINING SERVICE, U.S. DEPARTMENT OF LABOR; KEITH M. WILSON, DIRECTOR, EDUCATION SERVICE, VETERANS BENEFITS ADMINISTRATION, U.S. DEPARTMENT OF VETERANS AFFAIRS; BILL BOROM, DEPUTY DIRECTOR, VOCATIONAL REHABILITATION AND EMPLOYMENT, VETERANS BENEFITS ADMINISTRATION, U.S. DEPARTMENT OF VETERANS AFFAIRS; AND KEITH PEDIGO, DIRECTOR, LOAN GUARANTY SERVICE, VETERANS BENEFITS ADMINISTRATION, U.S. DEPARTMENT OF VETERANS AFFAIRS

STATEMENT OF HON. CHARLES S. CICCOLELLA

Mr. CICCOLELLA. Thank you, Madam Chair.

Ranking Member Boozman, Congressman McNerney, Congressman Hall, thank you for the opportunity to appear before the Committee to testify on the Veterans' Employment and Training Service.

VETS was created in 1980. We have 240 full-time Federal staff deployed around the country. The majority of our staff are not in Washington. They are in the field in the States.

We deliver our programs and services to veterans three ways, directly to veterans, through the State workforce agencies, and through competitive grants. To assist us, we have six regional administrators and we have a Federal Director of State Veterans' Employment and Training in each one of the States.

VETS has three missions. First, we provide employment assistance to veterans in America's publicly-funded workforce system. Secondly, we provide employment assistance to transitioning military members while they are still in the military before they get out. And, finally, we protect servicemembers' employment and reemployment rights, which, of course, is so much more important today with the activation of nearly 600,000 Guard and Reserve since 2001.

My testimony describes our programs in pretty good detail, so what I will do is just talk about some of the highlights of our programs.

Our first mission is to provide employment assistance to veterans through America's publicly-funded workforce system. The law, as you know, requires that veterans receive priority in that system. In addition, there are over 2,100 veteran employment representatives, DVOPs and LVERs who provide specialized employment services to veterans. Those veteran employment representatives are provided through the Jobs For Veterans Grant.

The DVOPs and LVERs, veteran employment representatives are critical to the process. The majority of them, 99 plus percent, are veterans.

We have several initiatives including the Key to Career Success Initiative and our Hire Vets First Campaign that we use to link transitioning servicemembers to the career one-stop centers in the public workforce system. As a result of these services, 611,000 veterans were employed last year through the workforce system.

I would also like to say that we work closely with the VA on their Vocational Rehabilitation and Employment Program. We have a very effective partnership with VA and that is codified in a formal agreement.

Both agencies focus on a team effort to place more Chapter 31 veterans into employment. We also forward position veteran employment specialists at the VETS centers and other VA locations. Seventy-one of them are forward positioned.

Our second mission is to provide employment assistance for separating military members. We work in collaboration with the Department of Defense and the Department of Veterans Affairs, and we provide a transition assistance employment workshop for members of the military who are separating.

We focus the TAP Program on helping servicemembers to build a plan for making the jump from the military into civilian life. That means we teach the TAP participants how to translate their

skills, education, and experience onto resumes and actually have a draft resume when they leave the TAP Program. We teach them interviewing skills and also how to use the one-stop career system.

We are working very hard with the Department of Defense to increase participation in the TAP Program. In 2001, we put 100,000 servicemembers through TAP. Last year, we put 150,000 through TAP. As you know, there are about 220,000 who leave the military each year.

We also offer TAP to the National Guard and Reserve when they return from their deployments, and we have budgeted additional money in the President's 2008 budget to handle increased participation in TAP.

We provide personal face-to-face transition employment assistance to our wounded and injured servicemembers through our REALifelines Program, our Recovery Employment Assistance Lifelines Program.

The program provides on-site job counseling, referral, training, and assistance while they are still in the military and then after they leave the military.

We have three Federal staff members out-stationed at the Department of Defense's Military Seriously Injured Center. We have six forward positioned staff at the key military major medical facilities. We have helped 2,800 participants with employment assistance through our REALifelines Program.

Our third mission is to protect servicemembers' civilian job rights under the "Uniform Services Employment and Reemployment Rights Act." The USERRA law prevents discrimination against veterans or any member of the service, and it provides reemployment rights to servicemembers. It is especially important today with the activation of so many National Guard and Reservists.

Our Department administers the law. We educate employers and we conduct investigations of complaints. We also work very closely with the Department of Defense and the Department of Justice and the Office of Special Counsel in order to enforce that law when employers do not understand it or are not compliant. Today employers understand that law much better because we have put out very easy to understand rules, and regulations, which make the law extremely understandable.

As an example, during the first Gulf War, we mobilized 265,000 Guard and Reservists for that war. The 2 years following, we had 2,500 formal investigations of USERRA complaints. After 9/11, the complaint rate went up about 1,500 complaints a year. That is about where we are now. I think that is going to sort of level off.

During the first Gulf War, we had one complaint for every 54 returning Guard and Reservists. Today that is one in 96. That is still not good enough, but it goes to show the improvement that we have made.

We also have a responsibility for enforcing veterans' preference. We conduct the investigations. Of course, OPM has the responsibility for veterans' preference in Federal hiring.

There are two other programs that I would like to mention. The first one is that VETS operates a very, very important program under a competitive grant called the Homeless Veterans Reintegration Program.

Congressman Hall spoke briefly about the homeless veterans situation in New York. Approximately 10,000 homeless veterans will be placed in employment in 2006 and 2007. We plan to put 11,000 homeless veterans into jobs, and not poor-paying jobs, but into good jobs in 2008.

We also sponsor a highly successful Hire Vets First Campaign that promotes the skills of veterans and the public workforce system because that is what employers need to know, the challenge is to hook up the employer with the veteran.

We promote, sponsor, and brand veteran job fairs. Last year, we promoted and sponsored 17 veteran job fairs, and we held a national veterans employment summit right before the end of the year. This year, we are going to cosponsor over 120 veteran job fairs.

The job fairs are very important. A lot of people do not think they work. They do work. About 15 percent of the veterans who attend job fairs actually get jobs. But more importantly, when you have a veteran-only job fair, what it does is it brings the veterans, the employers, the press, and workforce system together and it raises the awareness among that community or in that community, particularly in the business community, about the value that veterans bring to the workforce.

Forty-eight governors to date have signed Hire Vets First Proclamations and the Hire Vets First Web site gets 35,000 unique visitors every month.

And we look forward to continuing to work with this Committee to make these programs more successful. I would be happy to respond to your questions.

[The prepared statement of Mr. Ciccolella appears on p. 33.]

Ms. HERSETH. Thank you very much, Mr. Ciccolella.

Mr. Wilson, we will take your testimony, please.

STATEMENT OF KEITH M. WILSON

Mr. WILSON. Thank you.

Good afternoon, Chairwoman Herseth, Ranking Member Boozman, and Members of the Subcommittee. I appreciate the opportunity to appear before you today to discuss VA's education programs.

My testimony will highlight workload, staffing, and services provided under the Montgomery GI Bill Active Duty, the Montgomery GI Bill Selected Reserve, the Reserve Educational Assistance Program known as REAP, and the Survivors and Dependents Educational Assistance Program. I will also discuss outreach efforts related to the education benefits as well as automation tools that support our programs.

Chapter 30 and Chapter 1606 MGIB programs provide veterans, servicemembers, and members of the Guard and Selected Reserve with educational assistance generally in the form of monthly benefits to assist them in reaching their educational and vocational goals.

The Reserve Educational Assistance Program provides an enhanced benefit for Reservists and those in the National Guard who are activated for more than 90 days due to an emergency or contingency operation as defined by the President or Congress.

Together these programs assist in the readjustment to civilian life, support the Armed Services recruitment and retention efforts, and enhance the Nation's competitiveness through the development of more highly-educated and productive workforce.

The Chapter 35 DEA Program is the only VA educational assistance program specifically designed for spouses, surviving spouses, and eligible children of certain veterans. This program offers up to 45 months of educational benefits.

The educational workload has been steadily increasing. From 2000 until 2006, the number of education claims rose by 46 percent. Total claims for 2007 are expected to be 1.4 million, which represents a 2 percent increase over 2006.

During the first quarter of 2007, original claims for educational benefits increased by about 13,000 or almost 20 percent over the same period in fiscal year 2006. We believe this could be an indicator of continuously increasing usage rates in our programs.

We have developed a threefold strategy to manage the pending inventory and improve claims processing timeliness involving maximization of current resources, increased staffing, and information technology enhancements.

We initiated a Contact Management Support Center in September 2006. This has allowed the Education Service to allocate 60 additional employees, trained employees, to process and decide education claims.

We have also increased staffing to handle the additional work claims from 2000 until 2006 direct FTE increase by 22 percent from 591 to 726. In fiscal 2006, additional hiring resulted in a net increase of 39 additional FTE.

In the long term, we are pursuing IT enhancements and capabilities that will allow us to further automate claims processing as well as inquiry resolution.

We are enhancing our current self-service Internet application known as WAVE. This application used by individuals to verify attendance and change addresses is being updated to allow claimants to view their electronic claims folders and confirm VA receipt of submitted documents.

It is also being expanded to automate changes in direct deposit information.

The Electronic Certification Processing System known as ECAP automatically processes enrollment certification submitted by schools. In fiscal 2006, 9 percent of our incoming supplemental claims, more than 105,000 claims, were processed through this electronic method thereby eliminating the need for human intervention. We are currently pursuing strategies to update ECAP and increase the percentage of claims processed automatically.

This year, we are beginning to make progress toward achievement in our performance goals. Our targets for the end of fiscal 2006 are to process original claims in 35 days and process supplemental claims in 15 days. Timeliness has improved for supplemental claims processing.

Average days to complete has dropped from 20 days in 2006 to 16 days in the first quarter of 2007. Average days pending for those claims that have not been decided yet has dropped from 23 days to 15 days. Average days to complete original claims has increased

from 40 to 46 days from 2006 until the first quarter of 2007. This was the result of being able to process more older work since we were able to focus more resources on claims processing due to the Call Center Initiative.

However, the reduction in average days pending for original claims from 39 days in 2006 to 32 days in 2007 reflects improvement in timeliness that will be reflected in improved average times to complete in our future workload.

Expanded outreach to separating servicemembers has led to increased benefit usage. We distribute a series of informational brochures targeting servicemembers at 12 months following activation on active duty as well as 24 months after entering active duty and then a third time 6 months prior to separation.

These brochures and targeted mailings are specifically tailored toward servicemembers who are eligible for the Chapter 30 MGIB Program. Mailings are sent to approximately 90,000 active-duty members on a quarterly basis. In 2006, VA has conducted more than 8,500 transitional assistance briefings for nearly 395,000 attendees.

For REAP, our newest benefit, we have distributed more than 300,000 copies of our REAP brochure to activated Guard and Reserve units. Soon we will be doing direct mailings to REAP participants just as we now do for our Chapter 30 program participants.

Madam Chairman, this concludes my statement. I would be pleased to answer any questions you or any other Member of the Subcommittee may have.

[The prepared statement of Mr. Wilson appears on p. 39.]

Ms. HERSETH. Thank you very much, Mr. Wilson.

Mr. Borom.

STATEMENT OF BILL BOROM

Mr. BOROM. Good afternoon, Madam Chairwoman, Members of the Subcommittee. Thank you for inviting me here today to discuss the Vocational Rehabilitation and Employment Program (VR&E). My testimony will provide an overview of the VR&E services and performance.

The VR&E provides veterans with service-connected disabilities the necessary services to assist them in preparing for, finding, and maintaining suitable employment or achieving maximum independence in their daily living.

The VR&E is an employment program that offers a wide variety of formal education, on-the-job training, apprenticeships, and internships to meet veterans' individual career goals.

The VR&E has implemented several programs and initiatives to ensure that servicemembers and veterans are informed about the program and are provided the services necessary to transition from the military to civilian life.

In 2004, former VA Secretary, Anthony J. Principi, established a task force to study the VR&E Program. As a result of their recommendations, VR&E implemented the five-track employment process. The five-track process standardizes program practices and places the emphasis on employment up front and early on.

In 2005, VR&E stationed 72 employment coordinators at regional offices across the country. Additionally, we established job re-

sources labs at each regional office and an online employment Web site called vetssuccess.gov. These resources provide vital vocational and employment support leading to successful employment outcomes.

The Disabled Transition Assistance Program is a vital component of transition assistance for servicemembers with disabilities. DTAP assists potentially eligible servicemembers in making an informed decision about VA's Vocational Rehabilitation Program. In fiscal year 2006, VA conducted over 1,400 DTAP briefings with over 28,000 participants.

VR&E has expanded its outreach to Operation Iraqi Freedom and Operation Enduring Freedom servicemembers through an early intervention program known as Coming Home To Work. This program provides valuable civilian work experience in government facilities to servicemembers facing medical separation from the military. Currently the program has 121 participants receiving these early intervention services.

Priority outreach and case management services are provided to OIF/OEF servicemembers and veterans who apply for the program. Vocational Rehabilitation and Employment case coordinators ensure that servicemembers and veterans receive priority attention through the application, entitlement, and five-track employment process.

VR&E and the Department of Labor's Veterans' Employment and Training Service continue to work together and have adopted a team approach to job development and placement activities to improve vocational outcomes for program participants.

Currently 38 VA regional offices have 71 DVOPs or Local Veterans Employment Representatives collocated at their stations. Having these resources on-site is a best practice that enhances the efficiency of teamwork between the two agencies.

VR&E has significantly improved services to veterans and servicemembers applying for and participating in VR&E programs. The rehabilitation rate, which is the number of veterans with disabilities that achieve their VR&E goals, as compared to the number that discontinue or leave the program before their completion, has improved.

In fiscal year 2006, nearly 70 percent of program participants achieved rehabilitation status. Currently in fiscal year 2007, that rate has risen to over 74 percent.

We have also seen improvement in the number of days it takes the veterans to enter the program. One way of measuring is by the days the veteran spends in applicant status. In fiscal year 2006, veterans spent an average of 58 days in applicant status. Currently in fiscal year 2007, the average is down to 53 days.

Last fiscal year, approximately 9,000 veterans achieved their rehabilitation employment goals through the program. The majority of these individuals entered professional, technical, and managerial careers.

VR&E workload is expected to increase as a result of individuals returning from OIF/OEF. To meet this need, we plan to hire additional staff in fiscal year 2007, increasing our on-board strength by over 100 employees. Additional FTE will reduce case management

workloads by approximately 10 percent and will improve the timeliness of services provided to program participants.

Madam Chairwoman, this concludes my statement. I would be pleased to answer any questions you or any of the Members of the Subcommittee may have.

[The prepared statement of Mr. Borom appears on p. 41.]

Ms. HERSETH. We thank you for your testimony.

Mr. Pedigo, and I hope I am pronouncing that correctly?

Mr. PEDIGO. Yes, that is correct.

Ms. HERSETH. Okay. Thanks.

STATEMENT OF KEITH PEDIGO

Mr. PEDIGO. Madam Chairwoman and Members of the Subcommittee, I appreciate the opportunity to appear before you today to discuss the VA Home Loan Program. In my testimony, I will highlight VA's commitment to meeting the housing needs of our Nation's veterans.

The Loan Guaranty Program serves a clientele that is diverse in many ways. The only common denominator of this clientele is service in the Armed Forces of our Nation. We make it possible for veterans to compete in the marketplace for credit with persons who were not obliged to forego the pursuit of gainful occupations by reason of military service.

The Loan Guaranty Program provides a guarantee to private lenders making loans to veterans. This guarantee enables veterans to purchase a home without the need to make a downpayment.

Other important program benefits include making direct loans to Native-American veterans living on trust lands and providing specially-adapted housing grants to severely disabled veterans.

Since the inception of the Loan Guaranty Program in 1944, VA has guaranteed more than 18 million loans totaling in excess of $914 billion. We believe that most of these veterans would not have been able to purchase a home at the time they did without the assistance of the no downpayment feature of this program.

In the last 5 years, VA has assisted more than 1.4 million veterans in obtaining home loan financing totaling almost $197 billion.

While there is no maximum VA loan amount set by law, most lenders presently limit these loans to $417,000. This limit is set by the secondary mortgage market which purchases most VA loans once they are made.

Effective with enactment of Public Law 108–454 in December of 2004, the maximum VA guarantee was indexed to the conventional conforming loan limit which is adjusted each January by the Office of Federal Housing Enterprise Oversight. In practical terms, this means that the maximum VA no downpayment loan amount will always be the same as the conventional conforming loan limit. This amount has been set at $417,000 for calendar year 2007.

Like other homeowners, some veterans experience financial hardships that affect their ability to make mortgage payments. When this occurs, we help veterans retain their homes through supplemental servicing efforts. VA offers financial counseling and may intervene directly with a lender on the veteran's behalf to set up a repayment plan.

When VA is successful in establishing a repayment plan that results in the delinquency being brought current, we call this a successful intervention.

In fiscal year 2006, VA accomplished more than 8,700 successful interventions which translated into a savings to the government of $175 million in avoided claim payments.

Madam Chairwoman, we are very honored to be able to administer the Specially-Adapted Housing Program. Veterans who have certain service-connected disabilities may be entitled to a Specially-Adapted Housing Grant or a Special Home Adaptation Grant depending on the nature of their disability.

Both grants can be used to make adaptations to a home being constructed or to modify an existing home in order to meet their specific needs.

The Specially-Adapted Housing Grant is limited to $50,000 and is generally used to create a wheelchair-accessible home. The Special Home Adaptation Grant is limited to $10,000 and is generally used to assist veterans who are blind or who have lost or lost the use of both hands or extremities below the elbow.

The goal of these grant programs is to provide a barrier-free living environment which affords the veteran a level of independent living that he or she may not otherwise enjoy. In fiscal year 2006, we served 528 veterans through these grant programs, expending $24.6 million.

Until enactment of Public Law 109–233 in June of 2006, grant recipients could only receive their grant benefit from VA one time. Now eligible veterans or active-duty servicemembers may receive up to a total of three such grants.

In December of 2006, VA mailed letters to more than 16,000 living veterans who have received grants since 1948 notifying them of the statutory change which might entitle them to another Specially-Adapted Housing Grant. Primarily as a result of this outreach effort, we have already received over 2,000 formal inquiries requesting subsequent grant usage.

Historically VA has completed between 400 and 600 grants a year. Because of the labor-intensive nature of the grant process, a substantial increase in workload will ensue. However, we are reallocating resources and streamlining program requirements to ensure that these veterans receive the high-quality personalized service that they deserve.

Madam Chairwoman, this concludes my testimony. I greatly appreciate the opportunity to be here, and look forward to answering any questions that you or the other Members of the Committee may have.

[The prepared statement of Mr. Pedigo appears on p. 44.]

Ms. HERSETH. Well, thank you very much to all of you.

Mr. Wilson, if I may start with you. During a Subcommittee hearing last year, February 14th of 2006, this Subcommittee had a hearing which Mr. Ron Aument, the VA Deputy Under Secretary for Benefits, stated that the average number of days to complete original claims for 2005 was 33 days. I believe he also predicted this number to go down by the end of 2006 to an average of 27 days.

But today in your testimony, you mentioned that you are setting a target of 35 days to process original claims for fiscal year 2007.

My question is, why is the time that it is taking to process the original claims expected to go up this year?

Mr. WILSON. We saw a higher usage rate in 2006 than we had anticipated. So we did see more claims coming in than we anticipated and in order to counter that, we hired additional staff. We hired about 80 FTE in 2006, claims processors.

It took a while for those individuals to get up to speed. So in some respects, they were more of a burden than a help in terms of getting the workload under control. So our pending inventory did get higher than we anticipated, which meant the processing time exceeded what we expected to see in 2006.

In order to bring that down to where we wanted to be, one of the things that we did in addition to the hiring initiative was create the call center, National Call Center. We have been able to process in excess of 100,000 additional claims because of the resources that we were able to free up during that call center.

And we have seen timeliness improvements. In fact, I just yesterday received the numbers for February and our processing time for original claims in February was actually 35 days, which was a significant improvement.

Although it does not get us back in line with our original projections of 27 days, it is a significant improvement over what we saw in 2006. And I believe it positions us to continue to see that continued improvement in the processing time limits.

Ms. HERSETH. Well, I hope you are right. And I would like you to, if you would, provide for the Subcommittee a quarterly analysis——

Mr. WILSON. Sure.

Ms. HERSETH [continuing]. Of the time that it is taking. My hope is that the Budget Committee will review favorably our request for up to an additional thousand FTEs for VBA which hopefully would give you some discretion to add more.

[The following was subsequently received from Mr. Wilson.]

Education Service: A quarterly analysis of the time it takes to process an education claim.

For the first quarter of FY07, overall Education claims processing timeliness is as follows:

First Quarter FY07 (average days to complete)	Original	Supplemental
Chapter 30 (MGIB–AD)	41.1	15.0
Chapter 1606 (MGIB–SR)	42.9	18.1
Chapter 1607 (REAP)	55.4	17.5
Chapter 35 (DEA)	57.8	21.4
All Benefits	46.2	16.4

Ms. HERSETH. You know, back when I first joined the Committee working with Mr. Boozman and former Chairman of the full Committee, now Ranking Member, Mr. Buyer, I had some concerns with the Administration's proposal for fiscal year 2006, which actually proposed cutting FTEs for the Education Service.

We were able to negotiate no cuts. I was hoping we could add, but at least the Administration anticipated the increased usage proposed for fiscal year 2007, an increase saying now of, I think, 14 FTE for fiscal year 2008. I want to monitor this very closely.

And before I ask you a question about the new customer service, the contract, because I have a constituent who had a particular experience that was not good, let me just have you clarify.

On page six of your written testimony, in the second full paragraph, it says, "Average days to complete original claims increased from 40 days in fiscal year 2006 to 46 for the first quarter of 2007. However, the reduction in average days pending for original claims from 39 days in fiscal year 2006 to 32 days."

What is the difference in average days to complete original claims and average days pending for original claims?

Mr. WILSON. Sure. When we look at our workload in terms of how effectively we are meeting our timeliness goals, we look at it from two perspectives. We look at it from the historical perspective in terms of how we have been doing and what future indicators lend us to believe we will be able to do in the future.

And the two mechanisms we use to measure that are average days to complete, which means for those decisions that we have completed and the individual has been paid, that is how long it took us to process that work.

Ms. HERSETH. Okay.

Mr. WILSON. Those things are already completed.

Average days pending is the measurement of the claims that we have pending that have not yet had decisions rendered on them.

Ms. HERSETH. All right.

Mr. WILSON. So it gives us an indicator of what our future timeliness is going to be. Ultimately what we try to do is drive down average days pending as much as possible because that is our leading indicator of how we are going to be doing in the future.

Ms. HERSETH. Okay. And the average days pending, when does the clock start ticking?

Mr. WILSON. When it is received in the processing office, the day it is received in the processing office.

Ms. HERSETH. And the day that it is received in the processing office is the same day it gets entered into the system? There is no lag time, right, from when——

Mr. WILSON. Correct.

Ms. HERSETH. Okay. All right. I will come back for a few questions during the second round, but I would ask Mr. Boozman if he has some questions. I am pretty sure he does.

Mr. BOOZMAN. Thank you.

I want to ask all of you. One of our concerns last year, one of our ongoing concerns, and this is truly a concern of the Committee's, a concern of Congress, is the unemployment rate among our veterans. Especially there is a subset in there that was pretty high

and we were kind of scratching our heads trying to figure out what was causing that.

Can you tell us kind of how that is going and get into some of the things that you are doing to try and address that? You mentioned the job fairs and some of the other things along with the standard things that we have been doing for years.

But I guess my concern is, you know, we are in a situation now where the country economically is doing well. The economy is strong. Unemployment is low.

And I think it is great, Mr. Wilson, you mentioned the 20-percent increase in whatever. So it sounds like people are using, you know, the opportunity to pursue education, which in the future is going to help us with those things.

But if you all could just comment real quick on that, I would appreciate it.

Mr. CICCOLELLA. The unemployment rate for young veterans 20 to 24 years old has traditionally been higher than the unemployment rate for nonveterans in the same cohort. For the past 20 years, the unemployment rate for veterans in general is about 1 percentage point below the national average. Right now it is about 3.8 percent. The national average is about 4.7.

It is not a new phenomenon. The unemployment rate for nonveterans who are 20 to 24 is also up there, but it is not quite as high.

The difference we think is this. Young people come in the military about 18 or 19 years old, so they are going to get out when they are 22, 23, 24. When they get out, they are generally going to go into their first full-time civilian job.

Now, when they are in the military, they are not writing resumes and interviewing for jobs. And they do not understand there is a career workforce system and they are not going to college. They may take some college and online courses while they are in the military, but generally do not have college degrees.

The kids coming in the military today are very smart. They all have high school educations and they all score well on the Armed Forces Qualification Test. We have very high-quality individual servicemembers in the military.

So when they come out of the military, they are slightly behind their contemporaries in terms of applying for jobs. This is why transition assistance is so important when they make the jump from the military to civilian life.

When you look at the barriers for young veterans coming into the workforce, the first barrier is that they have trouble translating their skills, experience, and education onto their resumes. And this is not just true of young veterans who are 20 to 24 years old. This is true of colonels, generals, and sergeant majors.

And the reason is, and when you look at one of their resumes, it says that they were the "CINC" of JTF, alpha, or something like that. Nobody can understand that. Employers just simply do not understand that.

When you are in the military, you do not interview for jobs. You are usually assigned your jobs, so veterans when they first come out do not do well on their interviews.

This is why in the Transition Assistance Program we have to focus it on translating the skills that they have onto resumes so employers can understand it, and they have to do practice interview sessions so that they practice looking people in the eye, having the proper posture, and they can respond to questions.

Now, this is what we are doing with the Transition Assistance Program.

There has not been a lot of research done on these young veterans. The VA, the Department of Labor, and Defense are working together on this.

VA has got a study now. They are going to look at 2,000 servicemembers, 1,000 who are active duty, 1,000 who are Guard and Reserve, and they are going to ask them some questions about when did you get your job, how long did it take, did you use your military skills, so that we will have a better insight into them.

I commissioned a study last year with the University of Chicago. And we took a look at the Bureau of Labor Statistics' national longitudinal study of youth, and that is 9,000 youth who were age 12 to 16 in 1997. So they are 22 to 24 years old now.

What we found was that the first week they get out of the military, their unemployment rates are very high, about 32 percent. Every month after that, the rates go down. They go down dramatically. So at the third month, they were at about 24 percent. At the sixth month, they were 11 percent. At the ninth month, they were consistent with veterans in general.

Now, you have to be careful what sort of conclusions you draw from that. We have a phase two of that study. We need to go back to those veterans. They do a 90 minute interview with them every year so we can find out a lot of stuff from them.

But it suggests to us that veterans take their time, young veterans take their time when they get out of the military, and they may not take the first job. It suggests, and the Defense Department can corroborate this, that they use their unemployment compensation for ex-servicemembers while they are looking for a job. And that is fine. That is what it is there for. It provides a cushion.

But it also tells us that some of them may go to school and go to training or something like that. But it also tells us that some may take a break because of post-traumatic stress because of the combat that they have been in. And it may suggest that some of them do not have the confidence and do not think that they are highly skilled and can enter the workforce.

So those are the individuals that we have to get into the career one-stop centers to connect directly with our veteran employment representatives because our veteran employment representatives can look those folks in the eye, most of them are veterans themselves, and they can tell whether they are touched by post-traumatic stress and they can refer them to the VA or they can help them with their resumes and help them get into the workforce that way.

If you have only a high school education and you are in the combat arms, maybe you do not think you have a lot of skills, but our veterans today have great skills. They come in. They are highly qualified. While they are in, they train, they learn. And when they come out, they are exactly what employers are looking for.

And we talk to employers all the time, and employers are looking for not only the hard skills like the medics and the technical skills, but they are more often looking for people who come to work on time, who are drug free, who have initiative, they are success oriented, they have got loyalty, and they have got integrity. And so employers want to hire veterans. The issue is connecting them with veterans.

We need more research so we have a better window into the 20- to 24-year-old veterans, but what we really need to do is we need to get more troops to go through the transition employment workshop and we need to help those troops translate their skills on to resumes. We need to practice interviewing skills and we need to make them aware that there is a workforce system out there and there are VA services out there and those services are for them. And we need to connect them to those services.

Now, the unemployment rate for young veterans in 2004 was 13.6 percent. In 2005, it was nearly 16 percent. Then in 2006, it has gone down. It is about 10.4 percent. So we think we are addressing it in the right way, but we have got to get more troops to the transition employment workshop. We have to make sure the transition employment workshop has deliverables so they come out with a resume and they come out having done an interview so when they go for a job, it is not the first time they have written a resume and it is not the first time they have interviewed.

And this is not, you know, rocket science. This is real easy to figure out. So that is what we are trying to do.

Mr. BOOZMAN. Thank you.

Thank you, Madam Chairman.

Go ahead if you would like.

Mr. BOROM. Adding from the VR&E side on that, we have had some similar experiences. I was a field counselor for many years. And as I have worked with many field counselors, the experience that Labor has seen with what we refer to as soft skills, interview skills, ability to write a resume, it does hamper employment initially.

We do work with the veterans that come into the voc rehab program, the servicemembers who work with the Labor Department, on trying to improve their soft skills and improve resumes, interview skills, do mock interviews, whatever we need to help them get through that interview process.

Though we work with a smaller set of veterans, you know, the disabled group as compared to the Labor Department, oftentimes due to the disabilities that the veteran servicemember has, they may not be able to go back to the kind of work they did before. And so we often are looking at assisting the individual with getting into more suitable work.

We want to capitalize where we can on their skills that they have had, but oftentimes that may have been of a physical nature and they perhaps cannot do that kind of work anymore and additional training may be needed. Hence, they are not moving into the labor force at that point.

Mr. BOOZMAN. Thank you.

Thank you, Madam Chair.

Ms. HERSETH. Mr. McNerney, do you have questions for the panel?

Mr. MCNERNEY. Sure. Thank you, Madam Chairwoman.

Mr. Borom, listening to your testimony concerning the Coming Home to Work Program, you mentioned that in fiscal year 2007 through January 31st, and I realize that is a fairly short timeframe, but the 121 servicemembers participating seemed extraordinarily low compared to the number of veterans out there that might need this service.

Is there any explanation why that is such a small number?

Mr. BOROM. At this point, it is a small program. It is only located at we will say seven areas, but really eight sites. It is a new program, so we are trying to form the partnerships in the community with other government agencies who work with the individuals who are in the military treatment facilities. We see that number is increasing. But at this point, that is as many that—I want to say as many as has been in the program.

Mr. MCNERNEY. In your opinion, that is a successful program, it turns out good results?

Mr. BOROM. I think it is a successful program. We want to see more individuals get hooked into the work programs that it is designed for. As the field counselors are working in that direction, they are making new contacts. I was recently in Augusta, Georgia, at Fort Gordon, matter of fact, where they just opened up a new facility. And while there, what we were doing was making those community contacts and working with the military in trying to get, you know, transportation needs met so we can get individuals to the work sites.

Sometimes what does occur with trying to work through some of the issues with DoD and the individuals, they may have a lot of medical appointments and as we try to work through some of that, it is sort of a dynamic process.

I think it is a successful program. I think it is very useful for the servicemembers who are on medical hold, particularly as they are looking at going perhaps back into civilian employment.

And not all do. Some actually turn back to military service, active duty, you know, who are in the program. But it does give them real-life work experiences in that capacity. So, yes, I do think it is successful.

Mr. MCNERNEY. Mr. Wilson, on the electronic certification processing, you claim 70 percent of the cases were handled electronically before human intervention.

One of the things I am interested in is, have you gotten any feedback from the veterans as to how they like the interaction with the electronic system and how accurate are those claims that are being handled electronically?

Mr. WILSON. We have had nothing but positive feedback concerning the interaction the veterans have had with our IT systems. It has in many situations replaced what was previously a paper process for them. So it saves a lot of time for them and it is certainly a lot easier for them.

On average right now, for instance, when an individual is required to go in and do their monthly certification that they actually attended school, it takes less than a minute to actually do that

now. Instead of manually filling out a form, putting it in an envelope, sticking a stamp on it, mailing it off to us, they go on line, on to their account, click it, and that information is transmitted directly to us. So we have had nothing but positive feedback.

Concerning the accuracy, one of the reasons that we have what I would consider a smaller percentage of claims processed electronically than we would like is that the mechanisms we use to set it up ensured that it had to be 100 percent accuracy. We would not accept anything where a computer would potentially generate an incorrect payment. And we are comfortable that that has not happened. So those payments are 100 percent accurate.

Mr. MCNERNEY. Thank you.

Thank you, Madam Chairman.

Ms. HERSETH. Thank you.

We have also been joined, as you see, by another new Member of our Subcommittee, Mr. Donnelly of Indiana. You are recognized.

Mr. DONNELLY. Thank you, Madam Chairman.

Mr. Borom, we have seen an increase in vets coming back with mental disabilities who are struggling and need counseling. And I was wondering in your particular area what is being done to meet that need?

Mr. BOROM. As a servicemember or veteran who has applied to the program, and let us say they are in the program just to make it easier, as we identify people who have mental health issues, be it stress disorders or depression, whatever that may be, we would use community resources as available, we would use VA hospital referrals as available to that person.

And counselors, voc rehab counselors themselves, can do, you know, counseling. Typically they do it on a more as-needed basis, brief counseling as needed. If additional services are needed, as someone is identified as needing more long-term treatment for stress disorders, then we typically would work with the VA hospitals to coordinate those services.

You know, part of our goal is to make sure, because it is important, it is an element that affects their employment or potential employment or even the potential sometimes to even get through a rehab program, and so usually up front, we want to identify that and take proactive measures on it.

Mr. DONNELLY. So they are looking for that when someone is coming in, if someone is discussing that?

Mr. BOROM. Yes.

Mr. DONNELLY. And then, Mr. Pedigo, in terms of housing, you know, we have seen a lot of articles about subprime loans recently and the difficulties that are being encountered in that area.

And I was wondering if you are providing credit counseling to veterans to make sure that they do not wind up about 4 months into this purchase of a home looking up and saying, "what have I gotten into."

Mr. PEDIGO. Congressman, we do not provide individual credit counseling to veterans. We do not have the capacity to do that. However, we do tell veterans that they should go online and take a credit counseling course that was developed by the Ginny Mae Corporation, which is a government corporation and part of the Department of Housing and Urban Development.

However, once a veteran gets a loan, we are very mindful of the fact that for various reasons, some of them are not able to continue to make their payments at times. Consequently, we have a staff at our nine regional loan centers that are very personally involved in providing counseling to veterans in an effort to try to set up a repayment plan so that they can avoid foreclosure.

In my testimony, I mentioned the successful interventions, which is a situation where our intervention is successful in helping the veteran bring his or her loan current. Over the last 5 years, VA accomplished a little over 50,000 successful interventions, saving the government approximately $985 million.

So while we cannot provide the counseling in depth up front, we are very active once the veteran gets the loan in helping that veteran avoid foreclosure.

Mr. DONNELLY. Thank you, Madam Chairman.

Ms. HERSETH. Well, thank you for your questions, Mr. Donnelly.

Mr. Boozman, did you have further questions for the panel?

Mr. BOOZMAN. I did actually.

Ms. HERSETH. Go ahead. You only got the one in.

Mr. BOOZMAN. Again, I would just like to visit a little bit about the TAP Program because it does go into and I thought the discussion that you all had concerning the rate of unemployment in that age group that we are concerned, I thought that was very, very good, and I appreciate your efforts.

The TAP Program, and, again, working with Ms. Herseth the last couple of years we visited several of those facilities. And just in being around troops, and traveling, all over the world, I was in Landstuhl a couple of weeks ago, you know, visiting there. It is a well-received program. It is very, very good. I know you all have worked hard on it.

Do we have the record-keeping abilities so that we can sit down and see what DoD installation is doing, and what it is not doing? And then we can take that information and then we can decide, you know, what we do with that to see an improvement in the installations that are not getting it done.

Would that be a difficult thing to do? Is that something that you could access for us? Does that make sense?

Mr. CICCOLELLA. Oh, yeah, absolutely. Absolutely.

[The Committee received a follow-up letter from the U.S. Department of Labor, dated July 23, 2007, from Mr. Ciccolella, which appears in the Appendix. The response to this query is included in the response to question 5A.]

Mr. BOOZMAN. And the other side, too, is, I mean, we have—and we were just visiting—we have got commanders that because of their force structure are making decisions. Do people go to TAP class or do we function, you know, so I understand that is a problem.

But go ahead. Like I say, is there a way to access that information?

Mr. CICCOLELLA. We track the participation per transition employment workshops, so we can provide the number of participants by workshop.

What we do not do is track the servicemember as they leave the military. We capture whether they are employed or not through the

wage record information record system, but we do not take Social Security numbers during transition.

I understand the question. I applaud the question. The services do, I think, a very good job of trying to get as many of their servicemembers through the transition employment workshop, but it does not always work that way. Sometimes operational requirements of the commanders preclude a servicemember from attending the TAP Program or they attend on the first day and then they are taken off and put on a detail on the second day, that kind of thing.

It is very important in my view, and I made this clear to the Defense Department, it is very important that we do everything that we can once a servicemember makes the determination that they are going to leave the military, not before that because then you are competing with DoD for that person, once they have made that decision, and they make that decision when they do their pre-separation counseling, there is a check that they make indicating that they want to go to a transition employment workshop, then it is incumbent on commanders at all levels to send their servicemembers to TAP.

If we are going to ask these servicemembers to deploy and fight during two or three deployments, then we ought to be able to give them a week or three or four days so that they can transition properly out of the service.

I think the services are trying to increase participation. It is not moving as fast as it probably should. We are getting 65 percent of the servicemembers through TAP, but we need to get about 85 percent. Some people do not necessarily want to go to TAP.

Mr. BOOZMAN. Right. Exactly. I would appreciate it, though, if you could provide us a graph of the areas where so many people are rotating out and then, of that group, who received the TAP Program versus, you know, kind of in areas. If you could do that, that would be helpful.

Mr. CICCOLELLA. We can provide to you the number of servicemembers, Congressman Boozman, who attend the TAP Program.

[The graphs were previously supplied by the Department of Labor, and have been included at the end of the July 23, 2007, U.S. Department of Labor follow-up letter, from Mr. Ciccollela.]

Mr. BOOZMAN. Can you tell us if it was in Norfolk versus someplace else?

Mr. CICCOLELLA. Oh, yeah. Absolutely. What we may not be able to tell you is that if a unit comes back and it has got 800 people in it, we cannot tell you how many of those individuals, you know, are leaving the military. What we can tell you is, you know, how many servicemembers are going to the transition workshops.

[The Committee received a follow-up letter from the U.S. Department of Labor, dated July 23, 2007, from Mr. Ciccolella, which appears in the Appendix. The response to this query is included in the response to question 5B.]

Mr. BOOZMAN. I would just be interested in declaring if they are——

Mr. CICCOLELLA. Yes.

Mr. BOOZMAN. Can I ask one more thing? Would you mind?

Ms. HERSETH. Sure.

Mr. BOOZMAN. The only other thing I would like to comment on and then ask you—I am really concerned about this—you know, Walter Reed is in the newspaper and all right now, as far as the facility and stuff. I would really like to see if we could have those folks who are over there and you, go over and visit. They do their rehab and then they are back watching television and stuff.

Is there an opportunity to go ahead and get the occupational therapist in there very quickly to find out what they want to do, and then when they are not in rehab, almost have a situation where, you know, we are getting them to a community college or college or whatever. See what I am saying, and start that process right then when they have really got a lot of time on their hands and things, but almost start some pilot program where it is pretty inclusive because the numbers are not that great? I mean, they are great, but they are not that great.

But try and get those folks where at the end of their rehab, we are not getting them a job, but we are getting them a career that being the end goal. And that is something that, you know, like I say, I would be very interested in.

And I know we will have her comment in a second, but it does seem like that, not that we are not doing a bad job. I do not mean that. It is just I think in these situations, we kind of need to start thinking outside of the box a little bit. It has always been done that way.

And, again, you know, if you will give me some comments and feedback, I would be very, you know, very delighted to see if we could help you with that.

Mr. CICCOLELLA. Exactly right. When servicemembers come back and their wounds are taken care of and they are stabilized, then they go through the process of either being returned to the force or they go through the process of the evaluation boards to leave the military.

Regrettably that process takes a long time. The services to their credit do not want to release servicemembers unless they are as well as possible. But sometimes it takes 18 months or 24 months, and you hit the nail on the head. What do they do during that 12 to 18 months.

Here is what we have done at Balboa out in California. We have got the CISCO people out there with the Department of Veterans Affairs and Department of Labor people, and they are offering training, information technology training, so they will be able to do some certification type training, information training. So that is a good model right there.

I was in a meeting today and we are looking at what we might be able to do out at Walter Reed. I agree with you on the point that once you start a program like that, then the other medical centers will want to do the same thing.

I think I would like to leave it on this note. We will get back to you with what we come up with out at Walter Reed. But we have got a lot of ideas and we have got a lot of good ideas about what could be done, because you are exactly right. Troops go to formation in the morning. They go to a medical appointment and then the rest of the day, they may not have a lot to do and they are

going to be there for a lengthy period of time. And it is a very difficult situation. And you are right. It is in the news.

[The following was subsequently received from the Department of Labor:]

> The Department of Labor has provided a description of their "Transition Training Academy," as it outlines the problems servicemembers face during the rehabilitation process, and more importantly, it describes what VETS are doing to tackle these problems. The Transition Training Academy description appears in the Appendix.

Mr. BOOZMAN. Thank you.

Thank you, Madam Chair.

Ms. HERSETH. Thank you, Mr. Boozman.

Let me just pick up from there, Mr. Ciccolella, and ask you about Operation War Fighter. I know that the Department of Labor is a partner in executing this program that offers opportunities for active duty who are wounded or injured to be placed in temporary assignments within different Federal agencies.

The question may be specifically to the situation we are facing at Walter Reed. How many of the 140 servicemembers that have participated in this program have actually been Walter Reed outpatients? Do you know?

Mr. CICCOLELLA. I can find that out. I think the majority have—I think the number is 150. All of them, yeah.

Ms. HERSETH. All of them?

Mr. CICCOLELLA. The number should be 157. That should be the updated number. Maybe we did not put that in the testimony. And 50 of those have already been hired by Federal agencies.

[The Committee received a follow-up letter from the U.S. Department of Labor, dated July 23, 2007, from Mr. Ciccolella, which appears on p. 47. The response to this query is included in the response to question 2 on p. 48.]

Mr. CICCOLELLA. The program, I think, Madam Chair, was designed as part of the therapy when they are recovering from their wounds and they intern in a sense with the Federal agencies. But it has turned out much, much better than that.

And we have got a person who works at the seriously injured center or severely injured center, who briefs the folks out at Walter Reed about the opportunities, interviews them, and tries to match their skills with the requirements from the Federal agencies.

And it is a pretty good response from the Federal agencies. And I think there may be a couple of congressional offices that have also come in on this.

I will tell you it is a very good way to get good leadership, you know, people with some leadership skills into the Federal workforce at a time when a lot of people in the Federal workforce will be leaving just because they will be aging out of the Federal workforce.

Ms. HERSETH. I agree with you. I think that it also, as some of these young men and women experience some anxiety, at least that is what has been told to me about this process of trying to medically retire or medically discharge, so they do not want that process to proceed so quickly at times, and I think that this program has a lot of potential.

Do you know what the average time has been to assign these individuals?

Mr. CICCOLELLA. I would have to find that out for you, but we would be happy to do that.

Ms. HERSETH. If you would just provide us with some additional information on how this program is working from your perspective.

Mr. CICCOLELLA. Sure. Absolutely.

[The Committee received a follow-up letter from the U.S. Department of Labor, dated July 23, 2007, from Mr. Ciccolella, which appears on p. 47. The response to this query is included in the response to question 4 on p. 48.]

Ms. HERSETH. I would appreciate it.

I will have more questions, Mr. Ciccolella, in a minute. But I want to go back, if I might, to Mr. Wilson.

Tell me about the contract customer service for the 800 number. I see that it was initiated September of 2006, and I am wondering how much training and what kind of training the individuals that are fulfilling this contract received and what types of questions they can and cannot answer when someone calls in, because, as I previously mentioned, I have got a two-page, single-spaced letter from a constituent about a really bad experience. And this unfortunately for him was the first contact he had with the Education Service, and if you could provide me a little more detail on how that is working.

Mr. WILSON. Absolutely. I would be glad to. I share some of the same sort of concerns, I believe, that you have. I would like to start, if I could, with just a touch of a background concerning why we created the call center in the first place.

As you have already mentioned, our timeliness was not where we wanted it to be last year. The number of pending claims was not where we wanted it to be. The impact of standing up the new 1607 Program was significant for us. There is no question about it.

We wanted to address the pending inventory as aggressively as we could with the understanding that we had when we were developing this initiative the fall enrollment creeping closer and closer to us, and it was our desire to stand the call center up as much before the fall enrollment as possible to allow what I would refer to as a ramp-up time so that people could learn by OJT in addition to the training, et cetera.

The time line did not match in reality what we were hoping to achieve and the training was condensed. The individuals on the phones at the call center received about a week's worth of training initially.

The mission of the call center was never to take all calls going into the processing offices. The mission of the call center was to take what we refer to as tier one calls, which are your very simple, you can look at a screen or two screens and answer the question, for instance, what is the status of my claim, did the school submit my enrollment certification, those type of things that are very easy to teach people how to answer those type of questions.

The call center again was designed to allow us to free up resources to reduce the pending inventory. I believe it was successful, but I also believe that we did pay a pretty steep price, quite honestly, concerning the customer service aspect of things. The call

center attendants were provided with refresher training on a regular basis. We did quality monitoring as well as the contractor doing quality monitoring.

We are still not satisfied with what we ended up seeing from a quality perspective. It was much more difficult for us to manage that than we had anticipated, again taking into account this is our first time dealing with this type of arrangement and we have learned a lot of lessons from the call center experience.

I can tell you that because of the overall experience and the lessons that we have learned, we have made the decision not to continue the call center. The call center will be terminated. The last day of operation for them will be March 16th, which I believe is a Friday. From that point, the calls will be going back to the regional processing offices.

Having said that, there are a lot of things that we believe we learned that were good as well. The concept of a call center served us well in terms of the resources that it made available and the impact it had on the pending time limits. It did not have a good result in this instance with what we also were hoping to do in terms of improving the service we are providing on the phones.

Ms. HERSETH. I appreciate that, Mr. Wilson. I am glad to hear it is ending March 16th. I understand why you did it.

But given what happened and not staying on the time line that you would have liked the condensed training, it does raise the issue of making sure that you have adequate resources, that you do not have to compromise on the customer service end to meet the issue of the workload side.

And so I appreciate your testimony and the fact that not only you, but in sharing that with us, we can learn some lessons from the experience as well and how call centers may or may not be the most effective options given what we are faced with.

Let us see. You mention on page three of your testimony that we went, from 2000 through 2006, we increased FTEs from 591 to 726.

Do you have any idea how many of the 591 of those that are still with the Education Service, how many of those individuals may be retiring within the next 1 to 2 years, how many are eligible for retirement?

Mr. WILSON. I do not. I would have to research that and find out.

Ms. HERSETH. There is a lingering concern with regard to the new folks that you are bringing on and how much time they have to work with these very seasoned and experienced folks. It would maybe be helpful for us to see that if you could get us that information.

Mr. WILSON. Absolutely. Sure.

[The following was subsequently received from Mr. Wilson:]

Education Service: Provide approximate number of education service FTEs eligible for retirement.

We estimate the number of retirees eligible in the overall Education business line to be approximately 200. Historical data shows that about 8 percent of those eligible to retire do so, therefore, we would expect approximately 16 FTE to retire over the course of the current FY. Based on our estimated number of FTE for FY08, and if previous trends continue, we would expect 17–18 employees to retire in FY08.

Ms. HERSETH. I may be testing Mr. Boozman's patience here with how long I am taking.

I agree with you, and I know that Mr. McNerney and I think Mr. Donnelly, too, may have probed this. In terms of your IT backbone that you want to continue to build on to best serve all veterans but this younger generation that is particularly savvy in using IT, what is your timetable?

You say in the future that you plan to add additional benefit information like payment information, remaining entitlement, the eliminating date. Do you have a timetable for when you would like to integrate that and do you have the resources identified in which to accomplish it as well?

Mr. WILSON. We do. We have got a short-term strategy for IT as well as a long term. In the short term, what I would refer to as the quick hit type things in terms of enhancing our existing IT applications, we are hoping to have those rolled out before the fall enrollment, because those are relatively straightforward things that we believe we can leverage relatively quickly.

Long term, what we are hoping to do, and I will have to find out the exact time frame, is refresh our entire base of applications and create more of an integrated tool that we refer to as TEES, which is simply The Education Expert System, and that will really fundamentally leapfrog us into a new level of technology.

Ms. HERSETH. I think that will be very helpful because, as you know, a number of the higher learning institutions that these young men and women are then utilizing their benefits for have become very sophisticated in allowing access electronically to their information. And so we would not want the Education Service in the minds of these young men and women to be so far behind, so I am glad we are focused there.

[The following was subsequently received from Mr. Wilson:]

Education Service: What is the timetable for full TEES IT integration?

We anticipate full TEES integration to be completed by October 2011.

Ms. HERSETH. I do want to submit one question for the record if you could follow up, because I have a few questions for the other panelists. And it relates to something that has recently come to my attention. I would prefer additional information on how it works. It is regarding the so-called rating system that is used to evaluate employees' ability to process claims. Is that——

Mr. WILSON. Rating system?

Ms. HERSETH. A rating system. Is there some rating system that exists? And what I will do is—we just heard about this from a constituent yesterday—we will provide you some information. Maybe we just need some clarity from his end and your end as to how that works.

Mr. WILSON. Sure. I would be glad to provide whatever. I am drawing a blank right now.

Ms. HERSETH. Okay.

Mr. WILSON. But obviously we will provide whatever we have.

[The following was subsequently received from Mr. Wilson.]

Education Service: Information regarding a rating system, which addresses an employee's ability to process claims.

The Education Service utilizes a National Performance Standard to rate an employee's ability to process claims. Each Regional Processing Office retains the discretion to adjust those performance standards higher than what the national average suggests. Elements measured in the performance standard include per month claim production, quality, and customer service.

Ms. HERSETH. Thanks.

Mr. Ciccolella, I am currently working on legislation that would eliminate some of the job training service restrictions currently placed on veterans' spouses.

As you know, a spouse can only receive job training assistance from veteran employment specialists if a servicemember died of a service-connected disability, is a POW, is MIA, or is totally disabled.

And we heard from some veteran employment specialists at our one-stop career centers that they would like to be able to offer services to more spouses that are currently restricted from doing so.

Would you support legislation that would open the door for more spouses to receive job training services?

Mr. CICCOLELLA. You mean from the veteran employment representatives?

Ms. HERSETH. From them, yes.

Mr. CICCOLELLA. Well, we do it for those who are seriously wounded and injured. We provide assistance to the caregivers, the families, the parents, and, you know, the spouses. So we do that.

Ms. HERSETH. But that is for——

Mr. CICCOLELLA. Those are seriously wounded, severely wounded and injured. So that is part of our REALifelines Program.

Ms. HERSETH. So what is the disability rating requirement, a hundred percent?

Mr. CICCOLELLA. No. For example, if a servicemember is recovering from their wounds or injury, they call the Military Seriously Injured Center or the Army or the Marine Corps. We have somebody there. And if it is an employment inquiry, we will take a look at that.

A lot of times, the servicemember may still be in the service or may be out of the service, but may not be ready to go to work. So the caregiver is going to be the spouse. So we do that. We help that spouse or the parent into employment.

Now, on a larger scale, let us take the example of helping spouses nationwide or targeting it to spouses of deployed units or something like that, I think the Department would have to take a look at that and look at the workload. And we would probably have to get some feedback from the States.

Is it doable, yes. Would I support it? I would like to get a more coordinated position on it.

[The Committee received a follow-up letter from the U.S. Department of Labor, dated July 23, 2007, from Mr. Ciccolella, which appears on p. 47. The response to this query is included in the response to question 1.]

Ms. HERSETH. I would appreciate it if you would gather more information with regard to workload and getting feedback from the

States who are partners in your efforts. That would certainly be helpful to us at the point where we may choose to have a legislative hearing on that and other legislation during the 110th Congress.

Mr. Pedigo, I know you have a plane to catch, so I do not have any specific questions for you. I just wanted to let you know before you have to leave that I believe, and I need to talk to Mr. Boozman to have my memory refreshed about some conversations we had on this in the last Congress as well, we think that the specially-adapted housing grants have not kept pace with the increased cost of the construction of adaptive homes. And so we are reintroducing legislation to increase the amount of those grants.

And I am also going to be introducing legislation to correct an oversight with regard to what you referred to in your testimony about allowing veterans and servicemembers to receive up to a total of three grants. In the aggregate, they could meet their maximum amount, but there was an oversight unfortunately and it was written in a way that excludes the active-duty component. I wanted to let you know we plan to introduce legislation to correct that oversight.

Mr. PEDIGO. Thank you. And we appreciate that. That is a very special program, and we want to make sure that those veterans get everything that they should have coming to them.

Ms. HERSETH. Thank you and thank you for your testimony.

Mr. PEDIGO. Thank you.

Ms. HERSETH. Now, if I might, Mr. Ciccolella, just two questions regarding some followup from the Subcommittee hearing that we had May 12, 2005.

Members of the Subcommittee expressed concern regarding the Department of Labor's lack of a report on VETS' activities as required by Chapter 41. And I know that since that time, we did receive an annual report and expect to receive another one shortly.

Could you give us the status on when we might be seeing that report?

Mr. CICCOLELLA. The 2005 report is late. It is done and it should be out very shortly. And the 2005 report is late by about a year, and the 2006 report is late almost by a month. We are working on that now. And I do not have a time line on that. We also have a Congressional report on USERRA due, the "Uniform Services Employment Reemployment Rights Act," and that report is in the offing right now.

Ms. HERSETH. I appreciate it. I know that there was sort of a lag time and hopefully we will get on track and go forward from there as we get ready for the 2007 one, if you can get those two off your plate.

[The response is included in the July 23, 2007, DOL letter, from Mr. Ciccollela in response to question number 3, which appears on p. 48.]

Ms. HERSETH. And then also at that same hearing, Veteran Service Organization representatives raised concerns about having DVOPs and LVERs perform duties inconsistent with VETS missions. I think it was actually that they were performing some nonveteran related work at the one-stop career centers.

Do you have any information in terms of the status of addressing that concern, if that is a concern that is lingering, that we might hear the same concern expressed if our Veteran Service Organization representatives were testifying today?

Mr. CICCOLELLA. Madam Chair, the law says that the DVOP and LVER serve only veterans. It does happen where they serve nonveterans. Hopefully that is inadvertent and, of course, any services to nonveterans cannot be charged against the "Job for Veterans Act State Grants." So it can be done in that context.

It can also be done where you have a half-time DVOP or LVER. If they are providing a half-time service to veterans, four hours each day, and then the other four hours they have another workforce function. But, again, the four hours of nonveteran service cannot be charged to the grant.

There are some situations where in a highly-devolved system like the workforce system where you have everyone operating slightly differently and the boards and the one-stop career centers each operate a little bit differently, there are situations where the veteran employment representatives are put in positions where they serve nonveterans. When we find out about that, we try to correct that situation.

Ms. HERSETH. I would appreciate it if you would continue to monitor that. And understand that sometimes as the information is exchanged, especially if they are part time, that there may be some confusion that is caused there.

One last question. I appreciate the attachment number three that you included where it showed the number of cases closed on USERRA.

Do you have an average time that it takes to close a case?

Mr. CICCOLELLA. Offhand, I do not. I think it is 54 days for the average case. Now, most cases are resolved almost immediately. They are within a few days or a week. But the average time, I think, is over 50 days. And we report that in our annual report, but we can report what it is currently for the record.

Ms. HERSETH. Thank you.

Just a final couple of questions, Mr. Borom, on your area of jurisdiction here. I will save that one for last. You testified that you have started providing one-on-one DTAP briefings at the polytrauma centers. I am curious as to how that is going.

I visited the Minneapolis polytrauma center, and I am wondering how many of these one-on-one briefings you provide and the timing of them, if they happened within this 90-day timeframe that I think the polytrauma centers utilize to try to make substantial progress with the seriously brain-injured servicemen and women in particular.

Do you have that information?

Mr. BOROM. I do not have that at this time, but that is something we can go back and look forward to getting to you.

Ms. HERSETH. If you could, and then maybe break it down by how many have occurred at each of the four polytrauma centers—and do they occur just a week prior to them being released from the polytrauma center or does it occur after they have been medically retired or discharged?

[The following was subsequently received from Mr. Borom:]

Question: Number of one-on-one DTAP briefings being provided at each of the four polytrauma centers and when do they occur (while the servicemembers are still on active duty, within 90 days, or when they are discharged)?

Response: The field stations reported a combined total of 97 individual DTAP presentations at the polytrauma centers so far in FY07. In FY06, a total of 239 individual DTAP briefings were conducted at the polytrauma centers. Due to the nature and severity of their disabilities, not every individual at a polytrauma center is ready for the DTAP briefing.

And then on page six of your testimony, you state in fiscal year 2006, 9,225 veterans achieved their rehabilitation employment goals through that time.

Do you know what percentage that constitutes?

Mr. BOROM. That is another piece of information I can get to you.

[The following was subsequently received from Mr. Borom:]

Question: What percentage of the 9,200 veterans that VR&E claimed has reached their employment goals does this constitute?

Response: The 9,200 veterans rehabilitated in FY 2006 after reaching their employment goals is 10.3% of VR&E's total workload. VR&E's total workload is comprised of 6,352 veterans in applicant status, 13,737 veterans in evaluation and planning status, 3,268 veterans participating in extended evaluation programs to determine their feasibility to achieve employment at this time, 3,340 veterans participating in Independent Living plans, 46,667 veterans participating in Rehabilitation Plans, 6,980 veterans participating in Employment Services, and 8,782 veterans interrupted from their program due to various issues.

Ms. HERSETH. Okay. Thanks.

One last question. Yesterday, we had the legislative presentation at a joint hearing of the VFW. A concern was raised that the VR&E needs to look into the future when it comes to training and educating disabled veterans. This along the line of where Mr. Boozman has probed previously.

The VFW would like to see veterans find meaningful careers instead of a quick job, just putting them into a job as opposed to the longer-term career strategy that I know you and the folks who work with you try to develop for our service-connected disabled veterans.

Do you have any response to testimony like that from the VFW or others who have expressed that concern?

Mr. BOROM. I would probably say this. The process of a servicemember or veteran as they enter the program, there is a dual relationship between themselves and the counselor that they are working with.

The approach is that we are trying to work with veterans, looking at their interests, their aptitudes, abilities, and where they are wanting to go in life, and the direction of what would be suitable and sustainable employment, you know, for the future.

Some veterans come out and their needs are more immediate employment just given their situation in life, and perhaps short-term training is what they need at that point. Others may come out and at that time in their life, they can go for a little bit longer program, and that is appropriate for them at the same time.

So due to the individualized nature of each personal program, it is really looked at individually. VR&E does not go in with the concept that everyone who walks in the door that we are going to try

to get you into immediate short-term employment. It is an individual program. It is going to be what is most appropriate for that veteran at that point in time.

Ms. HERSETH. I appreciate it, and I do appreciate your patience in answering all of the questions that we have had for you today.

I do want to thank not only our witnesses but the Members of the Majority and Minority staff of the Committee in assisting us in preparing for today's hearing and the followup that we will be pursuing with you. We appreciate your input.

Mr. Boozman, thank you again.

With that, the Subcommittee stands adjourned.

[Whereupon, at 3:40 p.m., the Subcommittee was adjourned.]

APPENDIX

Prepared Statement of Hon. Stephanie Herseth
Chairwoman, Subcommittee on Economic Opportunity

Good afternoon. The Veterans' Affairs Economic Opportunity Subcommittee hearing on the performance, staffing, and services provided by the Education, Loan Guaranty, and Vocational Rehabilitation and Employment (VR&E) programs of the Department of Veterans Affairs, and Veterans' Employment and Training Service (VETS) of the Department of Labor will come to order.

I would like to thank Ranking Member John Boozman for his leadership as past Chairman of the Economic Opportunity Subcommittee. I look forward to again working with you. In addition, I would like to welcome the new Members of the Subcommittee, Representatives Joe Donnelly of Indiana, Jerry McNerney of California, and John Hall of New York. I look forward to building upon our strong bipartisan relationship so that we may provide our Nation's veterans the best available services they need and deserve.

Earlier this year, Ranking Member Boozman, other Members of this Subcommittee, and I discussed the hearing topics to be covered during the 110th Congress. I am proud to say that we have an ambitious list that includes expanding education benefits for National Guard and Reservists, examining the funding levels for State Approving Agencies, reviewing the VA's procurement goals with respect to veteran and service-disabled veteran-owned small businesses and other important issues.

First and foremost, Ranking Member Boozman, I look forward to working with you and our colleagues on the Armed Services Committee to update the Montgomery G.I. Bill for National Guard and Reserve servicemembers. These brave soldiers continue to support military missions in Afghanistan, Iraq, and elsewhere around the world. Unfortunately, although they are being called to duty and mobilized for an average of 18 months, their educational benefits do not reflect their increased service to our Nation. When the Montgomery G.I. Bill was signed into law in 1984, servicemembers of the Guard and Reserve were rarely mobilized, and that simply is not the reality today. Again, I look forward to working with you to address this issue, passing legislation that will better reflect the reality of today's military and ensure that the enormous contribution and sacrifice of Guard and Reserve servicemembers are more equitably recognized.

Like many of my colleagues, I have spent the last few days meeting with veterans from across my state. Those meetings have generated many questions and concerns that I hope to address here today. I am particularly interested in hearing about the VA's efforts to address the education claims workload and problems associated with the centralization of education claims service operations.

I would like to thank our panelists for being here with us today to participate in a frank dialogue with Members of this Subcommittee. I encourage you to continue to work with us, so that we may ensure our servicemembers, veterans, and their families are properly cared for and receive the best available services to help them transition back to civilian life after their honorable service to our country.

Much progress has been made in education benefits, vocational rehabilitation services, and VA home loans programs. However, I think everyone would agree that we must remain vigilant to maintain against any decline in benefits or customer service.

Thank you all again for being here. I look forward to hearing from you.

I now recognize our Ranking Member, Mr. Boozman for any opening remarks that he may have.

Prepared Statement of Hon. John Boozman
Ranking Republican Member, Subcommittee on Economic Opportunity

Good afternoon and thanks to each of our witnesses for taking time to be here today. Budget season is always a busy time around here but the sometimes hectic schedule serves a good purpose, and that is a more thorough understanding of the President's budget for the next fiscal year.

Before I begin my remarks, at our final Subcommittee hearing of the 109th Congress, I mentioned the possibility that Ms. Herseth and I would be changing roles on the Subcommittee. And darned if that didn't happen. So Stephanie, congratulations on assuming the chair and as I stated in November, I will give you the same bipartisan support you so graciously gave to me. I am confident we will have another productive session with you at the helm.

As a general rule, the President sent us a good VA budget. Not perfect, but good and both sides of the aisle have presented our views and estimates to the Budget Committee. Now it is up to them to pass a Budget Resolution that works.

I believe that we were in agreement with the Majority when it came to suggesting 1,000 additional FTE for VBA. We also suggested additional funding for IT programs and the need to conduct significant business process reform because just piling more FTE every year will not solve the structural issues preventing rapid processing of claims of all types.

The challenge is before VA and VETS to make programs work. It is clear that the people expect not just programs, but ones that actually deliver the goods to the beneficiaries. We need to get the processing times down for both VR&E and education. Last session, we mandated a report on streamlining education processing and I hope the Department will send us a legislative proposal to change the way they do business if that is required.

The Veterans Employment and Training Service still lacks sufficient data in many areas and I look forward to Mr. Ciccolella's testimony on how they propose to do better in that area. One thing I am very disappointed in is the flat budget recommendation for the National Veterans Training Institute in Denver. As you know, P.L. 109–461 imposed new training requirements for DVOPs and LVERs and when the staff visited NVTI last year, they were told that NVTI would probably need an additional $1 million to meet the additional throughput, so you might want to address that shortfall here today.

Madam Chairwoman, congratulations once again and I yield back.

Statement of Hon. Charles S. Ciccolella, Assistant Secretary of Labor for Veterans' Employment and Training, U.S. Department of Labor

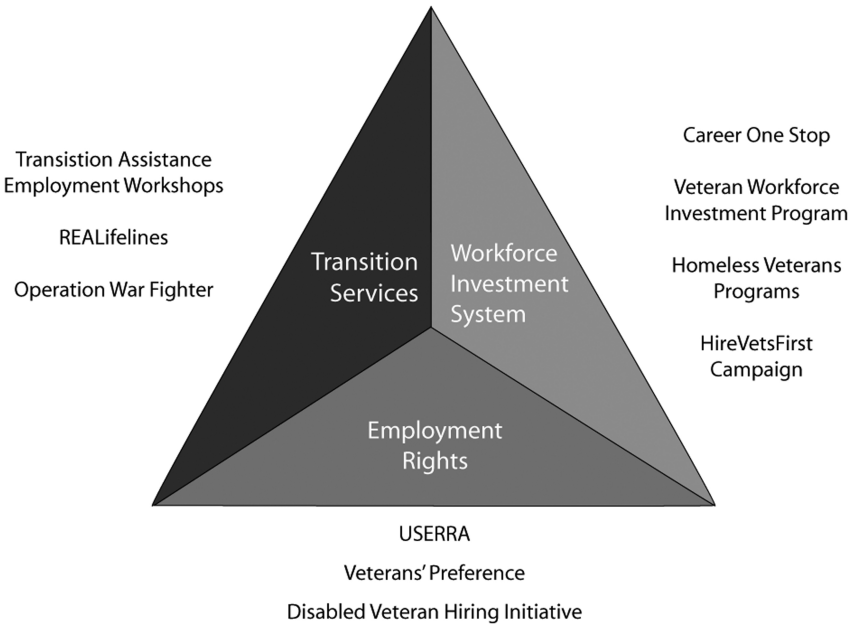
Madam Chairwoman and distinguished Members of the Subcommittee:

I am pleased to appear before you today to give you an overview of the programs administered by the Veterans' Employment and Training Service (VETS).

VETS has 240 full time Federal staff, the majority of which are deployed in the states. We deliver our programs and services to the states, including the District of Columbia and Puerto Rico, through 6 Regional Administrators and 52 State Directors.

Our principal programs and services focus on three areas:

- Employment assistance for veterans in America's publicly funded Workforce Investment System (One Stop Career Services)
- Employment assistance for separating military members
- Protecting servicemembers' employment rights



THE WORKFORCE INVESTMENT SYSTEM

Employment assistance for veterans through the workforce investment system is accomplished through four programs: One Stop Career Services, Homeless Veterans Reintegration Program Grants, Veterans Workforce Investment Program Grants, and the HireVetsFirst Campaign.

One Stop Career Services are provided through the Jobs for Veterans Act State Grants. These are formula based grants awarded on an annual basis to the 50 states, the District of Columbia, and Puerto Rico. These grants provide funding to support Local Veterans Employment Representatives (LVER) and Disabled Veteran Outreach Program (DVOP) specialists located in over 3,200 One Stop Career Centers throughout the country.

These veteran employment specialists help veterans find good jobs, they conduct employer outreach, and they facilitate transition assistance workshops in the continental United States. The specialists also help veterans navigate the public workforce investment system and connect veterans to an array of workforce preparation—including training—services available at the One Stop Career Centers. In accordance with the Jobs for Veterans Act of 2002 (JVA), Public Law 107–288, we ensure that veterans accessing services in the One Stop Career Centers receive priority of service.

The difference between duties of the veteran employment specialists is that DVOPs provide outreach services and intensive employment services to meet the employment needs of eligible veterans, with priority to disabled veterans and special emphasis placed on those veterans most in need. LVERs conduct outreach to local employers to develop employment opportunities for veterans, and facilitate employment, training and placement services to veterans. In particular, many LVERs are the facilitators for the Transition Assistance Program employment workshops.

The JVA, as amended, gave the states flexibility to employ full- or half-time DVOP and LVER staff as the state determines necessary to carry out their veteran services plans. The JVA also changed the funding formula. The funding now made available is based upon the total number of veterans residing in the state that are seeking employment as a ratio of the total number of veterans seeking employment in all states, taking into consideration civilian labor force data.

In support of these DVOP/LVER positions, VETS will continue to provide an operational framework to facilitate the optimum delivery of services to assist states in their mission of leading veterans toward appropriate employment.

The FY 2008 request for State Grants is $161,894,000. This level of funding is expected to support 2,100 DVOP and LVER positions. We anticipate that this program will serve nearly 700,000 participants.

The Jobs for Veterans State Grant program received the second highest rating (moderately effective) based on the Administration's Program Assessment Rating Tool (PART) review in FY 2005. Two of the PART recommendations call for performance management improvements, which have been implemented for PY 2006 and will continue to be refined in future years. The third PART recommendation calls for an independent evaluation, which is in progress and will be completed by the end of FY 2007. Since the program was restructured in FY 2003 by the Jobs for Veterans Act, this program has exceeded our national goals.

During Program Year (PY) 2004, which ended on June 30, 2005, the Entered Employment Rate was 60% for veterans (exceeded goal by 2%) and 56% for disabled veterans (exceeded goal by 2%). At the end of PY 2005, outcomes for veterans and disabled veterans showed an increase of 1% for all veterans and maintained the same rate for disabled veterans.

Vocational Rehabilitation and Employment (VR&E). Since much of the interface with the Department of Veterans Affairs' (VA) Vocational Rehabilitation and Employment (VR&E) service is through the workforce investment system, at this point I would like to briefly discuss that relationship. VR&E and VETS continue to work in partnership, along with State Workforce Agencies (SWAs), on behalf of VR&E job ready veterans who are referred to and registered with the State Workforce Agencies for intensive employment services.

Our partnership to increase the employment opportunities and placement in suitable employment of service-disabled Chapter 31 veterans is defined in a formal Memorandum of Agreement (MOA), and the results continue to improve. That positive working relationship has also carried over into other initiatives and strengthened cooperation and coordination with VETS' state partners.

Of particular note is the establishment of three working groups under the MOA. The goal of each work group is to improve the quality of employment services and suitable job placements for veterans with disabilities enrolled in the VR&E program. Each work group has an established list of roles and responsibilities directing their efforts. The work groups are:

- Performance Measures for Assessment of Partnership Program Results
- National Veterans' Training Institute (NVTI): Curriculum Design
- Joint Data Collection, Analysis, and Reports

Homeless Veterans Reintegration Program (HVRP) is a competitive grant program. Grants are awarded to states or other public entities and non-profits, including faith-based organizations, to operate employment programs that reach out to homeless veterans and help them become gainfully employed.

The purpose of the HVRP is to provide services to assist in reintegrating homeless veterans into meaningful employment within the labor force and to stimulate the development of effective service delivery systems that will address the complex problems facing veterans. HVRP is the only nationwide program focused on assisting homeless veterans to reintegrate into the workforce.

VETS is requesting a total of $23,620,000 for this activity in FY 2008, an increase of $1,840,000 over FY 2007, enabling 15,095 homeless veterans to participate.

The HVRP program is a highly successful grant program. It has recently received the second highest rating on the Program Assessment Rating Tool (PART) in FY 2006. One recommendation from the PART review is to strengthen accountability by applying common measures. In response, VETS has begun applying common measures to this program, beginning with PY 2006. Another PART recommendation calls for conduct of a rigorous evaluation, to begin in 2007. In response, the Department has allocated FY 2007 funds for that purpose and VETS currently is developing a statement of work for a competitive award to a contractor during FY 2007. During FY 2006, HVRP had an entered employment rate of 72.8%, which exceeded the goal by over 4%.

Veterans Workforce Investment Program (VWIP) grants support efforts to ensure veterans' lifelong learning and skills development in programs designed to serve the most-at-risk veterans, especially those with service-connected disabilities, those with significant barriers to employment, and recently separated veterans. The goal is to provide an effective mix of interventions, including training, retraining, and support services, that lead to long term, higher wage and career potential jobs.

Services provided by grantees also include employment assistance and case management by DVOP and LVER staff. An important emphasis in this activity is on recently separated veterans in support of the Secretary's goal of a Competitive

Workforce. Through the VWIP grants, VETS will continue to promote initiatives in high demand occupational areas, such as health care.

VETS requests $7,351,000 in FY 2008 to serve 4,390 veterans. In FY 2006, VWIP had a 75% entered employment rate.

HireVetsFirst Campaign (www.hirevetsfirst.gov) began in support of the President's National Hire Veterans Committee established by the JVA. It has been a successful campaign, and the Web site has been averaging 35,000 unique visitors each month. So far, 46 Governors have signed proclamations indicating their support for hiring veterans by designating Hire Veterans First months. Last year, we hosted the first National Veterans Employment Summit and 17 veteran job fairs in partnership with media, veteran and military organizations. This year, over 120 veteran job fairs will be co-sponsored or co-branded by the Hire Vets First Campaign.

TRANSITION SERVICES

Transition services include the Transition Assistance Program Employment Workshops, REALifelines program, and Operation War Fighter.

Transition Assistance Program (TAP) Employment Workshops are provided to transitioning servicemembers at most military installations in the United States as well as in eight overseas locations. The TAP employment workshop is a Department of Labor-facilitated employment session which is conducted in partnership with the Department of Defense (DoD) and the VA. The two and one-half day employment workshops help servicemembers prepare a plan for obtaining meaningful civilian employment when they leave the military. The workshop focuses on skills assessment, resume writing, job counseling and assistance, interviewing and networking skills, labor market information, and familiarization with America's workforce investment system.

Studies have shown that servicemembers who participate in TAP employment workshops find their first civilian jobs 3 weeks earlier than veterans who do not participate in TAP. VETS estimates that about 65% of servicemembers leaving active duty do attend a TAP workshop. We are working with DoD to increase participation. VETS continually updates the TAP workshop curriculum to reflect current hiring practices, and to include online content. Agency partners, such as the Employment and Training Administration, also provide feedback on TAP workshop content. For example, we are working to ensure that every TAP participant leaves the session with a draft resume, a practice interview session, and having visited their state job board.

VETS also works with National Guard and Reserve component commanders in the states to provide TAP employment workshops for Reserve and National Guard members when they return from their deployments. In addition, electronic resources and tools to assist transitioning servicemembers are being developed in collaboration with DoD.

Attachments 1 and 2 to this statement summarize the TAP participation levels and workshops for the past several years.

REALifelines. Jointly established in 2004 by the Veterans' Employment & Training Service and the Department's Office of Disability Employment Policy, REALifelines provides severely wounded and injured servicemembers and their families with personal, one-on-one employment assistance while they are recovering at military medical treatment facilities. REALifelines staff operate at the Military Severely Injured Center (MSIC) and are forward positioned at Walter Reed Army Medical Center; National Naval Medical Center (Bethesda); Brooke Army Medical Center; Fort Carson, Colorado; Madigan Army Medical Center, Fort Lewis Washington; Naval Medical Center at Balboa; and Tripler Army Hospital, Hawaii. We are exploring additional forward positioning of REALifelines representatives located with the Army and the Marine Corps. Thus far, the REALifelines program has provided employment related assistance to over 2,700 severely injured servicemembers. Over 150 servicemembers have been employed through the program. We also posted useful information regarding the REALifelines program on the Department's Web site on "Employment Laws Assistance for Workers and Small Businesses" (elaws), which can be found at www.dol.gov/elaws/realifelines.htm.

Operation War Fighter (OWF) is a DoD program that allows active duty wounded and injured individuals to be placed in temporary assignments with Federal agencies in concert with an agency's needs and the individual's interests. DOL is proud to assist with the execution of this program.

Many of the severely wounded and injured have little or no civilian labor experience. OWF provides opportunities to these servicemembers who may be in medical-hold pending a Physical Evaluation Board (PEB). Before a servicemember can enter into such an employment arrangement, the treating physician must approve it. The

work schedule has to revolve around the patients' medical and rehabilitation needs. Over 140 servicemembers have been able to participate in OWF, with 50 currently assigned and 20 awaiting assignments.

EMPLOYMENT RIGHTS

Employment rights programs include the Uniformed Services Employment and Reemployment Rights Act, Veterans' Preference, and the Disabled Veterans Hiring Initiative.

The Uniformed Services Employment and Reemployment Rights Act (USERRA) protects the civilian job rights and benefits of veterans and members of the armed forces, including National Guard and Reserve members. USERRA also prohibits employer discrimination due to military obligations and provides reemployment rights to returning servicemembers. VETS administers this law, conducts outreach and education, and investigates complaints by servicemembers.

Since September 11, 2001, nearly 600,000 National Guard and Reserve members have been activated for military duty. During this same period, DOL/VETS has provided USERRA assistance to over 410,000 employers and servicemembers. Since most complaints result from a misunderstanding of the USERRA obligations and rights, we have made the law easier to understand through clear regulations and an interactive USERRA Advisor that includes an online complaint filing capability. The Advisor is available any time at www.dol.gov/elaws/userra.htm. We conduct continuous USERRA outreach and education. We aggressively investigate when employers do not comply with the law and we make every effort to bring them into compliance. We are constantly improving our USERRA investigative program.

After 9/11, USERRA complaints rose from approximately 900 per year, to over 1,500 per year. Complaints have leveled off at around 1,500 per year. However, the rate of complaints, as compared with the last significant mobilization (First Gulf War) has been dramatically reduced. VETS works closely with DoD's Office of the Assistant Secretary for Reserve Affairs and the National Committee for Employer Support of the Guard and Reserve to ensure that servicemembers are briefed on their USERRA rights before and after they are mobilized. Attachment 3 summarizes our USERRA caseload.

Veterans' Preference is authorized by the Veterans' Preference Act of 1944. The Veterans' Employment Opportunity Act (VEOA) of 1998 extended certain rights and remedies to recently separated veterans. VETS was given the responsibility to investigate complaints filed by veterans who believe their Veterans' Preference rights have been violated.

VETS is responsible for investigating and attempting to resolve Veterans' Preference complaints against Federal agencies filed under the VEOA. The VEOA provides that a veteran or other preference eligible person who believes that his or her rights under any law or regulation related to veterans' preference have been violated, may file a written complaint with VETS. We carry out our responsibility under the VEOA through the use of trained investigators in each of our state offices.

In addition to our investigative responsibility, VETS conducts an extensive compliance assistance program. This outreach is focused on educating potential veterans' preference eligibles and Federal agencies with regard to Veterans' Preference rights and responsibilities. VETS developed an interactive Veterans' Preference Advisor that allows Veterans' Preference claimants to officially submit using an electronic version of Forms 1010 (E–1010).

The Disabled Veterans Hiring Initiative was started in 2002 and is designed to educate Federal agency Human Resource and hiring authorities on the benefits of hiring veterans and how they can be easily brought into Federal jobs for which they qualify using special noncompetitive hiring authorities.

Two specific authorities have been available for many years—the Veterans Recruitment Authority (VRA) and the special authority for veterans rated 30% disabled or more by their military service branch or the VA.

The VRA allows a Federal agency to appoint noncompetitively an eligible veteran to a position to which the veteran is qualified up to and including GS–11. Disabled veterans have preference over non-disabled veterans.

The 30% or more appointment authority is similar, but is available at any grade level including GS–15.

PROGRAM MANAGEMENT

The VETS' Federal staff provides program management and delivery of the previously discussed programs and services.

The field staff of approximately 75 serve as grant officer technical representatives for both the formula Jobs for Veterans State Grants and the competitive HVRP and

VWIP grants. Over 100 of the field staff are trained investigators who conducted investigations for USERRA and Veterans' Preference cases. In addition, field staff conduct extensive compliance assistance outreach services to employers and servicemembers.

For Fiscal Year 2008, a total of $33,282,000 is requested for this activity, an increase of about $3.1 million over funding for this activity in FY 2007. This includes 244 FTEs, an increase of 4 FTE above the FY 2007 level.

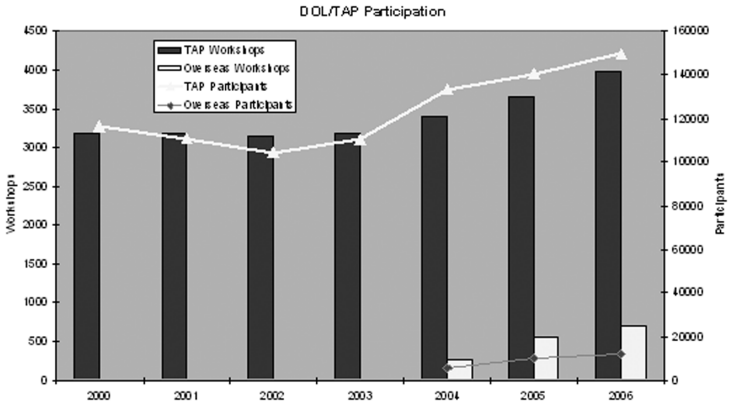
The National Veterans' Employment and Training Services Institute (NVTI) was established to ensure a high level of proficiency and training for staff who provide veterans employment services.

NVTI provides training to Federal and state government employment service providers in competency based training courses. The primary objective is to increase the service providers' productivity through increased knowledge. The NVTI effort ensures universality of training services for veterans and all direct client service providers.

The total request for FY 2008 is for $1,949,000. The request addresses our requirement to train nearly 2,000 veteran service providers.

Thank you again for the opportunity to appear today before the Subcommittee. This concludes my remarks, and I would be happy to respond to any questions.

ATTACHMENT 1



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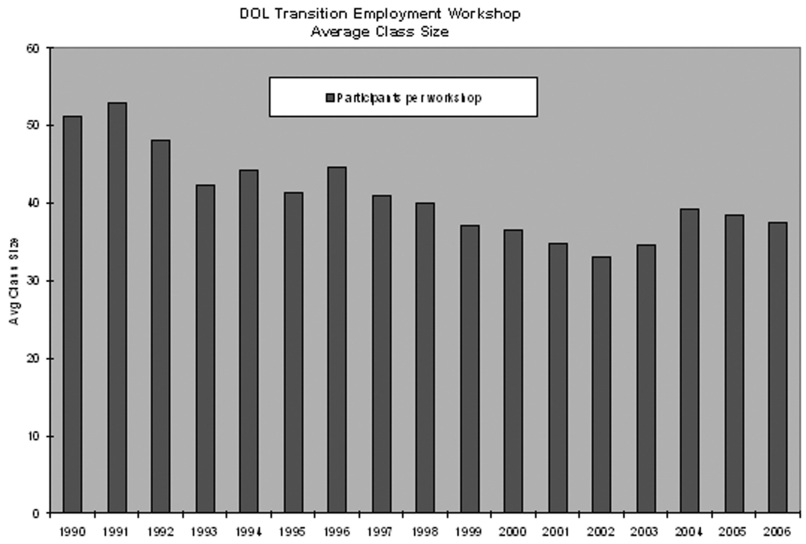
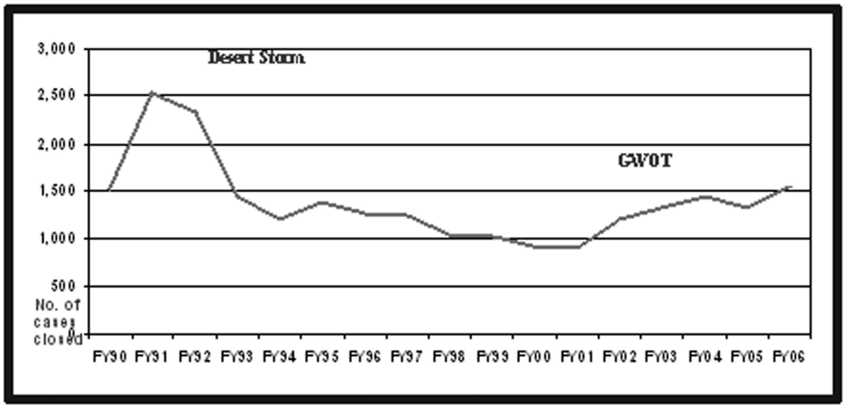


ATTACHMENT 3

USERRA CASES CLOSED



Statement of Keith M. Wilson, Director, Education Service, Veterans Benefits Administration, U.S. Department of Veterans Affairs

Good afternoon Chairwoman Herseth, Ranking Member Boozman, and Members of the Subcommittee. I appreciate the opportunity to appear before you today to discuss the Department of Veterans Affairs (VA) education benefit programs. My testimony will highlight workload, staffing, and services provided under the Montgomery GI Bill (MGIB)—Active Duty (chapter 30 of title 38, United States Code), the Montgomery GI Bill—Selected Reserve (chapter 1606 of title 10, United States Code), the Reserve Educational Assistance Program (REAP) (chapter 1607 of title 10, United States Code), the Post-Vietnam Era Veterans' Educational Assistance Program (VEAP) (chapter 32 of title 38, United States Code), and the Survivors' and Dependents' Educational Assistance Program (DEA) (chapter 35 of title 38, United States

Code). I will also discuss outreach efforts related to the education benefits and automation tools that support these programs.

The Chapter 30 and Chapter 1606 MGIB programs provide veterans, servicemembers, and members of the National Guard and Selected Reserve with educational assistance, generally in the form of monthly benefits, to assist them in reaching their educational or vocational goals. The Reserve Educational Assistance Program provides an enhanced benefit for reservists and those in the National Guard who are activated for more than 90 days due to an emergency or contingency as defined by the President or Congress. Chapter 32 VEAP was the first GI Bill program that required a contribution by the servicemember. VEAP provides matching contributions for educational programs of participating veterans who first entered on active duty after December 31, 1976, and before July 1, 1985. Together, these programs assist in the readjustment to civilian life, support the armed services' recruitment and retention efforts, and enhance the Nation's competitiveness through the development of a more highly educated and productive workforce.

The Chapter 35 DEA is the only VA educational assistance program designed for spouses, surviving spouses and eligible children of certain veterans. The program offers up to 45 months of education benefits. These benefits may be used for degree and certificate programs, apprenticeship, and on-the-job training. Remedial, deficiency, and refresher courses may be approved under certain circumstances.

Through the end of fiscal year 2006, VA has provided education benefits to more than three million individuals and paid over $27 billion in benefits through the programs that are the subject of this testimony.

Workload Trends

The education workload has been steadily increasing. From 2000 through 2006, the number of education claims rose by 430,549, a cumulative increase of 46 percent. Total claims for 2007 are projected to be 1.4 million, an increase of over 2 percent from 2006. During the first quarter FY 2007, original claims increased by more than 13,000, or almost 20 percent, over the same period in FY 2006. We believe this could be an indicator of continuingly increasing usage rates.

Workload Strategy

We have implemented a three-fold strategy to manage the pending inventory and improve claims timeliness involving maximization of current resources, increased staffing, and information technology enhancements.

We initiated a Contract Management Support Center (CMSC) in September 2006. CMSC is staffed with contract customer service representatives who handle education calls that are received through the toll-free number, 1–888–GIBILL1. This has allowed the Education Service to allocate 60 additional FTE to processing and deciding education claims.

We are also increasing staffing levels to handle the additional claims work. From 2000 through 2006, direct FTE increased by 22 percent, from 591 to 726. In FY 2006, additional hiring resulted in a net increase of 39 direct FTE. Production has increased substantially and will continue to increase as new staff become more experienced. We expect the 758 direct FTE for FY 2007 to handle the anticipated workload increase and continue to improve performance indicators. We expect to process 1,432,447 education claims in 2008, a 2.4-percent increase over 2007. We believe that the 772 direct FTE requested in the FY 2008 budget can process the workload and also reverse some of the timeliness deterioration experienced from 2004 through 2006.

In the longer term, we are pursuing IT enhancements and capabilities that will allow us to further automate claims processing and inquiry resolution. We have developed Internet applications to provide functional support to claims processing and customer service activities. These tools have helped to improve performance and reduce the waiting time for many claimants. We are enhancing one of our current self-service Internet applications, Web Automated Verification of Enrollment (WAVE). The application, used by individuals to verify attendance and change addresses, is being updated to allow claimants to view their electronic claims folders and confirm VA's receipt of a submitted document. It is also being expanded to automate changes in direct deposit information. In the future, we plan to add additional benefit information, such as payment information, remaining entitlement, and delimiting date. Displaying more information for each individual should reduce the number of inquiries that we receive each year.

VA also uses the RightNowWeb (RNW) inquiry response system to answer general questions submitted electronically without requiring a person to intervene. RNW is able to respond to basic questions automatically in 95 percent of the inquiries. In

cases where RNW is unable to automatically respond, a person is available to provide assistance in a timely manner.

VA–ONCE, an application that allows school certifying officials to transmit enrollment data electronically to VA, has been in use since FY 2003 and has been well received. Using data from VA–ONCE, the Electronic Certification Processing (ECAP) system automatically processes enrollment certifications. In FY 2006, 9 percent of our incoming claims, more than 105,000, were processed using these electronic methods. Seventy-three percent of cases had some processing completed before being worked by a VBA employee. Of the incoming chapter 30 claims, 16 percent were processed automatically. We are currently pursuing strategies to update ECAP and increase the percentage of automatically processed claims.

The attainment of Education Service's strategic goals is dependent upon the successful migration from the Benefits Delivery Network (BDN) to the new VBA corporate environment. The Education Expert System (TEES) will replace current BDN claim and payment processing support. Additionally, when fully deployed, TEES will receive application and enrollment information and process that information electronically, reducing the need for human intervention.

Performance

This year we are making progress toward achievement of our performance goals. To date in FY 2007, we have reduced the average age of pending original claims by 30 percent and the average age of supplemental claims by 39 percent from our peak enrollment period in October 2006. Our targets for the end of FY2007 are to process original claims in 35 days and to process supplemental claims in 15 days.

Timeliness has improved for supplemental claims processing. Average days to complete dropped from 20 days in FY 2006 to 16 days for the first quarter of FY 2007. Average days pending dropped from 23 days in FY 2006 to 15 days for the first quarter of FY 2007.

Average days to complete original claims increased from 40 days in FY 2006 to 46 days for the first quarter of FY 2007. However, the reduction in average days pending for original claims from 39 days in FY 2006 to 32 days for the first quarter of FY 2007 reflects improvements in timeliness that will be reflected in lower average days to complete in the future.

Outreach

Expanded outreach to separating servicemembers has led to increased benefit usage. We distribute a series of informational brochures targeting servicemembers after 12 and 24 months of active duty and again 6 months prior to separation from service. The brochures are specifically tailored toward servicemembers who are eligible for the Chapter 30 MGIB, and designed to enhance their awareness and understanding of the education benefit. Mailings are sent to approximately 90,000 active duty members on a quarterly basis. In 2006, VA also conducted more than 8,500 transition assistance briefings for nearly 393,000 attendees.

For REAP, our newest benefit, we have distributed more than 300,000 copies of our new REAP brochure to activated Guard and Reserve units nationwide.

More than 46,000 REAP informational DVD discs are being produced, along with almost 65,000 informational discs on both the Chapter 30 and Chapter 1606 MGIB programs. The goal is to have the informational discs distributed to all military installations by the end of March 2007. Additionally, we will soon begin direct mailing of REAP informational material to activated Guard and Reserve members as we now do for Chapter 30-eligible servicemembers.

Education Service will continue to enhance current outreach efforts to better serve the informational needs of servicemembers, veterans, reservists, and dependents potentially eligible for or currently using VA education benefits. We will develop and disseminate informational materials and promotional items to both active duty members and veterans.

Madam Chairwoman, this concludes my statement. I would be pleased to answer any questions you or any of the other Members of the Subcommittee may have.

Statement of Bill Borom, Deputy Director, Vocational Rehabilitation and Employment Service, Veterans Benefits Administration, U.S. Department of Veterans Affairs

Good afternoon Madam Chairwoman and Members of the Subcommittee. Thank you for inviting me here today to discuss the Vocational Rehabilitation & Employment (VR&E) Program administered by the Department of Veterans Affairs (VA). My testimony will provide an overview of VR&E program services and performance.

Program Overview

The VR&E program provides veterans with service-connected disabilities the necessary services to assist them in preparing for, finding, and maintaining suitable employment, or achieving maximum independence in their daily living. The VR&E program is an employment-driven program that utilizes education and apprenticeship training in support of a participant's vocational goal. Veterans with disabilities participate in a wide variety of formal education, on-the-job training, apprenticeships, and internships to meet their individual career goals.

Special Programs and Initiatives

VA's VR&E Service has implemented several programs and initiatives to ensure that servicemembers and veterans are informed about the VR&E program and are provided the services necessary to transition from military service to civilian life.

Five Track Employment Process

In 2004, former VA Secretary Anthony J. Principi established a Task Force to study the VR&E Program. As a result of the Task Force recommendations and to advance employment opportunities for veterans with service-connected disabilities, VR&E Service implemented the Five Track Employment Process. The Five Track Process standardizes program orientation practices; integrates veterans, counselors and employment professionals through a comprehensive triage (evaluation) phase; and places the emphasis on employment up front and early on in the rehabilitation process. The Five Track Process empowers veterans with informed choice through one of five employment options:

- **Re-employment** with their previous employer.
- **Rapid Access to Employment** through job-readiness preparation and incidental training opportunities.
- **Self-employment** for the most seriously disabled veterans.
- **Employment Through Long-Term Services** that include formal training and education programs leading to a suitable employment goal.
- **Independent Living Services** that maximize independence in daily living for veterans who are currently unable to work.

In 2005, the VR&E Service stationed 72 Employment Coordinators (ECs) at regional offices across the country. The primary function of the EC is to provide veterans with disabilities any necessary job-readiness skills in addition to job referral/placement services. The ECs also support the Five Track Process.

Additionally, the VR&E Service established Job Resource Labs within each regional office and VetSuccess.gov, an online employment resource. These resources provide vital vocational and employment support to program participants, enabling them to make positive training and employment decisions leading to successful employment outcomes. The VR&E Service has developed working partnerships and signed Memoranda of Understanding (MOU) with Federal, State, and private-sector employers who have agreed to train and hire veterans participating in the VR&E Program. The VR&E Service has also expanded its relationship with faith-based and community-based organizations for careers in a host of not-for-profit employment areas.

Disabled Transition Assistance Program (DTAP)

DTAP is an integral component of transition assistance for servicemembers who may be released because of disability or who believe they have a disability qualifying them for vocational rehabilitation and employment benefits and services. The goal of DTAP is to encourage and assist potentially eligible servicemembers in making an informed decision about VA's vocational rehabilitation program. It is also intended to facilitate the expeditious delivery of vocational rehabilitation services to eligible persons by assisting them in filing an application for vocational rehabilitation benefits. To ensure that the widest possible military audience receives DTAP briefings, responsibility for providing DTAP presentations is the shared responsibility of members of the Public Contact Team of the Veterans Service Center and members of the Vocational Rehabilitation & Employment Division at each VA regional office. Recent improvements to the DTAP program include:

- Standardized PowerPoint presentations and a standardized video that provide information on the VR&E Program and introduces the Five Track Process. The DTAP presentation is available online at *www.vetsucess.gov*.
- QuickSeries booklet on VR&E benefits and services distributed during DTAP briefings.
- 80,000 DTAP CDs distributed to Military Transition Centers in FY 2006.

- DTAP oversight visits for quality assurance and best practices.
- One-on-one DTAP briefings provided to servicemembers receiving treatment at the Polytrauma SCI Centers.
- An updated MOU signed on September 19, 2006 between VA, DOL, DoD and DHS.

In FY 2006, VA conducted 1,462 DTAP briefings with 28,941 participants. This fiscal year through the end of January 2007, 493 DTAP briefings have been conducted with 9,407 participants.

Coming Home to Work (CHTW) Program

The VR&E Service has expanded its outreach to Operation Iraqi Freedom and Operation Enduring Freedom (OIF/OEF) servicemembers and veterans through early intervention and seamless transition initiatives, to include the Coming Home to Work (CHTW) program. CHTW provides valuable civilian job skills, exposure to employment opportunities, and work experience to servicemembers facing medical separation from the military and uncertain futures. Participants work with a Vocational Rehabilitation Counselor to obtain work experience in a Government facility that supports their career goals. In FY 2007 through the end of January:

- 16 servicemembers are participating in active work experience programs with Federal agencies while awaiting discharge or return to duty orders.
- 121 servicemembers are receiving early intervention services in preparation for work experience programs, including vocational counseling, testing, and administrative support necessary for successful placement in a work experience program.
- 24 servicemembers have returned to active duty following early intervention services.
- 108 veterans participating in the CHTW program at a military treatment facility were referred to their local Regional Office for continuation of VR&E services.
- Seven veterans have been hired directly by their work experience employers upon discharge from active duty.

Priority OIF/OEF Processing

Priority outreach and case management services are provided to OIF/OEF servicemembers and veterans who apply to the VR&E program. Regional offices recently designated specific individual(s) to serve as the Vocational Rehabilitation & Employment Case Coordinators (VRECC). These case coordinators ensure that servicemembers and veterans receive priority attention through the application, entitlement, and Five Track Employment Process. The case coordinators also participate in VR&E early intervention and outreach activities, including the Coming Home to Work Program.

Partnership with the Department of Labor Veterans' Employment and Training Service (DOL–VETS)

The VR&E Service and the Department of Labor's (DOL) Veterans' Employment and Training Service (VETS) continue to work together to provide employment services through our MOU signed in October of 2005. VETS and VR&E have adopted a team approach to job development and placement activities to improve vocational outcomes for program participants. All veterans entering a program of vocational rehabilitation are informed of the employment assistance available through the VETS Program and are encouraged to register with the State Workforce Agency.

Combining the services of DOL's Disabled Veterans Outreach Program (DVOP) Specialists and Local Veteran's Employment Representatives (LVER), who are part of the public workforce investment system and its network of over 3,200 One-Stop Career Centers throughout the country, with VA's VR&E staff maximizes the employment services available to veterans and increases the opportunities for successful placements. Both agencies are committed to working together to improve successful employment outcomes to our Nation's veterans. Currently 38 VA Regional Offices have a co-located DVOP Specialist or LVER. There are 71 DVOP Specialists or LVERs at these 38 stations. Having the DVOP Specialist or LVER on-site is a best practice that enhances the efficiency of teamwork between the two agencies.

VR&E Performance

The VR&E Service has significantly improved services to servicemembers and veterans accessing and participating in VR&E programs.

The rehabilitation rate has improved. The rehabilitation rate is the number of veterans with disabilities that achieve their VR&E goals and are declared rehabilitated compared to the number that discontinue or leave the program before achieving these goals. In FY 2006, nearly 73% of program participants achieved rehabilitation. In FY 2007 to date, the rate has risen to over 74%.

We have also seen improvement in the number of days it takes veterans to begin a program of services leading toward suitable employment. This is measured by the days a veteran spends in applicant status. In FY 2006, veterans spent an average of 54 days in applicant status. Currently in FY 2007 the average is 53 days.

In FY 2006, 9,225 veterans achieved their rehabilitation employment goals through the program. The top five occupational categories were:

- Professional, Technical, and Managerial careers (6,732).
- Clerical careers (660).
- Services careers (439).
- Machine trades (349).
- Building trades (226).

VR&E workload is expected to increase due to our expanded outreach efforts to separating servicemembers and veterans and increasing disability claims workload; OIF/OEF, resulting in more seriously injured veterans; and the focus on employment and VR&E's Five Track Process. To ensure we provide the level of service expected by the American people, we plan to hire additional staff in FY 2007, increasing our on-board strength by over 100 employees. Additional FTE will reduce the number of cases assigned to counseling staff, resulting in a reduction of the case management workload by approximately 10%. This will also increase the timeliness of services provided to program participants.

Madam Chairwoman, this concludes my statement. I would be pleased to answer any questions you or any of the other Members of the Subcommittee may have.

Statement of Keith Pedigo, Director, Loan Guaranty Service, Veterans Benefits Administration, U.S. Department of Veterans Affairs

Madame Chairwoman and Members of the Subcommittee, I appreciate the opportunity to appear before you today to discuss the VA Loan Guaranty Program. In my testimony, I will highlight VA's commitment to meeting the housing needs of our Nation's veterans.

VA Home Loan Program

The Loan Guaranty Program serves a clientele that is diverse in many ways. The only common denominator of this clientele is service in the Armed Forces of the Nation. Since the inception of this program, the objective has been to assist eligible veterans to become homeowners. We make it possible for veterans to compete in the marketplace for credit with persons who were not obliged to forego the pursuit of gainful occupations by reason of military service.

The Loan Guaranty Program provides a guaranty to private lenders making loans to veterans to purchase homes. This guaranty enables veterans to purchase a home without the need to make a downpayment. Other important program benefits include making direct loans to Native American veterans living on trust lands, and providing Specially Adapted Housing (SAH) grants to severely disabled veterans. Additionally, services and assistance are provided in coordination with the Vocational Rehabilitation and Employment (VR&E) Program for disabled veterans who are eligible for both Independent Living Services and SAH benefits.

Background

Since the home loan program was enacted as part of the original Servicemen's Readjustment Act of 1944 (the GI Bill), VA has guaranteed more than 18 million home loans totaling nearly $914 billion for veterans to purchase or construct a home, or refinance another home loan on more favorable terms. We believe that most of these veterans would not have been able to purchase a home at the time they did without the assistance of the no-downpayment feature of the VA home loan program.

In the last 5 years, VA has assisted more than 1.4 million veterans in obtaining home loan financing totaling almost $197 billion. About half of these loans, just over 730,000, were to assist veterans to obtain a lower interest rate on an existing VA guaranteed home loan through VA's Interest Rate Reduction Refinancing Loan Program.

Delivery of the Loan Guaranty

VA guaranteed loans are made by private lenders, such as banks, savings and loans, or mortgage companies to eligible veterans for the purchase of a home which must be for their own personal occupancy. To get a loan, a veteran must apply to a lender. After the lender makes the loan, VA issues a guaranty that protects the lender against loss up to the amount of the guaranty. The guaranty serves as a substitute for the downpayment that a mortgage borrower would typically be required to come up with in order to finance the purchase of a home.

A veteran's basic loan guaranty entitlement is $36,000, or 25 percent for loans over $144,000 up to a maximum guaranty amount of $104,250. For no-downpayment loans, lenders will generally lend up to four times a veteran's available entitlement, provided the veteran qualifies based on income and credit and the property appraises for the asking price.

While there is no maximum VA loan amount set by law, most lenders presently limit these loans to $417,000. This limit is set by the secondary mortgage market, which purchases most VA loans once they are made. Effective with enactment of P.L. 108–454 in December 2004, the maximum VA guaranty was indexed to the conventional conforming loan limitations as adjusted each January by the Federal Home Loan Mortgage Corporation (Freddie Mac). In practical terms, this means that the maximum VA no-downpayment loan amount will always be the same as the Freddie Mac conventional conforming loan limit. This amount has been set at $417,000 for calendar year 2007. For loans up to this amount, it is usually possible for qualified veterans to obtain no-downpayment financing.

Currently, eligible veterans and service personnel may obtain loans to:

- buy or build a home
- buy a residential unit in a condominium project
- repair, alter or improve a home
- refinance an existing home loan
- buy a new or used manufactured home and/or lot
- buy and improve a manufactured home lot on which to place a unit owned and occupied by the veteran
- improve a home through installation of a solar heating and/or cooling system or other energy-efficient improvements
- refinance a loan currently guaranteed, insured or made by VA for the purpose of lowering the interest rate
- refinance a manufactured home in order to purchase the lot on which the home is or will be placed
- purchase stock or membership in a cooperative housing development corporation

Loan Servicing

Like other homeowners, some veterans experience financial hardships that affect their ability to make mortgage payments. When this occurs, we help veterans retain their homes through supplemental loan servicing efforts. VA offers financial counseling and may intervene directly with the lender on behalf of the veteran to negotiate a repayment plan. In limited circumstances, we buy the loan from the holder and allow the veteran to make payments directly to VA at a reduced interest rate. In the event of foreclosure, VA usually acquires the property from the mortgage loan holder and the property is then transferred to a private contractor to be sold on VA's behalf.

A "successful intervention" occurs when VA's intervention with the lender results in the veteran's loan payments being brought current. Successful interventions not only help veterans keep their homes, but they also save substantial amounts of money by avoiding the payment of a guaranty claim. In 2006, VA accomplished more than 8,700 successful interventions, which translated into a savings to the Government of $175 million in claims avoided. In those cases where intervention is not possible, loans may end up in foreclosure. While this might be unavoidable in certain circumstances, the foreclosure rate on VA guaranteed home loans is substantially less than that of similar Government lending programs. The Mortgage Bankers Association's most recent National Delinquency Survey indicates that, through the third quarter of 2006, VA's delinquency rates fell from 6.93% to 6.58%. In contrast, FHA and sub-prime delinquency rates rose from 12.23% to 12.80%, and 10.76% to 12.56% respectively.

To further automate our program requirements and delegate some of their administrative activities to the mortgage banking industry, we currently have a contract for services to develop the VA Loan Electronic Reporting Interface, or VALERI. When operational, VALERI will enable VA to delegate much of its supplemental

loan servicing efforts to the mortgage servicing industry by using a leading edge automated system. This will reduce reporting and record-keeping burdens on the servicing industry, as well as costs to the Government, while ensuring that our Nation's veterans are afforded the most technically advanced supplemental benefits available.

Specially Adapted Housing Grants

Veterans who have certain service-connected disabilities may be entitled to a Special Home Adaptation (SHA) or a Specially Adapted Housing (SAH) grant for the purpose of constructing an adapted home or modifying an existing home to meet their specific needs. The SHA grant is limited to $10,000 and is generally used to assist veterans with mobility throughout their homes. The SAH grant is limited to $50,000 and is generally used to create a wheelchair-accessible home. The goal of these grant programs is to provide a barrier-free living environment, which affords the veteran a level of independent living that he or she may not have otherwise enjoyed. In FY 2006, we served a total of 528 veterans through these grant programs, expending $24.6 million.

VA offers priority processing of SHA and SAH claims. If eligibility has been established, the veteran is contacted within 30 days to discuss the benefit. If not yet ready to use the SAH benefit, we contact the veteran again within a year to determine if he or she is ready to begin the home adaptation process.

Until the enactment of Public Law 109–233 in June 2006, grant recipients could only receive their grant benefit from VA one time, regardless of the grant amount used. Now, eligible veterans or active duty servicemembers may receive up to a total of three such grants, with the aggregate amount limited to the maximum amounts allowable by law. The new law also established a new grant program called Temporary Residence Adaptation (TRA). Unlike the other grant programs, this grant assists veterans in adapting a family member's home to meet the veteran's special needs. Veterans eligible for a TRA grant are now permitted to use up to $2,000 of the maximum grant amount for an SHA grant or up to $14,000 for an SAH grant. In December 2006, we mailed individual letters to more than 16,000 veterans who may be eligible for additional grants.

These grant programs provide a critical service to a special group of veterans. We provide personalized service to grant recipients throughout the process of constructing or modifying their homes. The labor-intensive nature of this program, coupled with the law changes, has created a growing workload. In the past 2 months, we have received formal inquiries for subsequent grant usage from nearly 2,000 veterans. Since we have historically completed between 400 and 600 grants per year, early indicators suggest a substantial increase in workload. However, we are reallocating resources and streamlining our program requirements to ensure these veterans continue to receive the high quality, personalized service that they deserve.

Madame Chairwoman, this concludes my testimony. I greatly appreciate being here today and look forward to answering any questions you and the Subcommittee Members may have.

RESPONSES TO QUESTIONS IN THE HEARING TRANSCRIPT

July 23, 2007, Letter and Attachments, from Hon. Charles S. Ciccolella, Responding to Several Requests for Information from Committee Members During the Hearing

U.S. Department of Labor
Washington, D.C. 20210
July 23, 2007

The Honorable Stephanie Herseth Sandlin
U.S. House of Representatives
331 Cannon House Office Building
Washington, DC 20515

Dear Chairwoman Herseth Sandlin:

Thank you for the opportunity to appear before the House Veterans' Affairs Committee's Economic Opportunity Subcommittee on March 7, 2007 to testify on the programs and initiatives of the U.S. Department of Labor's Veterans' Employment and Training Service (VETS). Subsequent to the oversight hearing, the Committee forwarded some questions for the record to the Department of Labor, which have been provided to the Committee under separate cover.

In addition to those questions for the record, the questions listed below arose during the hearing. Responses to these questions are enclosed.

1. You asked what would be necessary for VETS-funded programs to serve military spouses.
2. You requested details on Operation Warfighter.
3. You asked us to advise you on the status of required VETS' reports to Congress.
4. You requested details on Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) cases.
5. Mr. Boozman requested the following data:
    a. Details on number of Transition Assistance Program employment workshop participants, by site.
    b. Department of Defense data on active duty military separations, by site.

Thank you for the opportunity to appear before the Committee and for your continued support of employment services for America's veterans.

Sincerely,

Charles S. Ciccolella
Assistant Secretary for Veteran's Employment and Training

Enclosures

1. Would you support legislation that would open the door for more spouses to receive job training services [from the veteran employment representatives]? [...] I would appreciate it if you would gather more information with regard to workload and getting feedback from the states who are partners in your efforts. (Herseth Sandlin)

Response: Title 38 establishes the Veterans' Employment and Training Service (VETS) and its service structure. The statute and related laws allow for VETS-funded staff to provide services not only to veterans but also to "eligible persons." However, the definition of "eligible person" is narrow, encompassing only the spouse of one who: died of a service-connected disability; is missing in action, is captured or is detained in the line of duty; or has a total and permanent service-connected disability or died with such a disability. Spouses of separating military personnel may participate in the Transition Assistance Program (TAP) under 10 U.S.C. 1144. Spouses of individuals not separating are not eligible for TAP services.

Statutory changes would be necessary in order to expand VETS-funded services to spouses of military members. Furthermore, to avoid diluting the services provided to veterans, additional resources would be required commensurate with the expanded eligible population. VETS would be happy to work with the Committee and the Department of Defense (DoD) to determine the resource and policy implications of a program expansion for military spouses.

2. How many of the 140 servicemembers that have participated in [Operation War Fighter] have actually been Walter Reed outpatients? [...] Do you know what the average time has been to assign these individuals? [...] If you would just provide us with some additional information on how this program is working from your perspective. (Herseth Sandlin)

Response: Operation War Fighter is a DoD Program through which over 25 Federal agencies have offered wounded or injured servicemembers short-term placement opportunities since November 2005. All participants have been Walter Reed outpatients. Once an individual has chosen an assignment in which he/she is interested, the assignment begins in approximately two weeks. The average assignment is for six months. There are no restrictions, and some servicemembers request new assignments for various reasons. An assignment cannot last beyond a person's active duty status.

3. Could you give us the status on when we might be seeing [DOL's report on VETS' activities as required by Chapter 41]? (Herseth Sandlin)

Response:

- 2005 Annual Report to Congress—Transmitted March 27, 2007
- 2006 Annual Report to Congress—Anticipate transmittal by September 30, 2007
- 2006 Annual USERRA Report to Congress—Anticipate transmittal by August 30, 2007

4. Do you have an average time that it takes to close a [USERRA] case?

Response: Please see attached documents entitled, "USERRA Fact Sheet" and "Description of Issues Listed in USERRA Fact Sheet."

USERRA Fact Sheet

Fiscal Year	**2001**	**2002**	**2003**	**2004**	**2005**	**2006**
Total Cases Opened	895	1,195	1,315	1,465	1,241	1,246
Total Cases Closed	843	1,135	1,257	1,440	1,246	1,386
Average Processing Time (Days)	45	44	45	53	59	54
Issues Alleged (Definitions attached. Note that a case may have more than one issue, therefore sum of the issues columns will not add up to the total cases closed.)						
Reasonable Accommodations/Retraining for Disabled	10	20	9	23	22	23
Other Non-Seniority Benefits	33	54	68	55	54	124
Military Obligations Discrimination	372	523	493	509	426	459
Discrimination as Retaliation for any Action	59	88	86	82	65	79
Initial Hiring Discrimination	39	48	84	52	51	47
Special Protected Period Discharge	7	4	22	41	35	34
Health Benefits	17	33	39	31	42	26
Layoff	36	65	76	61	57	43
Pay Rate	44	62	70	122	113	85
Other	112	125	147	161	170	159
Pension	54	80	75	63	67	61
Reinstatement	214	298	356	440	310	331
Seniority	48	90	74	103	90	73

USERRA Fact Sheet—Continued

Fiscal Year	2001	2002	2003	2004	2005	2006
Promotion	49	57	72	119	101	100
Vacation	44	50	52	59	46	84
Reasonable Accommodations/Retraining for Non-Qualified/Non-Disabled	4	3	5	6	8	4
Status	60	84	101	139	103	90

Note: Data includes VETS' USERRA cases only. Data does not include USERRA Demonstration Project cases for FY 2005 and FY 2006 opened and closed by the Office of Special Counsel (OSC) USERRA Unit.

Description of Issues Listed in USERRA Fact Sheet:

Reasonable Accommodations/Retraining for Disabled Servicemembers: Failure to make reasonable efforts by the employer to qualify returning disabled servicemembers, or to offer another position in the employ of the employer providing the closest approximation possible to the pre-service position which the disabled servicemember is qualified to perform. Violates Sec. 4313(a)(3).

Other Non-Seniority Benefits: Failure to provide non-seniority fringe benefits to which the servicemember may be entitled while on military duty to the extent other employees on nonmilitary leaves of absence receive these benefits. Violates Sec. 4316(b)(1)(B).

Military Obligations Discrimination: Discriminating against a protected servicemember because of military obligations. Violates Sec. 4311.

Discrimination as Retaliation for any Action: Discrimination or retaliation against any person who has taken any action to enforce the protections of USERRA. Violates Sec. 4311.

Initial Hiring Discrimination: Discrimination against a protected servicemember by failing to hire him or her because of military obligations past, present, or future. Violates Sec. 4311.

Special Protected Period Discharge: Discharging a protected servicemember during the period of special protection from discharge without cause following reinstatement. USERRA provides that a reemployed individual may not be discharged, except for cause: (a) For 1 year if service is more than 180 days; or (b) For 180 days if service is more than 30 days but less than 181 days. Violates Sec. 4316(c)(1)&(2).

Health Benefits: Failure to provide health benefits to servicemembers in a manner consistent with USERRA. Violates Sec. 4317(a)(1)(A).

Layoff: Layoff of a protected servicemember from employment, because of military obligations past, present, or future. Violates Sec. 4313(a).

Pay Rate: Failure to meet the statutory requirement that the servicemember be restored to a position (or a like position) that provides the same rate of pay as would have been paid had the servicemember not been absent for military service. Violates Sec. 4313.

Other: Any other violation of USERRA not covered by specified issue codes.

Pension: Failure to provide credit for military service for vesting and/or benefit accrual in employee benefit pension plans. Violates Sec. 4318.

Reinstatement: Failure to reinstate at all an eligible person to his or her job. Violates Sec. 4311, 4312.

Seniority: Failure to restore the servicemember to the position with the seniority, including perquisites of seniority, the servicemember would have had if he or she had not been absent for military service. Such rank or standing may be defined by a collective bargaining agreement or by employer practices, and the escalator principle applies. Violates Sec. 4313(a).

Promotion: Failure to promote the servicemember to a position that the servicemember would have been promoted to if he/she had not been absent for military service or training duty. Violates Sec. 4313(a).

Vacation: Failure to treat the rate at which a servicemember earns vacation as a perquisite of seniority or failure to extend benefits to a servicemember in situations where vacation benefits are not considered short-term compensation for services rendered. Additionally, requiring the use of vacation for time needed to perform training duty. Violates Sec. 4316.

Reasonable Accommodation/Retraining for Nonqualified/Nondisabled Servicemembers: Failure to make reasonable efforts by the employer to qualify returning non-

disabled servicemembers, or offer another position in the employ of the employer which the person is qualified to perform. Violates Sec. 4313(a)(4).

Status: Failure to reinstate in such a manner that certain attributes of the former (or escalator, if appropriate) position are met, such as working conditions, opportunities for advancement, job location, shift assignment, rank or responsibility. Violates Sec. 4313(a).

5.[a.] Do we have the record-keeping abilities so that we can sit down and see what DoD installation is doing [TAP workshops] and what it is not doing? [...] Is that something that you could access for us?

[b.] I would appreciate it if you could provide us with a graph of the areas where so many people are rotating out, and then, of that group, they received the TAP program [...] kind of in areas? [...] Can you tell us if it was in Norfolk versus someplace else? (Boozman)

Response:

a. Please see attached chart entitled, "TAP Participation by Site."

b. Please see attached chart entitled, "Active Duty Separations by Site."

RESPONSE TO QUESTION 5a

TAP Participants by Site—FY 2006

State/ Country	Base Name	Active Duty	Spouses	NG/RC	Total
AK	Eielson AFB	189	2	0	191
AK	Elmendorf AFB	398	14	0	412
AK	Fort Richardson	139	0	0	139
AK	Fort Wainwright	194	6	0	200
AK	Ketchikan Coast Guard	23	0	0	23
AL	Fort Rucker (ACAP)	433	20	39	492
AL	Maxwell AFB	431	24	0	455
AL	Red Stone Arsenal	210	22	0	232
AR	Little Rock AFB	389	14	1	404
AZ	Davis Monthan AFB	674	11	2	687
AZ	Fort Huachuca	609	9	0	618
AZ	Luke AFB	383	4	0	387
AZ	Marine Corps Air Station	740	13	0	753
CA	29 Palms	2,441	22	0	2,463
CA	Alameda Coast Guard	93	1	0	94
CA	Beale AFB	378	18	2	398
CA	Camp Pendleton	10,503	39	13	10,555
CA	China Lake	111	0	0	111
CA	Edwards AFB	259	6	0	265
CA	Fort Irwin	1,080	8	0	1,088
CA	Los Alamitos Reserve Base	16	1	430	447

TAP Participants by Site—FY 2006—Continued

State/ Country	Base Name	Active Duty	Spouses	NG/RC	Total
CA	Los Angeles AFB	252	7	0	259
CA	Marine Corps Logistics Base	23	0	0	23
CA	MCAS Miramar	2,053	14	0	2,067
CA	MCRD	285	4	0	289
CA	Monterey	77	5	0	82
CA	NAS Lemoore	1,045	16	0	1,061
CA	Naval Air Station North Island	2,271	30	0	2,301
CA	NAVSTA	4,746	22	2	4,770
CA	Petaluma Coast Guard	94	0	21	115
CA	Point Mugu/Port Hueneme	818	7	2	827
CA	Pt Loma Naval Submarine Base	1,442	25	0	1,467
CA	San Diego Coast Guard	35	1	0	36
CA	San Pedro Coast Guard	20	0	0	20
CA	Travis AFB	949	10	2	961
CA	Vandenberg AFB	422	13	0	435
CO	Aurora CO (Buckley ANG Base)	307	4	0	311
CO	Fort Carson	2,724	6	0	2,730
CO	Peterson AFB	473	18	0	491
CO	Schriver AFB	127	2	0	129
CO	USAFA	330	5	0	335
CT	Groton Naval Submarine Base	986	29	0	1,015
DC	Bolling AFB	754	10	0	764
DC	Naval Family Service Center	821	35	0	856
DC	Walter Reed Medical Center	363	5	83	451
DE	Dover AFB	377	23	0	400
FL	Eglin AFB	669	0	0	669
FL	Hulbert Field	564	7	0	571
FL	Jacksonville NAS	1,284	22	0	1,306
FL	Key West Naval Air Station	25	1	0	26
FL	MacDill AFB	444	21	0	465
FL	Mayport Naval Station	1,259	9	0	1,268
FL	Miami U.S. Southern Command	86	2	0	88

TAP Participants by Site—FY 2006—Continued

State/ Country	Base Name	Active Duty	Spouses	NG/RC	Total
FL	Patrick AFB	291	21	0	312
FL	Pensacola NAS	942	3	0	945
FL	Tyndall AFB	298	1	0	299
GA	Albany MCLB	105	3	0	108
GA	Fort Benning	2,014	14	0	2,028
GA	Fort Gordon	844	8	0	852
GA	Fort McPherson	633	19	0	652
GA	Fort Stewart	2,446	31	1	2,478
GA	Hunter AFB	409	2	0	411
GA	Kings Bay Naval Base	542	3	0	545
GA	Moody AFB	301	7	0	308
GA	Robins AFB	497	5	0	502
HI	Coast Guard Base, Hawaii	50	1	0	51
HI	Hickam AFB	380	19	3	402
HI	Kaneohe Marine Corps Base	1,445	5	0	1,450
HI	Pearl Harbor	1,404	63	0	1,467
HI	Schofield Barracks	610	12	0	622
ID	Mountain Home AFB	394	4	0	398
IL	Great Lakes NTC	622	52	1	675
IL	Scott AFB	745	21	0	766
KS	Fort Leavenworth	271	12	11	294
KS	Fort Riley (Job Assistance Center)	1,821	16	34	1,871
KS	Fort Riley Kansas (McConnell AFB)	190	9	11	210
KY	Fort Knox Kentucky	972	21	110	1,103
LA	Barksdale AFB	469	5	0	474
LA	Fort Polk	815	9	0	824
LA	Naval Support Activity	232	3	0	235
MA	ACAP/TAP Fort Devens	62	10	38	110
MA	Hanscom AFB	352	20	26	398
MD	Aberdeen Proving Ground	258	14	23	295
MD	Andrews AFB	534	2	0	536
MD	Annapolis U.S. Naval Academy	302	12	0	314

TAP Participants by Site—FY 2006—Continued

State/ Country	Base Name	Active Duty	Spouses	NG/RC	Total
MD	Bethesda Naval Medical Center	480	3	0	483
MD	Fort Detrick	255	5	0	260
MD	Fort Mead ACAP Center	580	4	5	589
MD	Fort Meade—Navy	691	10	0	701
MD	Patuxent River Navy FSC	343	12	0	355
ME	Brunswick Naval Air Station	613	89	8	710
MI	Selfridge ANG	55	0	1	56
MI	STARC Hdqts. (Lansing)	34	11	0	45
MN	Camp Ripley—NG/Res	0	0	12	12
MN	Fort Snelling—NG/Res	14	0	33	47
MO	Fort Leonard Wood Army Base	650	47	14	711
MO	Richards GeBaur AFB	51	0	0	51
MO	Whiteman AFB	285	4	0	289
MS	Columbus AFB	110	5	0	115
MS	Gulfport	426	4	0	430
MS	Keesler AFB	253	3	0	256
MS	Meridian NAS	66	6	0	72
MS	Pascagoula Naval Station	68	2	0	70
MT	Malstrom AFB	332	27	0	359
NC	Cherry Point Marine Corp Base	1,679	12	0	1,691
NC	Fort Bragg XVIII Airborne Corps	3,179	19	0	3,198
NC	Pope AFB	452	17	0	469
NC	Seymore Johnson AFB	353	9	0	362
NC	USMC Camp Lejeune Base	7,410	76	0	7,486
NC	USMC New River Air Station	969	14	0	983
ND	Grand Forks AFB	334	19	0	353
ND	Minot AFB	321	8	0	329
NE	Offutt AFB	613	0	2	615
NH	Portsmouth Naval Shipyard	161	4	0	165
NJ	Cape May Coast Guard	17	1	0	18
NJ	Fort Mommouth Comm/Electronics	200	5	0	205
NJ	McGuire AFB	632	9	1	642

TAP Participants by Site—FY 2006—Continued

State/ Country	Base Name	Active Duty	Spouses	NG/RC	Total
NJ	Naval Air Engineering/Lakehurst	94	0	0	94
NJ	Naval Weapons Station Earle	67	0	0	67
NM	Cannon AFB	264	8	0	272
NM	Holloman AFB	480	6	0	486
NM	Kirtland AFB	412	15	0	427
NV	NAS Fallon	189	3	0	192
NV	Nellis AFB	591	10	0	601
NY	Fort Drum HQ—10th Mountain Div	1,346	12	41	1,399
NY	Fort Hamilton	172	5	15	192
NY	Saratoga Naval Admin	159	19	19	197
NY	West Point Army Academy	123	2	1	126
OH	Wright Patterson AFB	689	8	13	710
OK	Altus AFB	168	2	0	170
OK	Fort Sill Army Base	1,165	10	0	1,175
OK	Tinker AFB	641	29	5	675
OK	Vance AFB	93	9	0	102
OR	Salem-Anderson Readiness Cntr	4	0	0	4
PA	Carlisle Army War College	155	11	35	201
PA	Willow Grove USNAS	274	15	11	300
PR	Fort Buchanan Guaynabo	61	8	12	81
RI	Newport Naval Base	366	22	0	388
SC	Charleston AFB	445	9	0	454
SC	Charleston Naval Weapons	343	9	0	352
SC	Fort Jackson Army Educ. Center	350	13	15	378
SC	Marine Corp Air Station	644	1	0	645
SC	Shaw AFB	349	2	0	351
SC	USMC Parris Island Depot	256	1	0	257
SD	Ellsworth AFB	308	4	9	321
TN	Fort Campbell (Kentucky)	1,804	25	23	1,852
TN	Millington Naval Support Activity	329	13	4	346
TX	Brooks AFB	33	0	0	33
TX	Corpus Christi FSC	435	1	0	436

TAP Participants by Site—FY 2006—Continued

State/ Country	Base Name	Active Duty	Spouses	NG/RC	Total
TX	Dyess AFB	355	10	0	365
TX	Fort Bliss	1,672	68	0	1,740
TX	Fort Hood	2,600	18	0	2,618
TX	Fort Sam Houston	845	20	0	865
TX	Fort Worth	347	14	0	361
TX	Goodfellow AFB	171	7	0	178
TX	Ingleside Texas FSC	399	12	0	411
TX	Lackland AFB	907	14	0	921
TX	Laughlin AFB	95	3	0	98
TX	Randolph Air Force Base	411	14	0	425
TX	Sheppard AFB	309	25	0	334
UT	Hill AFB	830	9	18	857
VA	Dahlgren Navy Base	154	6	0	160
VA	Fort Belvoir, ACAP Center	563	9	0	572
VA	Fort Eustis	880	9	0	889
VA	Fort Lee	434	8	0	442
VA	Fort Meyer	712	10	0	722
VA	Henderson Hall, HQCN, HQMC	600	9	0	609
VA	Langley AFB	685	7	0	692
VA	Norfolk Naval Air Station	9,890	442	0	10,332
VA	Portsmouth Naval Hospital	320	0	0	320
VA	Quantico Marine Base	1,022	6	0	1,028
WA	Bangor NAS	1,038	42	1	1,081
WA	Everett Naval Station	688	29	7	724
WA	Fairchild AFB	313	3	3	319
WA	Fort Lewis	2,562	65	104	2,731
WA	McChord AFB	451	19	12	482
WA	Puget Sound Navy Shipyard	993	32	2	1,027
WA	Seattle Coast Guard	74	11	0	85
WA	Whidbey Island NAS	1,187	56	0	1,243
WI	Fort McCoy	137	50	18	205
WY	FE Warren AFB	305	16	10	331

TAP Participants by Site—FY 2006—Continued

State/ Country	Base Name	Active Duty	Spouses	NG/RC	Total
Total, Continental US		133,452	2,754	1,309	137,515

TAP Participants Overseas—FY 2006

State/ Country	Base Name	Active Duty	Spouses	NG/RC	Total
Benelux	Brussels	11	2	0	13
Benelux	Schinnen	14	1	0	15
Benelux	Shape	49	9	0	58
Germany	Ansbach	192	5	0	197
Germany	Bamberg	199	5	4	208
Germany	Baumholder	168	12	0	180
Germany	Darmstabt	134	2	0	136
Germany	Geilenkirchen	57	3	0	60
Germany	Giessen	72	4	0	76
Germany	Hanau	208	6	0	214
Germany	Heidelberg	266	14	11	291
Germany	Hohenfels	89	3	0	92
Germany	Kaiserslautern	337	10	1	348
Germany	Kitzingen	271	6	0	277
Germany	Mannheim	273	7	0	280
Germany	Ramstein	540	15	2	557
Germany	Schweinfurt	297	2	0	299
Germany	Spangdahlem	247	23	0	270
Germany	Stuttgart	106	9	3	118
Germany	Vilseck	262	6	0	268
Germany	Wiesbaden	259	4	0	263
Germany	Wuerzburg	34	0	0	34
Guam	Anderson AFB	79	4	0	83
Guam	COMNAVMAR	317	10	7	334
Italy	Aviano	268	27	0	295
Italy	LaMaddalena	30	4	0	34
Italy	Naples	224	15	0	239
Italy	Vicenza	183	5	0	188

TAP Participants Overseas—FY 2006—Continued

State/ Country	Base Name	Active Duty	Spouses	NG/RC	Total
Japan	Atsugi	268	5	0	273
Japan	Camp Fuji	19	0	0	19
Japan	Iwakuni	282	4	0	286
Japan	Misawa	242	7	0	249
Japan	Sasebo	271	11	0	282
Japan	Yokosuka	732	12	1	745
Japan	Yokota	203	10	0	213
Korea	Camp Henry	233	6	0	239
Korea	Camp Humphreys	442	2	1	445
Korea	Camp Mobile	716	2	0	718
Korea	Camp Stanley	16	0	0	16
Korea	Kunsan	154	1	0	155
Korea	Osan	269	0	0	269
Korea	Yongsan	481	3	0	484
Okinawa	Camp Foster	606	5	0	611
Okinawa	Camp Hansen	264	1	0	265
Okinawa	Camp Schwab	165	0	0	165
Okinawa	Kadena	331	8	0	339
Okinawa	Kinser	197	1	0	198
United Kingdom	Alconbury	120	4	0	124
United Kingdom	Croughton	11	1	0	12
United Kingdom	Lakenheath	148	2	0	150
United Kingdom	London	54	6	0	60
United Kingdom	Menwith Hill	44	0	0	44
United Kingdom	Mildenhall	199	7	0	206
United Kingdom	St Mawgan	26	1	0	27
Total, Overseas		11,679	312	30	12,021
Total Continental US & Overseas		145,131	3,066	1,339	149,536

RESPONSE TO QUESTION 5b—SEPARATIONS BY SITE

Active Duty Retirements and Separations by State/Country and Base (Includes Homeported Ships and Coast Guard)—FY 2006

	Enlisted			Officer			Total		
CONUS	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**
ALABAMA									
ANNISTON ARMY DEPOT	0	2	2	0	0	0	0	2	2
DOTHAN AG	1	0	1	0	0	0	1	0	1
FORT RUCKER	89	794	883	87	80	167	176	874	1,050
MAXWELL AFB (INCL. GUNTER)	135	388	523	79	48	127	214	436	650
NAVMARCORESCEN MOBILE	1	4	5	0	0	0	1	4	5
REDSTONE ARSENAL	52	53	105	36	4	40	88	57	145
UNKNOWN/RESERVE BASE	42	87	129	7	6	13	49	93	142
USCG DAUPHINE ISLAND	0	2	2	0	0	0	0	2	2
Total	320	1,330	1,650	209	138	347	529	1,468	1,997
ALASKA									
ALASKA COAST GUARD	2	1	3	1	2	3	3	3	6
EIELSON AFB	41	171	212	6	24	30	47	195	242
ELMENDORF AFB	118	352	470	32	50	82	150	402	552
FORT JONATHAN WAINWRIGHT	34	277	311	8	18	26	42	295	337
FORT RICHARDSON	27	276	303	7	4	11	34	280	314
UNKNOWN/RESERVE BASE	3	10	13	3	1	4	6	11	17
Total	225	1,087	1,312	57	99	156	282	1,186	1,468
ARIZONA									
DAVIS–MONTHAN AFB	210	440	650	48	61	109	258	501	759
FORT HUACHUCA	186	627	813	47	34	81	233	661	894
LUKE AFB	165	436	601	19	46	65	184	482	666
PHOENIX AGS	0	0	0	0	1	1	0	1	1
TUCSON IAP AGS	0	0	0	4	0	4	4	0	4
UNKNOWN/RESERVE BASE	22	161	183	4	12	16	26	173	199
YUMA MCAS	48	538	586	11	16	27	59	554	613
YUMA PROVING GROUND	2	0	2	0	0	0	2	0	2
Total	633	2,202	2,835	133	170	303	766	2,372	3,138
ARKANSAS									
ENDIST LITTLE ROCK AR	2	0	2	0	0	0	2	0	2
LITTLE ROCK AFB	152	329	481	10	42	52	162	371	533
MTA CAMP ROBINSON	1	4	5	0	1	1	1	5	6
PINE BLUFF ARSENAL	0	7	7	0	2	2	0	9	9
UNKNOWN/RESERVE BASE	8	17	25	1	1	2	9	18	27
Total	163	357	520	11	46	57	174	403	577
CALIFORNIA									
ALAMEDA NAS	4	2	6	1	4	5	5	6	11
BARSTOW MCLB	6	26	32	5	5	10	11	31	42
BEALE AFB	93	285	378	24	40	64	117	325	442
CAMP PARKS	0	1	1	2	1	3	2	2	4
CAMP PENDLETON MCAS	486	6,361	6,847	87	158	245	573	6,519	7,092
CAMP ROBERTS	0	2	2	0	0	0	0	2	2
CHINA LAKE NAVWEAPCEN	34	89	123	12	5	17	46	94	140
CONCORD NAVWEAPSTA	0	1	1	1	1	2	1	2	3
CORONADO NAV AMPHIB BASE	275	1,271	1,546	52	58	110	327	1,329	1,656
EDWARDS AFB	102	249	351	25	39	64	127	288	415
EL CENTRO NAF	8	39	47	1	1	2	9	40	49
EL TORO MCAS	1	1	2	0	0	0	1	1	2

Active Duty Retirements and Separations by State/Country and Base (Includes Homeported Ships and Coast Guard)—FY 2006—Continued

	Enlisted			Officer			Total		
CONUS	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**
FLEET ASW TRNG CTR PACIFIC	51	97	148	19	12	31	70	109	179
FLT CMBT TRNG CTR PACIFIC	4	0	4	2	2	4	6	2	8
FORT IRWIN	102	955	1,057	11	63	74	113	1,018	1,131
FORT MACARTHUR	0	3	3	0	0	0	0	3	3
FORT ORD/DOD CENTER	2	0	2	0	0	0	2	0	2
FRESNO AIR TERM AGS	0	2	2	1	0	1	1	2	3
GEORGE AFB (INCL. NORTON)	0	1	1	0	0	0	0	1	1
HAMILTON FIELD	0	2	2	0	0	0	0	2	2
LEMOORE NAS	119	466	585	16	30	46	135	496	631
LOS ALAMITOS AFRC	3	2	5	0	0	0	3	2	5
LOS ANGELES AFB	37	58	95	49	132	181	86	190	276
MARCH AFB	5	4	9	1	0	1	6	4	10
MCAS MIRAMAR	137	1,414	1,551	27	58	85	164	1,472	1,636
MCCLELLAN AFB	2	0	2	1	0	1	3	0	3
MOFFETT FIELD NAS/ANG	5	4	9	2	2	4	7	6	13
NAVAL MEDICAL CTR SAN DIEGO	75	350	425	46	51	97	121	401	522
NAVAL POSTGRADUATE SCH	11	20	31	20	23	43	31	43	74
NAVAL STATION, LONG BEACH	0	1	1	0	0	0	0	1	1
NORTH ISLAND NAS	289	851	1,140	34	33	67	323	884	1,207
NORTH ISLAND NV AVIATION DEP	1	3	4	1	2	3	2	5	7
ONIZUKA AFB	4	2	6	3	3	6	7	5	12
PORT HUENEME NCBC	64	205	269	8	9	17	72	214	286
PRESIDIO OF MONTEREY	28	220	248	11	7	18	39	227	266
PT MUGU NAS	50	128	178	7	10	17	57	138	195
SAN DIEGO MC RECRUIT DEPOT	54	1,470	1,524	7	18	25	61	1,488	1,549
SAN DIEGO NAVSTA	724	3,565	4,289	64	123	187	788	3,688	4,476
SAN DIEGO NAVSUBBASE	68	205	273	23	12	35	91	217	308
SAN DIEGO NSC	12	56	68	7	2	9	19	58	77
SAN PEDRO COAST GUARD	0	13	13	0	1	1	0	14	14
SEAL BEACH NAVWEAPSTA	9	20	29	2	1	3	11	21	32
SHARPE ARMY DEPOT	1	0	1	0	0	0	1	0	1
TRAVIS AFB	194	507	701	29	110	139	223	617	840
TREASURE ISLAND NAVSTA	0	5	5	0	1	1	0	6	6
UNKNOWN/RESERVE BASE	208	1,616	1,824	34	70	104	242	1,686	1,928
USCG TRACEN PETALUMA	0	11	11	1	3	4	1	14	15
USMC MOUNTAIN WARFARE TRNG C	4	16	20	0	1	1	4	17	21
VANDENBERG AFB	89	191	280	9	49	58	98	240	338
29 PALMS MC AIR/GRD CMBT CTR	81	1,146	1,227	17	29	46	98	1,175	1,273
Total	3,442	21,936	25,378	662	1,169	1,831	4,104	23,105	27,209
COLORADO									
BUCKLEY AGB	59	124	183	1	16	17	60	140	200
FORT CARSON	268	2,806	3,074	40	127	167	308	2,933	3,241
LOWRY AFB	18	22	40	4	7	11	22	29	51
PETERSON AFB	181	177	358	107	78	185	288	255	543
SCHRIEVER AFB	74	122	196	16	32	48	90	154	244
UNKNOWN/RESERVE BASE	45	176	221	8	12	20	53	188	241
USAF ACADEMY	46	270	316	72	60	132	118	330	448
Total	691	3,697	4,388	248	332	580	939	4,029	4,968
CONNECTICUT									

Active Duty Retirements and Separations by State/Country and Base (Includes Homeported Ships and Coast Guard)—FY 2006—Continued

	Enlisted			Officer			Total		
CONUS	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**
COAST GUARD ACADEMY	0	22	22	0	0	0	0	22	22
FORT NATHAN HALE	1	5	6	0	1	1	1	6	7
NEW LONDON NAVSUBBASE	181	635	816	21	52	73	202	687	889
UNKNOWN/RESERVE BASE	27	222	249	1	4	5	28	226	254
Total	209	884	1,093	22	57	79	231	941	1,172
DELAWARE									
DOVER AFB	135	342	477	12	30	42	147	372	519
UNKNOWN/RESERVE BASE	4	7	11	1	1	2	5	8	13
Total	139	349	488	13	31	44	152	380	532
DISTRICT OF COLUMBIA									
ARMY ATTACHE DEPT OF STATE	3	4	7	24	3	27	27	7	34
BOLLING AFB	90	129	219	37	34	71	127	163	290
FORT LESLIE J MCNAIR	6	6	12	18	3	21	24	9	33
MARINE BARRACKS, WASH D.C.	48	114	162	73	19	92	121	133	254
NAVAL SECURITY STATION	39	64	103	92	77	169	131	141	272
UNKNOWN/RESERVE BASE	23	32	55	20	22	42	43	54	97
WALTER REED ARMY MED CTR	151	275	426	58	62	120	209	337	546
WASHINGTON NAVDIST HQ	131	1,532	1,663	129	99	228	260	1,631	1,891
Total	491	2,156	2,647	451	319	770	942	2,475	3,417
FLORIDA									
CAMP BLANDING	10	1	11	0	2	2	10	3	13
CECIL FIELD NAS	1	0	1	0	0	0	1	0	1
CORRY STATION NTTC	39	76	115	2	1	3	41	77	118
EGLIN AFB	309	500	809	84	90	174	393	590	983
HOMESTEAD AFB	9	5	14	0	1	1	9	6	15
HQ STRICOM, ORLANDO	4	0	4	2	0	2	6	0	6
HURLBURT FIELD	290	471	761	62	56	118	352	527	879
JACKSONVILLE AFS	1	0	1	0	0	0	1	0	1
JACKSONVILLE NAS	331	810	1,141	64	55	119	395	865	1,260
JACKSONVILLE NAV AVIATION DE	3	1	4	1	0	1	4	1	5
KEY WEST COAST GUARD	1	2	3	0	1	1	1	3	4
KEY WEST NAS	36	82	118	11	10	21	47	92	139
MACDILL AFB	216	290	506	112	50	162	328	340	668
MAYPORT NAVSTA	346	1,138	1,484	38	34	72	384	1,172	1,556
MIAMI COAST GUARD	0	2	2	0	2	2	0	4	4
NAV COASTAL SYSTEMS CTR	21	33	54	2	0	2	23	33	56
NAV ED & TRN PGM MGMT SPT AC	26	1	27	0	2	2	26	3	29
NAVAL HOSPITAL PENSACOLA	25	60	85	18	21	39	43	81	124
NAVAL TRAINING CTR ORLANDO	19	20	39	8	4	12	27	24	51
PATRICK AFB	98	79	177	30	28	58	128	107	235
PENSACOLA NAS	188	472	660	65	110	175	253	582	835
SOUTHERN COMMAND	10	20	30	17	8	25	27	28	55
TYNDALL AFB	140	261	401	28	37	65	168	298	466
UNKNOWN/RESERVE BASE	131	389	520	38	22	60	169	411	580
WHITING FIELD NAS	17	30	47	11	44	55	28	74	102
Total	2,271	4,743	7,014	593	578	1,171	2,864	5,321	8,185
GEORGIA									
ALBANY MCLB	26	68	94	4	9	13	30	77	107
ATLANTA NAS	21	66	87	1	7	8	22	73	95
DOBBINS ARB	5	4	9	1	1	2	6	5	11

Active Duty Retirements and Separations by State/Country and Base (Includes Homeported Ships and Coast Guard)—FY 2006—Continued

	Enlisted			Officer			Total		
CONUS	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**
FORT BENNING	329	3,761	4,090	34	111	145	363	3,872	4,235
FORT GILLEM	33	16	49	19	4	23	52	20	72
FORT GORDON	300	976	1,276	47	59	106	347	1,035	1,382
FORT MCPHERSON	95	97	192	93	26	119	188	123	311
FORT STEWART	447	3,359	3,806	60	198	258	507	3,557	4,064
KINGS BAY NAVSUBBASE	160	314	474	19	20	39	179	334	513
MOODY AFB	98	250	348	12	54	66	110	304	414
NAVY RECRUITING AREA THREE	2	0	2	0	3	3	2	3	5
NV SUPPLY CORPS SCHOOL	1	8	9	4	7	11	5	15	20
ROBINS AFB	229	338	567	48	53	101	277	391	668
SAVANNAH AFS	0	2	2	0	1	1	0	3	3
UNKNOWN/RESERVE BASE	50	119	169	9	10	19	59	129	188
Total	1,796	9,378	11,174	351	563	914	2,147	9,941	12,088
HAWAII									
BARBERS POINT NAS	1	1	2	0	1	1	1	2	3
CAMP H. M. SMITH	29	40	69	47	8	55	76	48	124
FORT SHAFTER	23	82	105	16	12	28	39	94	133
HICKAM AFB	89	210	299	63	52	115	152	262	414
KUMA DEF COMM CTR	1	21	22	0	0	0	1	21	22
MCBH KANEOHE BAY	70	708	778	7	21	28	77	729	806
NAVAL BASE, PEARL HARBOR	86	502	588	34	32	66	120	534	654
NAVCAMS E. PACIFIC	20	43	63	2	1	3	22	44	66
PEARL HARBOR NAVAL SHIPYARD	122	448	570	24	31	55	146	479	625
SAND ISLAND COAST GUARD	0	9	9	0	3	3	0	12	12
SCHOFIELD BARRACKS	162	1,606	1,768	23	68	91	185	1,674	1,859
TRIPLER ARMY MEDICAL CENTER	23	73	96	30	37	67	53	110	163
UNKNOWN/RESERVE BASE	42	165	207	5	11	16	47	176	223
Total	668	3,908	4,576	251	277	528	919	4,185	5,104
IDAHO									
GOWEN FIELD	0	2	2	0	0	0	0	2	2
MOUNTAIN HOME AFB	111	375	486	13	27	40	124	402	526
UNKNOWN/RESERVE BASE	8	52	60	2	5	7	10	57	67
Total	119	429	548	15	32	47	134	461	595
ILLINOIS									
FORT SHERIDAN	15	30	45	0	1	1	15	31	46
GREAT LAKES NTC	219	4,642	4,861	22	44	66	241	4,686	4,927
JOLIET AAP/AFRC	1	2	3	0	0	0	1	2	3
NAVAL HOSPITAL, GREAT LAKES	34	95	129	12	18	30	46	113	159
OHARE IAP ARS	3	0	3	4	0	4	7	0	7
ROCK ISLAND ARSENAL	0	3	3	3	0	3	3	3	6
SCOTT AFB	277	197	474	127	79	206	404	276	680
UNKNOWN/RESERVE BASE	26	182	208	8	11	19	34	193	227
Total	575	5,151	5,726	176	153	329	751	5,304	6,055
INDIANA									
CRANE NAVWEAPSUPPCEN	4	3	7	1	0	1	5	3	8
DFAS INDIANAPOLIS CENTER	26	18	44	2	0	2	28	18	46
FORT BENJAMIN HARRISON	7	1	8	2	4	6	9	5	14
GRISSOM AFB	0	4	4	0	0	0	0	4	4
HULMAN REG ARPT–AGS	1	0	1	0	0	0	1	0	1

Active Duty Retirements and Separations by State/Country and Base (Includes Homeported Ships and Coast Guard)—FY 2006—Continued

	Enlisted			Officer			Total		
CONUS	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**
UNKNOWN/RESERVE BASE	27	91	118	4	7	11	31	98	129
Total	65	117	182	9	11	20	74	128	202
IOWA									
FORT DES MOINES	3	4	7	0	0	0	3	4	7
FORT DODGE	1	0	1	0	0	0	1	0	1
UNKNOWN/RESERVE BASE	10	41	51	0	3	3	10	44	54
Total	14	45	59	0	3	3	14	48	62
KANSAS									
FORT LEAVENWORTH	67	95	162	94	15	109	161	110	271
FORT RILEY	225	1,734	1,959	15	98	113	240	1,832	2,072
MCCONNELL AFB	72	218	290	5	30	35	77	248	325
UNKNOWN/RESERVE BASE	657	1,480	2,137	411	80	491	1,068	1,560	2,628
9TH MARINE CORPS DISTRICT	1	0	1	0	0	0	1	0	1
Total	1,022	3,527	4,549	525	223	748	1,547	3,750	5,297
KENTUCKY									
FORT CAMPBELL	318	2,025	2,343	67	62	129	385	2,087	2,472
FORT KNOX	314	1,786	2,100	72	46	118	386	1,832	2,218
LEXINGTON BLUE GRASS DEPOT	1	1	2	0	0	0	1	1	2
LOUISVILLE ARMY RES KY	0	0	0	0	2	2	0	2	2
UNKNOWN/RESERVE BASE	40	138	178	3	3	6	43	141	184
Total	673	3,950	4,623	142	113	255	815	4,063	4,878
LOUISIANA									
BARKSDALE AFB	138	472	610	36	49	85	174	521	695
FORT POLK	173	1,000	1,173	17	49	66	190	1,049	1,239
HAMMOND AGS	1	0	1	0	0	0	1	0	1
NEW ORLEANS MIL OC. TERMINAL	1	3	4	0	0	0	1	3	4
NEW ORLEANS NAS JRB	31	90	121	13	8	21	44	98	142
NEW ORLEANS NSA	18	32	50	7	7	14	25	39	64
SLIDELL RADAR SITE	0	0	0	1	0	1	1	0	1
UNKNOWN/RESERVE BASE	10	74	84	7	7	14	17	81	98
Total	372	1,671	2,043	81	120	201	453	1,791	2,244
MAINE									
BRUNSWICK NAS	65	163	228	9	17	26	74	180	254
S. PORTLAND AGS	0	7	7	0	0	0	0	7	7
UNKNOWN/RESERVE BASE	32	141	173	2	11	13	34	152	186
Total	97	311	408	11	28	39	108	339	447
MARYLAND									
ABERDEEN PROVING GROUND	99	427	526	26	6	32	125	433	558
ADELPHI LAB CENTER	0	0	0	1	0	1	1	0	1
ANDREWS AFB	196	267	463	82	91	173	278	358	636
ANNAPOLIS NS (INCL. USNA)	28	299	327	27	45	72	55	344	399
BALTIMORE ENDIST/CIV PERSONN	0	0	0	1	0	1	1	0	1
CURTIS BAY COAST GUARD	0	7	7	0	0	0	0	7	7
FORT DETRICK	21	107	128	12	9	21	33	116	149
FORT GEORGE G. MEADE	312	735	1,047	98	64	162	410	799	1,209
FORT RITCHIE	1	0	1	0	1	1	1	1	2
INDIAN HEAD NAV ORD STA	21	96	117	6	5	11	27	101	128
NESEC ST. INGOES	1	3	4	0	0	0	1	3	4
NNMC BETHESDA	84	252	336	68	54	122	152	306	458
PATUXENT RIVER NAS	146	158	304	73	19	92	219	177	396
UNKNOWN/RESERVE BASE	45	122	167	21	23	44	66	145	211

Active Duty Retirements and Separations by State/Country and Base (Includes Homeported Ships and Coast Guard)—FY 2006—Continued

	Enlisted			Officer			Total		
CONUS	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**
WHITE OAK NSWC DAHLGREN	12	10	22	7	3	10	19	13	32
Total	966	2,483	3,449	422	320	742	1,388	2,803	4,191
MASSACHUSETTS									
CAMP EDWARDS—NG	0	0	0	0	1	1	0	1	1
FORT DEVENS	1	7	8	3	1	4	4	8	12
HANSCOM AFB	27	51	78	27	91	118	54	142	196
NAV WPNS INDUS RSV PLANT	0	0	0	1	0	1	1	0	1
NAVMAR RESCEN WORCHESTER MA	1	0	1	0	0	0	1	0	1
NAVPRO STRAT SYS, PITTSFIELD	1	0	1	0	0	0	1	0	1
OTIS AGB	0	1	1	0	0	0	0	1	1
SOUTH WEYMOUTH NAS	12	14	26	1	2	3	13	16	29
UNKNOWN/RESERVE BASE	9	90	99	9	12	21	18	102	120
USA NATICK RSCH & DEV CTR	5	9	14	2	3	5	7	12	19
WESTOVER ARB AFB	3	4	7	0	0	0	3	4	7
Total	59	176	235	43	110	153	102	286	388
MICHIGAN									
DETROIT ARSENAL	0	0	0	1	0	1	1	0	1
NAVAL AIR FACILITY, DETROIT	4	4	8	1	1	2	5	5	10
SELFRIDGE ANG BASE	0	2	2	2	0	2	2	2	4
UNKNOWN/RESERVE BASE	35	169	204	6	9	15	41	178	219
W.K. KELLOGG REG ARPT AGS	1	2	3	0	0	0	1	2	3
Total	40	177	217	10	10	20	50	187	237
MINNESOTA									
FORT SNELLING	3	6	9	1	1	2	4	7	11
MINN/ST PAUL IAP ARS	11	6	17	1	0	1	12	6	18
UNKNOWN/RESERVE BASE	8	58	66	2	4	6	10	62	72
Total	22	70	92	4	5	9	26	75	101
MISSISSIPPI									
ALLEN C THOMPSON FIELD–AGS	2	0	2	0	1	1	2	1	3
CAMP SHELBY	18	37	55	2	3	5	20	40	60
COLUMBUS AFB	18	61	79	8	64	72	26	125	151
GULFPORT NCBC	70	171	241	1	1	2	71	172	243
KEESLER AFB	134	398	532	28	48	76	162	446	608
MERIDIAN NAS	18	97	115	9	22	31	27	119	146
PASCAGOULA NAVSTA	45	115	160	9	3	12	54	118	172
UNKNOWN/RESERVE BASE	18	109	127	2	3	5	20	112	132
VICKSBURG ENDIST	0	0	0	1	0	1	1	0	1
Total	323	988	1,311	60	145	205	383	1,133	1,516
MISSOURI									
DFAS KANSAS CITY CENTER	1	2	3	0	1	1	1	3	4
FORT LEONARD WOOD	230	1,196	1,426	25	57	82	255	1,253	1,508
MCSA KANSAS CITY MO	11	26	37	2	2	4	13	28	41
NAVRESCEN ST LOUIS MO	23	25	48	1	1	2	24	26	50
ST LOUIS ARMY RESERVE	2	4	6	1	0	1	3	4	7
ST LOUIS COAST GUARD	2	8	10	0	0	0	2	8	10
ST LOUIS ENDIST	0	0	0	1	0	1	1	0	1
UNKNOWN/RESERVE BASE	26	101	127	4	7	11	30	108	138
WHITEMAN AFB	97	246	343	11	25	36	108	271	379
Total	392	1,608	2,000	45	93	138	437	1,701	2,138

Active Duty Retirements and Separations by State/Country and Base (Includes Homeported Ships and Coast Guard)—FY 2006—Continued

	Enlisted			Officer			Total		
CONUS	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**
MONTANA									
MALMSTROM AFB	89	339	428	3	50	53	92	389	481
UNKNOWN/RESERVE BASE	8	26	34	3	2	5	11	28	39
Total	97	365	462	6	52	58	103	417	520
NEBRASKA									
ENDIST OMAHA NE	2	0	2	0	0	0	2	0	2
OFFUTT AFB	238	435	673	92	60	152	330	495	825
UNKNOWN/RESERVE BASE	7	32	39	1	4	5	8	36	44
USCG ELIZABETH CITY NC	2	2	4	0	0	0	2	2	4
Total	249	469	718	93	64	157	342	533	875
NEVADA									
FALLON NAS	44	95	139	11	9	20	55	104	159
HAWTHORNE ARMY AMMO PLANT	0	0	0	1	0	1	1	0	1
NELLIS AFB	288	657	945	42	87	129	330	744	1,074
UNKNOWN/RESERVE BASE	9	45	54	1	3	4	10	48	58
Total	341	797	1,138	55	99	154	396	896	1,292
NEW HAMPSHIRE									
PEASE AFB/AGB	1	0	1	0	1	1	1	1	2
PEASE AGB	0	0	0	1	0	1	1	0	1
PORTSMOUTH NAV SHIPYD	14	59	73	7	2	9	21	61	82
UNKNOWN/RESERVE BASE	4	26	30	2	2	4	6	28	34
Total	19	85	104	10	5	15	29	90	119
NEW JERSEY									
EARLE NAVWEAPSTA	13	32	45	1	0	1	14	32	46
FORT DIX	30	71	101	8	11	19	38	82	120
FORT HAMILTON	1	17	18	2	2	4	3	19	22
FORT MONMOUTH	57	47	104	23	5	28	80	52	132
LAKEHURST NAV AIR ENGR CTR	13	39	52	2	2	4	15	41	56
MCGUIRE AFB	163	351	514	23	55	78	186	406	592
PICATINNY ARSENAL	0	4	4	1	0	1	1	4	5
TETERBORO MAP	0	0	0	1	0	1	1	0	1
UNKNOWN/RESERVE BASE	14	100	114	2	8	10	16	108	124
Total	291	661	952	63	83	146	354	744	1,098
NEW MEXICO									
CANNON AFB	117	284	401	8	21	29	125	305	430
DEF NUCLEAR AGCY	0	0	0	0	1	1	0	1	1
HOLLOMAN AFB	113	337	450	6	33	39	119	370	489
KIRTLAND AFB	132	219	351	79	70	149	211	289	500
UNKNOWN/RESERVE BASE	5	38	43	2	3	5	7	41	48
WHITE SANDS MISSILE RANGE	8	38	46	3	0	3	11	38	49
Total	375	916	1,291	98	128	226	473	1,044	1,517
NEW YORK									
ENDIST BUFFALO NY	0	0	0	1	0	1	1	0	1
FORT DRUM	154	1,563	1,717	26	73	99	180	1,636	1,816
GRIFFISS NOAD ANG	3	0	3	2	5	7	5	5	10
HANCOCK FIELD AGS	2	4	6	0	0	0	2	4	6
LOCKPORT AFS	1	0	1	0	0	0	1	0	1
NAVAL STATION STATEN ISLAND	0	33	33	0	2	2	0	35	35
PFC ROBERT J. MANVILLE USARC	0	1	1	2	1	3	2	2	4
PLATTSBURGH AFB	2	14	16	1	0	1	3	14	17

Active Duty Retirements and Separations by State/Country and Base (Includes Homeported Ships and Coast Guard)—FY 2006—Continued

	Enlisted			Officer			Total		
CONUS	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**
SCHENECTADY ARPT–AGS	0	3	3	1	0	1	1	3	4
SCOTIA NAVAL ADM BALLSTON	6	39	45	1	5	6	7	44	51
STEWART NEWBURGH USARC	1	52	53	3	0	3	4	52	56
UNKNOWN/RESERVE BASE	54	263	317	10	18	28	64	281	345
USCG NIAGARA NY	0	1	1	0	0	0	0	1	1
WATERVLIET ARSENAL	1	4	5	0	1	1	1	5	6
WEST POINT MILRES	28	70	98	46	27	73	74	97	171
1ST MARINE CORPS DISTRICT	7	21	28	1	4	5	8	25	33
Total	259	2,068	2,327	94	136	230	353	2,204	2,557
NORTH CAROLINA									
CAMP LEJEUNE MCB	473	6,615	7,088	103	162	265	576	6,777	7,353
CHERRY POINT MCAS	92	733	825	33	20	53	125	753	878
CHERRY POINT NAVAL AVIATION	10	30	40	0	4	4	10	34	44
FORT BRAGG	810	4,778	5,588	134	215	349	944	4,993	5,937
NEW RIVER MCAS	80	837	917	19	16	35	99	853	952
POPE AFB	159	375	534	8	63	71	167	438	605
SEYMOUR JOHNSON AFB	156	322	478	15	39	54	171	361	532
TARHEEL ARMY MISSILE PLANT	0	1	1	0	0	0	0	1	1
UNKNOWN/RESERVE BASE	66	478	544	14	23	37	80	501	581
Total	1,846	14,169	16,015	326	542	868	2,172	14,711	16,883
NORTH DAKOTA									
FARGO/HECTOR FIELD	1	0	1	1	0	1	2	0	2
GRAND FORKS AFB	95	203	298	4	23	27	99	226	325
MINOT AFB	138	414	552	10	44	54	148	458	606
UNKNOWN/RESERVE BASE	4	11	15	1	0	1	5	11	16
Total	238	628	866	16	67	83	254	695	949
OHIO									
BROOKLYN USARC	1	6	7	0	0	0	1	6	7
COLUMBUS DEF DEPOT	10	13	23	3	0	3	13	13	26
DFAS COLUMBUS CENTER	1	0	1	1	0	1	2	0	2
LIMA ARMY TANK CTR	0	0	0	1	0	1	1	0	1
NAVMAR RESCEN YOUNGSTOWN OH	0	1	1	0	0	0	0	1	1
NAVY FINANCE CENTER	1	1	2	1	2	3	2	3	5
NAVY RECRUITING AREA 4, COLUMB	3	5	8	0	1	1	3	6	9
PORT CLINTON IND PARK	0	3	3	0	2	2	0	5	5
RICKENBACKER IAP	2	2	4	0	0	0	2	2	4
SP FLD–BECKLEY MAP AGS	2	2	4	0	0	0	2	2	4
UNKNOWN/RESERVE BASE	53	163	216	15	6	21	68	169	237
WRIGHT–PATTERSON AFB	189	176	365	141	152	293	330	328	658
Total	262	372	634	162	163	325	424	535	959
OKLAHOMA									
ALTUS AFB	46	127	173	6	24	30	52	151	203
ENDIST TULSA OK	0	0	0	0	1	1	0	1	1
FORT SILL	188	1,837	2,025	30	73	103	218	1,910	2,128
MCALESTER ARMY AMMO PLANT	1	0	1	0	0	0	1	0	1
TINKER AFB	226	546	772	43	86	129	269	632	901
UNKNOWN/RESERVE BASE	11	65	76	3	2	5	14	67	81
VANCE AFB	15	29	44	11	31	42	26	60	86
Total	487	2,604	3,091	93	217	310	580	2,821	3,401

Active Duty Retirements and Separations by State/Country and Base (Includes Homeported Ships and Coast Guard)—FY 2006—Continued

CONUS	Enlisted			Officer			Total		
	Rets	Seps	Total	Rets	Seps	Total	Rets	Seps	Total
OREGON									
PORTLAND IAP AGS	16	10	26	0	1	1	16	11	27
UMATILLA DEPOT	1	3	4	0	0	0	1	3	4
UNKNOWN/RESERVE BASE	17	99	116	3	6	9	20	105	125
Total	34	112	146	3	7	10	37	119	156
PENNSYLVANIA									
CARLISLE BARRACKS	16	13	29	34	7	41	50	20	70
CHARLES KELLY SPT FACILITY	0	2	2	0	0	0	0	2	2
DEFENSE DIST DEPOT SUSQUEHAN	29	18	47	5	4	9	34	22	56
DEFENSE SUPPLY CTR PHILA	16	15	31	8	0	8	24	15	39
GR. PITTS IAP–AGS	0	1	1	0	0	0	0	1	1
LETTERKENNY ARMY DEPOT	0	2	2	1	0	1	1	2	3
NAV SHIPS PARTS CTRL CTR ICP	9	3	12	5	1	6	14	4	18
NAVAL BASE, PHILADELPHIA	8	1	9	1	0	1	9	1	10
PITTSBURGH MEPS/ENDIST	22	29	51	3	3	6	25	32	57
UNKNOWN/RESERVE BASE	34	248	282	8	33	41	42	281	323
WILLOW GROVE NAS	18	52	70	3	8	11	21	60	81
WYOMING VALLEY ANG CTR	0	1	1	0	0	0	0	1	1
Total	152	385	537	68	56	124	220	441	661
RHODE ISLAND									
NEWPORT NAVEDTRACEN	48	123	171	45	40	85	93	163	256
PROVIDENCE PRT	0	0	0	0	1	1	0	1	1
UNKNOWN/RESERVE BASE	3	19	22	0	0	0	3	19	22
Total	51	142	193	45	41	86	96	183	279
SOUTH CAROLINA									
BEAUFORT MCAS	61	548	609	26	21	47	87	569	656
CHARLESTON AFB	130	285	415	10	30	40	140	315	455
CHARLESTON NAVSTA	15	67	82	1	1	2	16	68	84
FORT JACKSON	197	1,529	1,726	38	43	81	235	1,572	1,807
NAVAL HOSPITAL, CHARLESTON	14	30	44	12	6	18	26	36	62
NV WEAPONS STATION CHARLEST	50	184	234	11	40	51	61	224	285
PARRIS ISLAND MCRD	19	1,700	1,719	6	10	16	25	1,710	1,735
SHAW AFB	173	371	544	29	62	91	202	433	635
THE CITADEL	0	23	23	0	2	2	0	25	25
UNKNOWN/RESERVE BASE	19	82	101	8	4	12	27	86	113
Total	678	4,819	5,497	141	219	360	819	5,038	5,857
SOUTH DAKOTA									
ELLSWORTH AFB	81	268	349	6	21	27	87	289	376
SIOUX FALLS CTR	3	0	3	0	0	0	3	0	3
UNKNOWN/RESERVE BASE	1	12	13	0	1	1	1	13	14
Total	85	280	365	6	22	28	91	302	393
TENNESSEE									
ARNOLD AFB	4	2	6	3	1	4	7	3	10
MEMPHIS IAP AGS	1	0	1	0	0	0	1	0	1
MEMPHIS NAS	52	27	79	9	6	15	61	33	94
UNKNOWN/RESERVE BASE	102	108	210	30	23	53	132	131	263
Total	159	137	296	42	30	72	201	167	368
TEXAS									
BROOKS AFB	37	27	64	27	29	56	64	56	120

Active Duty Retirements and Separations by State/Country and Base (Includes Homeported Ships and Coast Guard)—FY 2006—Continued

	Enlisted			Officer			Total		
CONUS	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**
CARSWELL AFB	1	0	1	0	0	0	1	0	1
CORPUS CHRISTI COAST GUARD	0	7	7	0	0	0	0	7	7
CORPUS CHRISTI NAS	71	155	226	20	80	100	91	235	326
DYESS AFB	139	410	549	15	30	45	154	440	594
ENDIST FORT WORTH TX	0	0	0	1	0	1	1	0	1
ENDIST GALVESTON TX	0	0	0	0	2	2	0	2	2
FORT BLISS	284	1,470	1,754	45	96	141	329	1,566	1,895
FORT HOOD	895	4,736	5,631	110	253	363	1,005	4,989	5,994
FORT SAM HOUSTON	221	649	870	120	64	184	341	713	1,054
FORT WORTH USARC	2	0	2	1	0	1	3	0	3
GALVESTON COAST GUARD	0	5	5	0	0	0	0	5	5
GOODFELLOW AFB	53	197	250	3	10	13	56	207	263
KELLY AFB	1	0	1	2	0	2	3	0	3
KINGSVILLE NAS	68	116	184	9	13	22	77	129	206
LACKLAND AFB	400	3,459	3,859	119	166	285	519	3,625	4,144
LAUGHLIN AFB	22	49	71	5	24	29	27	73	100
LYNDON B. JOHNSON SPACE CTR	0	1	1	5	1	6	5	2	7
NAS JRB FT WORTH TX	35	86	121	7	4	11	42	90	132
NAVY RECRUITING AREA 7, DALLA	1	1	2	1	1	2	2	2	4
RANDOLPH AFB	192	64	256	128	85	213	320	149	469
RED RIVER DEPOT	0	3	3	1	0	1	1	3	4
SHEPPARD AFB	120	416	536	20	49	69	140	465	605
UNKNOWN/RESERVE BASE	135	491	626	22	30	52	157	521	678
Total	2,677	12,342	15,019	661	937	1,598	3,338	13,279	16,617
UTAH									
DUGWAY PROVING GROUND	1	2	3	0	0	0	1	2	3
HILL AFB	188	421	609	18	50	68	206	471	677
TOOELE ARMY DEPOT	0	5	5	0	0	0	0	5	5
UNKNOWN/RESERVE BASE	10	55	65	2	4	6	12	59	71
Total	199	483	682	20	54	74	219	537	756
VERMONT									
BURLINGTON IAP–AGS	0	2	2	1	0	1	1	2	3
UNKNOWN/RESERVE BASE	1	13	14	2	0	2	3	13	16
Total	1	15	16	3	0	3	4	15	19
VIRGINIA									
CAMERON STATION	1	0	1	0	0	0	1	0	1
DAM NECK TRNG CTR ATLANTIC	93	196	289	23	10	33	116	206	322
FORT A.P. HILL	0	1	1	0	0	0	0	1	1
FORT BELVOIR	115	188	303	120	34	154	235	222	457
FORT EUSTIS	170	552	722	40	34	74	210	586	796
FORT LEE	119	438	557	47	20	67	166	458	624
FORT MONROE	39	27	66	48	1	49	87	28	115
FORT MYER	172	354	526	207	33	240	379	387	766
FORT STORY	20	120	140	2	3	5	22	123	145
HQTRS MARCORPS	58	971	1,029	93	18	111	151	989	1,140
LANGLEY AFB	398	491	889	138	108	246	536	599	1,135
LITTLE CREEK NAV AMPHIB BASE	309	677	986	70	32	102	379	709	1,088
MCCDC QUANTICO VA	121	916	1,037	115	72	187	236	988	1,224
NAVAL MEDICAL CTR PORTSMOUTH	80	239	319	44	64	108	124	303	427

Active Duty Retirements and Separations by State/Country and Base (Includes Homeported Ships and Coast Guard)—FY 2006—Continued

	Enlisted			Officer			Total		
CONUS	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**
NAVSURFWEAPCEN DAHLGREN	25	46	71	12	6	18	37	52	89
NORFOLK ENDIST	0	5	5	0	2	2	0	7	7
NORFOLK NAV SHIPYD	4	1	5	3	0	3	7	1	8
NORFOLK NAVAL BASE	1,713	7,473	9,186	279	256	535	1,992	7,729	9,721
NORFOLK NSC	1	0	1	0	0	0	1	0	1
NSGA NORTHWEST	10	32	42	1	2	3	11	34	45
OCEANA NAS	141	423	564	12	14	26	153	437	590
PENTAGON—AIR FORCE	96	21	117	205	28	233	301	49	350
PENTAGON—ARMY	25	31	56	133	11	144	158	42	200
PENTAGON—NAVY	17	16	33	74	25	99	91	41	132
RICHMOND DEF DEPOT	8	3	11	9	1	10	17	4	21
UNKNOWN/RESERVE BASE	210	386	596	115	62	177	325	448	773
USCG ALEXANDRIA VA	0	4	4	0	0	0	0	4	4
USCG HAMPTON ROADS VA	0	8	8	2	2	4	2	10	12
USCG YORKTOWN VA	0	4	4	0	0	0	0	4	4
YORKTOWN NAVWEAPSTA	46	106	152	10	6	16	56	112	168
Total	3,991	13,729	17,720	1,802	844	2,646	5,793	14,573	20,366
WASHINGTON									
BANGOR NAVSUBBASE	162	261	423	11	29	40	173	290	463
ENDIST SEATTLE WA	0	0	0	0	1	1	0	1	1
ENDIST WALLA WALLA WA	1	0	1	1	0	1	2	0	2
FAIRCHILD AFB	111	230	341	15	31	46	126	261	387
FORT LAWTON	1	0	1	0	0	0	1	0	1
FORT LEWIS	423	3,263	3,686	81	193	274	504	3,456	3,960
MCCHORD AFB	120	258	378	9	30	39	129	288	417
NAVAL HOSPITAL BREMERTON	29	97	126	12	28	40	41	125	166
NAVAL STATION EVERETT	113	516	629	10	18	28	123	534	657
NS BREMERTON	327	2,075	2,402	42	44	86	369	2,119	2,488
SPOKANE IAP AGS	1	0	1	0	0	0	1	0	1
UNKNOWN/RESERVE BASE	86	570	656	6	17	23	92	587	679
WHIDBEY ISLAND NAS	153	514	667	18	22	40	171	536	707
Total	1,527	7,784	9,311	205	413	618	1,732	8,197	9,929
WEST VIRGINIA									
NAV SEC GROUP DET, SUGAR GROV	12	28	40	0	0	0	12	28	40
UNKNOWN/RESERVE BASE	13	25	38	0	1	1	13	26	39
Total	25	53	78	0	1	1	25	54	79
WISCONSIN									
FORT MCCOY	0	3	3	0	3	3	0	6	6
GEN BILLY MITCHELL FIELD	0	3	3	1	1	2	1	4	5
TRUAX FIELD ANG STA	0	3	3	0	1	1	0	4	4
UNKNOWN/RESERVE BASE	16	63	79	4	5	9	20	68	88
Total	16	72	88	5	10	15	21	82	103
WYOMING									
FRANCIS E WARREN AFB	91	289	380	6	32	38	97	321	418
UNKNOWN/RESERVE BASE	2	14	16	1	0	1	3	14	17
Total	93	303	396	7	32	39	100	335	435
Conus Total	29,939	136,520	166,459	8,568	9,367	17,935	38,507	145,887	184,394

Active Duty Retirements and Separations by State/Country and Base (Includes Homeported Ships and Coast Guard)—FY 2006

	Enlisted			Officer			Total		
OVERSEAS	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**
AFGHANISTAN									
UNKNOWN/RESERVE BASE	1	5	6	1	0	1	2	5	7
Total	1	5	6	1	0	1	2	5	7
AMERICAN SAMOA									
UNKNOWN/RESERVE BASE	2	1	3	1	0	1	3	1	4
Total	2	1	3	1	0	1	3	1	4
AUSTRALIA									
CANBERRA A.C.T.	1	2	3	1	0	1	2	2	4
UNKNOWN/RESERVE BASE	0	2	2	0	0	0	0	2	2
Total	1	4	5	1	0	1	2	4	6
AUSTRIA									
UNKNOWN/RESERVE BASE	0	1	1	0	0	0	0	1	1
Total	0	1	1	0	0	0	0	1	1
BAHRAIN									
UNKNOWN/RESERVE BASE	2	4	6	1	0	1	3	4	7
Total	2	4	6	1	0	1	3	4	7
BELGIUM									
BRUSSELS, NATO	2	3	5	8	0	8	10	3	13
CHIEVRES AS BELGIUM	6	11	17	0	0	0	6	11	17
KLEINE BORGEL	20	37	57	15	2	17	35	39	74
UNKNOWN/RESERVE BASE	0	3	3	1	0	1	1	3	4
Total	28	54	82	24	2	26	52	56	108
BERMUDA									
NAS BERMUDA	0	0	0	1	0	1	1	0	1
Total	0	0	0	1	0	1	1	0	1
BOSNIA/HERZEGOVINA									
UNKNOWN/RESERVE BASE	0	1	1	0	0	0	0	1	1
Total	0	1	1	0	0	0	0	1	1
BURUNDI									
UNKNOWN/RESERVE BASE	0	1	1	0	0	0	0	1	1
Total	0	1	1	0	0	0	0	1	1
CANADA									
ARGENTIA NEWFOUNDLAND	0	0	0	1	0	1	1	0	1
UNKNOWN/RESERVE BASE	0	1	1	0	0	0	0	1	1
Total	0	1	1	1	0	1	1	1	2
CHINA									
UNKNOWN/RESERVE BASE	0	0	0	1	0	1	1	0	1
Total	0	0	0	1	0	1	1	0	1
CUBA									
GUANTANAMO BAY NS	1	10	11	0	0	0	1	10	11
UNKNOWN/RESERVE BASE	1	5	6	0	1	1	1	6	7
Total	2	15	17	0	1	1	2	16	18
DJIBOUTI									
UNKNOWN/RESERVE BASE	0	6	6	0	2	2	0	8	8
Total	0	6	6	0	2	2	0	8	8
EGYPT									
CAIRO MED UNIT	3	0	3	0	0	0	3	0	3
EL GORAH, EGYPT	3	23	26	0	0	0	3	23	26
UNKNOWN/RESERVE BASE	0	3	3	0	0	0	0	3	3
Total	6	26	32	0	0	0	6	26	32

Active Duty Retirements and Separations by State/Country and Base (Includes Homeported Ships and Coast Guard)—FY 2006—Continued

	Enlisted			Officer			Total		
OVERSEAS	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**
EL SALVADOR									
UNKNOWN/RESERVE BASE	0	1	1	0	0	0	0	1	1
Total	0	1	1	0	0	0	0	1	1
GEORGIA									
UNKNOWN/RESERVE BASE	0	1	1	0	0	0	0	1	1
Total	0	1	1	0	0	0	0	1	1
GERMANY									
ANSBACH, BARTON BARRACKS	0	22	22	0	0	0	0	22	22
BABENBAUSEN KASERNE	3	92	95	0	0	0	3	92	95
BAD AIBLING FIELD STATION	0	3	3	0	0	0	0	3	3
BAD GODESBERG, AMER. EMBASSY	1	0	1	0	0	0	1	0	1
BAD KREUZNACH GERMANY	5	10	15	1	0	1	6	10	16
BAD KREUZNACH, ROSE BARRACKS	0	25	25	0	0	0	0	25	25
BAMBERG WARNER BARRACKS	29	280	309	1	12	13	30	292	322
BAUMHOLDER, H.D. SMITH BRCKS	7	281	288	2	17	19	9	298	307
BITBURG AB F	0	5	5	0	8	8	0	13	13
BOBLINGEN PANZER KASERNE	6	16	22	1	2	3	7	18	25
BUCHEL AB	1	9	10	0	0	0	1	9	10
BUEDINGEN ARMSTRONG BARRACKS	1	83	84	0	3	3	1	86	87
DARMSTADT GERMANY	15	188	203	6	8	14	21	196	217
DEXHEIM MILITARY COMMUNITY	1	42	43	0	1	1	1	43	44
FRANKFURT, GERMANY	3	4	7	0	3	3	3	7	10
FRIEDBERG	7	174	181	1	1	2	8	175	183
GARMISCH	0	0	0	1	1	2	1	1	2
GEILENKIRCHEN	7	19	26	2	4	6	9	23	32
GIEBELSTADT	7	133	140	3	13	16	10	146	156
GIESSEN GERMANY	2	23	25	0	0	0	2	23	25
GRAFENWOHR GERMANY	14	81	95	3	13	16	17	94	111
HANAU GERMANY	21	279	300	7	15	22	28	294	322
HEIDELBERG	0	4	4	0	0	0	0	4	4
HEIDELBERG PATTON BARRACKS	24	111	135	9	11	20	33	122	155
HEIDELBERG, CAMPBELL BARRACK	9	26	35	14	8	22	23	34	57
HOHENFELS GERMANY	19	120	139	3	7	10	22	127	149
ILLESHEIM GERMANY	6	66	72	2	5	7	8	71	79
KAAPAUN AS	1	1	2	0	0	0	1	1	2
KAEFERTAL GERMANY	9	141	150	3	13	16	12	154	166
KAISERSLAUTERN	20	136	156	4	7	11	24	143	167
KATTERBACH KASERNE (ANSBACH)	15	113	128	0	7	7	15	120	135
KIRCHGOENS	6	40	46	0	1	1	6	41	47
KITZINGEN, HARVEY BARRACKS	8	52	60	4	10	14	12	62	74
KITZINGEN, LARSON BARRACKS	8	257	265	0	11	11	8	268	276
LANDSTUHL MEDICAL CENTER	15	111	126	10	21	31	25	132	157
MAIN–KASTEL	0	1	1	0	0	0	0	1	1
MAINZ/MCCULLY BARRACKS GM	4	32	36	0	1	1	4	33	37
MANNHEIM	12	168	180	0	2	2	12	170	182
MIESAU ARMY DEPOT	4	61	65	1	4	5	5	65	70
MOHRINGEN, KELLEY BARRACKS	1	8	9	2	0	2	3	8	11
MUNICH	1	4	5	3	3	6	4	7	11

Active Duty Retirements and Separations by State/Country and Base (Includes Homeported Ships and Coast Guard)—FY 2006—Continued

	Enlisted			Officer			Total		
OVERSEAS	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**
PIRMASENS	1	2	3	0	0	0	1	2	3
RAMSTEIN, FRG	102	327	429	39	43	82	141	370	511
RHEIN MAIN AB	2	8	10	0	0	0	2	8	10
SANDHOFEN	5	18	23	0	1	1	5	19	24
SCHWEINFURT CONN BARRACKS	8	109	117	2	2	4	10	111	121
SCHWEINFURT LEDWARD BARRACKS	10	211	221	1	13	14	11	224	235
SCHWETZINGEN	4	19	23	1	0	1	5	19	24
SCHWETZINGEN, TOMPKIN BARRACK	1	7	8	1	0	1	2	7	9
SECKENHEIM	2	1	3	1	0	1	3	1	4
SEMBACH, FRG	9	27	36	1	7	8	10	34	44
SHIPTON KASERNE, ANSBACH	6	49	55	0	0	0	6	49	55
SPANGDAHLEM AB	41	199	240	2	17	19	43	216	259
STUTTGART GERMANY	14	15	29	17	5	22	31	20	51
UNKNOWN/RESERVE BASE	1	3	4	0	0	0	1	3	4
VAIHINGEN—PATCH BARRACKS	9	43	52	1	0	1	10	43	53
VISECK	27	406	433	2	11	13	29	417	446
WIESBADEN GERMANY	13	143	156	5	27	32	18	170	188
WORMS	12	58	70	3	2	5	15	60	75
WUERZBERG	35	216	251	6	13	19	41	229	270
Total	594	5,082	5,676	165	353	518	759	5,435	6,194
GIBRALTAR									
UNKNOWN/RESERVE BASE	0	0	0	1	0	1	1	0	1
Total	0	0	0	1	0	1	1	0	1
GREECE									
SOUDA BAY, CRETE	0	0	0	0	1	1	0	1	1
Total	0	0	0	0	1	1	0	1	1
GREENLAND									
THULE AFB	2	2	4	1	1	2	3	3	6
Total	2	2	4	1	1	2	3	3	6
GUAM									
ANDERSON AFB GUAM	24	99	123	3	18	21	27	117	144
NAVAL HOSPITAL GUAM	3	22	25	1	10	11	4	32	36
NAVAL STATION GUAM	17	40	57	0	6	6	17	46	63
UNKNOWN/RESERVE BASE	5	4	9	0	0	0	5	4	9
Total	49	165	214	4	34	38	53	199	252
GUATEMALA									
UNKNOWN/RESERVE BASE	0	1	1	0	0	0	0	1	1
Total	0	1	1	0	0	0	0	1	1
ICELAND									
KEFLAVIK ICELAND	9	28	37	1	3	4	10	31	41
KEFLAVIL NAS, ICELAND	1	1	2	0	2	2	1	3	4
Total	10	29	39	1	5	6	11	34	45
IRAQ									
UNKNOWN/RESERVE BASE	4	248	252	5	8	13	9	256	265
Total	4	248	252	5	8	13	9	256	265
ISRAEL									
TEL AVIV	0	0	0	1	0	1	1	0	1
Total	0	0	0	1	0	1	1	0	1

Active Duty Retirements and Separations by State/Country and Base (Includes Homeported Ships and Coast Guard)—FY 2006—Continued

	Enlisted			Officer			Total		
OVERSEAS	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**
ITALY									
AVIANO AB	32	169	201	6	24	30	38	193	231
CAMP DARBY LIVORNO	5	36	41	0	2	2	5	38	43
GAETA NAVAL SUPPORT ACTVITY	0	2	2	0	0	0	0	2	2
LA MADDALENA SARDINIA	0	3	3	0	0	0	0	3	3
NAPLES FMC	0	1	1	2	1	3	2	2	4
NAPLES U.S. NAVCAMSMED	0	2	2	0	0	0	0	2	2
NAPLES, NAVAL SUPP ACT	6	6	12	6	0	6	12	6	18
NAS SIGONELLA, SICILY	5	15	20	0	1	1	5	16	21
UNKNOWN/RESERVE BASE	0	1	1	0	0	0	0	1	1
VICENZA ITALY	23	475	498	5	14	19	28	489	517
Total	71	710	781	19	42	61	90	752	842
JAPAN									
CAMP ZAMA TOKYO	3	65	68	2	11	13	5	76	81
FLEET ACTIVITIES, SASEBO	11	24	35	0	3	3	11	27	38
IWAKUNI MCAS	6	16	22	0	0	0	6	16	22
KADENA AB	62	280	342	4	34	38	66	314	380
KADENA FLEET ACTIVITY	2	3	5	1	0	1	3	3	6
KAMI SEYA	1	0	1	0	0	0	1	0	1
MAKIMINATO, OKINAWA CP BUTLER	9	29	38	1	1	2	10	30	40
MISAWA AB	35	145	180	3	21	24	38	166	204
MUTUAL DEF ASST OFF, TOKYO	0	0	0	1	0	1	1	0	1
NAVAL AIR FACILITY, ATSUGI	9	10	19	0	0	0	9	10	19
NAVAL HOSPITAL OKINAWA	2	6	8	0	1	1	2	7	9
NSD YOKOSUKA, JAPAN	32	55	87	9	9	18	41	64	105
OKINAWA TORII STATION	10	34	44	0	1	1	10	35	45
UNKNOWN/RESERVE BASE	15	66	81	0	1	1	15	67	82
YOKOTA AB	47	118	165	14	28	42	61	146	207
Total	244	851	1,095	35	110	145	279	961	1,240
KOREA (SOUTH)									
BUPYEONG CAMP MARKET	0	12	12	0	0	0	0	12	12
CAMP CASEY TONGDUCHON	43	387	430	10	19	29	53	406	459
CAMP RED CLOUD UIJONBU, KOR	47	244	291	3	14	17	50	258	308
CHINHAE FLEET ACTIVITY	2	1	3	0	1	1	2	2	4
KUNSAN AB	26	82	108	2	15	17	28	97	125
OSAN AIR BASE	57	153	210	7	30	37	64	183	247
OSAN, KOREA	8	37	45	0	0	0	8	37	45
SEOUL, KOREA	12	59	71	1	9	10	13	68	81
SUWON	1	6	7	0	0	0	1	6	7
TAEGU, CAMP HENRY, 19 SPT CM	16	24	40	0	2	2	16	26	42
UNKNOWN/RESERVE BASE	1	1	2	0	0	0	1	1	2
WONGJU KANGWON–BO CAMP LONG	2	13	15	0	1	1	2	14	16
YONGSAN, KOREA	107	320	427	26	45	71	133	365	498
20TH ASG TAEGU, KOREA	16	63	79	4	6	10	20	69	89
23D ASG CAMP HUMPHREYS	37	209	246	5	7	12	42	216	258
34TH ASG PUSAN, KOREA	3	16	19	0	0	0	3	16	19
Total	378	1,627	2,005	58	149	207	436	1,776	2,212
KUWAIT									
KUWAIT CITY, COMBAT SUPPORT	1	6	7	3	1	4	4	7	11

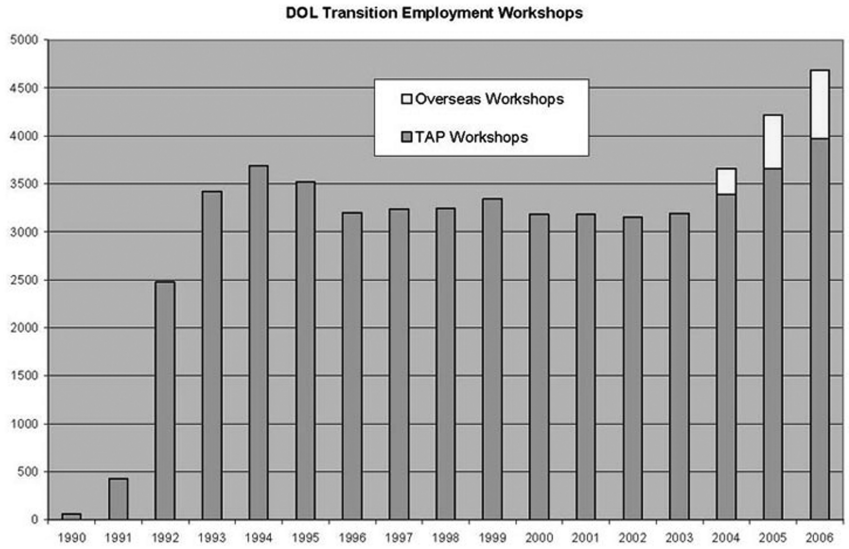
Active Duty Retirements and Separations by State/Country and Base (Includes Homeported Ships and Coast Guard)—FY 2006—Continued

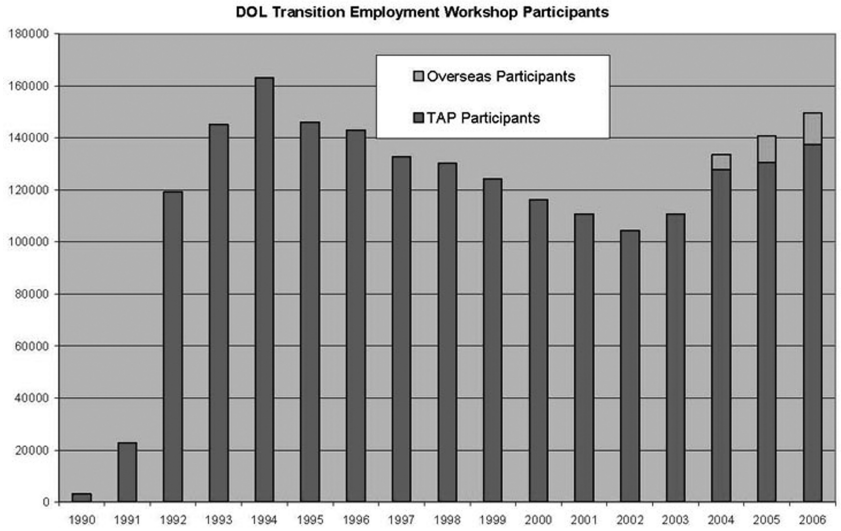
	Enlisted			Officer			Total		
OVERSEAS	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**
UNKNOWN/RESERVE BASE	0	1	1	0	0	0	0	1	1
Total	1	7	8	3	1	4	4	8	12
MALAYSIA									
UNKNOWN/RESERVE BASE	1	0	1	0	0	0	1	0	1
Total	1	0	1	0	0	0	1	0	1
MEXICO									
UNKNOWN/RESERVE BASE	0	2	2	0	0	0	0	2	2
Total	0	2	2	0	0	0	0	2	2
NETHERLANDS									
SCHINNEN NETHERLANDS	9	51	60	4	2	6	13	53	66
UNKNOWN/RESERVE BASE	0	1	1	0	0	0	0	1	1
Total	9	52	61	4	2	6	13	54	67
NORWAY									
STAVANGER	4	6	10	1	0	1	5	6	11
Total	4	6	10	1	0	1	5	6	11
PANAMA									
ALBROOK AFS	0	0	0	10	0	10	10	0	10
Total	0	0	0	10	0	10	10	0	10
PHILIPPINES									
UNKNOWN/RESERVE BASE	0	1	1	0	0	0	0	1	1
Total	0	1	1	0	0	0	0	1	1
PORTUGAL									
LISBON AMERICAN EMBASSY	0	0	0	1	0	1	1	0	1
TERCEIRA AZORES	7	26	33	1	7	8	8	33	41
Total	7	26	33	2	7	9	9	33	42
PUERTO RICO									
NAVAL STATION, ROOSEVELT ROA	4	2	6	0	0	0	4	2	6
SAN JUAN, FORT BUCHANAN	5	11	16	9	3	12	14	14	28
UNKNOWN/RESERVE BASE	2	10	12	0	3	3	2	13	15
Total	11	23	34	9	6	15	20	29	49
QATAR									
UNKNOWN/RESERVE BASE	0	1	1	0	0	0	0	1	1
Total	0	1	1	0	0	0	0	1	1
ROMANIA									
UNKNOWN/RESERVE BASE	0	1	1	0	0	0	0	1	1
Total	0	1	1	0	0	0	0	1	1
RUSSIA									
UNKNOWN/RESERVE BASE	1	1	2	0	0	0	1	1	2
Total	1	1	2	0	0	0	1	1	2
SAUDI ARABIA									
DHAHRAN, DET. 1, 9 AIRPS	1	10	11	0	0	0	1	10	11
RIYADH SAUDI ARABIA	2	2	4	2	0	2	4	2	6
UNKNOWN/RESERVE BASE	0	1	1	0	0	0	0	1	1
Total	3	13	16	2	0	2	5	13	18
SHIPS AFLOAT									
UNKNOWN/RESERVE BASE	385	2,404	2,789	45	95	140	430	2,499	2,929
Total	385	2,404	2,789	45	95	140	430	2,499	2,929
SOUTH AFRICA									
UNKNOWN/RESERVE BASE	0	1	1	0	0	0	0	1	1
Total	0	1	1	0	0	0	0	1	1

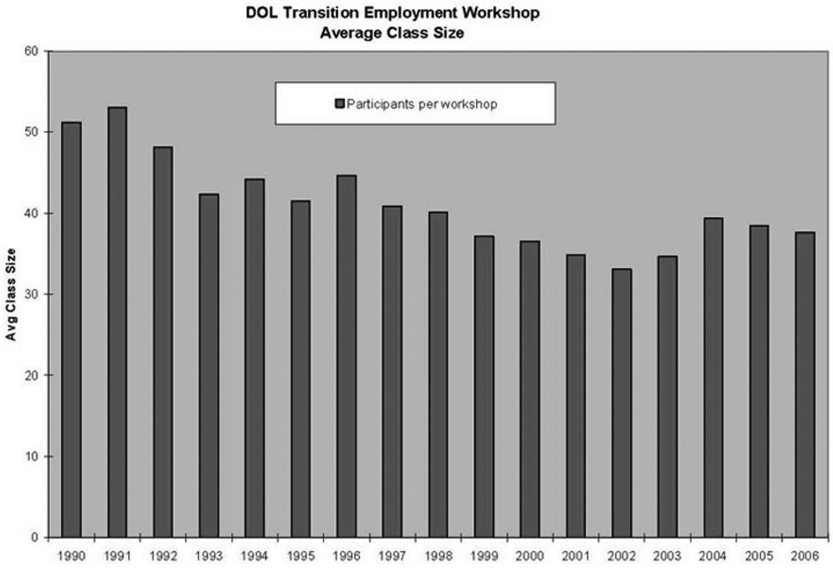
Active Duty Retirements and Separations by State/Country and Base (Includes Homeported Ships and Coast Guard)—FY 2006—Continued

	Enlisted			Officer			Total		
OVERSEAS	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**	**Rets**	**Seps**	**Total**
SPAIN									
MADRID AMERICAN EMBASSY	0	1	1	1	2	3	1	3	4
MORON AB	4	6	10	0	0	0	4	6	10
NAVAL STATION, ROTA, SPAIN	5	26	31	0	2	2	5	28	33
ROTA NS	3	5	8	0	0	0	3	5	8
Total	12	38	50	1	4	5	13	42	55
THAILAND									
UNKNOWN/RESERVE BASE	0	1	1	0	0	0	0	1	1
Total	0	1	1	0	0	0	0	1	1
TURKEY									
ANKARA AS	1	2	3	1	0	1	2	2	4
INCURLIK AB ADANA, TURKEY	14	50	64	3	16	19	17	66	83
ISTANBUL AMT	1	2	3	0	0	0	1	2	3
UNKNOWN/RESERVE BASE	0	1	1	0	0	0	0	1	1
Total	16	55	71	4	16	20	20	71	91
TURKMENISTAN									
UNKNOWN/RESERVE BASE	0	1	1	0	0	0	0	1	1
Total	0	1	1	0	0	0	0	1	1
UNITED KINGDOM									
ALCONBURY, UK RAF MOLESWORTH	9	40	49	2	6	8	11	46	57
CROUGTON RAF CROUGHTON	1	10	11	0	1	1	1	11	12
FAIRFORD, RAF FAIRFORD	7	10	17	1	2	3	8	12	20
JMF ST. MAWGAN, UK	2	2	4	0	0	0	2	2	4
LAKENHEATH, UK RAF	37	149	186	3	41	44	40	190	230
LONDON, ENGLAND	1	6	7	3	2	5	4	8	12
MENWITH HILL RAF	4	13	17	1	2	3	5	15	20
NEWBURY	0	1	1	0	0	0	0	1	1
RAF MILDENHALL	38	149	187	6	24	30	44	173	217
UNKNOWN/RESERVE BASE	0	0	0	0	1	1	0	1	1
Total	99	380	479	16	79	95	115	459	574
VENEZUELA									
CARACAS, AM. EMBASSY VENZUEL	0	1	1	1	0	1	1	1	2
Total	0	1	1	1	0	1	1	1	2
VIRGIN ISLANDS									
UNKNOWN/RESERVE BASE	1	0	1	0	0	0	1	0	1
Total	1	0	1	0	0	0	1	0	1
YUGOSLAVIA									
UNKNOWN/RESERVE BASE	0	2	2	0	0	0	0	2	2
Total	0	2	2	0	0	0	0	2	2
UNKNOWN									
UNKNOWN/RESERVE BASE	85	1,602	1,687	264	336	600	349	1,938	2,287
Total	85	1,602	1,687	264	336	600	349	1,938	2,287
Overseas Total	2,029	13,454	15,483	683	1,254	1,937	2,712	14,708	17,420
Total	31,968	149,974	181,942	9,251	10,621	19,872	41,219	160,595	201,814

After the hearing, the U.S. Department of Labor subsequently provided charts showing the number of TAP classes offered, the average number of attendees, and the average class size. They provided these charts before the July 23rd letter.


DOL Transition Employment Workshops
Overseas Workshops
TAP Workshops
5000
4500
4000
3500
3000
2500
2000
1500
1000
500
0
1990
1991
1992
1993
1994
1995
1996
1997
1998
1999
2000
2001
2002
2003
2004
2005
2006


DOL Transition Employment Workshop Participants
Overseas Participants
TAP Participants
180000
160000
140000
120000
100000
80000
60000
40000
20000
0
1990
1991
1992
1993
1994
1995
1996
1997
1998
1999
2000
2001
2002
2003
2004
2005
2006



Wounded & Injured Transition
The Transition Training Academy Model

Overview

While serving in the armed forces of the United States, many wounded and injured servicemembers must confront new and difficult challenges during their rehabilitation in military treatment facilities (MTF) before they are able to transition back to civilian lives and families. Some of these servicemembers will encounter significant challenges as they enter or reenter the workforce. A key part of the rehabilitation process relates directly to their jobs and long term career aspirations. In other words, there is a need to assist these wounded and injured servicemembers in obtaining new skills or enhancing current skills so that they find suitable and rewarding employment upon leaving the medical facility and exiting active duty service in the armed forces.

This career and skill transition can be a powerful win-win for rehabilitating servicemembers, their family, and prospective employers. By identifying desired and needed skills in the civilian workforce, and tailoring rehabilitation and training programs to meet those needs, employers gain access to a pool of skilled employees and the transitioning servicemembers are empowered to pursue their American dream.

Department of Labor's (DOL) Veterans Employment Training Service (VETS) is doing this by working with servicemembers to help them improve their skills and by reaching out to employers to find out the types of jobs they are looking to fill.

Present Status

Presently, a number of programs exist to support the transition to employment of wounded & injured servicemembers, including tuition assistance, distance learning opportunities, and work experience programs. At some locations, such as at Walter Reed Army Medical Center (WRAMC), servicemembers have access to a wide range of education and degree programs, and can access these services in specialized and accommodated settings provided by Department of Defense's (DoD) Computer/Electronic Accommodations Program (CAP).

Since the launch of DOL's Recovery & Employment Assistance Lifelines (REALifelines) program in 2004, VETS focused specific attention on wounded and injured transition as it relates to the following:

1. Wounded & Injured Servicemember employment, reemployment, and transition.
2. Servicemember access to pre-discharge career-focused learning opportunities.

3. Servicemember usage of skill-development opportunities.
4. Barriers to employment or reemployment for wounded & injured servicemembers.
5. Employment needs of primary caregivers. VETS launched an initial demonstration program called REALifelines at Walter Reed and the National Naval Medical Center (Bethesda, MD) in conjunction with DOL's Office of Disability Employment Policy (ODEP), and the Job Accommodation Network. The demonstration project ran from October 2004 to June 2005, and was succeeded by the implementation and rapid expansion of personalized services to wounded & injured servicemembers and their families under the unified REALifelines program.

These initial efforts focused on three areas of service delivery: Pre-discharge services (training, assessment, internships, etc.); Transition Services (Referral, reemployment, accommodation, placement, etc.); and Follow-up.

Several additional demonstration programs were launched throughout 2005 and 2006, culminating in the National Summit on Wounded & Injured Veterans: Recovery, Rehabilitation, and Employment. Further information on the findings of the summit, as well as full Summit content videos can be found online at www.HireVetsFirst.gov/realifelines.

Among the programs and initiatives developed under the REALifelines program were efforts that now exist in different forms. For instance, REALifelines initially launched a call-center operation through the Job Accommodation Network to address referral issues and act as a central point of operations. That effort was phased out as DoD started the Military Severely Injured Center (MSIC), and DOL staff were placed on site at the MSIC to continue the coordination function in concert with other efforts and agencies. Additionally, an early Federal work opportunity program launched as part of REALifelines was combined with DoD's Operation War Fighter. A third program targeting the delivery of occupation-specific training is scheduled for formal launch in April 2007 after 2 years of development. This project, the Transition Training Academy, is described below:

Project Summary

The Transition Training Academy will provide introductory technology training for rehabilitating servicemembers as part of their rehabilitation plan prior to medical discharge from the armed services. Courses will be conducted in a modified classroom setting, with individual accommodations provided for class participants. These introductory courses include networking, computer and software support, and Small Office Home Office (SOHO) support. The purpose of the project is to provide individuals with an opportunity to determine if they have a further interest in pursuing a career in one of these fields, with particular emphasis on the Cisco Networking Academy programs.

A demonstration project is being launched at the Naval Medical Center in San Diego, California as a joint effort of Cisco Foundation, Teachers Without Borders, the Naval Medical Center San Diego, the California Education and Development Department, the Job Accommodation Network, and DOL's VETS and ODEP.

Servicemembers, and their primary caregivers, who are being processed for medical discharge from the armed services due to wounds or injuries sustained on active duty, will be provided with the opportunity to take a series of 3 hour sessions in a variety of topics in the networking, computer and software support and SOHO support fields. On-site instruction, as well as access to online extended instruction, will be provided. The instruction will be geared to individual levels of experience with technology from beginners to more advanced users.

The schedule of classes will be flexible to accommodate a patient's medical and work schedules. The follow-up to classroom instruction will include Web-based exercises for continued learning and online support via e-mail and chat rooms. Additional support beyond the sessions will be provided to assist the disabled vet in obtaining the training needed to pursue a career in one of these fields.

The long-range objective of the pilot project is to develop a replicable model which could be implemented in multiple facilities across the United States.

Project Benefits

- Increased patient morale
- Enhance their ability to perform military duties
- Reduced transition time after medical recovery by matching veterans to available jobs in IT more rapidly and effectively
- Reduced costs for post recovery training and agency-related manpower involvement and costs
- Build a pipeline of skilled, motivated employees

- Increased ability to serve a growing MTF population with quality employment services at no projected increase in current MTF management and service staff

Project Deliverables

- Creation of a replicable, scalable program that can be implemented at low cost in multiple facilities across the nation.
- Development of a modular content format, which will accommodate each veteran's medical and work schedule.
- Individual portfolio of materials reviewed, course content completed, suggested professional development plan and referral to appropriate sites, including the closest Networking Academy, for certification training completion. This will be available to them in a specially adapted version of the TWB tool set.
- A detailed template for replication in other sites.

Current Status

- A Memorandum of Understanding (MOU) has been developed and agreed to by VETS and the *Naval Medical Center San Diego* (*Balboa*) to establish a career-training and outreach center onsite.
- VETS has assigned 2 full time employees to development of the program, and contracted through the Job Accommodation Network to assure a full analysis and review of the demonstration.
- Cisco Public Benefit Giving staff have identified potential partners to assist in the development of training platforms and the redevelopment of underutilized materials.
- Due to the demands of rehabilitation, medical protocols and variations of each wounded serviceperson's needs and abilities while in the facility, a "traditional" Networking Academy format was not feasible. Portions of the Cisco Academy curricula are being excerpted for use in "sampler" course modules that better fit the skill level and time constraints of servicemembers attached to the Medical Holding Companies and undergoing treatment and other rehabilitative services.

Course Rationale/Description

- Patients in the medical holding facility are subject to duty assignments in addition to medical appointments and procedures relating to their recovery and readiness for transition to civilian life and careers. Some patients may be permitted to attend classes as a component of their duty assignment, however, the vast majority of them require significant flexibility in the course delivery timeframes to accommodate their medical appointments. These factors require that the courses and course content be fully customized in order to meet the requirements of the participants.
- Courses will be designed to be delivered in 3 hour sessions with Web-based follow-up exercises and online support via email and chat. The online exercises and assessments will be a required component of the course for the participant to receive a certificate of completion. Total required time for course completion including classroom time and online will average 6 to 7 hours.
- Each of the courses will consist of three 1-hour segments that are inclusive of single or multiple topics and reflect increasing levels of knowledge (beginner, intermediate, and advanced). This design will allow participants to attend 1 or 2 hours of a session and pick up the remaining hours at an alternate session thereby accommodating the majority of potential scheduling conflicts. Initial plans call for classes to be held on alternating Thursdays at 0900 to 1200, 1300–1600, and Friday 0800–1100.

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