# Memorandum of Understanding

## Among

## the

## Department of Defense
## Department of Veterans Affairs
## Department of Labor
## Department of Education
## Department of Homeland Security (United States Coast Guard)
## United States Small Business Administration
## United States Office of Personnel Management

## regarding the

## Transition Assistance Program for Separating Service Members

**Purpose**: This Memorandum of Understanding (MOU) sets forth the agreement between the Department of Defense (DoD), Department of Labor (DOL), Department of Veterans Affairs (VA), Department of Education (ED), United States Coast Guard (USCG) (representing the Department of Homeland Security), United States Small Business Administration (SBA), and the United States Office of Personnel Management (OPM), herein after collectively referred to individually as "party" and collectively as the "parties", regarding the parties' collaboration on the redesigned Transition Assistance Program (TAP).

**Authorities**: The following authorities pertain to this MOU:

Authority for DoD to enter into interagency agreements is DoD Instruction 4000.19, dated April 25, 2013.

Authority for the DoD to provide transition assistance is found in chapter 58 of title 10, United States Code (U.S.C.).

Authority for ED to enter into agreements with federal or other public agencies, including this MOU, is found in section 3475 of title 20, U.S.C.

Authority for OPM to enter into agreements is found in section 1535 of title 31, U.S.C.

Authorities for SBA to enter into agreements are found in sections 637 (b)(1)(A) and 657b (d) of title 15, U.S.C.

Authority for the DOL to enter into this agreement is found in chapter 58 of title 10, U.S.C. which requires the Secretary of Labor to enter into a detailed agreement with the Secretaries of Defense, Homeland Security, and Veterans Affairs to carry out the TAP program.

Authority for the DOL to administer the TAP program is found in section 4113 of title 38, U.S.C. and section 1144 of title 10 U.S.C.

Authority for the VA to enter into agreements is found in section 513 of title 38, U.S.C.

Authority for the VA to provide transition assistance benefits is found in chapter 58 of title 10, U.S.C.

Authority for the USCG to enter into this MOU and provide transition assistance benefits is found in chapter 58 of title 10, U.S.C., section 93 of title 14, U.S.C., and Department of Homeland Security (DHS) Delegation No. 0170.1, paragraph 17.

The VOW to Hire Heroes Act dated November 21, 2011, Public Law 112-56, § 201-265, 125 Stat. 711 and 712.

**Background:** This MOU supersedes the September 19, 2006 TAP MOU among the DoD, VA, DOL, and DHS and includes additional new parties to implement the redesigned TAP for the benefit of eligible Service members. Section 502 of the National Defense Authorization Act (NDAA) for Fiscal Year 1991, P.L. 101-510, amended title 10, U.S.C. by adding chapter 58, which authorized comprehensive transition assistance benefits and services for separating Service members and their spouses. DOL created the DOL Employment Workshop (DOLEW) to fulfill their requirement under the new section 1144 of title 10, U.S.C. Section 1144 required that DOL, DoD and VA enter into a detailed agreement regarding this requirement. DHS, ED, OPM and SBA also provide benefits and program information as appropriate to separating Services members and their spouses that will be used to contribute to the TAP program. The VOW to Hire Heroes Act of 2011 mandates transitioning Service members participates in DOL (except those exempted), VA and Pre-separation counseling.

Each day Service members make the transition from the military to civilian life. Successful transition is an important and collaborative effort. To aid in that transition, and at the direction of the President of the United States, DoD, VA, DOL, DHS, ED, OPM, and SBA have redesigned TAP to enhance its focus on making Service members career ready and meet Career Readiness Standards (CRS). One of the components of the redesigned TAP is the Transition GPS (Goals, Plans, Success) curricula which provides skills, education, and training and benefits

information to enable Service members to meet CRSs. More detailed information on Transition GPS components and CRS is contained in Department of Defense Directive Type-Memorandum 12-007, "Implementation of Mandatory Transition Assistance Program Participation for Eligible Service Members," policy dated November 21, 2012. It can be accessed at: http://www.dtic.mil/whs/directives/corres/dir3.html.

**Objectives:** The parties will support and advance the ongoing implementation, assessment, and enhancement of the TAP. This collaboration will serve to support Service members in pursuing employment, higher education, skills and career training, credentials, and entrepreneurship. Every effort will be made to include Service members in remote or geographically-dispersed areas.

In order to reduce redundancy, better serve special populations, and improve coordination, the parties will collaborate and coordinate with other agencies that have special programs and initiatives for wounded, ill, and injured Service members.

The parties will provide a comprehensive mix of education and skills building to enable Service members to meet CRS. Service members will be required to meet CRS that include core requirements, such as developing a financial plan for their first year as civilians and creating individual transition plans to meet post-military goals, such as attending college, seeking employment, or starting a business.

The parties will implement the Transition GPS curricula. Transition GPS curricula provides counseling (pre-separation counseling, career and education counseling, VA benefits counseling, etc.), information, skills building and assistance to eligible Service members and their eligible spouses in accordance with chapter 58 of title 10, U.S.C. Transition GPS includes components designed to make Service members career ready prior to separation through mandatory and other curricula modules. The components of Transition GPS are: 1) Pre-separation Counseling, 2) Transition GPS Core Curricula, 3) Transition GPS Tracks, and 4) Capstone.

**The Transition GPS Core Curricula are:**

- Transition Overview (administered by DoD)
- Resilient Transitions (administered by DoD)
    - Considerations for Families
    - Special Issues
    - Value of a Mentor
    - Support Systems
    - Stress Management
- Military Occupational Code (MOC) Crosswalk (administered by DoD)
- Personal Financial Planning (administered by DoD)
- VA Benefits Briefings I and II (administered by VA)
- DOL Employment Workshop (administered by DOL)
- Individual Transition Plan (ITP) Review (administered by DoD)

**The Transition GPS Tracks are:**

- Accessing Higher Education (administered by DoD)

- Career Technical Training (administered by VA)
- Entrepreneurship (administered by SBA)

**Capstone:** Shall occur no later than 90 days prior to separation and would serve to verify that Service members have met their CRS through their ITPs. Exceptions are:

- In the case of an eligible Active Component (AC) Service member's rapid/short-notice separation, of 30 days or fewer prior to discharge or release from active duty, Capstone shall occur no later than the date of separation as reflected on the DD Form 214.

- In the case of eligible Reserve Component (RC) Service members released from active duty, in which operational requirements, as determined by the Secretary concerned, make the prescribed timeline unfeasible, Capstone shall occur no later than the date of release from active duty as reflected on the DD Form 214.

**Scope:** Section 1144 of title 10, as amended by section 221 of the VOW Act, makes participation in the DOLEW mandatory for all Service members except in certain limited circumstances. The Secretary of Defense and the Secretary of Homeland Security approved exemptions from mandatory participation in the DOLEW after consultation with the Secretary of Labor and the Secretary of Veterans Affairs. Exemptions for DoD are contained in Department of Defense Directive-Type Memorandum (DTM) 12-007, "Implementation of Mandatory Transition Assistance Program Participation for Eligible Service Members," dated November 21, 2012. Coast Guard exemptions are contained in the Transition Assistance Program, Commandant Instruction (COMDINST) 1900.2 (series).

The Military Departments shall create a standard MOU template which will be used at the local military installation level to enter into separate MOUs with appropriate partner agencies ( i.e., the VA Regional Offices or DOL Director of Veterans Employment and Training (DVET) Office), no later than 180 days after the issuance of this MOU. The local MOUs will outline specific local agreements not addressed in this MOU.

The USCG shall also enter into separate MOUs at the local level with the appropriate partner agencies (i.e., VA Regional Office or DOL Director of Veterans Employment and Training (DVET) Office), no later than 180 days after the issuance of the MOU to meet USCG operational plans not addressed in this MOU. Parties will support local MOUs among installations and appropriate parties on a regional and state basis. The local MOUs must conform to the overall intent and authorities contained in this MOU.

The local installations within Continental United States (CONUS) will coordinate with local SBA District Offices to deliver the Entrepreneurship Track as described herein. To the extent an installation is located Outside of the Continental United States (OCONUS), such installations will coordinate directly with the SBA's Office of Veterans Business Development. The coordination and delivery of the Entrepreneurship Track will also conform to the overall intent and authorities in this MOU.

**Definitions**: See Acronyms and Definitions attached and incorporated in the MOU by reference.

**Joint Responsibilities**: The parties agree to do, within their respective funding, capabilities, and legal and regulatory authorities, the following:

a. Coordinate with the representatives of the agency parties as appropriate on initiatives that may affect the programs being conducted under this MOU. An intended outcome of such coordination is to reduce duplicative activities.

b. Coordinate, as required, support services necessary for TAP with Military Service Organizations (MSO) and Veterans Service Organizations (VSOs). One outcome of such coordination is the reduction of duplicative programs. Such agreements shall be included in military installations' local MOUs as well as those of non-military locations as determined among the parties, and must be reviewed and approved by each appropriate party's legal staff.

c. Coordinate and facilitate Transition GPS curricula throughout the military life cycle to prepare Service members for their civilian life throughout their entire military career to ensure they are career ready upon separation.

d. To more effectively enable the parties to fulfill their data collection and sharing requirements, assess program efficacy, and to deliver the full continuum of benefits and services to support individual transitioning Service members, the parties intend to enter into an Information Sharing/Security Agreement (ISA) that will specify how the parties intend to maintain, collect, use and disseminate information on individual program participants in accordance with the Privacy Act and established DoD and DHS Personally Identifiable Information (PII) requirements for collecting, sharing, storing and maintaining PII. The ISA will comply with all applicable Federal laws, regulations and policies, including but not limited to the Privacy Act of 1974. The parties will explore the possibility of incorporating DoD and DHS PII requirements for collecting, sharing, storing and maintaining PII to the extent such requirements are consistent with each party's own policies and governing laws. In addition, each party will evaluate the need, if any, to develop a Privacy Threshold Assessment, conduct a Privacy Impact Assessment, and establish a System of Records Notification (SORN). Such collection may require the development of a Privacy Threshold Assessment (PTA) of any system that stores PII. PTAs may require Privacy Impact Assessments and eventually the publication of a SORN in the Federal Register. In order to ascertain whether PII use will create the need for a SORN or SORNs, each party to this MOU will prepare a business case to support the purpose and type of data requested from other parties and meet the need, if required, to establish a SORN. The business case will also address how each partner agency will ensure protection of PII and privacy of the individual Service member. The purpose of the business case is to clearly articulate how the requested data enables the parties to meet their mission and better serve transitioning Service members. Specific information regarding data collection, among other items, is contained in Appendix A of this MOU which is incorporated by reference in this MOU. This appendix serves as the initial development of the ISA among the parties. No data protected by the Privacy Act of 1974 or the Health Insurance Portability and Accountability Act of 1996 will be exchanged or collected under this MOU unless otherwise authorized by law and in compliance with the

forthcoming ISA agreed to by the parties.

e. Coordinate with the Office of the Under Secretary of Defense for Personnel and Readiness, Transition to Veterans Program Office (OSD/TVPO) to connect with the installation Points of Contact (POC) on all matters pertaining to the Public Affairs office for publicity efforts at the installation. Installation POCs will collaborate with parties to this MOU to provide ongoing publicity through installation newspaper articles, flyers and posters, and other electronic and social media upon approval of OSD/TVPO. As appropriate, OSD/TVPO will work with DOL, VA, U.S. Coast Guard, ED, OPM and SBA on publicity efforts related to TAP prior to public release.

f. DOL, VA, USCG, ED, OPM, and SBA will work with the OSD/TVPO to develop, review and enhance CRS, Transition GPS, and MLC TAP as appropriate.

g. The parties will work with each other to coordinate a systematic and singular approach to develop, assess, evaluate and improve the Transition GPS. The parties will coordinate any major revisions with each other to help ensure quality, accuracy, and completeness of the Transition GPS and MLC TAP. Each party may also conduct independent evaluations of the respective curriculum they administer.

h. Provide an effective and well-coordinated sequence of transition services, minimizing any duplication of services among the parties for eligible Service members.

i. Provide for effective classroom sizes. Class size for all Transition GPS components will be 50 maximum and 10 minimum participants. In situations where these requirements cannot be met, the Military Departments, with OSD/TVPO approval, will coordinate with the other parties to accommodate service delivery.

j. As appropriate, the parties will maximize technology where feasible to achieve efficiencies and provide broader options for the delivery of curricula and materials to Service members. The parties will collaborate as necessary on developing alternative methods to provide TAP to Service members to include blended and virtual delivery. Funding for development and implementation of alternative methods shall be determined by the appropriate parties.

k. Ensure the following, in descending order of priority, for TAP participation and scheduling purposes:

    1. Eligible separating Service members who are "targeted" or "at risk" for not meeting the CRS.

    2. Eligible separating Service members closest to their date of separation.

    3. Eligible separating Service members returning from overseas or assigned to remote or isolated sites.

    4. Service members who have attended any previous Transition GPS component and

want to attend any or all Transition GPS components again, based upon availability of space, resources and capability.

5. Spouses of eligible separating Service members.

l. Meet periodically to discuss program efficacy, accomplishments, best practices, and planning activities; and/or to resolve issues.

**Under Secretary of Defense for Personnel and Readiness (Transition to Veterans Program Office) and Military Departments Shall:**

a. Be responsible for developing and delivering classroom (brick and mortar) and virtual curricula for the MOC Crosswalk, Personal Financial Planning for Transition, and the Accessing Higher Education Track to include age and experience-appropriate examples, exercises and scenarios to facilitate learning. OSD/TVPO will also coordinate with all parties to deliver their curricula in the classroom, and integrate the parties' virtual curricula into the DoD Transition GPS virtual curricula. In addition, DoD will provide guidance for the Transition Overview, Resilient Transitions (Consideration for Families, Value of a Mentor, Special Issues, Support Systems, and Stress Management), and ITP Review to the Military Departments and USCG. Costs for the development, maintenance, modifications, printing and shipping of materials for curricula developed by DoD is the responsibility of OSD/TVPO and the Military Departments. Costs for developing, modifying and hosting DoD Transition GPS Virtual Curricula is also the responsibility of OSD/TVPO and the Military Departments. DoD Transition GPS Virtual Curricula will be hosted on Joint Knowledge Online (JKO).

b. Monitor OSD/TVPO and Military Departments curricula delivery annually or as needed to maintain a high quality program. Monitoring will include evaluations of the approved OSD/TVPO curricula and include the standardized OSD/TVPO participant assessment of Transition GPS. The data and feedback will be shared with interagency parties to improve the program at the local level and elevate participants' issues as well as identify interagency issues of a broad scope to the national level parties.

c. Conduct assessments of Military Department facilitators by extracting data and trends from the standardized OSD/TVPO participant assessment for Transition GPS. The assessment will determine if the facilitator is providing the curriculum in accordance with the approved Program of Instruction (POI) in an effort to further enhance the material and develop best practices. Assessment data will be shared with interagency parties, as appropriate.

d. Assist DOL, VA, OPM, and SBA with curricula development and technical expertise as requested.

e. OSD/TVPO and the Military Departments will use personnel and other appropriate data systems, to the extent possible, to assist in the identification of each Service member who is coming within the window of separation. The Military Departments will also use the Defense Manpower Data Center (DMDC) applications, swipe cards for data capturing or

their own system to track individual accountability, which will be transferred to the DMDC data repository to ensure and validate individual Service member compliance with chapter 58 of title 10, U.S.C. and that each Service member meets CRS.

f. Assist eligible Service members in understanding the CRS they must meet prior to separation. Explain the Education, Career Technical, and Entrepreneurship Tracks to eligible Service members and explain how they assist them in achieving CRS. Also, inform eligible Service members that they are required to develop an ITP and explain how the ITP and CRS checklists relate to one another.

g. Ensure Service members meet all mandatory Transition GPS requirements and apply exemptions as appropriate.

h. Encourage and promote maximum participation with the support of installation and unit commanders.

i. Verify that Service members are enrolled in eBenefits during pre-separation counseling in order to facilitate their orientation to eBenefits during the VA Benefits II briefing. Service members not enrolled in eBenefits will complete their DSN-Logon and register for an eBenefits account during the pre-separation counseling process.

j. Have Service members complete the web-based Transition GPS participant assessment for each module they complete. Participants' assessment data will be shared with interagency parties as appropriate.

k. Provide POCs and coordinators at the headquarters and local level for the DOLEW, VA Benefits Briefings, Career Technical and SBA Entrepreneurship Tracks.

l. Coordinate scheduling for Transition GPS activities with partners quarterly and provide storage space for Transition GPS materials based upon installations' capability.

m. Provide DOL, VA, OPM and SBA access to military installations and locations for the purpose of providing support to transitioning Service members.

n. Ensure access at CONUS and OCONUS locations and compliance with Status of Forces Agreement to overseas military installations for VA, DOL, OPM and SBA personnel, including contractors who are providing DoD-approved transition support for Service members.

o. Notify and register participants for Transition GPS events whether delivered by classroom brick and mortar methods or virtual technology. Work with the appropriate parties' coordinators to ensure seating is provided in accordance with priority considerations enumerated above.

p. Notify appropriate parties to this MOU of changes to the quarterly schedules (additions, cancellations, or date changes) in writing at least 10 working days prior to the Transition

GPS event.

q. When un-programmed or un-projected separations by National Guard or Reserve members occur, National Guard and Reserve commands will request the DOL provide the DOLEW at the separating members' respective duty stations (home stations). These requests will be in writing, expedited and facilitated no later than 10 working days prior to the date the National Guard or Reserve command requires support. OSD/TVPO will be notified by the Military Departments of all requests. Class size of no less than 10 and no more than 50 participants per class apply to these requests.

r. Provide the following:

(1) **Personnel:** TAP counselors to ensure procedures are in place to maintain order within the classroom. TAP counselors to be responsible for scheduling Transition GPS activities and capturing daily attendance of participants.

(2) **Facilities:** Appropriate facilities, consistent with the Rehabilitation Act of 1973, as amended, on each installation including handicap accessibility, parking, private counseling spaces, workstation spaces, equipment, and materials. Exact requirements will be decided on an installation-by-installation basis as room and capacity dictate. If an installation cannot provide a requested agency's office or workstation space on the installation, then the other parties are responsible for providing their own space at their own cost.

(3) **Classrooms:** Classroom/briefing room facilities for all TAP events on DoD installations that enable an appropriate learning environment will have no more than 50 and no less than 10 participants per class. If classroom space is not available on the installation or location, the military service must provide classroom space and supporting equipment at an appropriate location at their cost.

(4) **Equipment for Classroom:** Audiovisual equipment (projection screen, overhead projector, microphone, DVD or appropriate video capability), white board, markers, flip charts, and computer with Internet access. Provide computers for all participants, or allow members to bring their personal computers for Transition GPS Core Curricula, Transition GPS Tracks or otherwise as needed or appropriate. Ensure power sources/power cords are available for computers and internet connectivity as resources permit. Ensure high-speed WiFi connectivity as soon as possible to meet requirements. The Military Departments are responsible for funding, maintaining, and replacing the stated equipment. OSD/TVPO and the Military Departments may allow eligible separating Service members to use their own electronic devices but must ensure all security procedures and protocols are followed.

(5) **Equipment for VA Staff:** Installation printers, copiers, independent telephones and internet connectivity for VA staff working on military installations performing normal VA operations in support of Service members. For permanent VA personnel, provide office or workstation space on installations as determined and agreed to by local

installations and the VBA DoD/VA Program Office through local written agreements. If an installation cannot provide VA-requested office or workstation space and furniture, IT equipment and telephones, then VA is responsible for providing its staff office space, workstations space and their own furniture as well as all other equipment, telecommunications and internet connectivity for the conduct of normal VA operations at a location determined by VA. For itinerant VA personnel, temporary fully furnished workspace will be made available as determined locally by the Military Department. Any costs attributable to such installation level support to the VA will be provided on a reimbursable basis as determined by CONUS local installations and VBA DoD/VA Program Office through local written agreements, based on actual costs as agreed to by both parties to such agreements. CONUS local installation agreements with the VBA DoD/VA Program Office will define all direct costs in the local written agreement. A summary of these direct costs, by installation, will be provided by each Military Department to VA by the end of July of each year starting FY 2014. Indirect costs associated with common use infrastructure that are not measurable and directly attributable to the VA will be provided on a non-reimbursable basis.

(6) **Information Technology (IT):** Technical support for equipment, including projectors, computers, and copy machines. Ensure IT infrastructure support is available for the other parties for classroom (brick and mortar) as well as virtual curricula delivery as appropriate for facilitators and participants. Installations will follow security protocols to protect PII. Any costs, attributable to the VA will be provided on a reimbursable basis and will be addressed as appropriate in the installation level support agreement. Indirect costs associated with common use infrastructure that are not measurable and directly attributable to the VA will be provided on a non-reimbursable basis.

s. The Military Departments with OSD/TVPO approval will have flexibility in logistics and timeframes for delivery of the other parties' curricula, consistent with statutory requirements and subject to prior collaboration with and approval from the other parties.

t. Subject to agreements made between the USCG and the Military Departments, USCG personnel will be permitted to attend the DoD Transition GPS (excluding mandatory Pre-separation Counseling and Capstone), and receive DoD TAP services described in this MOU, as availability of resources and classroom space permits with equal priority of access.

u. Conduct a Capstone activity for each eligible Service member in accordance with the timeline prescribed in Department of Defense Instruction (DoDI) 1332.35 to verify the member has met the CRS before discharge or release from active duty.

1. Capstone will begin no later than 90 days preceding an anticipated separation for eligible Service members.

2. Exceptions to this timeline are:
    i. In the case of eligible AC Service members with a rapid separation or short-notice separation date of 30 days or fewer before discharge or release from active duty, Capstone will begin no later than the date of separation as

reflected on the DD Form 214.

ii. In the case of eligible RC members released from active duty, in which operational requirements, as determined by the Secretary of Defense or the Secretaries of the Military Departments, make the prescribed timeline unfeasible, Capstone will begin no later than the date of release from active duty as reflected on the DD Form 214, "Certificate of Release or Discharge from Active Duty."

v. Coordinate at the local installation level with the VA Lead/Capstone Liaison to request support for Capstone on a quarterly basis. This will provide the VA Lead/Capstone Liaison ample lead time to determine if VA can provide a person onsite to support the local installation Capstone activity and conduct the "person-to-person" warm handover. The quarterly coordination will be an ongoing process.

w. Local commanders should establish relationships with local American Job Centers (AJCs) (except OCONUS commanders) and are encouraged to make requests for AJC support at Capstone activities. The Military Services will coordinate, at the local installation level, with their supporting local AJC to request support for Capstone on a quarterly basis. This will provide local AJCs ample lead time to determine if they can provide a person on site to support the local installation Capstone activity and conduct the "person-to-person" warm handover. The quarterly coordination will be an ongoing process.

**Department of Veterans Affairs (VA) Shall:**

Conduct a 4-hour VA Benefits I briefing that includes information on education, health care, compensation, life insurance, home loans, as well as Vocational Rehabilitation and Employment (VR&E) benefits information and counseling, and a 2-hour VA Benefits II briefing, during which time Service members receive an orientation to benefits registration. The VA Benefits I and II briefings will herein collectively be referred to as the VA Benefits Briefings. VA will be responsible for developing and delivering classroom (brick and mortar) and virtual curricula. All costs associated with the development and delivery of classroom (brick and mortar) curricula, to include printing and shipping of materials, is the responsibility of VA. All costs associated with the development of VA Benefits virtual curriculum on Joint Knowledge On-line (JKO) are also the responsibility of VA. Virtual curriculum development cost estimates will be provided to the partner agencies by TVPO to allow inclusion in partner agency budget cycles.

Develop and deliver classroom (brick and mortar) and virtual curriculum for the Career Technical Track. VA is responsible for funding curriculum development and modifications for the VA Benefits Briefings (I and II) and the Career Technical Track to include materials, printing and shipping.

a. Provide additional information on Veterans' benefits, services, and claims assistance, including information from ED on Federal financial aid.

b. Provide additional information that is unique to Veterans being separated due to service-

connected disabilities or other medical reasons.

c. Provide Points of Contact (POCs) and coordinators at the VA headquarters and local VA for VA Benefits Briefings and Career Technical Track.

d. Provide VA briefers and instructors to deliver VA Benefits Briefings and Career Technical Track in conjunction with other Transition GPS, including vocational counseling and Capstone events.

e. Provide computers for VA personnel at military installations/locations where the VA will have a permanent presence to provide advising and briefing support. VA will provide VA personnel with computers and office equipment to support normal operations at Reserve Component locations as required.

f. Develop and maintain eBenefits online capability for Service members to access the information provided by VA.

g. Ship all VA Benefit Briefing and Career Technical Track materials to the appropriate locations no later than 7 working days prior to the start date of VA Benefits Briefings and the Career Technical Track. The virtual curricula, instruction, and skills building will provide the same level of quality information that will be provided to Service members attending the classroom ("brick-and-mortar") VA Benefits Briefings and Career Technical Track. The cost of development, modifications, hosting and maintenance of virtual information/virtual curricula is the responsibility of VA. VA is also responsible for all costs in developing, producing, printing, and shipping of all VA Benefits Briefings materials and the Career Technical Track materials.

h. Provide individual assistance and information on VA services and support for Capstone and Military Life Cycle (MLC) TAP.

i. During the VA Benefits II module of Transition GPS, VA will provide Service members with an orientation to benefits registration, including an orientation to using the eBenefits and My HealtheVet portals.

j. Provide guidance and information on the role of VSOs during VA Benefits Briefings and Career Technical Track.

k. Provide field mobile training teams to facilitate VA Benefits Briefings and Career Technical Track to eligible Service members at locations as determined by agreements with the Military Departments and USCG. For those locations supported by VA mobile teams, the necessary equipment and materials to deliver the VA Benefits briefings and Career Technical Track will be provided and funded as agreed to by the Military Departments, USCG and VA.

l. Provide VA Benefits Briefings and Career Technical Tracks at CONUS and OCONUS installations/locations. The Military Departments will review overseas Standing Operating Procedures (SOPs) in collaboration with VA on an annual basis.

m. Train all briefers and advisors through a VA formal training process to ensure quality and standardized delivery of curricula.

n. Monitor VA Benefits and Career Technical Track curricula delivery annually or as needed to maintain a high-quality program. Monitoring will include evaluations of the approved OSD/TVPO curricula and include the standardized OSD/TVPO participant assessment of Transition GPS. The data and feedback will be used to improve the program at the local level and elevate participants' issues of a broad scope to the national level.

o. Conduct assessments of VA Benefits Briefing and Career Technical Track facilitators by extracting data and trends from the standardized OSD/TVPO participant assessment for Transition GPS. The assessment will determine if the facilitator is providing the curricula in accordance with the approved Program of Instruction (POI) in an effort to further enhance the material and develop best practices.

p. Remind Service members to complete the web-based Transition GPS participant assessment for each module they complete.

q. Fully participate in the Capstone and ensure representatives are available to receive and coordinate the warm handover for Service members requiring VA benefits, services and support.

    1. In order to conduct the warm handover for VA related services, the VA will provide the following support options to the Military Services:

        i. A VA Lead or VA Capstone Liaison (within available resources) onsite at the Capstone activity. TAP staff or the Service member will contact the VA Lead/Capstone Liaison as needed.

        ii. Assistance in connecting Service members with the closest VA resources in the region where the member plans to relocate.

        iii. Assistance with a warm handover when the requirement for additional assistance has been identified by the Military Services during a Capstone activity. The VA Briefer/Capstone Liaison/POC will assist Service members in connecting to the appropriate VA Regional Office or Medical Center as required. VA will support group Capstone activities (within available resources).

        iv. Assistance in making a "person-to-person" connection. However, when there are multiple Capstone activities occurring simultaneously at the same installation, the VA Lead/Capstone Liaison will support as best as possible within resource constraints.

r. VA plans to staff the larger OCONUS installations with a permanent presence to support Capstone. VA briefers will provide itinerant coverage on an as needed basis. The VA Lead/Capstone Liaison will be available to facilitate either Capstone activities or one-on-one assistance sessions. The briefers will be trained to connect Service members with the CONUS resource where they will be relocating. Additionally, for Service members who choose to remain overseas after separation, information will be provided regarding foreign VA claims process.

**Department of Labor (DOL) Shall:**

Under section 1144 of title 10, U.S.C. and this MOU, in conjunction with appropriate parties from among DoD, VA, USCG, ED, OPM and SBA, establish and maintain a program to provide counseling, assistance in identifying employment and training opportunities, help in obtaining such employment and training, and other related information and services to eligible separating and retiring Service members and their spouses. To fulfill this responsibility, DOL has developed the DOLEW and will:

a. Conduct a mandatory DOLEW at all CONUS and OCONUS locations in conjunction with DoD transition forecasts and in cooperation with the other parties and in compliance with this MOU. The DOLEW is a 3-day workshop delivered by DOL contractor staff, unless the logistics and timeframe are changed with both DOL and OSD/TVPO's approvals.

b. Develop and deliver classroom (brick and mortar) and virtual curriculum to include age- and experience-appropriate examples, exercises and scenarios to facilitate learning.

c. Provide employment counseling, information, skills building, training and education to meet the employment related CRS through the DOLEW and other appropriate modules of the Transition GPS Core Curricula.

d. Be responsible for all costs associated with curriculum development and delivery of the DOLEW (brick and mortar and virtual) to include development, reproduction, printing, and shipment of all classroom materials to appropriate locations as determined by the Military Departments and USCG. DOL is also responsible for all costs to develop the DOLEW virtual curriculum. The DOL virtual curriculum will be hosted on Joint Knowledge On-line (JKO).

e. Provide Veterans Employment and Training Services (VETS) Federal staff POCs and coordinators at the DOL headquarters and state level for the DOLEW.

f. Include, at a minimum, the following elements in the DOLEW:

(1) Information concerning employment and training assistance, including:

(a) Labor market information

(b) Civilian workplace, educational requirements, and employment opportunities;

(c) Instruction in resume preparation, cover letters, and job applications;

(d) Job analysis, job search, job interview, and salary negotiation techniques;

(e) Networking opportunities.

(2) Information on federal, state, and local programs, especially those services provided through the local American Job Center and those offered by Military Service Organizations (MSOs) and Veterans Service Organizations (VSOs).

(3) Proper certification or verification of job skills and experience acquired while on active duty that may have application to employment in the civilian sector for use in seeking civilian employment and in obtaining job search skills to eligible Service members.

(4) Briefings on the DOL website for credentialing.

(5) Information and other assistance on acquiring loans and grants from SBA, ED, and other federal, state, and local agencies in support of Service members.

(6) Information about the geographic areas in which a Service member plans to relocate after separation. This includes information about employment opportunities, the labor market, the cost of living in those areas and to the extent practicable, the cost and availability of housing, child care, education, medical and dental care.

(7) Information about available public and community service job programs.

g. Work with MSOs and VSOs and other appropriate organizations in promoting and publicizing job fairs for members of the Armed Forces.

h. Each participant will complete a first draft resume as a deliverable from the DOLEW.

i. Inform Service members how to access and download the online DOL Gold Card that can be redeemed for 6 months of enhanced intensive services from American Job Center staff.

j. Provide sufficient numbers of qualified contract facilitators to meet demands of DoD transition forecasts to conduct DOLEW. All costs associated with training DOLEW facilitators will be the responsibility of DOL.

k. Provide overseas DOLEW in accordance with the DOL overseas SOP and this MOU. The Military Departments will review the overseas SOP in collaboration with DOL on an annual basis.

l. Make available to eligible separating Service members and their spouses all DOLEW materials.

m. Monitor DOLEW curriculum delivery annually or as needed to maintain a high quality program. Monitoring will include evaluations of the approved DOLEW curriculum and include the standardized OSD/TVPO participant assessment of Transition GPS. The data and feedback will be used to improve the program at the local level and elevate participants' issues of a broad scope to the national level.

n. Conduct assessment of DOLEW contract facilitators by extracting data and trends from the standardized OSD/TVPO participant assessment for Transition GPS. The assessment will determine if the facilitator is providing the curriculum in accordance with the approved DOLEW curriculum in an effort to further enhance the material and develop best practices.

o. Cooperate with the parties to resolve problems that arise in conjunction with the DOLEW curriculum and to make changes to ensure its ongoing relevance and effectiveness.

p. Remind Service members to complete the web-based Transition GPS participant assessment for the DOLEW module.

q. Provide the following support options to the Military Services to conduct the Capstone warm handover pertaining to employment-related services:

(1) DOL will issue program guidance to States requesting they support local command/installation requests for assistance at Capstone activities, as best as possible within resource constraints.

(2) DOL will ensure its web site has up-to-date contact information to assist commanders, military transition staff, and Service members in locating the nearest local AJC where the Service member plans to relocate.

(3) DOL is establishing a new capability at their existing call center to facilitate the Capstone warm handover. Call center scripts are being developed to respond to warm handover calls and staff members are being trained. This capability was fully operational as of December 2013. The call center will not operate 24/7-365 days a year; however, consideration for east and west coast time differentials will be considered for extended hours. OCONUS installations will have to make contact with the call center within the hours established by DOL.

**The United States Coast Guard Shall:**

Subject to agreements made between the USCG and OSD/TVPO and the Military Departments, USCG personnel may attend Military Department TAP services described in this MOU as availability exists, with equal priority to access. USCG personnel will utilize the virtual curricula, hosted on JKO, as determined by USCG leadership. When using virtual curricula, USCG personnel will comply with all data collection and submission requirements, as well as the completion of the "Participant Assessment Tool" as required, if they attended a brick and

mortar class. As provided in section 1144(c)(1) of title 10, U.S.C.. USCG will require USCG Service members who are being separated from active duty to participate in the DOLEW, except for those separating Service members who are exempt.

a. Provide USCG POCs and coordinators at the USCG headquarters and local USCG to all parties of this MOU.

b. Provide for each hosted and approved USCG event:

(1) **Personnel:** USCG TAP counselors to ensure procedures are in place to maintain order within the classroom to include scheduling and daily attendance.

(2) **Facilities:** Appropriate facilities, consistent with the Rehabilitation Act of 1973, as amended, on each installation, including handicap accessibility, parking, private counseling spaces, workstation spaces, equipment, and materials. Exact requirements will be decided on an installation-by-installation basis as room and capacity dictate. If an installation or location cannot provide a requested agency's office/workstation space on the installation or at the location of the activity, then the other parties are responsible for providing their own space at their cost.

(3) **Classrooms:** Classroom/briefing room facilities for all TAP events at USCG locations that enable an appropriate learning environment will have no more than 50 and no less than 10 participants per class. If classroom space is not available at the USCG location, USCG must provide classroom space and supporting equipment at an appropriate location at their cost.

(4) **Equipment for Classroom:** Audiovisual equipment (projection screen, overhead projector, microphone, DVD or appropriate video capability), white board, markers, flip charts, and computer with internet access. Provide computers for all participants, or allow members to bring their personal computers for Transition GPS Core Curricula, Transition GPS Tracks or otherwise as needed or appropriate. Ensure power sources/power cords are available for computers; internet connectivity as resources permit. Ensure high-speed WiFi connectivity as soon as possible to meet requirements. The USCG is responsible for funding, maintaining, and replacing the stated equipment. The USCG may allow eligible separating Service members to use their own electronic devices but must ensure all security procedures and protocols are followed.

(5) **Equipment for VA Staff:** Installation printers, copiers, independent telephones and internet connectivity for VA staff working on military installations performing normal VA operations in support of Service members. For permanent VA personnel, provide office or workstation space on installations as determined and agreed to by local installations and the VBA DoD/VA Program Office through local written agreement. If an installation cannot provide VA-requested office or workstation space and furniture, then VA is responsible for providing its staff office space, workstations space and their own furniture as well as all other equipment, telecommunications, and

internet connectivity for the conduct of normal VA operations at a location determined by VA. For itinerant VA personnel, temporary fully furnished workspace will be made available as determined locally. Any costs attributable to such installation level support to the VA will be provided on a reimbursable basis as determined by CONUS local installations and VBA DoD/VA Program Office through local written agreements, based on actual costs as agreed to by both parties to such agreements. CONUS local installation agreements with the VBA DoD/VA Program Office will define all direct costs in the local written agreement. A summary of these direct costs, by installation, will be provided by each Military Department to VA by the end of July of each year starting FY 2014. Indirect costs associated with common use infrastructure that are not measurable and directly attributable to the VA will be provided on a non-reimbursable basis.

(6) **Information Technology (IT):** Technical support for equipment, including projectors, computers, and copy machines. Ensure IT infrastructure support is available for the other parties. USCG locations will follow security protocols to protect PII.

c. Ensure USCG notifies and registers participants for Transition GPS events, whether delivered by classroom (brick and mortar) methods or virtual technology. Work with the appropriate parties' coordinators to ensure seating is provided in accordance with priority considerations enumerated above.

d. Notify appropriate parties of changes to the quarterly schedules (additions, cancellations, or date changes) in writing at least 10 working days prior to the Transition GPS event.

e. Verify Service members are enrolled in eBenefits during pre-separation counseling in order to facilitate their orientation to eBenefits during the VA Benefits II briefing. Service members not enrolled in eBenefits will complete their DS-Logon and register for an eBenefits account during the pre-separation counseling process.

f. Provide and fund training for USCG Transition and Relocation Managers at National Veterans Training Institute or other entity approved by the National Office of Veterans Employment and Training Service (VETS) and stipulated in VETS' current facilitation contract and training provided through OSD/TVPO.

g. Monitor USCG curricula delivery annually or as needed to maintain a high quality program. Monitoring will include evaluations of the approved OSD/TVPO curricula and include the standardized OSD/TVPO participant assessment of Transition GPS. The data and feedback will be used to improve the program at the local level and elevate participants' issues of a broad scope to the national level.

h. Conduct assessments of USCG facilitators by extracting data and trends from the standardized OSD/TVPO participant assessment for Transition GPS. The assessment will determine if the facilitator is providing the curricula in accordance with the approved Program of Instruction (POI) in an effort to further enhance the material and develop best practices.

i. Have USCG personnel complete the web-based Transition GPS participant assessment for each module that they complete.

j. Use personnel and other appropriate data systems to the extent possible to assist in the identification of each Service member who is coming within the window of separation.

k. The USCG in collaboration with OSD/TVPO will have flexibility in logistics and timeframes for delivery of the other parties' curricula, consistent with statutory requirements and subject to prior collaboration with and approval from the other parties.

**Department of Education (ED) Shall:**

a. Along with the other parties, communicate, comment, review, and provide input with respect to Transition GPS curricula developed or revised by any of the parties or their contractors.

b. Contribute to the review of Transition GPS curricula to provide alignment of revised materials with adult learning strategies and accurate presentation of the content/information.

c. Communicate to the other parties of this MOU as appropriate, information related to federal financial aid, including the Free Application for Federal Student Aid (FAFSA), online resources to assist in college selection, college and career readiness, college progression and college costs, and best practices on adult and virtual learning.

d. Communicate available information and/or expertise to the appropriate parties on college access, college success, college affordability, and programs specifically sponsored or overseen by ED to be considered for incorporation in appropriate Transition GPS curricula and by service delivery providers.

**United States Office of Personnel Management (OPM) Shall:**

OPM, under the Veterans Employment Initiative, developed the *FedsHireVets.gov* website to serve as a one-stop resource for transitioning Service members, Veterans, and their family members to obtain information on Federal hiring authorities, entitlement to veterans' preference, and other Federal employment and hiring information. OPM will:

a. Develop, provide, and maintain the "Federal Employment Module" to support DOLEW.

b. Collaborate with DOL on the Federal Employment "brick-and-mortar" curriculum.

c. Fund development of and host a virtual (web-based) module in Fiscal Year 2013 and continue to fund modifications and hosting each Fiscal Year thereafter.

d. Be responsible for funding the development and maintenance of the Federal Employment Module and virtual curriculum.

e. Provide the parties' employment counselors with current information on the federal employment process as appropriate. Specifically, OPM will:

(1) Provide the current "Find and Apply Federal Employment" presentation (including fedshirevets.gov).

(2) Provide a series of webinars to augment information and knowledge to employment counselors.

(3) Be responsible for funding the development and maintenance of the material above.

f. Work with the parties to develop a Veterans Reintegration Framework in concert with the Uniformed Services Employment and Reemployment Rights Act to outline strategies that support the following:

(1) Veteran new-hires; and

(2) Those Reserve Component members who are deployed and/or returning from deployments/activations to Federal service positions.

**United States Small Business Administration (SBA) Shall:**

Subject to the availability of funds appropriated for this purpose, create a multi-phased Entrepreneurship Curriculum for the Transition GPS. It will include a series of classroom and online training initiatives, business counseling, and technical assistance to educate eligible separating and retiring Service members, and their spouses on entrepreneurship as a career choice and to understand the basic requirements of starting a business. SBA's Associate Administrator, Office of Veteran's Business Development, will serve as the agency's POC for the design, development and delivery of the Entrepreneurship Track. SBA will:

a. Develop the curriculum and all collateral materials such as text books and handouts. The Entrepreneurship Curriculum will include three, progressive phases:

(1) 90 minute video – video may be utilized during any TAP session and will provide an introduction to entrepreneurship as a career choice, benefits and challenges of running your own business and overview of SBA resources.

(2) Two-day entrepreneurship track called "Boots to Business" – live training provided by SBA Resource Partners, including the Small Business Development Centers, Service Corps of Retired Executives, Veterans Business Outreach Centers, and Women Business Centers to focus on feasibility analysis for business planning. Participants will walk away with a completed feasibility study of their own business concept.

(3) Online courses -- an eight-week more intensive training course covering topics such as business planning, market research, financing a business, business operations, and how to move forward with a business plan.

b. Monitor SBA curriculum delivery annually or as needed to maintain a high quality program. Monitoring will include evaluations of the approved SBA curriculum and include the standardized OSD/TVPO participant assessment of Transition GPS and SBA two-day Entrepreneurship Track. The data and feedback will be used to improve the program at the local level and elevate participants' issues of a broad scope to the national level.

c. Conduct assessments of SBA facilitators by extracting data and trends from the standardized OSD/TVPO participant assessment for Transition GPS. The assessment will determine if the facilitator is providing the curriculum in accordance with the approved Program of Instruction (POI) in an effort to further enhance the material and develop best practices.

d. Develop and deliver to OSD JKO and OSD/TVPO a virtual curriculum for the two-day Entrepreneurship Track (hosted on JKO). All costs associated with the development of the Entrepreneurship Track Virtual Curriculum are the responsibility of SBA. All costs associated with maintenance and hosting of the two-day Entrepreneurship Track is the responsibility of OSD/TVPO.

e. Provide SBA Entrepreneurship Curriculum to all eligible separating and retiring Service members and their spouses. National Guard and Reserve commands can request SBA Entrepreneurship Curriculum at their respective home station after demobilization/deactivation. SBA will use best efforts to support those requests.

f. Work in conjunction with the DoD, USCG, VA, DOL, OPM and ED to review and enhance the Entrepreneurship Curriculum as appropriate.

g. Inform Service members who complete the two-day entrepreneurship training how to access their on-line eight-week course.

h. Provide instructors for the two-day Entrepreneurship Track. SBA will coordinate delivery of their curriculum with its Resource Partners to provide instructors for the two-day entrepreneurship training of the Transition GPS curricula.

i. Use the OSD/TVPO standardized assessment to monitor SBA Entrepreneurship Curriculum delivery to maintain a high quality program. Monitoring should include evaluations of each session. The data and feedback will be used to improve the program at the local level and to elevate participants' issues of broad scope to the national level. OSD/TVPO will provide feedback to all parties to this MOU as appropriate.

j. Use the OSD/TVPO assessment to conduct assessments of the SBA Entrepreneurship Curriculum instructors. Training assessment will determine if the SBA Entrepreneurship Curriculum is conducted in accordance with the approved curriculum and find ways to further enhance the material and develop best practices.

k. Cooperate with the parties to resolve any problems that may arise in conjunction with the SBA Entrepreneurship Curriculum.

l. Collaborate with the parties to solve any information collection issues including the need for each party to have access to GPS program participant's data.

m. Instruct Service members to complete the web-based Transition GPS participant assessment for each module which they complete.

**Review/Changes:** The parties will review this MOU periodically, but not less than once every two years. This MOU may be amended in writing and shall remain in force until superseded by a successor MOU or terminated. If during the review process it is determined that there will be no changes to this MOU, the signatories will sign a joint memorandum stating that the MOU has been reviewed and is approved without change and remains in effect.

**Termination/Withdrawal:** This MOU may be terminated in writing at the will of all parties. A party may withdraw from the MOU at any time by providing thirty (30) calendar days written notice to the remaining parties.

**Effect of Agreement:** This MOU is not a binding contract and does not confer any rights upon any agency, individual, or other entity.

This agreement will be implemented in full compliance with all applicable statutes and regulations, including the Privacy Act of 1974, the Freedom of Information Act, and the Federal Records Act. As applicable, all parties need to understand and adhere to DoD 6025.18R, "DoD Health Information Privacy Regulation," section C3.4, dated January 2003 regarding use, protection, and disclosure of protected health information in the Military Health System. This MOU does not constitute nor require an obligation of federal funds, nor does it give rise to a legally-cognizable partnership or joint venture. It does not authorize the expenditure or reimbursement of any funds, nor does it obligate the parties to expend appropriations or enter into any contract or other obligation. All obligations of the parties under this MOU shall be subject to the availability of funds and resources for such purposes. Each party to this agreement agrees to bear its own costs in carrying out its responsibilities. Any reimbursement of funds between the parties to the MOU shall be done by separate agreement in accordance with applicable federal law and regulation. Additionally, no party shall be authorized to bind the other without prior written consent.

Nothing in this MOU shall be interpreted as limiting, superseding, or otherwise affecting the parties' normal operations or decisions in carrying out their statutory or regulatory duties. This MOU does not limit or restrict the parties from participating in similar activities or arrangements with other agencies.

Should disagreements arise on the interpretation of the provisions of this agreement or amendments and/or revisions thereto, that cannot be resolved at the operating level, the area(s) of disagreement shall be stated in writing by each party and presented to the other party for consideration. If agreement or interpretation is not reached within 30 days, the parties shall forward the written presentation of the disagreement to respective higher officials for appropriate resolution.

If a dispute related to funding remains unresolved for more than 30 calendar days after the parties have attempted to resolve the dispute at higher levels, applicable disputes will be resolved in accordance with instructions provided in the Treasury Financial Manual (TFM) Volume I, Part 2, Chapter 4700, Appendix 10, available at http://www.fms.treas.gov./tfm/index.html.

**Authority of Agency Official Signatures:** The Agency Official(s) executing this agreement warrant that they have the authority to execute this agreement on behalf of their respective agencies.

**Expenses of Each Party:** Each party to this MOU will bear its own expenses in connection with the preparation, negotiation, and execution of this MOU and neither party shall be liable to the other party for such expenses.

**Effective Date and Duration:** This MOU shall become effective upon the date of the final signature of the undersigned parties. Unless extended by amendment or approved for extension without amendment, this MOU will remain in force and effect for a period of five (5) years after the effective date, at which point it shall terminate without any further action required by any party.

**Attachment:**
Appendix A. Data collection information that serves as the initial development of an Information Sharing Agreement (ISA).

Points of Contact (POCs): POCs for each Agency as listed below shall be provided to OSD/TVPO not later than thirty (30) calendar days after the effective date of this MOU. Each party agrees to notify the other parties of any changes to the POCs listed below as a courtesy. The information for each Agency's POC will be provided to OSD/TVPO and each party:

Agencies:
DoD
VA
DOL
USCG
ED
OPM
SBA

Agency POC Information:
Agency Name: (Example: DOL)
Name of POC:
Title of POC:
Official Mailing Address of POC:
Business Phone of POC:
Fax Number of POC:
E-mail Address of POC:

## Interagency Memorandum of Understanding Approving Officials

**Department of Defense**

Frederick E. Vollrath
Assistant Secretary of Defense
(Readiness and Force Management)

**Department of Veterans Affairs**

1/28/14

Robert Snyder
Acting Assistant Secretary

**Department of Labor**

Keith Kelly
Assistant Secretary of Labor
Veterans' Employment and Training
Service

**Department of Education**

Jamienne S. Studley
Acting Under Secretary

**Department of Homeland Security**
**(United States Coast Guard)**

Manson K. Brown
Vice Admiral, U.S. Coast Guard
Deputy Commandant for Mission Support

**U.S. Small Business Administration**

M. Rhett Jeppson
Associate Administrator
(Office of Veterans Business
Development)

**U.S. Office of Personnel Management**

Mark Reinhold
Acting Associate Director, Employee Services
and Chief Human Capital Officer

DATE: JAN 31 2014

## Acronyms and Definitions

A. **Acronyms:**

| | |
|---|---|
| CRS | Career Readiness Standards |
| CONUS | Continental United States |
| DHS | Department of Homeland Security (United States Coast Guard) |
| DMDC | Defense Manpower Data Center |
| DoD | Department of Defense |
| DoDI | Department of Defense Instruction |
| DOL | Department of Labor |
| DOLEW | Department of Labor Employment Workshop |
| ED | Department of Education |
| FAFSA | Free Application for Federal Student Aid |
| IDP | Individual Development Plan |
| ISA | Information Sharing Agreement |
| IT | Information Technology |
| ITP | Individual Transition Plan |
| JKO | Joint Knowledge Online |
| MOC | Military Occupational Code |
| MOU | Memorandum of Understanding |
| MSO | Military Service Organization |
| OCONUS | Outside of the Continental United States |
| OPM | U.S. Office of Personnel Management |
| OSD-TVPO | Office of the Secretary of Defense-Transition to Veterans Program Office |

| | |
|---|---|
| PII | Personally Identifiable Information |
| POC | Point of Contact |
| POI | Program of Instruction |
| SBA | Small Business Administration |
| SOP | Standing Operating Procedures |
| SORN | System of Records Notification |
| TAP | Transition Assistance Program |
| Transition GPS | Transition Goals, Plans, Success |
| USCG | United States Coast Guard |
| VA | Department of Veterans Affairs |
| VETS | Veterans Employment and Training Service |
| VSO | Veterans Service Organization |

**B. Definitions**

1. **Armed Forces** – The Army, Marines, Navy, Air Force, and Coast Guard.

2. **Parties/Agency Partners** – A Federal agency participating and delivering services and/or information and other support under the terms of this MOU.

3. **Brick and Mortar** – A learning environment wherein participants attend a Transition GPS module in person in a traditional classroom facility led by an instructor or facilitator.

4. **Career Readiness Standards** – A set of common and specific standards and associated deliverables that must be achieved to demonstrate Service members are prepared to transition effectively and pursue their personal post-separation higher education, career technical training, and civilian employment goals. The CRS are tangible measures of a Service member's preparedness for a civilian career.

5. **Capstone** – Capstone, as defined by each Military Department, is the component of Transition GPS when Commanders, or their designees, verify that Service members have met the CRS, have a viable transition plan and for those not meeting CRS and have additional needs, ensure a warm handover to appropriate partner agencies or local resources.

6. **Coordinator** – A person at the local level who has the responsibility for class scheduling and logistics.

7. **DOL Gold Card** – Provides enhanced intensive services for unemployed post 9/11 era Veterans at any DOL American Job Center. The American Job Centers provide these Veterans enhanced intensive services for up to a six month period through an array of career and supportive services.

8. **Eligible Service Member** – A member of the Armed Forces including the Reserve Components, being discharged, separated, retired, or released from active duty under Title 10 U.S.C., after his or her first 180 or more continuous days on active duty. In the case of a Service member who is being retired or separated for disability, the requirement to serve the first 180 continuous days or more does not apply.

9. **Eligible Spouses –** A spouse of a separating Service member as described in 8 above.

10. **Facilitator** – A person trained or qualified as a subject matter expert to deliver appropriate components of Transition GPS. The facilitator's primary duty is presenting instruction, information, and facilitation of curriculum to ensure Service members meet learning objectives.

11. **Individual Transition Plan (ITP)** – An evolving document created and maintained by the Service member that provides the framework to perform detailed assessments of their personal and professional preparedness to achieve realistic goals after separation from active duty.

12. **Installation** – The term installation includes duty stations of the Army, Navy, Air Force and Marine Corps and the U.S. Coast Guard stations, units, etc.

13. **Military Departments** – Department of the Army, Navy, and Air Force.

14. **Military Life Cycle (MLC)** TAP – MLC begins at the first duty station and continues throughout the military career of an eligible Service member. It includes the development of the IDP. Throughout the MLC, Service members shall be trained, educated and postured to become career-ready upon separation from military service. Upon commencing the transition process to go from the military to civilian sectors, the IDP shall migrate into the ITP. The MLC shall also include a Capstone activity.

15. **Point of Contact** (POC) – A representative from DOL, DoD, VA, USCG (DHS), ED, OPM and SBA who is responsible for carrying out that agency's responsibilities.

16. **Reserve Components** – Army National Guard, Army Reserve, Marine Corps Reserve, Navy Reserve, Air Force Reserve, Air National Guard and Coast Guard Reserve pursuant to Title 37 U.S.C. The Reserve Corps of the Public Health Service is not eligible for TAP services.

17. **Targeted Population** – A population of eligible Service members consisting of those who

are:

a. 18 to 24 years old
b. Completing first-term enlistments
c. Involuntarily separating due to force shaping
d. Separating rapidly/on short notice from Military service

18. **Transition Assistance Program** (TAP) – The overarching program that provides transition assistance, information, training, and services to eligible Service members to prepare them to be career ready when they transition back to civilian life. It consists of multiple elements, including: Pre-separation Counseling, Transition GPS CORE Curricula, Transition GPS Tracks (Accessing Higher Education Track, Career Technical Track and Entrepreneurship Track) and a Capstone activity. It also consists of policy and procedures, information technology (IT) infrastructure, research, studies and survey data, performance measures and outcomes, assessments, curricula development (brick and mortar and virtual), curricula modifications, CRS, accountability data and resources required to implement transition assistance. Components of the program are delivered in a brick and mortar setting and where possible, curricula will also be delivered in a virtual environment.

19. **Transition GPS** – The curricula and set of deliverables to meet CRS based on the Service member post military goal (s). It includes:
    a. Pre-separation Counseling - Mandatory
    b. Transition GPS Core Curricula
        i. Transition Overview
        ii. Resilient Transitions which includes:
            1. Special Issues
            2. Considerations for Families
            3. Support Systems
            4. Value of a Mentor
            5. Stress Management
        iii. Military Occupational Code (MOC) Crosswalk
        iv. Financial Planning for Transition
        v. Department of Veterans Affairs Briefings (VA Benefits Briefing I and VA Benefits Briefing II) – Mandatory
        vi. Department of Labor Employment Workshop (DOLEW) – Mandatory (if not exempt)
        vii. Individual Transition Plan (ITP) Review
    c. Transition GPS Tracks
        i. Education
        ii. Career Technical
        iii. Entrepreneurship
    d. Capstone - Mandatory

## APPENDIX A

**Data Collection, Sharing, and Reporting:** The parties will collaborate on the development of a common data collection and assessment approach, which will include appropriate measures of outputs and outcomes. The handling of data shared, collected, retained, and otherwise utilized by the parties for purposes of the coordination and implementation of the programs covered by this MOU will conform to applicable legal, regulatory, and policy requirements (i.e., data security and privacy). This Appendix is not an Information Sharing/Security Agreement (ISA). Further the appropriate parties plan to include in the final ISA commitments to:

a. Monitor all elements of the Transition GPS to maintain a high quality program. Monitoring should include assessments, evaluations and feedback from instructors, observers, Base Commanders/Commanding Officers, subject matter expert staff and participants. The data and feedback will be used to improve the program at the local level and to elevate participants' issues of broad scope to the national level. The Information Sharing Agreement shall spell out that the local military installation POCs are to provide feedback to the parties as appropriate. Assessments will include voluntary longitudinal data collection of separated Service members.

b. Review and assess the overall quality and outcomes of the program and the effectiveness of local delivery, including brick and mortar and virtual at participating sites, and, as appropriate, modify the TAP components under this MOU.

c. Share TAP data, as appropriate, on a variety of program evaluations and surveys including information gathered from pilots conducted by the parties.

d. Periodically monitor and evaluate Transition GPS events to include, but not limited to:
   1. Delivery of curricula and services;
   2. Quality;
   3. Implementation;
   4. Attendance;
   5. Participation;
   6. Feedback / evaluations;
   7. Facilities.

e. Review the ongoing assessment efforts (such as evaluations, critiques, studies, etc.) with respect to the implemented Transition GPS for purposes of providing feedback to the appropriate parties of this MOU, particularly with respect to measurement of employment, basic skill acquisition, and educational access and progression.

f. Assist each other in developing quality delivery systems for the virtual environment, including assessment tools. The final ISA must address the development of common architecture and appropriate data rights to ensure interoperable systems and tools for all participants.

g. As appropriate, coordinate, provide assistance with the coordination of pilot programs, or assist with empirical assessments, studies, surveys, or special initiatives with the parties' headquarter-level Points of Contact (POCs).

**Department of Defense and the Department of Homeland Security (DHS) through the United States Coast Guard (USCG) Shall:**

a. Share information with all parties as appropriate regarding actual and projected military personnel separations, retirements, and reserve component demobilizations and base closures/realignments as early as possible at the beginning of each Fiscal Year. Data sharing will continue throughout each Fiscal Year as deemed appropriate to allow for scheduling and service delivery adjustments. This is required in order to determine the number of workshops that need to be decreased/increased and to adjust resources as necessary.

b. Ensure that appropriate processes are in place to collect TAP participation data to include Service members' and spouses' attendance at all Transition GPS events.

**Department of Labor (DOL) Shall:**

Agree to work with the Military Services to establish means of better connecting their transition efforts with DOL/State-level Unemployment Compensation for Ex-Service members tracking systems.