Employment Specialist
Quarterly Report Analysis
4th Quarter - FY '00
(July 2000 – September 2000)

About the Report:

The Employment Specialist (ES) assists VR&E in providing better services to veterans, meeting employer's employment challenges and demonstrates that program participants are on track to employment. The ES works to cultivate relationships with veterans, employers, the VR&E community, and other partners, such as Department of Labor (DOL), and Small Business Administration (SBA). Therefore, to determine the validity of the ES concept, a report instrument was implemented to the piloting Employment Specialists. The report is completed quarterly and submitted to VR&E Headquarters for review and analysis.

The purpose of the Employment Specialist (ES) Quarterly Report is to gather sufficient data that will validate the ES concept. It is anticipated that through the efforts of the Employment Specialists, the pilot will yield an increase in rehabilitations, employer awareness, and focus on employment. It is also felt that the ES efforts will assist in closing any gaps between the VA VR&E program and its stakeholders, create a full-service rehabilitation-employment environment, and most importantly, demonstrate VR&E's commitment to veterans with disabilities.

The intent of the Quarterly Report is not only to demonstrate the development of the ES position as espoused in the concept paper, but to also assist in driving the ES behavior towards the vision of the concept. However, there is flexibility in how the ES may achieve the vision, since each office has a unique veteran population. The primary objective is to ensure that the success of veterans is met. With the implementation of the report, it is anticipated that the data will portray the ES as an information resource for program participants, employers and the VR&E Community, and act as a key player in the case management team.

Another objective of the report is to identify gaps of the position between the expectations of veterans, potential employers, and VR&E staff. Since this is a new position within the VR&E program, it is important to gain an understanding of how the staff and partnering agencies are responding. Moreover, data from the report will assist in projecting potential needs of disabled

veterans with employment needs and program outcomes. The identification of these needs will play a key role in the development of other VR&E initiatives.

The first report was submitted in January 2000 following the end of the first quarter. Since this was the first submission of data from the ES project, the information was somewhat *raw*. However, through subsequent reports and a progress meeting with the Employment Specialists in March 2000, the report was revised in order to gather more meaningful information that would consequently yield a more significant analysis.

The data collected throughout with the Employment Specialist Quarterly Reports will play an instrumental role in the development of a national deployment strategy, standard operating procedures, and budget formulation (both nationally and locally). However, as the ES position continues to evolve the information currently being requested will again be modified in order to meet the needs of veterans with disabilities, employers, taxpayers, and the VA VR&E program.

The following information is a synopsis of the information collected from the ten Employment Specialist reports. The raw data is provided in Appendices A through D.

"Market Pull" Data:

The vision of the Employment Specialist concept is to strategically create employment options for veterans and satisfy employers' wants or needs. The data collected in this section demonstrates strategies utilized by the Employment Specialists in order to stimulate employer demand for trained and/or experienced disabled veteran-employees.

Data from the Top 10 Employers of Chapter 31 Participants and Top 10 Employers in ES Regional Area show that the companies in the Professional and Technical Industry (as defined by the Occupational Outlook Handbook, January 1998) are the largest employers of Chapter 31 participants and in the ES Regional Area. State/City/Local Government is the second largest employer of Chapter 31 veterans, with Federal Government (not to include Department of Veterans Affairs) coming in third. However, the data submitted regarding the Top Employers in the ES Regional Area, reveals that Marketing and Sales and Production and Manufacturing were the number two and three, respectively, employers in the regional area. Only one Employment Specialist listed the Department of Veterans Affairs as a Top Employer in the regional area.

Comparing the Top Employers in the ES Regional Area to the Industries identified as the "Fastest Growing" the data appears to be consistent with each other. Professional and Technical and Marketing and Sales are the top two industries listed as top employers in the ES Regional area and as the *fastest growing*. Employment in the Computer/Information Technology industry is expected to continue to be the top career categories for future employment. Data in the ES reports does not suggest that employment within the Federal Government will increase. In fact, Federal, State, or Local Government was not identified in any of the Employment Specialist reports as *fastest growing*.

However, due to the July 26, 2000 executive order from President Clinton to Federal Agencies to hire 100,000 people with disabilities over the next five years federal employment opportunities will increase. This initiative could have a profound impact on Chapter 31 participants obtaining employment, if an appropriate strategy for assisting Chapter 31 veterans obtain employment is devised. VR&E has contacted Office of Personnel Management (OPM), Office of Diversity, in an effort to develop a plan for increasing employment opportunities for Chapter 31 participants. However, at the time of this report OPM had not returned the telephone call.

For more information, please refer to Appendix A.

Employment Planning:

This section of the report was intended to provide a baseline of data between fiscal year 1999 and fiscal year 2000, in order to measure the impact that the Employment Specialist pilot project has/will have on the development of employment plans – with and without training. If the Employment Specialists gather information directly from the employment/labor community regarding top employers and careers, they will be able to guide veterans and VR&E staff in developing plans that will match waiting employment.

This section is broken into "*plans expected to be completed up to 2 years – employment only plans and plans with training*" and "*plans expected to be completed in 2-5 years – employment only plans and plans with training*". The data collected demonstrates the impact Employment Specialists are having in plan development. For those plans developed in the fourth quarter to be completed within two years, **75%** of the employment only and **80%** of plans with training corresponded to the Top 10 career categories. Moreover, plans developed in the fourth quarter to be completed in two to five years, **76.2%** of plans with training corresponded to the Top 10 career categories. With the exception of employment only plans to be completed within 2 years, there was a slight decrease, approximately **3%**, in the number of plans corresponding with the Top 10 career categories. However, the data collected during FY '00 continues to reflect a significant improvement from Fiscal Year 1999 where only **52.7%** of the two-year plans and **41.5%*** of the two to five year plans corresponded to the top career categories. *(*Note: This number increase from 24% to 41.5% due to stations completing the FY '99 baseline analysis).*

The Employment Planning data submitted in the Employment Specialists quarterly reports has illustrated that accurate labor market and employer information is instrumental in creating a market awareness for the VR&E case managers and veterans. Moreover, as Employment Specialists continue to evolve in the VR&E environment as labor market and community resource experts, the information provided during plan development and throughout the "life" of the plans should have a significant positive impact on outcomes or veterans achieving suitable employment.

For more information, please refer to Appendix B.

Communications:

The Communications section demonstrates the marketing efforts of the Employment Specialists to increase employer awareness and to create career opportunities for veterans with disabilities. This section is also designed to determine if relationships are being formed with the Employment Specialists, VR&E Staff, business-related and community organizations, and other agencies such as Department of Labor (DOL), Small Business Administration (SBA), and state rehabilitation programs.

The data submitted in the fourth quarter reports continues to reflect that the Employment Specialists are contacting employers in person, as opposed to mail-outs. According to the information submitted in the reports, employers are responding positively to the efforts of the ES. The information suggests that employers have an overall positive regard for veterans and are willing to hire veterans with disabilities. Employers are offering to conduct informational interviews with veterans, provide on-the-job training, provide job notices, and to contact the ES before advertising for an employment position. However, in the "Number of Employment-Related Meetings" section, the data illustrates that the ES are continuing to meet with VR&E case managers significantly more than with employers. The amount of meetings with VR&E case managers are presumed to be directly correlated with the increase of employment plans being developed that are consistent with labor market trends and employer needs. *(*See Employment Planning, above, for additional information)*.

For more information, please refer to Appendix C.

Outcomes:

The primary objective the Outcomes section is to determine how the Employment Specialists are impacting areas such as increasing the number of rehabilitations, increasing the focus on employment and assisting in proving the concept of the ES position. During the fourth quarter, the pilot stations had **765** rehabilitations (employment only). Of the 765 rehabilitations, **525** or **68.6%** corresponded to the top career categories. However, only **61%** or **8%** of the rehabilitations were attributable to the employers contacted by the ES. This is a **1%** increase over third quarter results. As the Employment Specialists continue to strengthen relationships with employers and create career opportunities, this number should increase.

Other areas of outcomes reviewed during the fourth quarter were average number of days to employment and the average rehabilitation and serious employment handicap rate. For the fourth quarter, VR&E's Balanced Scorecard reported the national average number of days to employment as **41.4** days. The strategic objective is **50** days. In comparing the national average to the ten pilot stations, five of the stations -- Atlanta, Chicago, Houston, New York, and Washington RO -- were below the national and SDN average for the fourth quarter.

In addition, VR&E's Balanced Scorecard reported the national rehabilitation rate and serious employment handicap (SEH) rehabilitation rate as **64.5%** and **62.0%**, respectively. Correspondingly, the strategic objective is **70%** and **65%**. The Balanced Scorecard for the ten pilot stations and SDNs were reviewed. Five out of the ten stations were above the national

average for both the rehab and SEH rate; three stations were above the national average for rehab rate; and four of the ten stations were above the national average for SEH rehab rate. The rehabilitation rate and SEH rehabilitation rate will be carefully monitored over the next year, specifically as the ES position is deployed nationally. The rehabilitation/SEH rate will be a critical indicator of the success of the Employment Specialist position.

For more information, please refer to Appendix D.

BUDGET:

The revision of the quarterly report included a section on budget. Data gathered in this section will be instrumental in projecting the amount and type of resources needed for Employment Specialists to adequately perform the functions of the job. Seven out of the ten Employment Specialists spent money on travel. The total amount spent for travel (.007) was **$6226.14** or a quarterly average of **$889.45**. Moreover, six out of the ten Employment Specialists spent non-payroll (.001) dollars. The total amount spent on non-payroll needs was **$9163.06** or a quarterly average of **$1527.18**.

APPENDIX A

"Market Pull" Results:

Top 10 Employers of Chapter 31 Participants:

Professional & Technical Industry 27
Air Transportation-related occupations (3); Engineers & Engineering Technicians (0); Computer, Mathematical, & Operations Research (5); Scientists & Science Technicians/Life Scientists (1); Teachers, Counselors, & Library Occupations (7); Health Occupations, diagnosing, assessing, treating, & technicians, (5); Communications-Related (6)

State/City/Local Government 18
State of Illinois; City of Chicago; Georgia Department of Labor; Georgia Department of Corrections; State/County & City Government (5); State of Pennsylvania; City of New York; Washington State Government; Washington Department of Corrections; Virginia State Agencies; Virginia City Government; Virginia County Government; County of Nevada; State of California

Federal Government (not to include VA) 14
Federal Fish & Wildlife; U.S. Federal Government (6); Department of Defense (3); U.S. Commerce Department; Department of Labor; Other Federal Agencies (2)

Marketing and Sales Industry 10
Retail Industries (4); Insurance Agencies (2); Securities and Financial Organizations (4)

United States Postal Service 5

Department of Veterans Affairs (to include VBA, VHA, NCA) 4

Production/Manufacturing Industry 4
Boeing (1); Lockheed Martin (2); Texaco

Service Industries 3
ADT Security; Service Industries; UPS

Administrative Support Industry 1
Human Resource Organizations (1)

Top 10 Employers in Regional Area:

Professional & Technical Industry **46**
Communication-related organizations (13); Health Organizations (15); Education/Counselor (8); Computer, mathematical & Operations Research (4); Air Transportation-related Organizations (4); Engineers & Engineering Technicians (1); Physical Scientists (1)

Marketing and Sales Industry (to include Retail) **22**
Wal-Mart (3); Food Lion Inc.; HEB (grocery store chain); USAA (Insurance Agency); Chase Bank; Wyeth Ayerst Pharmaceuticals; Merck & company Vaccine Division; Kroger Company; State Farm Accident/Life Insurance Company; MBNA; Publix; Home Depot; Abbott Hospital Products; State Farm Mutual/Auto Insurance; Fleet Bank; Merck Human Health US, West Point; Metlife; CNA Insurance; Marriott International

Production/Manufacturing Industry **9**
Aladdin Manufacturing Company; Lockheed Martin (3); Shaw Industries; Del Monte Corporation; Boeing; Newport News Shipbuilding; Mobil/Exxon

State/City/Local Government **9**
Florida Department of Revenue; New York State Department of Labor; Texas State Government; Texas City Government; Virginia Department of Transportation; Washington County Government; Washington State Government; State of California; Washington Department of Corrections

Federal Government (not to include VA) **5**
Social Security Administration; U.S. Federal Government (2); Department of Defense; U.S. Forestry

United States Postal Service **5**

Department of Veterans Affairs (to include VBA, VHA, NCA) **1**

Companies or Industries Identified as the "Fastest Growing":

Professional & Technical Industry	**65**
Communication-related organizations (10); Health Organizations (26); Education/Counselor (3); Computer, Mathematical & Operations Research (15); Engineer & Engineering Technicians (2); Legal (4); Social & Recreation Workers (5)	
Marketing and Sales Industry (to include Retail)	**20**
McDonald's (2); Marriott International; May Department Stores; Allstate Corporation; Insurance; Retail; Bank One Corporation; Walgreen Company; Household International Corporation; Hilton Hotel Corporation; Office Depot; Chase Bank; MBNA; Banking/Finance Companies (3); Dairy Products Stores; Safeway	
Administrative Support Industry	**6**
Technical Writers; Personnel Supply Services; Desktop Publishing Specialists (2); Office Personnel; Mailing/Reproduction/Stenographic	
Production/Manufacturing/Construction Industry	**5**
Manufacturing; Construction; Energy; Illinois Tool Works; Lockheed-Martin	
Service Industries	**3**
Protective Service Occupations (1); Security (2)	
Transportation	**1**

Top 10 Career/Employment Categories of Chapter 31 Participants:

Professional & Technical Industry	**64**
Communication-related organizations (1); Health Occupations, diagnosing, assessing, treating, & technicians (10); Education/Counselor Occupations (8); Computer, Mathematical & Operations Research (27); Engineer & Engineering Technicians (5); Legal Occupations (2); Social Scientists (1); Social & Recreation Workers (7); Clergy (1); Performing Arts Occupations (1)	
Executive, Administrative, & Managerial Occupations	**13**
Low-Mid-Management (2); Business Management (4); Project Managers; Administration (2); Accounting (2); Finance (2); Hotel Management	
Administrative Support Industry	**9**
Administrative Support; Accounting Technicians; Clerical/Data Entry (2); Office Clerks (2); Human Resource Assistants (2); Customer Service	
Marketing and Sales Industry (to include Retail)	**4**
Retail (3); Sales Representatives	
Transportation	**3**
Mechanics, Installers & Repairers	**2**
Fabrication, installation and Repair (2)	
Service Industries	**1**
Inspectors/Investigators	
Handlers, Equipment Cleaner, Helpers, & Laborers	**1**
State/Local Government	**1**

Top 10 Career/Employment Categories in Regional Area/State:

Professional & Technical Industry	**65**
Communications-related organizations (5); Health Occupations, diagnosing, assessing, treating, & technicians (20); Education/Counselor Occupations (9); Computer, Mathematical & Operations Research (20); Engineer & Engineering Technicians (6); Social & Recreation Workers (5)	
Executive, Administrative, & Managerial Occupations	**15**
Accountants (4); Finance; Banking; Business Management (6); Employment Interviewers; Loan Officers/Counselors; Hotel Management	
Service Industries	**1**
Animal Trainer	
Marketing and Sales Industry (to include Retail)	**8**
Insurance Occupations; Retail (3); Cashiers; Sales Representatives; Stock Broker; Hospitality Personnel	
Administrative Support Industry	**6**
Office Administration (3); General Office Clerks; Human Resource Assistants; Customer Service	
Mechanics, Installers & Repairers	**2**
Transportation	**2**
Federal Government	**1**
State/Local Government	**1**

APPENDIX B

Employment Planning:

FY '99: **52.7%** -- current (9 out of 10 offices reported)
41.5% -- next 2-5 years (6 out of 10 offices reported)

FY '00:

1st Qtr: **60.1%** -- current (10 out of 10 offices reported)
73.9% -- next 2-5 years (6 out of 10 offices reported)

2nd Qtr: In most reports, data reflected both 1st and 2nd quarter plans.

57.1% -- current (10 out of 10 offices reported)
65.2% -- next 2-5 years (6 out of 10 offices reported)

***REVISED REPORT** – Asked for only those plans developed during the 3rd and 4th Quarters. This section also differentiates between plans with training and plans without training.*

3rd Qtr: **Plans expected to be completed up to 2 years:**

IEAP (Employment Only): 151 plans – **65.6%** correspond with Top 10 career categories.

IWRP (Plans with Training): 979 plans – **82.3%** correspond with Top 10 career categories

Plans expected to be completed in 2-5 years:

IEAP – Not applicable due to employment plans only supposed to be 18 months, maximum.

IWRP (Plans with Training): 809 plans – **85.4%** correspond to Top 10 career categories.

4th Qtr: **Plans expected to be completed up to 2 years:**

IEAP (Employment Only): 140 plans – **75%** correspond with Top 10 career categories.

IWRP (Plans with Training): 1129 plans – **80%** correspond with Top 10 career categories

Plans expected to be completed in 2-5 years:

IEAP – Not applicable due to employment plans having an 18-month limit.

IWRP (Plans with Training): 547 plans – **76.2%** correspond to Top 10 career categories.

Individual Office Response:

Atlanta (316)		
	Current	Next 2-5 Years
FY '99	42%	42%
FY '00		
1ST Qtr	94.3%	41.3%
2nd Qtr	51.7%	54.2%
3rd Qtr Plans completed up to 2 years:	IEAP (Employment Only): 26.7% IWRP (Plans with Training): 56.3%	
Plans to be completed in 2-5 years:	IEAP (Employment Only): N/A IWRP (Plans with Training): 45%	
4th Qtr Plans completed up to 2 years:	IEAP (Employment Only): 66.7% IWRP (Plans with Training): 59%	
Plans to be completed in 2-5 years:	IEAP (Employment Only): N/A IWRP (Plans with Training): 57.6%	

Chicago (328)		
	Current	Next 2-5 Years
FY '99	24.9%	38.7%
FY '00		
1st Qtr	24.3%	60%
2nd Qtr	19.4%	51.1%
3rd Qtr Plans completed up to 2 years:	IEAP (Employment Only): 74.4%	
	IWRP (Plans with Training): 69.1%	
Plans to be completed in 2-5 years:	IEAP (Employment Only): N/A	
	IWRP (Plans with Training): 67.3%	
4th Qtr Plans completed up to 2 years:	IEAP (Employment Only): 57.1%	
	IWRP (Plans with Training): 69.6%	
Plans to be completed in 2-5 years:	IEAP (Employment Only): N/A	
	IWRP (Plans with Training): 60.5%	

Houston (362)		
	Current	Next 2-5 Years
FY '99	92%	91.6%
FY '00		
1st Qtr	88%	90.5%
2nd Qtr	88%	90.5%
3rd Qtr Plans completed up to 2 years:	IEAP (Employment Only): 84.6%	
	IWRP (Plans with Training): 88%	

Plans to be completed in 2-5 years:	IEAP (Employment Only): N/A IWRP (Plans with Training): 89.2%
4th Qtr Plans completed up to 2 years:	IEAP (Employment Only): 96.6% IWRP (Plans with Training): 96.1%
Plans to be completed in 2-5 years:	IEAP (Employment Only): N/A IWRP (Plans with Training): 100%

New York (306)

	Current	Next 2-5 Years
FY '99	92.6%	85.4%
FY '00		
1st Qtr	89.3%	97.6%
2nd Qtr	95.9%	80%
3rd Qtr Plans completed up to 2 years:	IEAP (Employment Only): 90.9% IWRP (Plans with Training): 96.2%	
Plans to be completed in 2-5 years:	IEAP (Employment Only): N/A IWRP (Plans with Training): 92.6%	
4th Qtr Plans completed up to 2 years:	IEAP (Employment Only): 96.2% IWRP (Plans with Training): 98.8%	
Plans to be completed in 2-5 years:	IEAP (Employment Only): N/A IWRP (Plans with Training): 96.8%	

Oakland (343)

		Current	Next 2-5 Years
FY '99		24.4%	25.1%
FY '00			
1st Qtr		31.7%	28.6%
2nd Qtr		38%	41%
3rd Qtr	IEAP (Employment Only):	No Data	
Plans completed up to 2 years:	IWRP (Plans with Training):	No Data	
Plans to be completed in 2-5 years:	IEAP (Employment Only):	N/A	
	IWRP (Plans with Training):	No Data	
4th Qtr	IEAP (Employment Only):	80%	
Plans completed up to 2 years:	IWRP (Plans with Training):	56.9%	
Plans to be completed in 2-5 years:	IEAP (Employment Only):	N/A	
	IWRP (Plans with Training):	40.7%	

Philadelphia (310)

		Current	Next 2-5 Years
FY '99		28.1%	No Data
FY '00			
1st Qtr		74.7%	No Data
2nd Qtr		54.8%	No Data
3rd Qtr	IEAP (Employment Only):	47.2%	
Plans completed up to 2 years:	IWRP (Plans with Training):	62.4%	
Plans to be completed in 2-5 years:	IEAP (Employment Only):	N/A	
	IWRP (Plans with Training):	80%	

4th Qtr Plans completed up to 2 years:	IEAP (Employment Only): 52% IWRP (Plans with Training): 64.2%
Plans to be completed in 2-5 years:	IEAP (Employment Only): N/A IWRP (Plans with Training): 72.2%

Roanoke (314)

	Current	Next 2-5 Years
FY '99	No Data	No Data
FY '00		
1st Qtr	12.6%	No Data
2nd Qtr	15.8%	No Data
3rd Qtr Plans completed up to 2 years:	IEAP (Employment Only): 0% IWRP (Plans with Training): 34.5%	
Plans to be completed in 2-5 years:	IEAP (Employment Only): N/A IWRP (Plans with Training): 33.3%	
4th Qtr Plans completed up to 2 years:	IEAP (Employment Only): 0% IWRP (Plans with Training): 11.1%	
Plans to be completed in 2-5 years:	IEAP (Employment Only): N/A IWRP (Plans with Training): 6.67%	

Seattle (346)

	Current	Next 2-5 Years
FY '99	81%	No Data
FY '00		
1st Qtr	86.8%	No Data
2nd Qtr	89.5%	No Data

3rd Qtr Plans completed up to 2 years:	IEAP (Employment Only): 76.5% IWRP (Plans with Training): 94.8%
Plans to be completed in 2-5 years:	IEAP (Employment Only): N/A IWRP (Plans with Training): 93.4%
4th Qtr Plans completed up to 2 years:	IEAP (Employment Only): 60% IWRP (Plans with Training): 84.1%
Plans to be completed in 2-5 years:	IEAP (Employment Only): N/A IWRP (Plans with Training): 79.8%

St. Petersburg (317)

	Current	Next 2-5 Years
FY '99	27.9%	No Data
FY '00		
1st Qtr	21.8%	No Data
2nd Qtr	26.3%	66.7%
3rd Qtr Plans completed up to 2 years:	IEAP (Employment Only): 50% IWRP (Plans with Training): 100%	
Plans to be completed in 2-5 years:	IEAP (Employment Only): N/A IWRP (Plans with Training): 69.4%	
4th Qtr Plans completed up to 2 years:	IEAP (Employment Only): 70% IWRP (Plans with Training): 100%	
Plans to be completed in 2-5 years:	IEAP (Employment Only): N/A IWRP (Plans with Training): 62.3%	

Washington RO (346)

		Current	Next 2-5 Years
FY '99		21.6%	30%
FY '00			
1st Qtr		26.7%	No Data
2nd Qtr		34.3%	No Data
3rd Qtr Plans completed up to 2 years:	IEAP (Employment Only):	100%	
	IWRP (Plans with Training):	91.9%	
Plans to be completed in 2-5 years:	IEAP (Employment Only):	N/A	
	IWRP (Plans with Training):	95.7%	
4th Qtr Plans completed up to 2 years:	IEAP (Employment Only):	70%	
	IWRP (Plans with Training):	67.6%	
Plans to be completed in 2-5 years:	IEAP (Employment Only):	N/A	
	IWRP (Plans with Training):	69.7%	

APPENDIX C

A. Employer Contacts and Employment-Related Meetings Results:

Number of Employers Contacted:	Top 10 Career Categories in Regional Area/State:	Top Career Categories of Veterans in Program:	Top 10 Employers:	Other Category:
In Person:	122	114	148	22
Direct Mailings/Advertisement	152	171	21	59
Action taken by employers in response to contact: (sent job leads requested resume(s), or scheduled veteran(s) for interview. Other – please describe)	1) Requested resumes 2) Gave ES names of Human Resource personnel 3) Offered informal interview 4) Sent job notices 5) Employers are sending job leads to ES – as a result, some veterans have obtained an interview 6) Resulted in 3 direct hires 7) Contact resulted in 1 OJT 8) Contact resulted in 20+ interviews for veterans			

Number of Employment-Related Meetings:	Top 10 Career Categories in Regional Area/State:	Top Career Categories of Veterans in Program:	Top 10 Employers:	Other Category:
With Business-related and community organizations:	44	48	26	10
With VR&E Staff:	156	73	37	7
Others (e.g., DOL, SBA, State Rehabilitation programs):	73	29	16	21

B. Strategies for Employment:

1) Develop federal non-pay OJT – has resulted in 11 rehabs thus far
2) Membership with Chamber of Commerce – creates networking opportunity; two Companies, American Express Travel and Public Storage, have requested veterans
3) Short-term intensive training programs
4) Marketing VR&E employer incentive and OJT programs
5) Marketing of work opportunity tax credit

6) Illinois Veterans Partnership Council development -- nominated for a Hammer Award
7) Re-energizing DOL/IDES relationship
8) Department of Rehabilitative Services partnership
9) Telecommunications training initiative
10) Development of resume book – binder containing current resumes of job-ready veterans, used during employer visits
11) Relationship with Employment Agencies – contact allows Es to reach more companies in community
12) Partnerships with Community Agencies – allows sharing of information and greater exposure to various agencies with same goals
13) Cold calls – contacted employer via newspaper/phone book
14) Global e-mails – send e-mails to a list of employers that might have need for specific employees
15) Individual e-mails – e-mails to specific employers looking for specific types of jobs
16) AEN Intranet website – Atlanta Employment Network has an Intranet site that ES will send messages regarding job needs
17) Attendance in job fairs
18) Catalog for counselors – catalog of top 10 employment categories
19) VR&E working as a team with DVOP/LVER community – veterans are provided better opportunity for employment
20) Internship in the plan – obtain internship while still in training as employers biggest request is for experience
21) Veterans job log

Number of agreements (with and without formal/written documentation) achieved with companies during the quarter – 66

Companies such as – Arthur Anderson; Analytical Graphics Inc.; DMJM Aviation; Unisys; The Center for Military and Private Sector Initiatives; American Express; Public Storage; Hitachi; Office Depot; Social Security Administration; Hire Potential; Kroger; Staffing Now, Inc.; UPS; MBNA; RCN/21st Century Telcom; Zillon and Associates

Number of OJT/Internship arrangements developed during the quarter – 14

Companies agreeing to provide OJT/Internship -- EH International; EMA Air; Snohomish County; Department of Veterans Affairs, Veterans Benefits Administration; Law Office of Robert Durban; Kroger; Microhard Technologies; and DuPage County

OUTCOMES:

1. How many rehabilitations (employment only) were achieved during the quarter? **765**

2. How many rehabilitations correspond to the *Top 10* career categories for your area for the quarter? Please provide # and %. **525 → 68.6%** of the 4th quarter rehabilitation correspond to the Top 10 career categories.

3. Of the total rehabs for the quarter, how many are attributable to the employers you contacted? **61 (8%)**

4. Average number of days to employment: *(The following data was obtained from FYTD – September 2000 Balanced Scorecard, released 10/12/2000)*

	Days to Employment
National Average	41.4
New York	32.6
SDN 1	45.4
Philadelphia	50.0
SDN 2	39.4
Roanoke	41.9
Washington RO	31.2
SDN 3	36.6
Atlanta	19.0
SDN 4	36.7
St. Petersburg	46.4
SDN 5	45.3
Chicago	23.7
SDN 6	40.9
Houston	28.0
SDN 7	40.9
Seattle	47.7

SDN 8	43.4
Oakland	49.3
SDN 9	48.4

5. Average rehab rate for pilot stations: *(The following data was obtained from FYTD – September 2000 Balanced Scorecard, released 10/12/2000)*

	Rehabilitation Rate	SEH Rehabilitation Rate
National Average	64.5%	62.0%
New York	76.2%	77.8%
SDN 1	68.0%	71.0%
Philadelphia	67.2%	62.4%
SDN 2	68.5%	66.3%
Roanoke	42.9%	28.3%
Washington RO	56.0%	52.7%
SDN 3	56.4%	54.0%
Atlanta	62.3%	57.4%
SDN 4	63.8%	53.9%
St. Petersburg	51.7%	47.3%
SDN 5	58.5%	53.8%
Chicago	70.3%	78.8%
SDN 6	67.6%	65.9%
Houston	64.7%	65.4%
SDN 7	65.5%	61.5%
Seattle	59.8%	52.9%
SDN 8	62.7%	58.6%
Oakland	71.9%	63.3%
SDN 9	67.7%	64.3%

6. Initiatives that attributed to above data:

    a. Federal non-paid OJT
    b. Participation in Chamber of Commerce
    c. Continuous team building with employment services and DOL
    d. Compiling and sharing labor market data with VR&E staff
    e. Department of Labor and state Department of Employment Security partnerships
    f. Review of all discontinued and rehabilitation cases
    g. Expanded outreach
    h. Information technology and telecommunication aptitude testing
    i. Weekly staffings with counseling/case management staff
    j. Posting rehabs for staff to view – motivates peers to be concerned with rehabs
    k. Initiated award system
    l. Increased DVOP involvement
    m. Internships at school
    n. Short-term training