

# LICENSING AND CREDENTIALING OF MILITARY JOB SKILLS FOR CIVILIAN EMPLOYMENT

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**HEARING**  
BEFORE THE  
SUBCOMMITTEE ON BENEFITS  
OF THE  
COMMITTEE ON VETERANS' AFFAIRS  
HOUSE OF REPRESENTATIVES  
ONE HUNDRED SIXTH CONGRESS  
SECOND SESSION

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SEPTEMBER 27, 2000  
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# LICENSING AND CREDENTIALING OF MILITARY JOB SKILLS FOR CIVILIAN EMPLOYMENT

WEDNESDAY, SEPTEMBER 27, 2000

U.S. HOUSE OF REPRESENTATIVES,  
SUBCOMMITTEE ON BENEFITS,  
COMMITTEE ON VETERANS' AFFAIRS,  
*Washington, DC.*

The subcommittee met, pursuant to notice, at 10:04 a.m., in room 334, Cannon House Office Building, Hon. Jack Quinn (chairman of the subcommittee) presiding.

Present: Representatives Quinn, Evans, Filner, and Reyes.

## OPENING STATEMENT OF CHAIRMAN QUINN

Mr. QUINN. Good morning, everyone, and welcome to our subcommittee hearing this morning. We're pleased, Bob and I and other members, to convene the subcommittee's second hearing on licensing, certification, accreditation and apprenticeship requirements for servicemembers entering civilian life. It's our hope this morning that our hearing will build upon the information and the testimony we received in September of last year, about a year ago, this time of year.

As many of you are aware, earlier this summer The American Legion, with Jim's help, and the Coalition of Professional Certification convened the first conference on credentialing and licensing here in Washington, DC—and in, at least my opinion, but others' I'm sure, found it to be a resounding success. About 225 people attended, many of whom are here this morning, and if nothing else, got us started on a whole host of ideas—great ideas, I think.

I look forward to us getting together next year to continue to help every day servicemembers and veterans make the credentialing process their friend in trying to obtain gainful employment.

I was intrigued to learn at our hearing last year on the Montgomery GI Bill that about 65 percent of folks are married at the time of separation from the military. This makes the need for a transition to long-term sustained employment as seamless and helpful as possible.

As you may also know, the House passed our Millennium Education bill in May, which was H.R. 4268. It included a provision to allow veterans to use up to \$2,000 of their education benefits to pay for licensing and certification testing. We think that this will help somewhere in the vicinity of about 25,000 servicemembers

who are discharged from the military each year, and who need licenses to practice their vocation or profession.

And, of course, the bipartisan Congressional Transition Commission pointed out that our military in effect represents the largest single training institution in America, when you think about preparing men and women for the service, and then for them to leave. The largest single training institution in America. We believe, the Subcommittee, the full Committee and others, that this is a resource we need to harness in the civilian economy.

So we thank you all for being here. We are going to get started. Before I yield to Bob Filner for a few opening remarks, I expect votes in about an hour and a half or so. Hopefully we can get through our panels without any interruptions, today at least. Bob?

#### **OPENING STATEMENT OF HON. BOB FILNER**

Mr. FILNER. Thank you, Mr. Chairman, and thank you for continuing your interest and leadership on this issue. And welcome to everybody.

During my years on this committee, I certainly have had many opportunities to learn about the unique aspects of military training and the employment needs of our veterans. I have always been impressed with how a country as large and diverse as ours can still manage to train the men and women who defend it with such uniformly high standards of competence. And no matter what American soldiers' military occupational specialties may be, you can be certain that they will possess the necessary skills, training and expertise to get the job done.

Whether we're talking about the military or the civilian world, a competent workforce is vital to any employer's success. The unit dynamics of military training make any given soldier's competence a reliable certainty. Imagine how beneficial it would be for the civilian workplace to have these same assurances in its workforce. Unfortunately, this is probably not the case.

In order to assure that their employees possess the commensurate level of training and expertise for the job, civilian employers must rely heavily on formal credentials. Civilian licensure and certification plays an important role by regulating entry into occupations, and by promoting safety, professionalism and merit-based career growth.

However, the requisite documentation of their skills, training and competency has resulted in serious challenges and difficulties for transitioning military personnel who want to transfer their hard-earned military skills to the civilian job market. These difficulties prompted our subcommittee, as the Chairman said, to hold a hearing last year. We heard testimony about licensing and certification requirements in civilian employment, and the extent to which these requirements are barriers to employment for transitioning servicemembers.

A year later we're back to continue that dialogue, and to hopefully expand on it. We need to determine what the Subcommittee can do to minimize those barriers and to facilitate the transfer of military skills to civilian employment.

I want our witnesses to know I am very impressed already with the testimony I've read. Your commitment to providing separating

military personnel the tools they need to seamlessly transition from active duty to this booming civilian economy is greatly appreciated by all of us.

I have concluded from the testimony I've already read that the challenges we face related to these issues are significant and complicated, but can be solved. While there is no easy fix, because of the many entities who must work together to support and assist transitioning servicemembers, the Chairman and I do believe it is indeed possible to ensure our veterans of the opportunity to compete with their civilian counterparts on a level playing field. I think it's incumbent upon us to do so.

I know the Chairman wants to join me in congratulating our friend Jim Hubbard, who is on our first panel, as he intends to retire from his post at The American Legion. I think, Jim, you have undoubtedly bestowed the veterans community with an invaluable and lasting gift through your service with The American Legion. We have all benefited from the decade you have committed to the National Economic Commission of the Legion. We thank you for your leadership and dedication to the employment issues that face our men and women who have served this country. All of us are thankful for your experience, your willingness to educate, and your ability to convey a message. So I want to thank you as you begin your testimony, Jim. I have a hunch we'll be seeing you around various places as we continue our commitment to our Nation's veterans. Thank you again for your service, and for being here today.

Mr. QUINN. Thank you, Bob. I'm just glad that Jim Hubbard doesn't live in Buffalo; he'd probably run for Congress against me—

(Laughter.)

Mr. QUINN. And maybe some folks in Buffalo think that might be a good deal. You can certainly think about it, Jim.

Mr. FILNER. So moved. (Laughter.)

Mr. QUINN. Too late for petitions or something, I don't know what. I don't know. It's got to be too late for something. Thank you. And you know, I think all of us on the subcommittee agree with Bob's statements, and I'm glad he made them.

We have followed up on a minor suggestion Mr. Filner and I made some time ago—that we start with our VSOs at these hearings, rather than have you all wait toward the end of a hearing. And we've changed that whole area around. We're happy that Peter, you're here, and Jim is here this morning to begin that testimony, so that everybody who's in attendance can hear where we're coming from.

So why don't we begin with both of you? You know we try to keep you to about 5 minutes. We've received your written testimony, and we're happy that you're here and look forward to your testimony. Jim?

**STATEMENTS OF JAMES HUBBARD, DIRECTOR, NATIONAL ECONOMIC COMMISSION, THE AMERICAN LEGION; AND PETER GAYTAN, NATIONAL LEGISLATIVE DIRECTOR, AMVETS**

**STATEMENT OF JAMES HUBBARD**

Mr. HUBBARD. Thank you, Mr. Chairman, and thank you, too, Mr. Filner, for your kind remarks. I didn't want people to begin to think that I was going to make this a career, you see. And I appreciate your kind remarks, and I think you're exactly right, Mr. Filner, I expect to be around from time to time to pester you people about something or other, whatever pops up on my radar screen.

Mr. Chairman, once again I'd like to express the thanks of The American Legion and our 2.8 million members for your continued interest in the recognition of military training by civilian and licensing authorities. Proper recognition of military vocational training will be a direct benefit to 80,000 to 90,000 separating servicemembers annually. These veterans, with the opportunity for a seamless transition to civilian life, will continue to be taxpayers, with no significant break in employment. These veterans will benefit, their families will benefit, society will benefit from the more expeditious use of their considerable skills and talents.

Mr. Chairman, at the last hearing The American Legion posed a series of questions to which this subcommittee should seek answers. The questions focus on the specifics of this issue. It is our sincere hope that answers to all these questions can be obtained from the relevant agencies. As you will see from my written testimony, much progress has been made in answering these questions. As has been noted before, this is a win-win issue, and it's being handled as such.

Let me offer a perspective of what we're facing here. Can anyone in this room imagine the uproar which would ensue if some corporation announced a layoff of 220,000 people? All of the resources of the U.S. government would be brought to bear on the problem. Floor statements would be made; the Labor Department would announce emergency grants to help displaced workers; emergency economic aid would flow to communities hard-hit by plant closings; all manner of consternation would be exhibited, and we would all be in a tizzy. Even a layoff of 90,000 people would get major headlines and trigger a major response.

Well, the armed forces lay off 220,000 every year. It seems to be business as usual. I'm not suggesting this is wrong, but the effort made to place these people in careers seems a bit lame compared with what would happen if a civilian corporation did the same thing.

By focusing on the 80,000 to 90,000 separating service people who have relevant training and will need a license, this subcommittee has done the business community and those who are separating a great service. The American Legion commends you for this effort.

And the last subject I'll talk about this morning, Mr. Chairman, is the broad subject of national conferences. The American Legion felt the conference held in June was very successful. Your presence at several functions was noted, and is greatly appreciated. The only

problem with the conference was the funding mechanism. This should have been a federally funded conference. For one reason or another, the Federal Government declined to fund the event. It fell to the Coalition for Professional Certification to come up with the money. Their budget took a huge and unnecessary hit. This is wrong. The Federal Government should have funded that conference, and all future conferences. Servicemembers are employees of the Federal Government. Their time away from home and family serves all of American society in protecting the rights and freedoms enjoyed by all of us. The American Legion believes it's the proper role of the Federal Government to ease the transition of veterans re-entering civilian society. To the extent that these conferences help in that effort, the Federal Government should provide the funding.

Mr. Chairman, you and the other members of this subcommittee, and the majority and minority staffs, have performed an invaluable service by holding these hearings and focusing your personal interest on their importance. Now the challenge will be to continue to address the problem until it's solved. Next January, a new administration will assume office, and a new Congress will convene. The American Legion will continue its efforts to persuade the new Congress and the new administration that this subject is an important veterans employment issue. With your help, it can and it will be done.

On a personal note, I must comment on the list of successes this House Committee on Veterans' Affairs has accomplished during the 106th Congress. Comments have been made about a "do-nothing" Congress. Well, to this veteran, nothing could be further from the truth. That's not to say that we wouldn't like to see more. You are all well aware of the items remaining on the agenda. One of them relates to credentialing, and that is the payment of certification tests by using GI educational benefits.

And I must add that Mr. Buyer, in a hearing yesterday, asked us to get louder on the subject of educational benefits. Well, consider me louder.

Thank you for this opportunity, Mr. Chairman. I'll be happy to answer any questions.

[The prepared statement of Mr. Hubbard appears on p. 36.]

Mr. QUINN. Thank you, Jim. I do have a couple of questions but I think we'll let Peter give his 5-minute testimony first, and then Bob and I will have questions at the same time. Peter?

#### STATEMENT OF PETER GAYTAN

Mr. GAYTAN. Mr. Chairman, members of the committee, I appreciate the opportunity to provide testimony this morning on behalf of the over 250,000 members of AMVETS.

The task before us today, Mr. Chairman, is to enable the more than 250,000 servicemembers projected to separate from the U.S. armed forces in each of the next several years to acquire the civilian licensure and certification they need to compete on the civilian job market. I would like to commend you, Mr. Chairman, as well as The American Legion and the Coalition for Professional Certification, on your leadership in organizing the Transition Assistance Conference held in June of this year. The conference brought to-

gether relevant organizations, offices and agencies with an interest in licensure and certification issues. The conference, and this hearing today, will hopefully provide the momentum needed to develop a congressional commitment to creating a mechanism by which military education and experience will be recognized by civilian licensing agencies.

The education, training and experience obtained by today's service men and women are of the highest quality attainable. Personnel transitioning from active duty military to the civilian workforce possess extensive knowledge and hands-on experience that only military training can provide. As a recently discharged member of the U.S. Air Force and a current member of the Air Force Reserve, I have had the privilege of working alongside some of the most knowledgeable and experienced technicians and specialists in today's armed forces. These same men and women are hoping to continue working in their respective career fields once they leave the ranks of the active duty forces.

Despite the high level of training and experience America's servicemembers receive, the civilian workforce is failing to recognize today's veterans as viable candidates for employment. For example, before becoming an avionics technician qualified to work on a C-5, the largest aircraft in the U.S. Air Force inventory, each recruit must successfully pass an 8-week electronics course before continuing on to a 24-week specialized training course in aircraft avionics. These courses include extensive class study coupled with hands-on field operations that include tests involving highly technical equipment. All training courses are divided into blocks of training. A test is administered after each block, and a passing grade must be achieved before advancing to the next block. Once initial training is completed, each recruit receives continued specialized training at his or her permanent duty station.

Even after completion of initial training and operating in a real-world environment, military personnel are required to attend quality training and performance classes specific to their career fields in order to advance to higher skill levels and ultimately progress in rank. With years of training and operational experience, transitioning servicemembers are being denied positions for which they are more than qualified because the civilian institutions fail to recognize their experience.

The training environment within the military promotes continued proficiency in all career fields. Ignoring the qualifications of our military members is not only an injustice to veterans, but it is also an injustice to America's civilian workforce.

Licensing and certification became an issue of concern with AMVETS when our National Service Officers learned that civilian employers were not recognizing the military training and experience of our members due to the lack of civilian credentialing. In an effort to continue of our service to America's veterans, and assist those veterans transitioning to the civilian community, AMVETS, through our Ohio department, is developing the AMVETS career center. The ACC would provide employment transition assistance to recently separated military members in the state of Ohio. Veterans will receive individual assessments by ACC staff members to determine to what extent their military training and experience

can be applied to civilian licensing and certification. After assessing the transferability of their education and experience, the ACC will help individuals identify additional training that may be needed in order for them to receive full recognition in the civilian workforce.

The training provided by the ACC will be targeted toward those veterans who separated from military service in the past 48 months and other targeted veterans who may need remedial training to receive certification in a variety of career fields. It is reported that recently separated veterans who register for unemployment compensation benefits remain on unemployment for an average of 14 weeks compared to an average ration of 11.4 weeks for all other claimants. It is our hope that through the assistance they receive from the ACC, these veterans will be able to obtain employment in civilian careers that gives merits to the education and experience they obtained during their military service.

Recently, AMVETS reaffirmed its support for the issue of licensure and certification during our 56th annual convention when our membership adopted resolutions seeking support from the Department of Labor and the Department of Defense in developing programs explaining the process of licensure and certification as a relates to transitioning military members. AMVETS resolution 00-54 calls for the Department of Labor to provide the resources necessary for veterans to transfer military training and experience into civilian credentialing without retraining.

AMVETS resolution 00-55 calls for the Department of Defense, in partnership with the Department of Labor, to develop programs that track military training requirements, and how they compare to those needed for licensing and certification in the civilian workforce. As recruits complete the training requirements of their respective military classifications, there will also be accomplishing the requirements needed for recognition by civilian licensing agencies. Once a servicemember is ready to transition from the military, the requirements for civilian accreditation will have already been met. With an effective process in place, any member seeking accreditation into the civilian workforce should be considered qualified the moment they separate from the military.

AMVETS will continue to work together with our fellow veterans service organizations, the Department of Labor, the Department of Defense and civilian licensing agencies to develop a program of skill recognition for America's veterans. Enabling members of our armed forces to smoothly transition into civilian workforce will not only add value to military service, but will create a new generation of well-trained, highly qualified professionals within the civilian job market.

Mr. Chairman, that concludes my testimony. On behalf of the members of AMVETS I commend you on your leadership in calling this hearing. I hope that this is only the beginning in a series of discussions addressing this important issue. I look forward to working with you and the committee in the future. Thank you.

[The prepared statement of Mr. Gaytan appears on p. 40.]

Mr. QUINN. Thank you. Thanks very much, and truly I think today's hearing, as your comments indicated, is an ongoing situation of discussions. We don't have it right every single time we enter this room in the morning. We don't have it right when we leave it.

But on this issue of licensing and certification the ball has been moved, and it continues to be moved in the right direction. I'm hopeful that with our witnesses this morning will promote more discussion, more cooperation between civilians, as well as the military and this place over here, the U.S. Congress. That's what we need. And the minute we stop talking to each other, everybody loses.

I don't think anybody ever said we've got the exact methods to do it, or anybody purports to be an expert at it yet. But certainly, today is another chance for us to keep it moving, and your comments are well-intended, and they're received that way. Thanks.

Jim Hubbard, I do have a question at the tail end of your testimony, if I may, and then will yield to the other members who are here. Talking about the funding of that last conference—whenever you talk about funding here, we're always concerned, or we'll be asked questions in terms of other examples of this kind of a conference—is somebody else doing it? Has it been done? Is it the right thing to do?—because we don't want to disburse money unless it's correct.

This was the first time around for this conference, and certainly we've got to work the wrinkles out—you were very helpful, to say the least, in getting that done—so we'll do it better next time. Can you, this morning—or if you can't this morning, some time in the future would be fine—your point is well taken: we're talking about servicemembers, and that's the government. So it's appropriate and proper that the government should fund this kind of conference.

Can you list for me quickly—and it's a little bit unfair, maybe, to ask the question—other instances where this is done, other types of conferences for other parts of the service, maybe The American Legion's been involved in, or the Department of Labor's been involved in, or DOD has been involved in? I just would need—for example, if somebody stopped me on the floor, another member, and said, gee, what's this like? What's similar to this where we're already doing it, that we could say, yes, this fits the category, let's put in for the funding?

Mr. HUBBARD. About 10 years ago, well, it's 12 years ago now, how time flies—there were a series of national employment, veterans employment conferences. The first one was in Spokane; there was one in Buffalo. There was one in at least one other place—Jacksonville, FL, I think had one. And as far as I know, major funding for those conferences was provided by the Department of Labor Veterans' Employment Training Service, under a mechanism that I'm not clear about.

For one reason or another, those conferences stopped after 3 or 4 years. So yes, there is precedent for some sort of conference on employment issues, veterans employment issues, to be funded by the Federal Government.

Mr. QUINN. Sure. Thank you. That's very helpful. And I think what—if it's okay with you, maybe we'll work with you and the Department of Labor. I'll talk to Al Borrego; he's scheduled to be one the witnesses here this morning.

And my interest there is only, if we're allowed to do that, and it makes sense to do that, Bob and I will talk with the rest of the subcommittee members and the people involved. We'd like to give

as—I'd like to give as much notice of that as possible. So if we're going to try to do another conference next year, let's get it in the budget. Let's get our oar in the water and say, you know, we think it's going to cost about this much money to do whatever it is we want to do, and plan on it, so that we're not taking somebody by surprise to try to piece it together, robbing from Peter to pay Paul—that we're planned, that we're prepared, we know all those things. So, thanks. Is it okay if we talk with you maybe in the next couple weeks?

Mr. HUBBARD. Absolutely, Mr. Chairman. Be happy to.

Mr. QUINN. Good. Thanks very much. Mr. Filner, questions?

Mr. FILNER. Just briefly, I agree with you on the funding of the conference, if there was another one. And I don't think we want, necessarily, conferences to act as an excuse for not moving ahead. Sometimes that happens also. You put the work in the conference instead of solving the problems.

Do you have some ideas on the next conference? How would it be structured? Where can we make some progress that we haven't made before?

Mr. HUBBARD. On the general subject of conferences, I would agree with you that they should not be held just for the sake of holding conferences. But it's my belief that progress in this area of credentialing requires conversations between groups and people who don't necessarily talk each other on a daily basis, due to geography or different interests or whatever. And conferences can help that process of getting these people together in one place had one time so they can begin discussions of how, for example to compare the military tendency to describe a course as a block of instruction with the academic tendency to describe a course in semester hours. There's a crosswalk there, but we don't know what it is. And the only way we're going to get there is for these groups to talk to each other, and find out where the equivalencies are. That's the purpose of these conferences. I think the first one started that way.

Now, as to the next conference, I would hope that we could bring the academic community into the next one in a much larger fashion. We had the American Council on Education make a presentation on how they view military training, and they have an office which translates military training into semester hours, but only on sort of an ad hoc basis, and it's a small staff. But we need larger groups from the academic community to weigh in on this issue.

The more I read about what's happening in academia, the more I have come to believe that there are more seats out there for college freshmen than there are college freshmen to fill them, and sophomores and juniors and seniors. And I also have come to believe that the community colleges and private state universities have come to rely on local businesses to tell them what sorts of skills are necessary in that community. And if business says, we need this, then that college will start classes in that subject. And so we need to get the academic community involved in the next conference in a much larger way.

Mr. FILNER. Thank you. I see we have a job for you next—

(Laughter.)

Mr. FILNER. And now that I have two members on my side, I bring up the previous motion—

(Laughter.)

Mr. QUINN. Not a quorum.

Mr. FILNER. I would yield to the ranking member of the full committee.

Mr. QUINN. Mr. Evans, of course.

#### OPENING STATEMENT OF HON. LANE EVANS

Mr. EVANS. Thank you, Mr. Chairman. I'd like to take a moment to recognize and congratulate Jim Hubbard on his planned retirement. Although I had an opportunity to congratulate him yesterday at the Legion's legislative presentation, I think it is particularly relevant to be able to congratulate him and say thank you in the course and context of today's hearing. His tireless commitment to the employment needs of America's veterans is well known to everyone in the military and veterans' legislative communities. He has long been an asset to the Veterans' Affairs Committee, and as its ranking Democrat, I want to wish him all the best for the future. I know there are some lucky grandchildren out there that are going to be enjoying more time with Grandpa, and I know that this means the world to you, Jim. Please make sure you keep in touch with us, and good luck to you in the future.

Mr. HUBBARD. Thank you, Mr. Evans. I appreciate that.

Mr. QUINN. Thanks very much. And I'm also—Bob and I were just talking here, Jim. He reminded me that the first time through for this conference is not a huge amount of money that we're talking about. In fact, we relied on the staff you all had, some volunteers, and our own staff here on the subcommittee and in our congressional offices. So it's an opportunity for me to say thank you to all of those people who already did it and put it together on a shoestring. As a matter of fact, our own staff—Bob, Todd, Darryl and others were very, very active in that.

Mr. HUBBARD. That's correct.

Mr. QUINN. Thank you. Okay, no further questions, then? I think we'll—

Mr. HUBBARD. Mr. Chairman, may I have the privilege of the mike for about ten seconds?

Mr. QUINN. Absolutely. The gentleman is recognized.

Mr. HUBBARD. With us in the room today is an old and dear friend of mine from Michigan. He currently serves as the chairman of The American Legion National Veterans' Affairs and Rehabilitation Commission, Mr. Tom Cadmus. He's back there someplace.

Mr. QUINN. Tom, where are you? Put your hand up. Okay, welcome.

(Applause.)

Mr. HUBBARD. Thank you, Mr. Chairman.

Mr. QUINN. Thank you both. Our second panel this morning may come up to the table. I'd like to introduce Mr. Michael Martin, President of the National Organization for Competency Assurance; Maj. Gen. Matthew Caulfield is back with us today, retired from the U.S. Marine Corps, CEO of Hire Quality, Inc.; and Mr. Steven C. Halsey, Halsey, Rains and Associates, the Coalition for Professional Certification. Steve will be accompanied by Mr. Michael Clark, General Manager of NICET.

Good morning, everybody. Welcome back, for those of you who are back again. We appreciate your sharing with us your insights here this morning. As you already know, we asked you to keep your oral comments to about 5 minutes or so. Your testimony has been received. And as we have done before, we will hear from all three of you and then reserve our questions for the whole panel when we're finished.

Mr. Martin, would you like to begin this morning?

**STATEMENTS OF MICHAEL C. MARTIN, PRESIDENT, NATIONAL ORGANIZATION FOR COMPETENCY ASSURANCE; STEVEN C. HALSEY, HALSEY, RAINS AND ASSOCIATES, THE COALITION FOR PROFESSIONAL CERTIFICATION; AND MAJOR GENERAL (RET.) MATTHEW CAULFIELD, U.S. MARINE CORPS, CEO, HIRE QUALITY, INC.; ACCOMPANIED BY MICHAEL CLARK, GENERAL MANAGER, NATIONAL INSTITUTE FOR CERTIFICATION IN ENGINEERING TECHNOLOGIES**

**STATEMENT OF MICHAEL C. MARTIN**

Mr. MARTIN. Yes. Mr. Chairman and members of the subcommittee, good morning. My name is Michael Martin, and I am the president of the National Organization for Competency Assurance, or NOCA. I'm also the executive director of the Commission for Certification in Geriatric Pharmacy. The commission provides the testing and skills development for those pharmacists who provide care for our Nation's most vulnerable population, its senior citizens. We appreciate the opportunity to be here today.

While the certification programs of NOCA members have been accessed by many in the military, NOCA's presence here today represents the first formal opportunity the Nation's preeminent certification organization has had to be a part of these efforts. We support the efforts of this subcommittee to help ensure that the men and women who leave the military will be able to market and utilize in the civilian world the specialized skill sets they have earned while in uniform. We also want to recognize the important role that veterans service organizations will play in identifying transition barriers and skill sets that could also benefit from the certification programs.

NOCA is the oldest and largest association representing certification companies, testing companies, consulting firms, and individuals involved in professional certification. The organization was created more than 20 years ago with federal funds to develop standards for quality certification in allied health fields and accredited organizations that met those standards. NOCA's membership has grown well beyond the health care arena to include more than 270 organizations responsible for credentialing at the national and international level.

NOCA's members represent over 6 million individuals around the world and include representatives from some 150 professions and occupations, including 50 health-care professions. As an example of our work with the armed services community, the Defense Activity for Non-Traditional Education Supported or DANTES is a NOCA member. DANTES coordinates the administration of examinations on military bases around the world. Many NOCA members offer

their certifications through DANTES—for example, the National Institute for Automotive Service Excellence.

There is a growing awareness of the challenges faced by the military personnel transitioning to the civilian workforce. I would like to touch on some of these.

During last year's hearing, it was recommended that the DOL improve its web site to assist veterans. Every effort should be made to improve online access to certification information. DOL's UMET, or Use your Military Experience and Training web site, lists 25 civilian occupations most relevant to military personnel. However, as we all know, servicemembers learn a diverse array of skills well beyond the original 25 listed—everything from helicopter maintenance to physical therapy. Eleven of the certifications listed on UMET are granted by NOCA members. And we have identified 34 other NOCA members that grant similar certifications or licenses, and there may be others not yet identified.

The web site in its current form is quite useful, but can be expanded to further match the skills that are learned in the armed forces to all relevant certification programs. NOCA is also in the process of reviewing our own web site, to make it a more valuable resource to veterans. All of these resources can and should be pulled together.

There is a need for the Federal Government, including the military, to recognize a uniform set of standards by which certification programs are operated and evaluated. Uniform standards will allow the Federal Government to evaluate the certification programs that are available. Uniform standards will ensure that military personnel are getting a high-quality, marketable certification, and application of uniform standards will also create crosswalks among the military branches, establishing equivalent certification requirements for similar skill sets.

NOCA has developed the only set of nationally recognized standards for certification, and these can be used as building blocks or guidelines for recognition of quality certification programs. Many programs have used the NOCA standards without fully adopting them by seeking accreditation. Likewise, NOCA is available to serve as a resource in the development of any new certifications and licenses, including those unique to the skill sets of military personnel.

To fully utilize the complete resources of the certification community, stronger and more established liaisons are needed between the certifying entities, the military branches, federal agencies and nationally recognized organizations involved in competency assurance. Federal advisory boards are excellent mechanisms for improving communication, but panels must be structured to fully leverage the broad array of knowledge and expertise in the credentialing community. The shared goal of making all possible resources available to the men and women in the military requires full participation by all of the appropriate organizations.

Finally, we support efforts to allow the use of Montgomery GI benefits to pay for certification and the associated costs of recertification. Recertification ensures continued competency, and allows individuals to maintain their skills. This is another means of keep-

ing our workforce highly trained and competitive in the global economy.

In closing, I would like to emphasize that private sector credentialing can and should play a key role in resolving this national crisis. Improving military to civilian transition will go a long way towards meeting recruiting goals, improving military morale, enhancing the quality of our civilian workforce, and maintaining our economy's competitive edge.

Again, thank you very much for the opportunity to appear before you today. We look forward to working with you on these issues in the future.

[The prepared statement of Mr. Martin, with attachment, appears on p. 45.]

Mr. QUINN. Thank you, Mr. Martin. We'll go to Mr. Halsey, and then Mr. Caulfield. And then we'll get back to you with questions.  
Mr. MARTIN. Thank you.

#### STATEMENT OF STEVEN C. HALSEY

Mr. HALSEY. Mr. Chairman and members of the committee, thank you for the opportunity to return to report on our progress in the area of veterans' employment and professional certification. As you know, I have worked with the committee for several years on this issue, and was honored to appear before you last year to offer our further assistance. That said, I would spare you any re-introduction or description of the CPC; you have patiently sat through it before.

I am proud to report real progress over the past year in the area of veteran transition as it pertains to professional certification. As you know, we have worked diligently from its inception on the joint Veterans' and Small Business Committee's Veterans Entrepreneurship and Small Business Development Act of 1999, Public Law 106-50. At this time, I would like to thank Charles Rowe, senior counsel to the Small Business Committee, for joining us this morning to observe these proceedings.

Additionally, you will recall that in our testimony last year the CPC called for a national conference on veteran transition and certification. As you know, we held that conference in June and it was, by all accounts, an enormous success. Once again, Chairman Quinn, we wish to thank you for serving as our keynote and displaying your commitment to this issue by repeatedly returning to the conference in between floor votes on VA-HUD appropriations.

I am especially proud to acknowledge the personal gratitude expressed to me by NOCA President Michael Martin and several NOCA board members for the opportunity to take part and learn first-hand about this issue.

While we were energized by the strong outpouring of support this conference generated, we were disappointed that the majority of the funding promised by the administration fell through, literally within hours on the event. As you know, Mr. Chairman, there was no talk of cancellation; rather the CPC stepped up to assume all financial obligations. This entailed expenditures well in excess of the entire CPC budget for this year. I mention this only to highlight the commitment of our organization to this cause. All too often we hear lofty claims of commitment from those who would

appear in the 11th hour to claim credit for the work of others. Put your money where your mouth is may be a trite phrase, but it is appropriate when those with the means, both in money and manpower, fail to participate when there is work to be done, but demand their due when they perceive a benefit in the offering.

The immediate results of the conference are as follows: formation of a Veterans' Transition Task Force. This task force, created with a bipartisan support, brings together a Dream Team of experts in this area to provide guidance to the Congress, Administration and private sector—scheduling of the second annual Veterans' Transition Conference. We are working with all concerned and have reached a tentative date in May of 2001—further support for the Veterans Education legislation unanimously passed by this committee that includes ground-breaking provisions to expand benefits to include reimbursement for legitimate certification costs.

On the issue of reimbursement for certification costs, I must close by pleading with the committee: avoid the danger of elevating any organization that offers organizational certification standards to the private sector as a product, or at a cost, to a position of guidance to the Secretary. Clearly there is a conflict of interest present if an organization is asked to create for a government agency that which it sells to the private sector. Seeking profit or market dominance from a veteran's desire to enhance his or her career options is wholly inappropriate and must not be encouraged.

Thank you for the opportunity to present our views, and I ask that the remainder of my time be given to Mr. Mike Clark.

[The prepared statement of Mr. Halsey, with attachment, appears on p. 60.]

Mr. QUINN. Certainly. Mr. Clark.

Mr. CLARK. Thank you. Mr. Chairman, distinguished committee members, I thank you for the opportunity to speak with you today. I truly appreciate the leadership demonstrated by Chairman Quinn, Mr. Filner, and other members of this subcommittee to solve a major problem facing our service men and women as they transition from military careers to private careers. I also appreciate your support of the conferences, which will allow government and private industry to come together as partners to sort out possible solutions to this problem; to hopefully work through some pilot projects to see if these proposed solutions will work; and to ultimately develop true consensus standards that can guide us into the future.

NICET has been providing testing and certification services for engineering technicians and engineering technologists since 1961. In that time, we have certified over 100,000 individuals in more than 40 specialty areas of engineering technology, many of which are identical for military and private sector personnel. For many years we have worked with DANTEs to test active duty servicemen and women at military bases. Unfortunately, few military personnel have taken advantage of this opportunity, most probably because we, NICET, have not done an effective job of communicating.

Throughout most our history, NICET has promoted certification as a means for personal satisfaction, or as a marketing tool for career advancement. Within the past 10 years, we have witnessed an increase in the use of government regulations to establish mini-

mum competency requirements for persons performing a variety of jobs. Thus, NICET certification, like many other private sector certifications, is becoming a requirement to work. Most government regulations are prepared with honorable intentions. But as you know, there are no universal standards within the state or Federal Government for evaluating credentialing providers and their programs. Consequently, much of the regulation we see today is either so vague that it allows almost anyone to qualify, or it is so specific that it eliminates any fair competition, and often unreasonably restricts the ability of the provider to offer better or more economical services.

NICET and the other members of the CPC endorse the establishment and use of minimum standards for government agencies, but not the gold standard being offered by NOCA. Had we been properly informed about NOCA's legislative agenda, NICET certainly would not have approved this push to adopt NCCA standards.

We are not opposed to having a gold standard for our industry; in fact, we are currently implementing expensive and often painful process changes to achieve our NCCA accreditation. However, there are many other reputable organizations with good certifications that cannot afford to make some of these changes, or they cannot afford to pay the high annual fees associated with NCCA accreditation.

CPC has established a fair and reasonable standard with essential minimal requirements for the certification of persons. And with the support of this subcommittee, this standard has been adopted within the Montgomery GI Bill. We will be eternally grateful to you for getting this new legislation passed, as will be thousands of other veterans that can use these funds to help pay for private sector training.

However, I urge you not to stop here. We need to find ways for the military to utilize private sector programs for active duty personnel, and to help transitioning personnel communicate their qualifications to private industry, such that these efforts are not duplicated and monies are not needlessly spent.

Again, I wish to thank you for the opportunity to be here. If you have any questions, I'll be happy to answer them.

[The prepared statement of Mr. Clark appears on p. 64.]

#### **STATEMENT OF MAJ. GEN. MATTHEW P. CAULFIELD**

General CAULFIELD. Thank you, Mr. Chairman and members, for the opportunity to appear today. At the outset, Mr. Chairman, I'd like to say once again what I said when Mr. Hayworth was in the chair in our last meeting. To quote Margaret Mead, it's amazing what a few people in a room committed can do to change the world. And I think this committee is a perfect example of that, not only in the membership here, but also in your staff. You mentioned your staff; I have never run into a staff in the civilian life, in the military, that is, I think, the equal of your people in terms particularly of their commitment to what we're all trying to do.

The environment for veterans employment is totally different than when we first met a-year-and-a-half ago or 2 years ago. For one thing, I think the military services now understand that what happens to a person when he or she gets out of the military has

a very serious effect on who comes into the military. It affects recruiting tremendously.

I also think that we're now, with certification, where we've got to be, because all the talk in the world about how good military training is—and it is—it's all talk unless there's a piece of paper going to an employment manager, and which they can stamp. Without that, veterans are discriminated as much as any minority group in the United States today. And that, you've heard me say that before.

The other difference I just noticed this morning is that all of the members of the military services are here listening to us. In our first hearing, the military services spoke first, and then they all left the room as the other panels went on. And I remember feeling very bad about it, except in my own instance there was one lone Marine, a Major, who stayed and was interested enough in listening to us.

And I mention that not in a pejorative way. I mention that because I know that from the point of view of a military person, they have one goal in mind, which is the attainment of the mission and bringing their men and women home. And I know that there is only so much time in the day. And I think the last thing we need is another program to encumber the men and women in uniform.

But unless we have them on our side, it ain't going to happen. It doesn't matter—the talk will be done. But it's not really going to happen unless we have the people in the back of us here on our side. So any program that we come up with has got to be one that they in fact champion. And I know they will, when there's a clear understanding of what's happening to the men and women that we all love so much when they get out of the military.

I was going to—I wasn't about to say that, so I have to cut the rest short. My testimony last time, I mentioned that Mr. Ross Perot had invested in an entity called Militaryhub.com, which I was the chairman of, and that we had terrific dreams as to what we could do without getting the government involved in terms of veterans employment. On May 12, Mr. Perot unexpectedly decided not to continue to fund Militaryhub as we planned, and as he repeatedly promised to do. It's a source of grave disappointment to me personally, to the men and women who worked hard to make it a reality.

The good news, I guess, is that I will have more time to devote to higher quality. But I did want to mention that because in my last testimony, I wanted to correct.

In my last testimony, I also offered the government, free of charge, software which would solve much of the problems associated with the LVER/DVOP program. I included in my statement a proposal that was submitted over a year ago to the Department of Labor. It provides an Internet backup program for the Department of Labor to effectively and systematically manage and validate performance of field activities, including providing an incredible source of information on program performance.

It created almost a revolution here. Congressman Hayworth couldn't believe my good friend, nephew Bob Filner—he actually called me Uncle General Caulfield at that time—but I, due to your

efforts and your leverage, the Department of Labor has almost moved mountains.

We were welcomed over into the Department of Labor. We gave a presentation. We had a meeting in Chicago with state representatives and national representatives. And if the attitude of the Department of Labor representatives with which we met in Chicago is any indication of the success of the program, it's going to be a very, very successful program. And again, I thank you and individual members for your help with that. And incidentally, we are not charging. So it's still revolutionary.

Certification—just last month we did something that I want to talk about real quick, because it's what certification is all about. Certification isn't about taking a correspondence course and getting someone to say you're certified as whatever. What certification is all about is that hiring manager recognizing the certification to get you a job that she has an opening for.

Some 10 years ago, the Department of Defense thought of something called Troops to Cops. Troops to Cops cost several million dollars and went absolutely nowhere; in fact, there's a Troops to Cops program in the Justice Department that has nothing to do with this. It was supposed to be done exactly the way Troops to Teachers was done, which is a very successful program.

What we did, with The American Legion, ourselves, and the International Association of Chiefs of Police, we now have 16,500 police departments all over the United States offering jobs, and direct certification, to individuals in the military. All a person in the military has to do is go to a web site, dial in IACP—International Association of Chiefs of Police—dot-org, hit on jobs, and he is then talking to the police department that he wants to go to. In other words, the state of New York, it could be the state police, it could be Buffalo city police, it could be some provincial police somewhere.

And I mention that because that's what certification is all about. Once these kids, these men and women in the armed forces, without any real effort, can be certified before they're discharged, and then they go into the top police jobs in the country. And they no longer have to settle for 6 or 8 or 12 months working for some Keystone Security Company without benefits, when they're married, et cetera, et cetera. And that was all done without any government funds whatsoever.

Last, I would once again—a lot has been said about Jim Hubbard. I knew nothing about The American Legion when I first came out of the military, until I got into this business. And I would once again say, there is no organization in the country that does more for veteran employment than The American Legion, at no cost. And I would also like to say that in your bill of a few months ago was the suggestion of the sense of the Congress to recognize VSOs. And I think I would like once again to urge you to do that. Not all VSOs, incidentally; only VSOs with a national agenda program for at least 3 years to have assisted veterans.

Thank you, sir, for your time.

[The prepared statement of General Caulfield appears on p. 67.]

Mr. QUINN. Thank you, Matt, and thank you to all four of you for your testimony this morning. And I suppose it's a good idea, Mr. Caulfield, to step back and look a year ago where we were and

where we are today, and who's with us this morning. At the one conference we had, I heard from so many people that it was the first time everybody was in the same room talking about the same thing, so that we are able to make some progress here. It's never enough, or it's never fast enough, but on this issue, to put the real experts—not us, that's for sure; not me—in the room that know the business, as you and your son talked to us about a year ago when you testified here for the first time, is encouraging.

It never fails that once we get to a point where we're on a roll, we also find ourselves in situations where we've got some wrinkles and some bumps along the road. And a year later, that's probably where we are now. I just said to Bob Filner, I asked him if he'd be willing, and he said yes, that he and I might want to suggest at the end of the hearing that Bob and I get together with all of you or some of you before the session's over in the next couple of weeks, to maybe work through some of those bumps and hills that are out there. And I think Bob and I would like to do that. We'll get a hold of you when we're finished here this morning, maybe in the next couple days, to set something up for next week some time.

General CAULFIELD. I'd be delighted. I'd be honored.

Mr. MARTIN. Absolutely.

Mr. QUINN. Thank you. Mr. Filner.

Mr. FILNER. Thank you for your last comment, Mr. Chairman. And I would hope that somehow we find ourselves working together to meet these problems. I want to stipulate here that I think both the NOCA, National Organization for Competency Assurance, and the CPC, Coalition for Professional Certification, have something to offer this dialogue. I would hope we could work together to, for example, identify a standard everybody can agree would be a useful standard.

I mean, that's the problem here. We need all of you working together to help us solve it. So I would hope that we can do that. And maybe the two organizations can add to their written testimony about how bad the other one is by saying how much they want to cooperate with the other one. (Laughter.)

You do want to do that for the record, don't you?

Mr. MARTIN. Yes.

Mr. HALSEY. Absolutely.

Mr. QUINN. At some point in time—what I wanted to do, Bob, as you brought that up, was to say there's a lot of nodding heads out there in the same direction. But the tape doesn't pick that up. I'm sorry, Bob.

Mr. MARTIN. Well, then let me state for the record, NOCA's position is wholly one of inclusion and working with everyone that's involved in resolving this crisis. So we look forward to working with CPC in any capacity that would further this cause.

Mr. HALSEY. And obviously, on behalf of CPC, having spent a lot of the time first bringing you good people up to speed on what is a complex, multifaceted issue—first, we appreciate all the time you've spent getting to this point. And I think it is all of our intention to provide fair, even information for you so that you can make good decisions. And so certainly in that respect, we're here to show you both sides of all issues.

Mr. FILNER. Thank you. And with General Caulfield here, see if we move mountains again this morning.

General CAULFIELD. If we're going to have a meeting, we ought to have it in San Diego. (Laughter.)

Mr. FILNER. Better than Buffalo in the winter, I'll tell you. (Laughter.)

General CAULFIELD. I hope to hell it's not Buffalo.

Mr. FILNER. Thank you all very much.

Mr. QUINN. Thank you, Bob. I don't have any further questions, except to say on behalf of all of us, thank you for your work on this. I really feel confident in a positive way that we're going to be back here a year from now, next September, talking about a lot more progress that's taking place. Thank you.

Third panel, please. Rear Adm. Fred Ames, Lt. Gen. Jack Klimp, Rear Adm. David Brewer III, Hon. Mary Lou Keener, and Brig. Gen. Kathryn Frost, representing in that order the Coast Guard, the Marines, the Navy, Air Force and the Army for panel number three. Please come forward.

Excuse me. Bob Filner will be right back, but we're going to continue in his absence so that we can try to get finished here as we head to a vote. And if it's okay with all of you, we'll go from my left across the table, even though it's a little bit out of order from the way you were introduced on paper. But that's okay with me if it's okay with you.

Many of you are back again, return trip. We appreciate that. I'd also note that we're a little bit later in the month, but the last time we were here on September 9, it was your birthday, sir.

General KLIMP. Sir.

Mr. QUINN. So we wish you belated birthday.

General KLIMP. Made it to another one.

Mr. QUINN. Well, we're all glad to see you all back here today, for whatever the reason.

Admiral BREWER. He was 27 the last time. (Laughter.)

Mr. QUINN. Thank you all. Let's begin, trying to keep your oral comments to about 5 minutes or so. Certainly we've received your written testimony. We always have that, and sir, if you'd like to begin, you can start.

**STATEMENTS OF REAR ADM. FRED L. AMES, ASSISTANT COMMANDANT FOR HUMAN RESOURCES, U.S. COAST GUARD; REAR ADM. DAVID L. BREWER III, VICE CHIEF OF NAVAL EDUCATION AND TRAINING, U.S. NAVY; LT. GEN. JACK W. KLIMP, DEPUTY CHIEF OF STAFF FOR MANPOWER AND RESERVE AFFAIRS, U.S. MARINE CORPS; MARY LOU KEENER, DEPUTY ASSISTANT SECRETARY OF THE AIR FORCE; AND BRIG. GEN. KATHRYN FROST, ADJUTANT GENERAL, U.S. ARMY**

**STATEMENT OF REAR ADM. FRED L. AMES**

Admiral AMES. Good morning, Mr. Chairman. I am Rear Admiral Fred Ames, Assistant Commandant for Human Resources for the Coast Guard. My job simply can be stated as to recruit, develop, and retain the force the Coast Guard needs to do its missions.

We are, Mr. Chairman, in a war for talent. It's a phrase coined both inside and outside Federal Government. The fact of the matter is that recruiting, has received a lot of press. Of course with the right strategies, the right resources, we can be reasonably successful in recruiting. The biggest challenge is on the retention side. There are many pieces to retention: opportunities for professional, academic, technical and executive development are consistently cited as reasons for staying in the Coast Guard. On the other hand, these are often cited as reasons for perhaps not staying.

Well, first of all, I thank you, Mr. Chairman, for your focus on credentialing, because the eventual transition of our members is important. The fact of the matter is that those that proceed and pursue credentialing have higher retention and grade of performance within our service.

Because of the focus in my preparation last year about this time—and as I looked at some of the other initiatives going on in the other services, one of the questions I asked was about the United Services Military Apprenticeship Program (USMAP), and why the Coast Guard wasn't part of that. I'm happy to report in front of you that during the last year, we in fact have become a full partner with the Navy and the Marine Corps in the USMAP. Last April, the Secretary of Labor, Secretary of the Navy, and Chief of Staff of the Coast Guard signed a document setting USMAP standards. So I think we're on a good footing, and marching out smartly.

Meanwhile, we're restructuring enlisted ratings in the Coast Guard to better prepare our members not only for the jobs today, but also for careers after service. We've entered into a contract with Transportation Virtual University to deliver the full spectrum of personal and professional development to Coast Guard computer desktops, and distant learning opportunities. In fiscal year 2001, with the help both of the Department of Transportation, OMB and Congress, the Coast Guard will, increase tuition assistance to our members for the first time in a number of years.

I also note that the Coast Guard needs to be included in the Veterans Transition Task Force that we talked about, and the planning and involvement in the next conference, too. This is important.

So again, Mr. Chairman, on behalf of the Coast Guard's men and women, I thank you for your focus on this priority issue.

[The prepared statement of Admiral Ames appears on p. 69.]

Mr. QUINN. Thanks very much. The Navy.

### **STATEMENT OF REAR ADM. DAVID L. BREWER III**

Admiral BREWER. Good morning, Mr. Chairman. First of all, I'd like to thank you for inviting us back. Our commitment to—as you mentioned earlier in your opening remarks, we are the largest training organization, the military. And our commitment over the last year has been to increase the quality, standards and scope. As Admiral Ames mentioned, in April of 2000 of this year we signed an agreement to establish USMAP. I might add that we would like to thank you for assigning legislation in a rare unanimous vote in the same month of April, 2000, where you declared the American GI as the person of the century. Although our agreement was not

nearly as historic, clearly, we are working to continue that legacy via the grandchildren of that particular person of the century.

Let me focus just a little bit and say that what USMAP really has done for us is created two things. It has created synergy and leverage—synergy in the sense that we are now providing each of the three services with a more efficient way to administer their programs; and more opportunities, because we have now increased the number of apprenticeable civilian trades and occupations to 107.

But more importantly, we provided leverage, because as a result of that agreement, the USMAP reps met with 11 presidents of the AFL-CIO Building and Construction Trades department to discuss the benefits of hiring our transitioning apprentices. As a result of that meeting—and I think if you remember from our last testimony, we were having a problem getting certain agencies to recognize this training. Well, as a result of USMAP, we have been able to get them to now recognize, but not only to recognize but to basically tacitly agree that they will include in their evaluation the apprenticeship training that we will present to them, and have agreed to include that in their placement procedures to ensure that our people get advanced placement, up to and including journeyman.

And as I discussed in my last testimony, this program is a win-win for the Navy and the country: a win for the Navy in that this training and certification and licensing program is an incentive for our sailors to not only remain in the Navy, but also increase the advancement opportunities; a win for the country in that we provide it with well-trained and disciplined employees, which we consider to be a national asset.

To ensure that we codify these efforts, we are commissioning—we the Navy are commissioning the Center of Naval Analysis to formally document the impact of USMAP on recruiting, retention and advancement. By studying this impact, we will be able to not only enhance USMAP, we'll be able to focus our efforts within USMAP to make sure that we indeed continue to increase the standards and quality.

However, as we kind of looked at this program, one of the things I asked my staff was this. I said, you know, we're still focused on brick and mortar. The 21st century is not going to be about just brick and mortar. The 21st century is going to be about information systems, technology, et cetera. I said, well, we need to really continue to explore relationships with agencies such as COMP/TIA and industry in making sure that we are indeed transitioning these young people who are now computer-literate, information technology-literate, into the workforce and getting good jobs. I think as you have seen, every year we—or in recent years, we end up with about 340,000 IT jobs, information technology jobs, that go unfilled.

As an adjunct to that, the Navy is now launching the Navy Learning Network, which is a web-based single portal for education and training. Embedded within this Navy Learning Network will be 350 courses in office automation and information systems and technology. We looked within those 350 courses that will be web-based and available free of charge to all of our sailors, their families eventually, retirees and Navy civilians. And we found that

there were eight courses embedded in there where we can find some certification potential. So we're going to partner with the civilian community and agencies that are involved in information systems and technology to make sure that any sailor who goes on to that web site, takes and completes those courses, and can take the certification examination, can then translate that into job opportunities once they get out of the Navy.

Mr. Chairman, that completes my testimony. Subject to your questions, I'm finished.

[The prepared statement of Admiral Brewer appears on p. 71.]

Mr. QUINN. Thank you very much, and we will try to save them. But I will have one on that point that you finished with, Admiral. Thank you.

Admiral BREWER. Yes, sir.

Mr. QUINN. Sir?

#### STATEMENT OF LT. GEN. JACK W. KLIMP

General KLIMP. Mr. Chairman, it's a pleasure to be here with you again. I've submitted a written statement for the record. Having done that, we discovered a couple of math errors. I think you have received the changes to those, but just in case, our enrollments in the apprenticeship programs in the last year have increased by 308 percent, not by 45 percent. And—yes, sir, that is good news. And the combined year-to-date Navy and Marine Corps total SMART transcripts issued is 346,400, not 3,460,000. (Laughter.)

Having been a midshipman at the Naval Academy who appeared before the Academic Board five out of eight semesters, I can relate to math like that, so I would hope you would accept our corrections.

Sir, we are a young force—close enough, that's right. Well, it got me through, anyway.

We are a young force. Sixty-eight percent of our force are in their first term of enlistment. Consequently we have a significant turnover every year. We return about 40,000 young Marines to the society from which we recruited them. These young men and women have served their country well, and loyally, and we believe we owe it to them to do all we can to make that transition a smooth and successful one as they return to their neighborhoods.

We do not believe that one size fits all. Consequently, we have a program, or a number of programs, that address the life needs and the life goals of each individual Marine. And we believe that those programs do that and do that pretty well. I'm not going to list them here for you all; you all know them, and you've heard about them.

The one thing I would say is that the last time I was here, we testified—I talked about teamwork and the need to do more and to continue to strive to do better. I could almost at this point say "ditto" to what my two naval friends over here have said, because I think the most significant thing that's happened in the Marine Corps in regards to apprenticeship and credentialing has been the USMAP program in the last year.

That program was signed between the three services in April. Since then, the number of occupations available for a Marine to apprentice in has increased from 27 to 107. As I said before, our en-

rollments have increased by 308 percent, from 2,242 to over 9,000 to date, and we still have a few days left in the year. Six hundred Marines, just since April, have completed that apprenticeship program and have been credentialed as journeymen in their particular trade. So that has had a tremendous and a very, very positive impact on the Marine Corps and on our Marines.

The other thing I would say is that I think we have a window of opportunity here. And I say that because I recently participated in a conference down in New Orleans. And it was a conference conducted by a group called the Society of Human Resources Managers—folks like me, that do my job in the civilian world.

And the discussions we had indicated to me that their problems with finding people and retaining people were essentially the same as mine. But as we talked through it, it became apparent that there was one major difference, and that major difference was the fact that they look upon all of us here as a source for curing their manpower problems, their manpower issues out there.

We represent young people who are in great demand in industry right now, today. And I think we have an opportunity, working between the Department of Defense, the Department of Labor, the Congress of the United States and industry itself, to achieve things for our people that will carry on, perhaps even after this economy begins to slow down.

Sir, I'm here to answer any questions you may have. Again, it's a pleasure to be with you. And I know that I speak for all of my Marines when I say thank you to this committee for all that you have done to help the Marines.

[The prepared statement of General Klimp appears on p. 80.]

Mr. QUINN. Thanks very much. Air Force, good morning.

#### STATEMENT OF MARY LOU KEENER

Ms. KEENER. Mr. Chairman, distinguished members of the committee, good morning. I appreciate this opportunity to update you on our efforts to enhance credentialing opportunities for our Air Force members.

Since last year, when Assistant Secretary DeMesme testified, the Air Force has worked closely with all of our sister services to develop partnerships with other federal agencies to assist our members to obtain professional credentials. I am pleased to announce that we have made significant headway.

As you know, our Voluntary Off-Duty Education Program and the educational opportunities it affords continues to be the number one reason for enlistment in the Air Force. We certainly recognize that an emphasis on transition assistance today is an investment in today's and tomorrow's recruiting and retention efforts. Last year, we spent over \$55 million in tuition assistance on Air Force personnel pursuing degrees. This amount reflects a \$6 million increase in tuition assistance support.

The Community College of the Air Force continues to meet the education needs of our airmen and non-commissioned corps. Associate of Applied Science degrees are offered in 66 technical disciplines directly related to Air Force specialties. During the last year, CCAF awarded 11,645 degrees, and that's a slight increase from what we issued during the previous year.

This morning, I would like to update you on two specific areas in which the Air Force has made significant progress: first of all, our expanded tuition assistance policy, and second, an initiative with the Federal Aviation Administration.

I'm particularly pleased to announce that within the last year the Air Force has expanded our tuition assistance policy to permit and encourage pursuit of professional licensure or certification by our members. This policy change, which allows issuance of tuition assistance for coursework leading to certification, is a direct result of our involvement with the Departments of Labor and Veterans' Affairs Interagency Task Force on Certification and Licensing of Transitioning Military Personnel. Now airmen and officers, regardless of their educational level, can use tuition assistance funds to pursue certification of their choice.

So far this program has been a resounding success, especially at those locations where very proactive education service officers have negotiated with local colleges to offer high-cost certification programs at a more reasonable price. We're excited by these early results and will continue to support such efforts to make certification more accessible and affordable to our Air Force personnel.

Last year, Ms. DeMesme talked with you about our involvement with the Defense and Transportation Tiger Team, that is working with the FAA and civil aviation companies to make Airframe and Power plant certification more readily attainable. I'm pleased to report that this initiative has gained significant ground during the past year.

To streamline the process, we have designated our own Community College of the Air force as our Airframe and Power plant Certification Program administrator. CCAF will evaluate each airman's training record, certify their readiness to sit for the FAA examination, and administer those examinations free of charge over the Internet at all of our base education centers.

In addition to our expanded tuition assistance policy and our work with the FAA, we continue to support our separating members with transition assistance training. Last fiscal year, 33,051 Air Force personnel benefitted from 1,317 workshops that we provided in conjunction with the Department of Labor. This year to date, 24,041 Air Force members have participated in 828 transition assistance 3-day workshops.

These are just some of the ongoing efforts the Air Force is utilizing to improve skills training and education programs, and make the Air Force an attractive career. At the same time, these efforts develop our airmen in such a way that they are an asset to society when they depart our ranks.

Mr. Chairman, members of the subcommittee, we look forward to continuing partnering efforts with our sister services, other federal agencies, and, where possible, the private sector, to improve credentialing opportunities for our members. Thank you for this opportunity to provide you this update, and I will be happy to answer any questions you may have.

[The prepared statement of Ms. Keener appears on p. 87.]

Mr. QUINN. Thanks very much. And now the Army. Welcome back.

**STATEMENT OF BRIG. GEN. KATHRYN G. FROST**

General FROST. Thank you, Mr. Chairman. It is really an honor to have the chance to testify before this subcommittee the second year.

Credentialing is a very important issue for our soldiers, as it should be, to continue the prosperity and economic growth of our Nation as well. We appreciate everything this subcommittee has done on this issue, as you have done so many other wonderful things as well on issues important to veterans.

Last year I talked about the Army's outstanding education programs, and our leadership in transition to soldiers. Those programs are still in place; they're well-funded, dynamic and strongly supported by Army leadership.

This year I think, though, that we have engineered an education revolution, with programs designed to give soldiers a competitive edge both while they are in the Army and in their life after Army. While these programs will enhance duty performance and personal growth, we believe they will also attract new recruits and encourage retention of quality soldiers, all to the benefit of Army readiness.

In July, Secretary Caldera announced a major new education initiative, the Army University Access Online. This program, which we plan to kick off in January, will offer enlisted soldiers a single-portal approach to a variety of degrees and certificate programs delivered on a laptop computer anytime, anyplace. This is an exciting new way to provide education to soldiers whose schedules don't permit routine classroom attendance, whose deployments and Army transfers sometimes interrupt their education, or whose interests in education may be sparked simply by the technologically savvy delivery they will find at eArmyU.com.

We've also developed a new program to directly improve credentialing opportunities to our soldiers. We call it GI to Jobs, and it's primarily targeted at non-degree-oriented soldiers who want nothing more from their Army experience than a certificate or license related to their Army Military Occupational Specialty that will translate into a good job when they leave the Army.

And here's how it will work. First, we're going to identify the Army specialties that have corresponding civilian skills requiring licenses or certificates. Then we'll determine the gap between the military training and experience that the Army provides and the credentialing requirement. Next, we fill in the blank with a road map on a web site to guide soldiers in acquiring any additional education or testing needed to be credentialed. And finally, the Army will provide that education and testing.

Work on this program began in earnest in August. But work began several years ago on a related program, Career Degrees. This is a program which awards college credits for military training and experience, with additional college study leading to degrees for soldiers related to their Military Occupational Specialties. Last year when I testified, we had two degree programs. Today, we have 18. These programs relate to six different career management fields, and include right now about 25 distinct Military Occupational Specialties. And the program is growing fast.

This program is proof that we hear this subcommittee loud and clear. At last year's hearing, Congressman Reyes talked about his experience as a helicopter crew chief in Vietnam. He told us that at the end of his service, he left the Army with only his DD-214 and thanks for a job well done. So I'm especially proud to tell you about another soldier with an aviation maintenance specialty who was enrolled in our Career Degree program. He got some college credits for his military training and experience. One of our participating schools awarded him 55 semester hours for passing the Airframe and Power plant licensing exam. And he filled in the gap with enough college courses so that this year, this soldier left the Army with a degree in Aviation Maintenance Technology.

Now, that may not be as impressive as becoming a U.S. Congressman, but we're going to have many more successes like that in Career Degrees.

Mr. FILNER. My conclusion was, now he has a chance for an honest job, as opposed to Mr.——

(Laughter.)

Mr. FILNER (continuing). As opposed to Mr. Reyes.

General FROST. I'm not going to touch that one.

These are important programs for our soldiers. But I have to tell you that maneuvering through the credentialing maze—specialty by specialty, state by state, industry by industry—is hard. We have to make it easier for soldiers to pursue. And there are a number of initiatives that we are encouraging to strengthen our programs.

Of course, we'd like wider acceptance by credentialing agencies in industry of military skills and experience. That's the best training and experience in the world. We'd like standardization of credentialing requirements to the maximum extent possible, much like national education accreditation standards of the Department of Education. And we'd like to offer participation in our education initiatives by credentialing agencies to offer competency-based exams and skill-building courses. We certainly will continue to work these initiatives hard. They are important to our Army, and our Nation, because when we invest in soldiers, we invest not only in Army readiness, but in a strong future for America.

Thank you for your continued interest.

[The prepared statement of General Frost appears on p. 92.]

Mr. QUINN. Thank you all for your testimony here this morning, and for the prepared documents. As we looked through them in preparation for the meeting today, some of those statistics—from all of you, General—are staggering. It seems positive; in a good way. Some of those percentages and changes, because a year ago we decided to pay attention to this issue.

And General, I might add that you summarized better than I could of where my interest was a year ago on this whole topic. I believe we have the ingredients to get this done and to get it done right. All we need to do is mix them all up the right way, and have everybody working with each other, whether it's the Department of Labor or the Department of Defense and the private sector.

And I'm prepared now this morning to say even further, as Jim Hubbard suggested in the first panel, that we involve the education community a little bit further, whether we're looking for credits to be transferred or licensing or certification. We also have those in-

gredients in the Department of Education, and Secretary Riley and others who, from the top down, can give this matter their attention so that the folks we all need, and the people that you need, to move some of these issues are with us. We do have the ingredients.

And from a year ago, when some of you appeared at the hearing and are back again, you really have moved some mountains, as we've said this morning. Again, this conference for the first time had people in the same room talking to each other. Imagine having lunch together with the same people that you need to work with, so that we are able to say now, a year later, we have made some real progress, believe me. I congratulate you all, and I thank you for answering the call from the Subcommittee and from the full Committee. We're looking forward, really are looking forward, to another year's work on this.

Admiral Brewer, though, I did want to ask a question in general terms to one of the points that you made with regard to your work with the AFL-CIO. Part of this—and the reason I got interested a couple years ago was because of a conversation I had with some machinists back home in my district. When we talk about having the right ingredients, and the right people at the table to be discussing this, whether it's the Education Department, the Labor Department, the Defense Department—can you summarize for me? I'm concerned that maybe we should be including some of those construction trades in general, some of the leadership over at the AFL-CIO and in the union mission here of our country, we should maybe include them as well. I know that there were one or two representatives at the conference earlier this year. But I'm wondering if maybe we shouldn't be concentrating on that a little bit more. How's that been going?

Admiral BREWER. Well, it went well, as I said before. And it's USMAPs, so it's all three of us here. The bottom line is that when they met, the key thing here was, if you remember before, we were not even talking in terms of placing our people as journeymen. Now we're at the place now where we are talking about, if you provide us with the right standards, certification—you go back to the relationship that has been established with the Department of Labor and ATELS, which is the Apprenticeship Trade Employers Labor System—now that we've established those standards—and I think, if you go back to what Mr. Caulfield was talking about, about certification, what is certification? Certification is documentation, a piece of paper, et cetera, and testing standards, et cetera.

Through this agreement, what we've been able to find out is—and convince the AFL-CIO—is, look, not only do we meet your standards, in many cases we exceed your standards. Now that we have documented that, we have opened dialogue. We're now communicating. So in essence, I think that that's a great idea. If you want to bring them in and bring them to the table, I think that's a fantastic idea, because we have—now they get this view of the military, and will see that not only are we meeting their standards, we are exceeding those standards in many cases.

Mr. QUINN. Thank you. I appreciate the update on the work that the three of you had been doing. It's my thought today—and I have to think about it some more, and talk with Bob and others on the subcommittee and full committee again, when we first got started,

I'm willing to talk to anybody who will help this seamless job entry for our veterans. And if it's union, that's great; private industry, that's great, too. I think the ingredients are out there. I'll suggest the next time around that we make certain we have involvement and participation from the union movement.

Admiral BREWER. I think if you look at some of the other testimony as well, I think you can find out—and let's leap forward into the 21st century, into the information systems, information technology. There's this manpower shortage out there in that regard. The computer industry really needs to understand—and there is a perception among youth that we are not producing high-tech kids. We are producing extremely high-tech kids. And so we need—they need to understand that. They need to come in and get an internal view of what we're doing.

And I think if they went onto the Naval Learning Network, they're going to be shocked that we're teaching Java script, local area network, et cetera, to our kids. And we are partnered with major colleges and universities, and we're taking this to another level in associate degrees and bachelor's degrees. So you combine that with experience—they get that internal view, I don't want to encourage them to take them too soon, but clearly those that get out can become a national asset.

Mr. QUINN. Absolutely right. And maybe, maybe the next discussion ought to be held at one of those sites so that someone from the computer industry can see that first-hand.

When I attended a job fair here in Virginia, about 18 months ago, and looked at the companies who were there, just over the bridge here on a morning before we started votes over here—spent a couple of hours over talking with people. I mean, they were amazed, and I was surprised, pleasantly surprised, about the training that we had coming out.

Let me say—and then I'll yield to Bob; I've taken too long here—your point about not taking them too early. When we started this discussion over a year ago, that was a concern. We were talking about recruitment and retention. And to have all of you back here a year later, knowing that you are the ones that will be hurt the worst if you do a better job sometimes, I applaud you. I mean, you really have stepped up to the plate from the top on down, in maybe a difficult situation to help us here. It's really appreciated by all of us. Mr. Filner.

Mr. FILNER. Thank you, Mr. Chairman. I'm glad we have Mr. Reyes here, who could have heard how he could have had a decent job—

(Laughter.)

Mr. FILNER (continuing). In our economy. But Mr. Reyes, you can follow that up.

Mr. REYES. I beg your pardon?

(Laughter.)

Mr. FILNER. General Frost raised your comments at last year's hearing, and we were commenting that because of all the work you've done here, your successors now have a chance for a decent job in the economy instead of becoming a congressman.

Mr. REYES. Well, thank you very much. And I did briefly understand that you had, I think, paraphrased my comments were, I got out of the Army and all I had was a DD-214?

General FROST. I appreciate Congressman Reyes for letting me use him as a training aid today. What I said is, I believe last year you said when you left the Army as a helicopter crew chief after Vietnam, you left only with a DD-214 and thanks for a job well done. I related with pride the story of a young soldier who is also in the aviation maintenance field who got some college credits because of his military experience and training, who got 55 semester hours for passing the Power plant and Airframe licensing exam, and took some more college courses to round it all out, and left the Army recently with a degree in Aviation Maintenance Technology. We've come a long way, sir.

Mr. REYES. We sure have. And I just want to briefly thank all the military services, because as I go throughout the world and visit with many men and women in uniform, they recognize that they have these kinds of opportunities. And I think part of that recognition, by way of that recognition, they're crediting the armed services and the leadership for giving them an opportunity to do all the things that will make them more competitive in the job market. So I appreciate not only you using me as an example—although I will tell you that I also say in my speeches that the Army really changed my life, because had it not been for the Army, I think I would still be on that farm there in El Paso. So it gave me an opportunity to see Germany, to see Vietnam—longer than I wanted to, but—

(Laughter.)

Mr. REYES (continuing). But it certainly changed my life.

And today, I recommend to young people, serve your country. It's not only a patriotic thing to do, but it really gives you a real sense of who you are, and matures you and gives you a new perspective in life. And especially for those that are struggling with what they would like to be.

So I appreciate everybody's efforts, and I did read your testimony, and I am very much appreciative of the effort that everybody's doing. So thank you. Appreciate the time, Mr. Filner.

Mr. FILNER. Thank you, Mr. Reyes. And I do want to thank the Chairman for his earlier comments to the Admiral on reaching out to labor. He's the only Chairman in this Congress who would say that, and I hope the Congressional leadership is not listening to this hearing.

I want to thank you all for the enthusiasm you brought to the table here today. Some of you may have heard, in the past I have tried to bring out some enthusiasm from people working in the programs, to show that they really care about it. And we do appreciate your enthusiasm for what you're doing. And Secretary Keener, maybe I'm just too sensitive. But haven't we moved away from using "airman" terminology in the Air Force?

Secretary KEENER. Not yet. We're working on it.

Mr. FILNER. You better work on that. Once you said "Air Force personnel." Every time you said "airman"—I don't know, maybe I'm too politically correct. But I would have liked to know we were moving away from that in the Air Force.

I was impressed when I heard about the USMAP—is that what you call it? USMAP?

General KLIMP. Sure.

Mr. FILNER. I have a dream that when you say the unified kind of services, because all of you have said, us three—and I assume you mean the three of you over there. There's two other services, and I would love to see us say, all five of us, or whatever the terminology is. The General, for example, mentioned the SMART program, and Admiral, you mentioned the educational assessment program. As a former professor, I would love to see that kind of thing standardized through all the services. And USMAP certainly, it seems to me, could be standardized here. Just as we have found in our offices, many skills are similar. They just transferred responsibilities and opened up new vistas. But the skills are pretty much standard for most jobs. And it seems that we can do that throughout the armed services.

I hope that we can move toward that kind of DOD total of assessment of transcripts—it would certainly make easier all the problems we've been discussing in this session and all through the year. So thank you. But if you have any comments on how that would be—I know you all have your own elan and your own pride. But certainly you can keep that and have the same transcript.

General KLIMP. And I would agree, sir. And that gets to the point that I tried to make during my comments, is that we have a window of opportunity here. You can see what was accomplished in a very short time, fairly simply. I'm sure the folks that worked at the worker bee level to put that together didn't think it was very simple. But in reality it was, and the impact has been tremendous on Marines, on Coast Guardsmen, and on sailors out there.

Chairman Quinn brings up a good point. A group that I left out is the educational world out there. The folks in our society are hungry for our people right now, whether it's for jobs or whether it's to go on in education. I put my first daughter into college this summer, or this fall. That was an interesting evolution to watch, or to try to manage what turned out to be a bidding war for her—she wasn't as academically challenged as I was—a bidding war for her as these colleges would offer her essentially bonuses. Of course, she picked the one that didn't, but—

(Laughter.)

General KLIMP (continuing). That's okay, too.

But it illustrates the point that they are hungry for our people out there. And it's like a gap in the enemy lines. We've got that gap there now; we need to exploit it. And I think we can. And USMAP is an example of one of those exploitations.

Mr. FILNER. Thank you.

Mr. QUINN. Thank you, Bob. Thank you all. We have another panel before we leave, and we're—just so everybody knows, we're going to recess for a couple minutes to help with that scheduling for Mr. Borrego and come back. We are not going to finish without him; I would like to hear from him. So we're going to take a break for about ten or 15 minutes and re-convene.

As you all leave the table, just to repeat, I think we've added some new players here this morning. I'll suggest that I talk to staff about including the Education Department, and the AFL-CIO and

others to bring us together; a follow-up meeting with some of the people from Panel Two next week, so we get some of this done before the Congress recesses. And we're ready to come back in January for new and better things. We're really making some progress. Thank you all. And thank those worker bees for me, too.

General KLIMP. I will, sir.

General FROST. Mr. Chairman?

Mr. QUINN. Yes, ma'am?

General FROST. Just so we don't insult anyone, is it okay if the military panel be excused so we can return and work on some of these great programs?

Mr. QUINN. Far be it from me to say no. You bet. Go right ahead. We're going to recess for 15 minutes.

[Recess.]

Mr. QUINN. Good afternoon and welcome back. We had a slight delay, and we've of course had some recorded votes in between. Mr. Filner has assured me I may begin without him. So now all those votes he tried to put through on me before, we're going to reverse those. And we have a quorum of one.

Al Borrego from the Department of Labor is certainly not a stranger to this subcommittee and the full committee with his work. We did want to get you here, as long as you've prepared the testimony, Al, so I'm going to turn it over to you, and remind you, as you already know, try to keep your oral remarks to about 5 minutes or so. We've received your written testimony.

Let me ask if it's okay with the recorders that we're ready to go? All set? Thanks, Al.

**STATEMENT OF HON. ESPIRIDION AL BORREGO, ASSISTANT SECRETARY FOR VETERANS' EMPLOYMENT AND TRAINING, DEPARTMENT OF LABOR**

Mr. BORREGO. Mr. Chairman, I'm pleased to come before the subcommittee to talk about how the Veterans' Employment and Training Service has moved forward on several fronts to enable veterans to gain civilian certification and licensing for good jobs in a booming economy. Phenomenal growth in the digital economy is providing veterans with some of our best career opportunities in memory. Within the next 5½ years, half the workers in the United States will be employed in industries that produce or extensively use high technology.

We want veterans to be first in line, qualified, and ready to move into these jobs. I want to report on some of our programs designed to make this happen. Our licensing and certification web site, UMET, is receiving excellent reviews. Starting next fiscal year, we're planning an extensive public education campaign so that servicemembers, veterans and employers will know where to find us and how to use this excellent resource.

Our Military to Work pilot program with the Communication Workers of America and its partnering telecommunications companies has just completed its second year. I'm glad to report that we have moved from the planning to the implementation stage of this project. Using the assessment instrument developed by Cisco Systems and the distant learning training materials developed by Stanley Community College, this coalition of labor, business and

academia registered more than 2,000 participants seeking to upgrade their skills, referred about 930 to employment and almost 1,000 to training.

Our state initiatives have shown similar impressive results. In Ohio, our commercial driver's license program has been so successful we're looking to replicate it in Texas. In Tennessee, our ProVet pilot is helping Volunteer State veterans move into the computer and related fields, both in and out of the state. Their July report noted several placements in the \$50,000 salary range with companies like Nortel and Verizon.

I am convinced that certification, licensing and training are the keys to successful job search and placement in today's economy. With limited federal resources, I am always looking for ways to help servicemembers pay for the education and training they need. That's why VETS has recently begun a working group with the Department of Veterans' Affairs, with the goal of making wider use of the apprenticeship and on-the-job training components of the Montgomery GI Bill.

With your help, I can envision a future where civilian employers and unions will give veterans credit for apprenticeship training received in the military. I want veterans to be able to use their GI Bill benefits to complete unfinished apprenticeship programs and to provide a financial cushion to veterans and their families while they are in training.

Millions of veterans in the workforce and almost 200,000 transitioning servicemembers who join them every year have received training and experience unmatched anywhere else. VETS is working diligently to make sure that these special men and women are not left behind in the 21st century labor market.

Thank you for the opportunity to report our progress to you, and I'll respond to any questions that you may have.

[The prepared statement of Mr. Borrego, with attachment, appears on p. 98.]

Mr. QUINN. Thank you, Al. I made note as we began—Bob Filner is not going to be able to make it back; he apologizes. I also—you know, all of us have a chance to testify at hearings. It's a huge disadvantage, Al, to testify at a hearing after everyone's been here 2 hours ago and gone. (Laughter.)

Mr. BORREGO. Yes, sir.

Mr. QUINN. I know that you've had the benefit of staff who've been present and they can fill you in later. We did have a discussion earlier today that revolved around possibly—first of all, the progress that we've made in the one year since we had the first hearing on September 9, and then the conference that was in June, and some other odds and ends. I mean, it's—I think everybody has cooperated. The more we've been able to put people in the room to talk about this issue, the more success we seem to have.

We talked this morning about the outreach from the service branches with the union movement. You mentioned the CWA in your remarks; the AFL-CIO, the Building Construction Trades and some other things like that, we're going to try to emphasize a little bit more. Indeed, we thought we may even extend to Secretary Riley of the Education Department to bring educators and that part of certification to the table as well. There seems to be some

general agreement on that. Bob Filner and I have agreed to schedule a meeting, couple of meetings next week as a result of this morning's hearing to maybe get some work done before we recess, whenever that's going to be, in early October.

I think in summary, as you point out, we've made some strides. What got me started in this whole discussion 18 months or 2 years ago was talking with a Teamster member and a machinist back home. And we hear from truckers everywhere that—can we get them certified? Can we get them licensed? You mentioned the CWA—are we making any headway from your angle of things with, say, Teamsters, truck drivers, so that I can report back? Any outreach going on there?

Mr. BORREGO. Yes, sir, in that program in Ohio. And I'll provide for you a summary very quickly, within the next week or so.

Mr. QUINN. That's fine. That's fine. And you know, I think operating engineers—it's just some context that members here have normally back in their districts. Of course, here on the Hill, that would match—I can't say perfectly, because you and the military are the experts on that—but would seem to be able to match with some certification licensing that's out there.

Mr. BORREGO. Yes, sir.

Mr. QUINN. We look forward to your cooperation. Also note that there was some discussion, again in the way of summary, as to the conference that was held. There was some discussion to try to do that again, to bring maybe some more people to that event. Jim Hubbard—I don't want to speak for him, but in his testimony earlier talked about the opportunities that maybe we can have the government participate in. We'd be interested in talking with your Department in terms of budget plans for next year. Times, places and all that other stuff can be dealt with. But we're anxious, I think, to try to cooperate with that.

Mr. BORREGO. Yes, sir. And what I would suggest is, before, as part of the planning, work with our careerists, because they're the ones that oversee our procurement, and it has to meet all procurement requirements, so that if you do it early enough—and I'd be glad to give you the career staff who does that, so that the planning could happen early and everything happens in line.

Mr. QUINN. Yes, thank you, Al. We appreciate that. I gave some directions to staff earlier today to start on that. I think we'd all agree that we pulled it together last year sort of by the seat of our pants.

Mr. BORREGO. Yes, sir.

Mr. QUINN. But the results have been positive. You were at the conference, the Deputy Secretary spoke. I had a chance to meet him and talk to him.

Our interest—and I don't want to speak for Bob, either—but our interest here is to guide and advise to the point that we can, and to supply whatever it is we can.

So as I say, we've got some meetings scheduled for next week, and we want to put any finishing touches on what we can before we adjourn.

Mr. BORREGO. Yes, sir.

Mr. QUINN. Now, Mr. Filner did make a suggestion about some hearings in San Diego, but—I'm not a lot of—

Mr. BORREGO. December, sir?

(Laughter.)

Mr. QUINN. Well, actually, if had we a show of hands, it would have passed overwhelmingly, if your other choice is Buffalo. (Laughter.)

But—

Mr. BORREGO. Soon in Buffalo, sir?

Mr. QUINN. No, well, that's—that's what Bob said. It better be a Fourth of July celebration.

I'm sorry. Anyway, thanks for your testimony this morning. And we—let me say to the audience, and members and staff who are here, we appreciate all of you coming back. This has been a long morning, but nonetheless a fruitful one.

Thanks. We're adjourned.

[Whereupon, at 12:41 p.m., the subcommittee was adjourned.]

## APPENDIX

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### PREPARED STATEMENT OF CONGRESSMAN REYES

Thank you Mr. Chairman,

I would like to thank the panel for coming here today to testify before the Veterans' Affairs Subcommittee on Benefits on this very important subject of military skills and their application in the civilian sector.

I want to welcome all of the panelists, we appreciate your insights. Specifically, I would like to recognize Brigadier General Kathryn Frost, The Adjutant General of the U.S. Army and wife to Congressman Frost. In addition, I welcome the Honorable Espiridion Al Borrego, the Assistant Secretary for Veterans' Employment and Training with the U.S. Department of Labor.

Mr. Borrego, who assisted with my Veterans' Town Hall that I hosted during the August work period in El Paso, TX. His participation was invaluable to the success of the Town Hall. Thank you, Sir.

The insight that we gain from the panels' comments will enable this Subcommittee to make the best decisions regarding the licensing and credentialing of skills learned in the military for their application in the civilian world.

Through my experiences in the Army and the U.S. Border Patrol, I understand how military training gives people a portfolio of skills that can be applied in the civilian and government service job markets. The problem is that these skills come without a set of credentials that can be presented to the civilian employer when looking for employment. This is a situation that must be addressed, and that I hope will result in a clear and well accepted accreditation system.

In recent years, the United States Military has taken a very pro-active stance on continuing the education of its troops. I welcome this approach and I hope to see the number and accessibility of courses broaden. However, the training that our servicemen and women regularly receive in their specialties needs to come with a certification.

With today's high tech battlefield, our servicemen and women receive technical training of the highest caliber. Operating the most sophisticated military equipment and technology in the world, our service members' technical knowledge should be in great demand as they transition to the civilian sector.

The certification of this knowledge base shouldn't deter re-enlistment, but should encourage service members to continue their serve their county as they continue to build their skills portfolio. Why should these service members be forced to attend a technical trade school in order to get a certificate of training, when they learned the very same skills while in the military?

With a certification program, the young people of our nation see military service as an avenue that will provide them the skills and credentials necessary to compete in today's job market once they decide to exit from our nation's military service.

Additionally, these credentials need to be available to our veterans in order to assist them in gaining meaningful employment. Thanks to the efforts of the Veterans' Employment and Training Service our veterans have the chance to continue to build upon their military skills base as they educate themselves and skills.

Through these efforts our veterans can be proud members of our nation's increasingly high-tech workforce. This eliminates the barriers that some of our servicemen and women face as they exit the military.

With all of this in mind, I look forward to today's testimony to find out the extent to which our veterans are hampered by the lack of military training credentials, and what barriers to employment exist. In addition, I also look forward to hearing about the efforts to establish a licensing and credentials program.

Therefore, I would like to thank the Chairman and Ranking Member for holding these hearings looking into this subject, and I look forward to hearing from each witness.

Thank you, Mr. Chairman.

**STATEMENT OF  
JAMES B. HUBBARD  
DIRECTOR OF ECONOMICS  
THE AMERICAN LEGION  
BEFORE THE  
SUBCOMMITTEE ON BENEFITS  
COMMITTEE ON VETERANS' AFFAIRS  
U.S. HOUSE OF REPRESENTATIVES  
ON  
VETERANS' EMPLOYMENT: CREDENTIALING (LICENSURE,  
CERTIFICATION, ACCREDITATION, AND APPRENTICESHIP)  
REQUIREMENTS**

**SEPTEMBER 27, 2000**

Once again, Mr. Chairman, I wish to express the thanks of the 2.8 million members of The American Legion for your continued interest in the recognition of military training by civilian licensing and credentialing authorities. Proper recognition of military vocational training will be a direct benefit to 80-90 thousand separating service members annually. These veterans, with the opportunity for a seamless transition to civilian life, will continue to be taxpayers, with no significant break in employment. These veterans will benefit, their families will benefit, and society will benefit from the more expeditious use of their considerable skills and talents.

Mr. Chairman, at the last hearing, The American Legion posed a series of questions to which this Subcommittee should seek answers. The questions focus on the specifics of this issue. It is The American Legion's sincere hope that answers to all these questions can be obtained from the relevant agencies.

1. Which Federal agency should be in charge of coordinating the governmental efforts in this important area? Where will the database on MOS vs. college credits reside?
2. Where will be the repository of information for agencies, organizations, and individuals on credentialing?
3. How will Federal and State agencies work with credentialing organizations and agencies and with employers to eliminate this barrier to the employment of separating service members?
4. What role will an expanded GI educational benefits program have in helping service members fill in the gaps in skill requirements?
5. What effect will a deliberate credentialing effort on the part of armed forces training schools have on recruiting - on retention? In our opinion, well-constructed studies are needed. Who will do them?

6. Is the current Federal Task Force effective in addressing this problem? If not, how can it be made more effective?
7. What is the role of the educational institutions in credentialing?
8. What is the role of apprenticeship programs in credentialing?
9. What incentives can be made available to the business community to train veterans by filling in skills gaps?
10. How can Federal agencies that issue credentials, such as the Federal Communications Commission or the Federal Aviation Administration, come to recognize military training?
11. What is the role of the Disabled Veterans Outreach Program Specialists and Local Veterans Employment Representatives, now working in the public labor exchange in the credentialing effort?
12. Is this problem more a function of military training or the ability of credentialing bodies to understand and correctly evaluate military training as it relates to the credential sought?
13. Would a national conference, attended by interested parties from the military, VA, Congressional, state and private sectors, be a useful step in improving the dialogue?

Mr. Chairman, at this point it seems appropriate to comment on some of the questions and any progress or lack thereof on the subject contained in the question.

Questions 1-3 relate to which Federal agency will become the "lead center" in the effort to obtain recognition for military training. Both the Veterans Employment and Training Service (VETS) at the Department of Labor and the Education Service at the Department of Veterans Affairs have taken separate leadership roles in this endeavor. VETS has convened a Federal task force to examine the issue from a Federal perspective. The task force continues to meet with two interim reports having been issued. The Education Service has stepped forward with positive suggestions on how to craft legislation to allow GI educational benefits to pay for the examinations necessary for a separating service member to obtain a required credential. These are positive steps. However, without some legislative mandate, no repository for a database has been designated, though VETS has done some work in this area.

Question 4 will have been answered when the current legislative initiative authorizing payment of costs for credentialing examinations passes and is signed by the President. The American Legion would like to congratulate your leadership, Mr. Chairman, and that of the majority and minority staff for the work done on this important step.

Question 5 relates to steps the armed services must take to gauge the effect of the recognition of credentialing on recruitment and retention. To our knowledge, only the Navy has done anything in this area. The Navy study showed that educational and credentialing opportunities, when offered to qualified service members, resulted in a higher reenlistment rate.

More needs to be done in this area. The American Legion believes that offering credentialing opportunities by recruiters and by reenlistment counselors will result in fewer shortages in critical skills now faced by the armed forces.

Question 6 addresses the effectiveness of the Federal task force. On June 14, the task force issued a status report, which chronicled the progress by several agencies in hiring veterans into jobs needing credentials. Of particular note are efforts by the Federal Aviation Administration (FAA) and the Military Sealift Command (MSC). Both agencies have taken several positive steps to recognize military training conducted by the armed forces as meeting some of the major requirements for careers. The FAA also offered some suggestions to the services on how to improve that training so as to better prepare separating service members for the required examinations. MSC was able to place former service members in dozens of jobs paying \$30,000 or more by sending a direct letter to separating naval personnel. These steps are to be commended. The American Legion is unaware of any planned future meetings scheduled for the task force.

With respect to questions 7 and 8, the licensing and credentialing conference held on June 21-22, 2000, addressed only the educational role. A speaker from the American Council on Education pointed out their role in examining course work offered by military schools and translating it into college credits. There is much more information to be discovered here. The role of the Bureau of Apprenticeship and Training and the role of labor unions in certifying military experience was barely touched at the conference. More work is needed here also.

Question 9 assumes that the business community needs some begging, cajoling, or some kind of incentive to hire former service members. This may be a false assumption. As the economy continues to expand, companies are finding it harder and harder to find qualified workers. Many of them have discovered the armed services as an excellent source of skilled people. Industry is becoming aware of all of the attributes that veterans bring to the American work force. A number of articles in trade and national newsmagazines have focused on this trend. Consequently, more and more separating service members are finding good civilian careers faster than before.

Question 10 has been answered in the comments associated with Question 6.

Question 11 relates to the role of Disabled Veterans Outreach Program Specialists (DVOP) and Local Veterans Employment Representatives (LVER) in the credentialing. The American Legion views their role as extremely important. Many of these employment professionals are doing Transitional Assistance Program (TAP) training on military bases for service members leaving the armed services. Their knowledge of the credentialing process is critical to a seamless transition for military people. As more and more coherence comes to pass with this subject, access to web sites by DVOPs and LVERs will be a necessity in answering questions on specific credentialing requirements. DVOPs and LVERs will become a critical link in the ability of these 80-90,000 veterans to transition into the American work force.

Questions 12 and 13 relate to an apparent lack of communications between civilian authorities and the military training establishment. The national conference held on June 21-22

of this year began to address this problem. The conference pointed out that solutions are indeed possible. More communication between the military schools and the civilian credentialing authorities must improve. This can be accomplished with future conferences, which focus more on the mechanics of the process in each case. The American Legion encourages all parties involved to work for better and more communications. Nobody loses in this case. Credentialing authorities gain members. Industry gains qualified and certified employees, while veterans gain civilian careers.

The last subject to be addressed by The American Legion is the broad subject of national conferences. Mr. Chairman, The American Legion felt the conference, held in June, was very successful. The only problem with the conference was the funding mechanism. In order for it to be held, funding was necessary. For one reason or another, the Federal government declined to fund the conference. It fell to the Coalition for Professional Certification to come up with the money. Their budget took a huge and unnecessary hit. This is wrong. The Federal government should fund that conference and all future conferences. Service members are employees of the Federal government. Their time away from home and family serves all of American society by protecting the rights and freedoms enjoyed by all of us. The American Legion believes it is the proper role of the Federal government to ease the transition of veterans reentering civilian society. To the extent that these conferences help that effort, the Federal government should provide the funding.

Mr. Chairman, you have performed an invaluable service by holding these hearings and focusing your personal interest in its importance. Now the challenge will be to continue to address this problem until it is solved. Next January, a new administration will assume office and a new Congress will convene. The American Legion will continue its efforts to persuade the new Congress and the new administration that this subject is an important veterans' employment issue. With your help, it can and will be done.

Thank you Mr. Chairman for this opportunity.

**STATEMENT OF  
PETER S. GAYTAN  
NATIONAL LEGISLATIVE DIRECTOR  
OF AMVETS  
BEFORE THE  
HOUSE SUBCOMMITTEE ON BENEFITS  
DEPT OF VETERANS AFFAIRS  
VETERANS' EMPLOYMENT: CREDENTIAL  
(LICENSURE, CERTIFICATION, ACCREDITATION, AND APPRENTICESHIP  
REQUIREMENTS  
SEPTEMBER 27, 2000**

Mr. Chairman, and Members of the Committee:

I appreciate the opportunity to provide testimony this morning on behalf of our over 250,000 members. Neither AMVETS nor myself have been the recipient of any federal grants or contracts during FY-00 or the previous two years.

At a time in our history when unemployment is approaching record lows, the economy is strong, and, for the first time in several decades the national debate seems increasingly focused on what to do with budget surpluses rather than how to deal with deficits. One can reasonably argue that indeed times are good. They are – unless you happen to be a veteran facing separation or retirement from military service and are looking for a job.

Hardly a day passes without an article appearing in a newspaper or other periodical commenting on corporate America's urgent need for skilled employees. While the American job market continues to thrive, American service members are not being recognized for the education and experience they have gained while serving their country. These employers are not aware of the advantages this veterans population, and those who preceded them, bring to the employment market place. Additionally, these veterans are not being considered for these positions because the civilian communities fail to recognize their military experience and training.

The task before us today, Mr. Chairman, is to enable the more than 250,000 service members projected to separate from the U.S. Armed Forces in each of the next several

years, to acquire the civilian licensure and certification they need to compete in the civilian job market.

I would like to commend Chairman Quinn as well as the American Legion for their leadership in organizing the Transition Assistance Conference held in June of this year. The conference brought together relevant organizations, offices and agencies with an interest in licensure and certification issues. The conference and this hearing today will hopefully provide the momentum needed to develop a congressional commitment to creating a mechanism by which military education and experience will be recognized by civilian licensing agencies.

The education, training and experience obtained by American servicemen and women are of the highest quality attainable. Personnel transitioning from active duty military to the civilian workforce possess extensive knowledge and hands-on experience that only military training can provide. As a recently discharged member of the U.S. Air Force and a current member of the Air Force Reserve, I have had the privilege of working alongside some of the most knowledgeable and experienced technicians and specialists in today's armed forces. These same men and women are hoping to continue working in their respective career fields once they leave the ranks of the active duty forces.

Despite the high level of training and experience America's service members receive, the civilian workforce is failing to recognize today's veteran as a viable candidate for employment. For example, before becoming an Avionics Technician qualified to work on a C-5 – the largest aircraft in the U.S. Air Force inventory – each recruit must successfully pass an eight-week electronics course before continuing on to a twenty four-week specialized training course in aircraft avionics. These courses include extensive class study coupled with hands-on field operations that include tests involving highly technical equipment. All training courses are divided into “blocks” of training. A test is administered after each “block” and a passing grade must be achieved before advancing to the next “block”. Once initial training is completed, each recruit receives continued specialized training at his or her permanent duty station.

Even after completion of initial training and operating in a "real world" environment, military personnel are required to attend quality training and performance classes specific to their career fields in order to advance to higher skill levels and ultimately progress in rank. With years of training and operational experience, transitioning service members are being denied positions for which they are more than qualified because the civilian institutions fail to recognize their experience.

The training environment within the military promotes continued proficiency in all career fields. Ignoring the qualifications of our military members is not only an injustice to veterans but it is also an injustice to America's civilian workforce.

Licensing and certification became an issue of concern within AMVETS when our National Service Officers (NSO's) learned that civilian employers were not recognizing the military training and experience of our members due to the lack of civilian credentialing. After researching the employment and training opportunities available to America's veterans, AMVETS discovered that there is no central office or agency that provides the necessary information for veterans who are seeking official accreditation for their military education and experience.

In an effort to continue our service to America's veterans, and assist those veterans transitioning to the civilian community, AMVETS, through our Ohio Department is developing the AMVETS Career Center (ACC). The ACC will provide employment transition assistance to recently separated military members in the state of Ohio. Veterans will receive individual assessments by ACC staff members to determine to what extent their military training and experience can be applied to civilian licensing and certification. After assessing the transferability of their education and experience, the

The training provided by the ACC will be targeted toward those veterans who separated from military service in the past 48 months and other targeted veterans who may need remedial training to receive certification in a variety of career fields. It is reported that recently separated veterans who register for unemployment compensation benefits remain on unemployment for an average period of 14 weeks compared to an average duration of 11.4 weeks for all other claimants. It is our hope that through the assistance they receive from the ACC, these veterans will be able to obtain employment in a civilian career that gives merit to the education and experience they have gained during their military service.

Currently, the ACC has received a state grant of \$150,000 and we are seeking additional grants from the Department of Labor. We hope to have the center operating by the first of the year.

Recently, AMVETS reaffirmed its support for the issue of licensure and certification during our 56<sup>th</sup> Annual Convention when our membership adopted resolutions seeking support from the Department of Labor and the Department of Defense in developing programs explaining the process of licensure and certification as it relates to transitioning military members.

AMVETS Resolution 00-54 calls for the Department of Labor to provide the resources necessary for veterans to transfer military training and experience into civilian credentialing without retraining.

AMVETS Resolution 00-55 calls for the Department of Defense in partnership with the Department of Labor to develop programs that track military training requirements and how they compare to those needed for licensing and certification in the civilian workforce. As recruits complete the training requirements of their respective military classifications they are also accomplishing the requirements they need for recognition by the civilian licensing agencies. Once a service member is ready to transition from the military their requirements for accreditation have already been met. Since their first day

of service their education, training and experience have been tracked and recorded. With an effective process in place, any member seeking accreditation in the civilian workforce should be considered qualified the moment they separate from the military.

AMVETS will continue to work together with our fellow veterans service organizations, The Department of Labor, the Department of Defense and civilian licensing agencies to develop a program of skill recognition for America's veterans. Enabling members of our Armed Forces to smoothly transition into the civilian workforce will not only add value to military service but, will create a new generation of well trained, highly qualified professionals within the civilian job market.

Mr. Chairman, that concludes my testimony. On behalf of the members of AMVETS, I commend you on your leadership in calling this hearing. I hope that this is only the beginning in a series of discussions addressing this important issue. I look forward to working with you and the Committee in the future. Thank you.

**Statement of  
Michael C. Martin  
President  
National Organization for Competency Assurance (NOCA)  
Before the  
House Veterans' Affairs  
Subcommittee on Benefits  
Regarding  
Veterans' Employment: Credentialing (Licensure, Certification, Accreditation, and  
Apprenticeship) Requirements**

September 27, 2000

Mr. Chairman and Members of the Subcommittee,

My name is Michael Martin and I am president of the National Organization for Competency Assurance (NOCA). I am also the executive director of the Commission for Certification in Geriatric Pharmacy. The CCGP provides the testing and skills development for those pharmacists who provide care to our nation's most vulnerable population – its senior citizens. The members of NOCA appreciate the opportunity to appear before you today to discuss certification and licensure opportunities for America's armed services personnel as they transition into civilian careers. Those of us in the credentialing community thank you for your ongoing efforts to focus attention on such an important issue. The efforts of this subcommittee will help ensure that the men and women who leave the armed services will be able to market and utilize in the civilian world the specialized skill-sets they have earned while in uniform. While the certification programs of NOCA members have been accessed by many in the armed services, NOCA's presence here today represents the first formal opportunity the nation's preeminent certification organization has had to be a part of these efforts. We look forward to every opportunity to work with you and participate in this process.

**Introduction**

NOCA is unique in that it is the oldest and largest association representing certification agencies, testing companies, consulting firms and individuals involved in professional certification. NOCA's members represent credentialing fields as diverse as construction, healthcare, automotive, and finance. NOCA's mission is to promote excellence in competency assurance for individuals in all occupations and professions. No other organization has the presence or resources in the field of credentialing. As such, NOCA is in a position to bring experience, perspective and resources to the transition issue.

NOCA is committed to addressing the particular credentialing needs of the armed services. NOCA is especially well-situated to assist Congress, federal agencies, and veterans' service organizations in finding solutions and eliminating barriers to efficient and effective transitioning. At the same time, NOCA recognizes the important role the armed services, military personnel, and veterans will play in helping those of us who work on competency assurance to meet the specific needs of transitioning personnel.

NOCA was created more than 20 years ago as the National Commission for Health Certifying Agencies (NCHCA) with federal funding from the Department of Health and Human Services. Its mission was to develop standards for quality certification in the allied health fields and accredit organizations that met those standards. With the growing use of certification in other fields, NCHCA's leaders recognized what was essential for credible certification of individuals in the healthcare sector was equally essential for other sectors. Hence, NCHCA evolved into the National Organization for Competency Assurance. NOCA is a non-profit, 501(c)(3) organization and remains committed to serving the public interest by ensuring adherence to strict certification standards.

NOCA also brings the expertise of its nationally recognized accrediting arm, the National Commission for Certifying Agencies (NCCA). NCCA uses a peer review process to evaluate adherence to its standards and grant recognition through accreditation to those organizations judged to have met those standards. These standards exceed the requirements set forth by the American Psychological Association and the U.S. Equal Employment Opportunity Commission and thus help to protect the health, safety, and welfare of the public. NCCA is the only national accreditation body that provides this service for private certification organizations in all disciplines.

NOCA's membership has grown to more than 270 organizations responsible for credentialing at the national and international level. A list of NOCA's organizational members is attached as Appendix A. NOCA members represent more than 6 million individuals around the world and include representatives from some 150 professions and occupations, including 57 healthcare professions. Within these healthcare professions, there are 120 sub-specialties that include physical therapy, chiropractic rehabilitation, orthotics, opticianry, audiology, and many more.

NOCA has a history of partnering with the federal government to strengthen competency assurance in a broad range of skill-sets. NOCA has worked with the Department of Transportation in updating proposed revisions to its regulations for substance abuse counselors. NOCA also aided the General Services Administration as it developed a report on the requirements of and recognition for certification programs at the federal level. NOCA members have worked with the Office of Management and Budget, Small Business Administration, Department of Labor, and the Department of Defense in ensuring the quality of government-

issued certifications and licenses. Some of our members' certifications are required for state licensure in certain fields and occupations; for example, respiratory care. The National Board for Respiratory Care (NBRC) is accredited by the NCCA. NBRC's examinations are used as licensure examinations in all states and territories that have enacted legislation to regulate the practice of respiratory care. Some states specifically name the NBRC; others specify that the examinations used for licensure must meet the NCCA standards.

Within the armed services, perhaps the most recognizable NOCA member is the Defense Activity for Non-Traditional Education Support (DANTES). DANTES coordinates the administration of certification examinations on military bases around the world, and many NOCA member organizations offer their certification programs through DANTES. For example, you probably use an auto mechanic in Buffalo or Chula Vista who has been certified by Automotive Service Excellence (ASE), a NOCA member. Some in the armed services also may be aware of the certification that Emergency Medical Technicians earn through the National Registry of Emergency Medical Technicians, also a NOCA member. North American Technician Excellence, another NOCA member, is responsible for certifying individuals in heating and air conditioning repairs. NOCA has the membership, skill-sets and knowledge base that currently serves the armed services community. We are proud of this link to the armed services, but also see a role for NOCA in all organized efforts to address transition issues.

Last year, this subcommittee held a hearing to examine the issues surrounding transitioning service members into the civilian workforce from the perspective of the military and veterans' community. That hearing identified areas where our armed services personnel are encountering difficulties in the transition process. Barriers such as the costs to obtain a credential, lack of awareness among military personnel about how their skills translate into civilian licenses, and the complications of bringing all pieces of the certification puzzle together were discussed. This subcommittee has done laudable work in addressing many of the issues raised last year and in opening the door to dialogue.

Within the larger certification community, there is a growing awareness of the challenges faced by military personnel transitioning to the civilian workforce. I would like to review some of these challenges and briefly outline our suggestions. It is my hope that these will spark discussion and, most importantly, action for removing the obstacles that currently complicate military to civilian transition.

#### **Online Access to Existing Certification Programs**

It was recommended during last year's hearing that the Department of Labor improve its website to assist veterans in this manner. Online systems allow individuals to access information on equivalent civilian certification programs. The DOL VETs program website, "Use Your Military Experience and Training"

(UMET), is very helpful in this regard. UMET identifies 25 civilian occupations most relevant to military personnel and allows the user to review the requirements for each job and learn how to obtain the certification. However, the specialized skill-sets earned by service members qualify them for more than the 25 occupations listed on UMET. We encourage Congress to grant the necessary resources to the Department of Labor to support the expansion of the UMET website to include all related certification programs. We should match the skill-sets learned in the armed services to all relevant certification programs and NOCA is committed to extending its expertise and resources to the VETS program to achieve this goal. A "one-stop shopping" resource on the web is a low-cost, yet effective means of informing service members and veterans about existing and potential career opportunities. Military personnel master skills in occupations as diverse as helicopter maintenance, physical therapy, and canine training. Partnerships between the government, veterans' service organizations, and the competency assurance community will help make the necessary information readily available.

To this end, NOCA is also in the process of reviewing its own website so that we can better assist military personnel and veterans with other occupations in addition to the 25 identified on UMET. We are pleased to note that eleven of the 25 occupations listed require certifications from NOCA members. These include automotive mechanics, cable installers-repairers, dental assistants, emergency medical technicians, heating and air conditioning installers-servicers, sports instructors, vocational training instructors, licensed practical nurses, medical laboratory technicians, radiologic technologists, and water treatment plant operators. We have identified 34 other NOCA members that grant similar certifications and licenses and there may be others not yet identified. A table matching the UMET occupations with the certification program granted by NOCA members and related certification programs granted by NOCA members is attached as Appendix B.

NOCA will bring its full set of resources to bear on these transition needs. NOCA members provide the certification; therefore NOCA members must be a part of paving the way for easier access and smoother transition.

### **Uniform Standards for Armed Services Certification Programs**

Federal agencies, including the armed services, should recognize a uniform set of standards by which certification programs are operated and evaluated. Uniform standards will help ensure that the certified service member receives the highest quality certification. Certification programs made available to members of the armed services must enable individuals to receive recognition in the civilian marketplace and should enhance their marketability. Application of uniform standards will also create "crosswalks" among the military branches – equivalent certification requirements for similar skill sets. Adopting nationally recognized standards also will ensure that skills learned in the armed services

are transferable and marketable to the private sector. NOCA has developed the only set of nationally recognized standards for certification that can be used as the building blocks for recognition of quality certification programs. NOCA actively reviews these standards and is in the best position to help determine their application to skills learned in the armed services.

NOCA recognizes that new certification programs may be required to address new skills and their applications in new and existing occupations. Some of these may be unique in the armed services. NOCA's resources are used by certification programs under development for these purposes. As an example, CCGP was created by the American Society of Consultant Pharmacists (ASCP) Board of Directors on February 27, 1997. CCGP is a nonprofit corporation, autonomous from ASCP and with its own governing Board of Commissioners. For a number of years, there was a growing movement among the members of ASCP for a credential that would recognize the unique skills and knowledge of pharmacists who provide care to the elderly. In response to this demand, ASCP agreed to move forward with establishing such a credential but soon realized that it didn't have the expertise for such an undertaking. ASCP joined NOCA to learn about establishing high quality certification programs and organizations. By following the roadmap provided by the NCCA standards and educational materials provided by NOCA, CCGP was created and quickly established itself as a respected member of the health care community. The Certified Geriatric Pharmacist (CGP) credential was developed using nationally recognized, psychometrically sound procedures. Today, the CGP credential is sought after by pharmacists in the U.S. and around the world.

A list of NOCA publications that serve as resources to new and existing certification organizations is attached as Appendix C.

### **Leveraging the Full Resources of the Certification Community**

For certifying groups with skill-sets widely used in the military, we see a need for stronger and more established liaisons between these certifying entities, the military branches, federal agencies, and nationally recognized organizations involved in competency assurance. During the hearing last year, a recommendation was made to improve communication between the credentialing community and the government. Federal advisory boards are excellent mechanisms for making the resources of the entire certification community available to improve the transition of our men and women in uniform. It is essential that such panels are structured to fully leverage the broad array of knowledge and expertise in the credentialing community.

For this reason, and because we represent so many certifying organizations, NOCA has requested that a NOCA representative be appointed to the Professional Certification Advisory Board (PCAB), created by Public Law 106-50. While specific organizations were written into the law establishing this board,

additional seats were left open to ensure that the broadest possible representation from the licensing and certification community could be included. Likewise, we respectfully urge you to make the Professional Certification and Licensure Advisory Committee (PCLAC), which would be established by S.1402, the Veterans and Dependents Millenium Education Act, all-inclusive. Finally, we are pleased and honored to have been contacted regarding membership on the Chairman's task force on certification. Mr. Chairman, NOCA is committed to working towards solving these problems. We need your help in fully leveraging our resources and membership by being included in all such advisory panels. The shared goal of making all possible resources available to the men and women in the armed services requires full participation by all appropriate organizations.

### **Assistance for Certification and Recertification**

Finally, I would also like to address the importance of recertification and the need to provide veterans and armed services personnel the ability to pay for all certification requirements in a given field. Recertification ensures continued competency and allows individuals to maintain their skills. Efforts to allow the use of Montgomery GI benefits to pay for certification will be helpful in this regard.

### **Conclusion**

In conclusion, I would like to emphasize that improving the prospects for employment of service members when they leave the military will go a long way toward meeting recruiting goals, improving military morale, enhancing the quality of our civilian workforce, and keeping our economy competitive as well. Educational benefits and training consistently rank as the top reasons people join the military. The additional benefit of recognized credentialing will aid the military in meeting its recruiting goals. It is the right thing to do for the men and women in the armed services.

Again, we thank you very much for this opportunity to appear before you to address this issue and look forward to working with you on this issue in the future.

## APPENDIX A

### 2000 NOCA Organizational Members As of 9/19/00

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AACE International  
 Academy for Certification of Vision Rehabilitation & Education Professionals  
 Academy of Ambulatory Foot Surgery  
 Accrediting Bureau of Health Education Schools  
 Advanced Certified Fund Raising Executive Program  
 Aerobics and Fitness Association of America  
 American Academy for the Certification of Brain Injury Specialists  
 American Academy of Audiology  
 American Academy of Health Care Providers in the Addictive Disorders  
 American Academy of Pain Management  
 American Academy of Wound Management  
 American Association for Medical Transcription  
 American Association for Respiratory Care  
 American Association of Family and Consumer Sciences  
 American Association of Medical Assistants  
 American Association of Physician Specialists  
 American Association of Podiatric Physicians and Surgeons  
 American Board for Occupational Health Nurses  
 American Board of Ambulatory Medicine  
 American Board of Cardiovascular Perfusion  
 American Board of Chiropractic Orthopaedists  
 American Board of Chiropractic Sports Physicians  
 American Board of Chiropractic Rehabilitation  
 American Board of Chiropractic Consultants  
 American Board of Chiropractic Specialties  
 American Board of Industrial Hygiene  
 American Board of Nursing Specialties  
 American Board of Pain Medicine  
 American Board of Professional Neuropsychology  
 American Board of Transplant Coordinators  
 American Board of Veterinary Practitioners  
 American Certification Agency for Healthcare Professionals  
 American Chiropractic Board of Nutrition  
 American Chiropractic Neurology Board  
 American Chiropractic Registry of Radiologic Technologists  
 American College of Eye Surgeons  
 American College of Sports Medicine  
 American Construction Inspectors Association  
 American Council of Certified Podiatric Physicians and Surgeons  
 American Council on Exercise  
 American Fence Association, Inc.  
 American Hospital Association  
 American Institute for Chartered Property Casualty Underwriters  
 American Institute of Certified Public Accountants  
 American Occupational Therapy Association

American Orthotic and Prosthetic Association  
 American Payroll Association  
 American Petroleum Institute  
 American Physical Therapy Association  
 American Production and Inventory Control Society  
 American Reflexology Certification Board  
 American Society for Industrial Security  
 American Society for Microbiology  
 American Society of Anesthesia Technologists and Technicians  
 American Speech-Language-Hearing Association  
 Aquatic Exercise Association, Inc.  
 Art Therapy Credentials Board  
 Associated Landscape Contractors of Colorado  
 Association for Canadian Registered Safety Professionals  
 Association for Education and Rehab. of the Blind & Visually Impaired  
 Association for Investment Management and Research  
 Association of Government Accountants  
 Association of Medical Illustrators  
 Association of Social Work Boards  
 Association of Surgical Technologists, Inc.  
 Association of the Wall and Ceiling Industries - International  
 BICSI: A Telecommunications Association  
 Behavior Analyst Certification Board  
 Bert Rodgers Schools of Continuing Education  
 Biofeedback Certification Institute of America  
 Board of Certification for Emergency Nursing  
 Board of Certification in Professional Ergonomics  
 Board of Pharmaceutical Specialties  
 Board of Registered Polysomnographic Technologists  
 Board on Certification for Corporate Real Estate  
 California Water Environment Association  
 Canadian Alliance of Physiotherapy Regulators  
 Canadian Board for Respiratory Care, Inc.  
 Canadian Council of Professional Engineers  
 Canadian Nurses Association  
 Canadian Securities Institute  
 Cardiovascular Credentialing International  
 Certified Equity Professional Institute  
 Certified Fund Raising Executive Professional Certification Program  
 Certified General Accountants' Association of Canada  
 College of Massage Therapists of Ontario  
 College of Medical Radiation Technologists of Ontario  
 College of Nurses of Ontario  
 College of Occupational Therapists of Ontario  
 Commercial Real Estate Education Foundation, Inc.  
 Commission for Certification in Geriatric Pharmacy  
 Computing Technology Industry Association  
 Consumer Electronics Association  
 Convention Liaison Council  
 Council of Petroleum Accountants Societies  
 Council on Licensure, Enforcement and Regulation

Council on Professional Standards for Kinesiotherapy  
 Defense Activity for Non-Traditional Education Support  
 Delta Society  
 Employee Assistance Professionals Association  
 HEARTH Education Foundation  
 Hand Therapy Certification Commission, Inc.  
 IEEE Computer Society  
 ISA, the international society for measurement and control  
 Illinois Department of Professional Regulation  
 Institute for Plastics Certification, Inc.  
 Institute of Certified Management Accountants  
 Institute of Hazardous Materials Management  
 Institute of Real Estate Management  
 InterNational Electrical Testing Association  
 International Academy of Chiropractic Neurology  
 International Air Filtration Certifiers Association  
 International Association for Colon Hydrotherapy  
 International Association of Psychosocial Rehabilitation Services  
 International Association of Healthcare Central Service Materiel Management  
 International Certification and Reciprocity Consortium  
 International Conference of Building Officials  
 International Executive Housekeepers Association, Inc.  
 International Society of Arboriculture  
 International Society of Certified Employee Benefit Specialists  
 Intravenous Nurses Certification Corporation  
 Joint Commission Resources  
 Knowledge Management Certification Board  
 Lamaze International  
 National Academy of Emergency Medical Dispatch  
 National Aerobics & Fitness Trainers Association  
 National Air Duct Cleaners Association  
 National Association Medical Staff Services  
 National Association for Holistic Aromatherapy  
 National Association of Alcoholism and Drug Abuse Counselors  
 National Association of Boards of Pharmacy  
 National Association of Forensic Counselors, Inc.  
 National Association of Legal Assistants  
 National Association of Mortgage Brokers  
 National Association of Pharmacy Regulatory Authorities  
 National Association of Purchasing Management  
 National Association of Social Workers Office of Quality Assurance  
 National Board for Certification of Orthopaedic Technologists  
 National Board for Certification in Occupational Therapy  
 National Board for Certification in Dental Laboratory Technology  
 National Board for Certification of Orthopedic Technologists  
 National Board for Professional Teaching Standards  
 National Board of Certification for Community Association Managers, Inc.  
 National Board of Forensic Chiropractors  
 National Board of Orthodontics, U.S.  
 National Center for Competency Testing  
 National Certification Board for Diabetes Educators

National Community Pharmacists Association  
 National Contract Management Association  
 National Council for Interior Design Qualification  
 National Council of Architectural Registration Boards  
 National Council of Examiners for Engineering and Surveying  
 National Council of State Boards of Nursing, Inc.  
 National Council on Qualifications for the Lighting Professions  
 National Glass Association  
 National Ground Water Association  
 National Healthcareer Association  
 National Institute for Automotive Service Excellence  
 National Institute for Certification in Engineering Technologies  
 National Institute for Pharmacist Care Outcomes  
 National Institute for the Certification of Healthcare Sterile Processing  
 National Marine Manufacturers Association  
 National Registry of Emergency Medical Technicians  
 National Safety Management Society  
 National Surgical Assistant Association  
 North American Electric Reliability Council  
 North American Registry of Midwives  
 North American Technician Excellence  
 Office of Indiana State Chemist and Seed Commissioner  
 Pharmacy Technician Certification Board  
 Professional Photographers of America  
 Project Management Institute  
 Registry of Interpreters for the Deaf, Inc.  
 Registry of Magnetic Resonance Imaging Technologists, Inc.  
 Rehabilitation Engineering and Assistive Technology Society of North America  
 Sales & Service Voluntary Partnership, Inc.  
 Society for Maintenance and Reliability Professionals  
 Society of Actuaries  
 Society of Tribologists and Lubrication Engineers  
 The American Registry of Radiologic Technologists  
 The Educational Foundation of the National Restaurant Association  
 The Institute of Banking  
 The National Commission for Health Education Credentialing  
 The Society of the Plastics Industry, Inc.  
 Transportation Professional Certification Board, Inc.  
 Water Quality Association  
 World at Work  
 Wound, Ostomy, and Continence Nursing Certification Board

## APPENDIX B

## Occupations Identified by UMET

The Department of Labor's VETs Program lists 25 occupations relevant to service personnel transitioning into the civilian sector. The link below contains the list, as well as requirements for each and the relevant certifying entity (federal or private sector organization). This chart lists the 25 occupations and the NOCA members that grant certification for the occupation. In addition, NOCA members that grant similar certifications for the other occupations are listed.

<http://www.dol.gov/dol/vets/public/credentials/WEBSHARE/WWWROOT/DOL/Service/Meeting-reqts.htm>

OCCUPATION	NOCA MEMBER GRANTING CERTIFICATION	NOCA MEMBER GRANTING SIMILAR CERTIFICATION
Able Seaman		<ul style="list-style-type: none"> <li>Transportation Professional Certification Board</li> </ul>
Air-Traffic Control Specialist – Tower		<ul style="list-style-type: none"> <li>Transportation Professional Certification Board</li> </ul>
Aircraft Body Repairer		
Airframe & Power Plant Mechanic		
Automotive Mechanic	<ul style="list-style-type: none"> <li>Automotive Service Excellence</li> <li>DANTES</li> </ul>	
Cable Installer-Repairer	<ul style="list-style-type: none"> <li>BICSI: A Telecommunications Company</li> </ul>	
Dental Assistant	<ul style="list-style-type: none"> <li>American Medical Technologists</li> <li>Dental Assisting National Board</li> </ul>	
Electrician		<ul style="list-style-type: none"> <li>North American Electric Reliability Council</li> <li>International Electrical Testing Association</li> </ul>
Emergency Medical Technician	<ul style="list-style-type: none"> <li>National Registry of Emergency Medical Technicians</li> </ul>	<ul style="list-style-type: none"> <li>National Surgical Assistant Association</li> <li>Association of Surgical Technologists</li> <li>Liaison Council on Certification for the Surgical Technologist</li> <li>American Academy of Wound Management</li> </ul>

OCCUPATION	NOCA MEMBER GRANTING CERTIFICATION	NOCA MEMBER GRANTING SIMILAR CERTIFICATION
		<ul style="list-style-type: none"> <li>• American Association of Medical Assistants</li> </ul>
Fire Fighter		<ul style="list-style-type: none"> <li>• Institute of Hazardous Materials Management</li> </ul>
Flight Engineer		<ul style="list-style-type: none"> <li>• Transportation Professional Certification Board</li> </ul>
Heating & Air-Conditioning Installer-Servicer	<ul style="list-style-type: none"> <li>• North American Technician Excellence</li> </ul>	<ul style="list-style-type: none"> <li>• National Air Duct Cleaners Association</li> </ul>
Sports Instructor	<ul style="list-style-type: none"> <li>• American Council on Exercise</li> <li>• American College of Sports Medicine</li> </ul>	<ul style="list-style-type: none"> <li>• Aerobics and Fitness Association of America</li> <li>• American Board of Chiropractic Sports Physicians</li> <li>• National Athletic Trainers Association Board of Certification</li> <li>• National Strength and Conditioning Association Certification Commission</li> <li>• Aquatic Exercise Association</li> </ul>
Vocational Training Instructor	<ul style="list-style-type: none"> <li>• National Board for Professional Teaching Standards</li> <li>• Chauncey Group International</li> </ul>	<ul style="list-style-type: none"> <li>• Professionals Credentialing International</li> </ul>
Licensed Practical Nurse	<ul style="list-style-type: none"> <li>• National Council of State Boards of Nursing</li> </ul>	<ul style="list-style-type: none"> <li>• American Association of Critical Care Nurses Certification Corporation</li> <li>• Wound-Ostomy, and Continence Nurses Society Certification Board</li> <li>• American Nurses Credentialing Commission on Certification</li> <li>• American Board for Occupational Health Nurses</li> <li>• Board of Certification for Emergency Nursing</li> <li>• National Certification Corporation for the Obstetric, Gynecologic and Neonatal Nursing Specialties</li> <li>• American Board of Nursing Specialties</li> <li>• Certifying Board of Gastroenterology Nurses and Associates</li> </ul>

OCCUPATION	NOCA MEMBER GRANTING CERTIFICATION	NOCA MEMBER GRANTING SIMILAR CERTIFICATION
		<ul style="list-style-type: none"> <li>• National Certification Board of Pediatric Nurse Practitioners and Nurses</li> <li>• Intravenous Nurses Certification Corporation</li> <li>• American Post Anesthesia Nurses Certification</li> <li>• Oncology Nursing Certification Corporation</li> <li>• American Academy of Nurse Practitioners</li> </ul>
<b>Medical Laboratory Technician</b>	<ul style="list-style-type: none"> <li>• American Medical Technologists</li> </ul>	<ul style="list-style-type: none"> <li>• National Board for Certification in Dental Laboratory Technology</li> </ul>
<b>Parachute Rigger</b>		<ul style="list-style-type: none"> <li>• Transportation Professional Certification Board</li> </ul>
<b>Plumber</b>		<ul style="list-style-type: none"> <li>• International Conference of Building Professionals</li> </ul>
<b>Police Officer</b>		
<b>Radio-telephone Operator</b>		
<b>Radio Officer</b>		
<b>Radiologic Technologist</b>	<ul style="list-style-type: none"> <li>• American Registry of Radiologic Technologists</li> </ul>	<ul style="list-style-type: none"> <li>• Registry of Magnetic Resonance Imaging Technologists</li> </ul>
<b>Security Guard</b>		
<b>Truck Driver</b>		<ul style="list-style-type: none"> <li>• Transportation Professional Certification Board</li> </ul>
<b>Water Treatment Plant Operator</b>	<ul style="list-style-type: none"> <li>• DANTES</li> </ul>	<ul style="list-style-type: none"> <li>• California Water Environment Association</li> <li>• Water Quality Association</li> <li>• National Ground Water Association</li> </ul>

## APPENDIX C

**NOCA PUBLICATIONS****NOCA News (4 issues/year)**

NOCA's quarterly newsletter keeps members and subscribers informed of what NOCA is doing for them. The newsletter also covers current developments in professional licensing and certification. Regular features include member news, NCCA updates, regulation updates, court decisions affecting professional credentials, resources, upcoming events, and more.

**Guidelines for Certification Accreditation**

A set of guideline reports providing background information on the NCCA approval criteria. Includes: Administrative Independence, Bias, Continuing Competence, Cut-Off Scores, Education and Certification, Eligibility for Certification, Public Members, Reliability and Validity.

**Questions and Answers on Accreditation (1998)**

Members of the NCCA have compiled some of the most frequently asked questions for major accreditation topics and published answers to clarify a standard or its intent and provide suggestions on ways a standard might be implemented. Previously published in *NOCA News*, now available as reprints in one booklet.

**Developing a Request for Proposal for Certification Program Services (1999)**

This step-by-step guide is designed to help readers develop a Request for Proposal (RFP) and manage the RFP process. It provides an outline of the RFP process and templates the reader can use to save time and money when developing a RFP.

**Setting Passing Standards for Performance-Based Certification and Licensure Examinations (2000)**

Written by experts, this is a must-have for both staff and volunteer leaders of standard setting organizations. This guide begins with standard setting concepts and definitions followed by a summary of major steps that should be taken during the process. Standard setting methods are followed by practical suggestions on selection of standard setting methods and approaches to training judges and improving intrajudge consistency.

**Starting a Certification Program (1999, 2<sup>nd</sup> Ed.)**

Informational pamphlet including questions and answers on getting started, organizational methods, standards for certifying agencies, and eligibility requirements.

**NCCA Guidelines for Non-Written Examinations (1991, 5 pages)**

Guidelines were developed in response to the increasing number of certification and licensing boards that are either administering or investigating the use of non-written exams. These examinations include practical (i.e. "hands-on") and oral assessments.

**To Assure Continuing Competence (1981, 141 pages)**

Proceedings of the 1979 educational conference "Continuing Competence Assessment-Relicensure-Recertification." Twenty contributors describe a range of approaches of continuing competence assurance and outline the major issues.

**Continuing Competence: An Overview (1984, 56 pages)**

Informational pamphlet including questions and answers on continuing competence, six case studies, a glossary, and selected bibliography.

**Appendix on Discipline (1985)**

Reports on the NCHCA Discipline Task Force. Contains a compilation of discipline provisions including the grounds, procedures, sanctions, and appeals. Features a chart summary of association and certifying agency discipline programs and examples of typical state licensing board discipline provisions.

**Redefining Competency from a Systems Perspective for the 21st Century**

Video-taped presentation tailored just for NOCA by Donna S. Queency, Ph.D., director of research and external relations at The Pennsylvania State University.

**Certification: A NOCA Handbook**

This step-by-step guide to designing and implementing effective professional certification examinations has been written by recognized experts with applied knowledge and practical experience in all facets of certification and licensure testing. It provides all the information you need for successful exams, in language you can understand. Topics such as job analyses, standard setting, computer testing, and examination security are covered in this book.

Testimony of Steven C. Halsey, Halsey, Rains & Associates, L.L.C. on  
behalf of The Coalition for Professional Certification

Mr. Chairman and Members of the Committee, thank you for the opportunity to return to report on our progress in the area of veterans' employment and professional certification. As you know I have worked with the Committee for several years on this issue and was honored to appear before you last year to offer our further assistance. That said I would spare you any re-introduction or description of the CPC, you have patiently sat through it before.

I am proud to report real progress over the past year in the area of veteran transition as is pertains to professional certification. As you know, we have worked diligently from its inception on the joint Veterans' and Small Business Committees Veterans Entrepreneurship and Small Business Development Act of 1999, P.L. 106-50. Both Committees have expressed their gratitude to the CPC for our key assistance in obtaining funding for this important law. Additionally, you will recall that in our testimony last year, the CPC called for a national conference on Veteran transition and certification. As you know we held that conference in June and it was, by all accounts, an enormous success. Once again Chairman Quinn, we wish to thank you for serving as our keynote and displaying your commitment to this issue by repeatedly returning to the conference in between floor votes on VA-HUD Appropriations. I am especially proud to acknowledge the personal gratitude expressed to me by NOCA President Michael Martin and several NOCA Board Members for the opportunity to take part and learn first hand about this important issue. I have since received a hearty "job well done" from another NOCA Board member who was invited but unable to attend due to scheduling conflicts.

While we were energized by the outpouring of support this conference generated, we were disappointed that the majority of the funding promised by the Administration fell through, literally within hours of the event. As you know Mr. Chairman, there was no talk of cancellation; rather the CPC stepped up to assume all financial obligations. This entailed expenditures well in excess of the entire CPC budget for this year. I mention this only to highlight the commitment of our organization to this cause. All too often we hear lofty claims of commitment from those who would appear in the eleventh hour to claim credit for the work of others. "Put your money where your mouth is" may be a trite phrase, but it is appropriate when those with the means, both in money and manpower,

fail to participate when there is work to be done but demand their due when they perceive a benefit in the offering.

The immediate results of the conference are as follow:

- Formation of a Veterans Transition Task Force. This Task Force, created with bi-partisan support, brings together a "Dream Team" of experts in this area to provide guidance to the Congress, Administration and private sector. Specifically this group is working to prepare for the second annual Veterans' Transition Conference.
- Scheduling of the second annual Veterans' Transition Conference. We are working with all concerned and have reached a tentative date in May 2001.
- Further support for the Veterans Education legislation unanimously passed by this committee that includes groundbreaking provisions to expand benefits to include reimbursement for legitimate certification costs.

**On the issue of reimbursement for certification costs, I must close by pleading with the Committee to avoid the danger of elevating any organization which only offers organizational certification standards to the private sector as a product, or at a cost, to a position of guidance to the Secretary. Clearly there is a conflict present if an organization is asked to create for a government agency that which it sells in the private sector. Seeking profit or market dominance from a veterans' desire to enhance his or her career options is wholly inappropriate and must not be encouraged.**

Thank you for the opportunity to present our views. I would welcome any questions you might have.

## Task Force

*Honorary Co-Chairman, Congressman Jack Quinn*

*Honorary Co-Chairman, Congressman Bob Filner*

*Task Force Co-Chairman, CPC Representative, Steven C. Halsey*

*Task Force Co-Chairman, Danny Devine*

*Task Force Participants:*

1. American Legion
2. DANTES
3. Union
4. NGA
5. Human Resources Group
6. Army Training Personnel
7. Navy Training Personnel
8. Air Force Training Personnel
9. Marine Training Personnel
10. Coast Guard Training Personnel (DOT)
11. DOL's RAVET
12. Ron Drach
13. SOC
14. DynCorp
15. Darryl Kehrner, Benefits Subcommittee Majority Staff Director
16. Todd Houchins, Benefits Subcommittee Minority Counsel
17. Senate Majority Vet Staff
18. Senate Minority Vet Staff

COALITION FOR PROFESSIONAL CERTIFICATION

AMERICAN MEDICAL TECHNOLOGISTS

AMERICAN PODIATRIC MEDICAL SPECIALTIES BOARD

ASSOCIATION OF GOVERNMENT ACCOUNTANTS

BOARD FOR ORTHOTIST/PROSTHETIST CERTIFICATION

CARDIOVASCULAR CREDENTIALING INTERNATIONAL

COMPUTER ADAPTIVE TECHNOLOGIES, INC.

INTERNATIONAL ELECTRICAL TESTING ASSOCIATION

INTERNATIONAL BOARD OF LACTATION CONSULTANT EXAMINERS

NATIONAL INSTITUTE FOR CERTIFICATION IN  
ENGINEERING TECHNOLOGIES

NATIONAL COMMISSION FOR THE CERTIFICATION OF  
CRANE OPERATORS

NATIONAL COUNCIL ON FAMILY RELATIONS

Statement for the Record of Michael A. Clark, General Manager,  
National Institute for Certification in Engineering Technologies  
(Division of the National Society of Professional Engineers)  
Alexandria, Virginia

Mr. Chairman and Distinguished Committee Members,

I wish to thank you for the opportunity to speak before you today. As a private citizen, I truly appreciate the leadership demonstrated by Chairman Quinn, Ranking Minority Member Filner, and the other members of this Subcommittee to solve a major problem facing our service men and women as they transition from military careers to private careers – the lack of good communication and understanding between government and private industry about the training and testing provided by the military and how it relates to private sector professions, which then leads to unnecessary duplication of efforts and a delay in getting our service men and women into good jobs as they leave the military. I also appreciate your sponsorship and support of conferences which will allow government and private industry to come together as partners to sort out possible solutions to this problem, work through several pilot projects to see if the proposed solutions will work, and to ultimately develop true consensus standards that can guide us into the future for the benefit of all stakeholders.

The National Institute for Certification in Engineering Technologies (NICET) has been providing testing and certification services for engineering technicians and engineering technologists since 1961. In that time, we have certified over 100,000 individuals in more than 40 specialty areas of engineering technology, many of which are identical for military and private sector personnel. We operate with a full-time staff of 16 and an annual budget of just over 2 million dollars, all of which is generated from the sale of tests and the collection of recertification fees. Most of our customers are employed by private industry, and most of them are small businesses. We do have contracts and/or agreements with several state agencies to provide testing and certification services for their personnel, but we do not currently have any contracts or grants from the federal government. We have worked with DANTEs in the past to provide NICET examinations to active-duty service men and women at military bases, but few military personnel have taken advantage of this opportunity to-date, most probably because we have not done an effective job of communicating the advantages and benefits of NICET certification to the military.

Throughout most of our history, NICET has promoted our certifications as a means for personal satisfaction, or as a marketing tool for career advancement or employment opportunities. Within the past ten years or more, however, we have witnessed an increased use of government regulation, either through legislation or through administrative rule making, to establish minimum competency requirements for persons performing a variety of jobs. Thus, NICET certification, like many other private sector certifications, is becoming a requirement to work. Most government regulations are prepared with honorable intentions. But as you know, there are no universal standards within the government for preparing this type of regulation, or for evaluating credentialing providers and their programs. Consequently, much of the regulation that we have seen to-date is either so vague that it allows almost anyone to qualify – thereby being worse than no regulation – or it is so specific that it eliminates any fair competition, and often unreasonably restricts the ability of the provider to offer better or more economical services.

As an example, we all too frequently encounter regulations that call for an individual to simply "possess a NICET certification." Which NICET certification? And at what level of competency? It would be infinitely better to have an individual who is installing a fire alarm system possess a NICET certification in Fire Alarm Systems at a Level III (with advanced knowledge of fire alarm systems and at least 5 years of qualifying experience) than to get an individual who possesses a Level I certification in Highway Construction (an entry-level trainee inspector). At the other end of the spectrum, we also see regulations that call for an "XYZ technician certified by ABC organization at Grade II by use of written and performance examinations." Certainly this eliminates, or greatly reduces, fair competition from other providers that may offer an equivalent or superior program – often unintentionally – but it also restricts the ability of ABC organization to offer new and better methods to assess candidate knowledge and ability, such as computer simulation testing. What we often find when we discuss these regulations with the specifying agencies is that there is a genuine interest in providing fair and reasonable requirements, but there is a true lack of understanding about the various credentials available and about the entire credentialing process.

As a result of this inconsistency in regulations, NICET has become active with several national and international organizations over the past few years in an effort to help establish minimum competency standards for the certification of persons. I have personally become active with the American Society of Testing and Materials' (ASTM) Committee on Conformity Assessment in chairing a task group charged with developing an ASTM standard on this subject. At the same time, I am serving as the representative of the American National Standards Institute (ANSI) on a task group that is preparing a similar standard for the Organization for International Standardization's (ISO) Conformity Assessment Council (CASCO). I have gathered input on both of these efforts from my peers through connections established by our membership in industry organizations such as the National Organization for Competency Assurance (NOCA) and the Council on Licensure, Examination and Regulation (CLEAR).

NICET has been a member of NOCA for many years because of the excellent education seminars and conferences that they offer throughout the year and the opportunities to network with our peers and other experts in our profession. However, until just last year, NOCA was not involved in any legislative or government activities. Therefore, when Mr. Steven Halsey formed the Coalition for Professional Certification (CPC) in early 1997, NICET became one of the founding members. We have developed the CPC to be a partner with government in the establishment of fair and reasonable standards for the certification of persons that everyone can accept. And although the CPC does not have a large membership base, we do have a fairly representative cross-section of the certification industry – from engineering technicians and technologists to crane operators, and from orthotists and prosthetists to lactation consultants.

The CPC is also committed to the establishment of minimum certification standards – but not the “gold standards” being offered by NOCA and their accreditation council, NCCA. And had we been properly informed about NOCA’s legislative agenda over the past year, we certainly would not have approved any push for adoption of the NCCA standards as the federal standard. We are not opposed to having a “gold standard” for our industry, and in fact, several of the CPC members are NCCA-accredited and several others, including NICET, are implementing expensive, and often painfully slow, process changes just to achieve NCCA accreditation. However, we understand that many reputable organizations with good certification programs cannot afford to make some of the changes necessary to achieve NCCA accreditation, nor can they afford to pay the high annual fees to maintain NCCA accreditation. Therefore another standard that identifies the essential, minimum requirements for certifying persons needs to be established within the federal government.

CPC has established such a standard, and with the support of this Subcommittee, this standard has been adopted within the new GI Bill legislation. We will be eternally grateful to this Subcommittee for their efforts in getting this new legislation passed, as will be the thousands of veterans who can now use these funds to help pay for the private sector training and certification that they now need to work in private industry. However, I urge you to not stop here – we need to find ways for the military to utilize private sector programs for active-duty personnel, and to help transitioning personnel communicate their qualifications to private industry such that efforts are not duplicated and monies are not spent needlessly.

Again, I wish to thank you for the opportunity to speak before you today. If you have any questions of me, I will be happy to respond to the best of my ability. And if I can be of further assistance to this Subcommittee in the future, I stand ready to help.

Testimony of Major General Matthew P. Caulfield USMC (Ret), Chairman of the Board Hire Quality, Inc. and Third Rail Technology, Inc. at the Subcommittee on Benefits oversight hearing on HR 4765, 21st Century Veterans Employment and Training Act, September 27, 2000

Major General Caulfield's Statement

Congressman Quinn, members and staff of the Subcommittee on Benefits, thank you for the opportunity to appear before you to express our views on Veterans Employment: Credentialing (Licensure, Certification, Accreditation, and apprenticeship) Requirements.

At the outset, I want you to know Mr. Chairman that once again after observing what you have done in the past two years, I am again reminded of Margaret Mead's words to the effect that one should never underestimate how a few people with dedication can change the world. Today, through your efforts, the environment in veteran employment is totally different from that of last year, and my thanks is shared by literally millions of veterans. As I mentioned last year, your efforts will have a major impact on our Armed Forces and recruiting in the 21<sup>st</sup> Century. I congratulate you sir.

I have prepared written testimony for insertion into the record. It includes my curriculum vitae. In the next five minutes I would like to outline briefly my perspective, which offer a unique view on Veterans employment.

Since my retirement in 1992 I have gained a unique perspective derived from starting two subsidiaries of a large corporation which hired transitioning Servicemembers to leading, for almost six years, a company which recruits transitioning Servicemembers and veterans for some of America's largest corporations. As CEO of Hire Quality, I personally have visited over 250 corporations in search of jobs for former members of the armed forces. We handle all ranks but our core business is helping the lower ranks across all skill-sets find good jobs. We are completely private, do not receive government funding and provide our services totally free to members of our armed forces. And we have never received any government funds.

In my testimony a few short months ago I told you about our dreams for MilitaryHub.com and what it would mean to veterans, and their families. And, particularly what private enterprise could do without government assistance. As I mentioned Mr. Ross Perot was a major investor in MilitaryHub.com and has played a key role in day-to-day operations of the enterprise. Unfortunately on May 12<sup>th</sup> Mr. Perot unexpectedly decided not to continue to fund Military Hub as we planned and he repeatedly promised to do. It is a source of grave disappointment to me and to the men and women who worked so hard to make it a reality. The good news, I guess is that I will have more time to devote to Hire Quality and 3<sup>rd</sup> Rail Technology.

In my testimony I also offered to the government free of charge software, which would solve much of the problems associated the LVER/DVOP programs. I included in my statement a proposal that was submitted to the Department of Labor over a year ago. It would have provided an Internet backed program for the Department of Labor to effectively and systematically manage and validate performance of field activities including providing a creditable source of information on program performance for analysis and management of the program and to provide performance measures to GAO, Congress, the public and other interested parties. I offered to provide the proprietary software in a licensing arrangement with the Department of Labor at no cost. I am delighted to report that the Labor Department did follow up. Thanks to the members of this committee we met in Washington shortly after my testimony and had a meeting in our headquarters with national and state representatives on September 12<sup>th</sup>. It is too early to call but if the attitude of the representatives from Labor is any indication of how the program will fare, it is on its way to being a huge success.

The issue of the problems former military personnel have in transitioning to the civilian sector has implications for recruiting due to the increasing negative view held by former military personnel on the value of military service. Certification of military training is only one but perhaps the most remedial problems within a larger context that has implications for our national security. The absence of any meaningful credentialing program for military service on part of the government is an extraordinary waste.

Our most recent example of how we can work together at no cost to the government in certifying individuals before they depart the Armed Forces is the agreement we have with the International Association of Chiefs of Police. Hire Quality, sponsored by the American Legion, and through the efforts of the IACP has accomplished something that was talked about within government for at least ten years. It was once referred to as "Troops to Cops" but never got off the ground. Our program kicks off at the IACP National conference in November, in San Diego, but it is already on the Internet (as of yesterday) and is working. It provides the military member anywhere in the world an easy way to connect directly with the police department of his choice anywhere in the United States. No longer does a veteran have to depend on marginal jobs in the security industry. The best jobs in law enforcement are now a click away. [www.iacp.org](http://www.iacp.org) and hit on jobs. Best of all, the national police departments are waiting for our men and women with wide-open arms.

I would once again urge a Sense of Congress commending Veterans Service Organization for the continued assistance to veterans is long overdue, particularly Veterans Service Organizations, which have provided national job placement services to veterans for at least three years. Furthermore, I urge you to recognize individuals within each such organization who have been instrumental in implementing such a program. Our sponsorship by the Legion is among our most cherished partnerships. I have seen what can be done, such as the Legion's help in securing the IACP program mentioned above. Many, many veterans owe their jobs to the Legion. The American Legion, and specifically The National Adjutant Mr. Robert Spanogle, has done more for veteran placement than any individual in the country. The American Legion does more today for veterans in the workplace than any other organization in or out of government, and in the days ahead expects to do even more.

DEPARTMENT OF TRANSPORTATION  
U.S. COAST GUARD  
STATEMENT OF  
REAR ADMIRAL FRED L. AMES  
ON  
VETERANS' EMPLOYMENT: CREDENTIALING REQUIREMENTS  
BEFORE THE  
SUBCOMMITTEE ON BENEFITS  
COMMITTEE ON VETERANS' AFFAIRS  
U.S. HOUSE OF REPRESENTATIVES

SEPTEMBER 27, 2000

Good morning, Mr. Chairman and distinguished members of the Subcommittee. I am Rear Admiral Fred Ames, Coast Guard Assistant Commandant for Human Resources. Thank you for the opportunity to appear before you today to discuss the Coast Guard's efforts regarding the transfer of military job skills to the civilian workforce.

Following my appearance before the Subcommittee last year, the Coast Guard set out to implement a number of initiatives that were identified during my previous testimony. My intent today is to update you on the status of these initiatives and briefly describe their impact on the Coast Guard.

I am pleased to announce that the U.S. Coast Guard is a full partner in the United Services Military Apprenticeship Program (USMAP). On April 7<sup>th</sup> of this year, the Coast Guard and Navy signed a memorandum of agreement that effectively integrated the Coast Guard into the USMAP. This federally registered apprenticeship program, under the guidelines of the U.S. Department of Labor, Apprenticeship Training, Employer and Labor Services (DOL/ATELS) develops highly trained military service personnel who continue to use their technical skills and knowledge when they leave the military service for the civilian workplace.

The goal of USMAP is to develop highly skilled journeymen through military training and experience that will lead to certification in a designated trade, occupation or craft. Through our participation in this program, Coast Guard men and women now have the opportunity to be recognized for skills learned and practiced in the service, and their work experience and related technical instruction documented. Coast Guard personnel who successfully complete the USMAP are issued a Certificate of Completion of Apprenticeship from the U.S. Department of Labor and are considered among the most highly skilled craftsmen in industry. Participants in the program have a greater chance of finding employment utilizing their military skills when transferring to the civilian sector.

The Coast Guard continues to promote active participation in other programs that enable service members to receive recognition for the training, education and experience they gain while on active duty. These programs include the Defense Activity for Non-Traditional Educational Support (DANTES) program, the American Council on Education (ACE) credit recommendation program, the Coast Guard tuition assistance

program and our own educational assessment program, which is similar to the Sailor/Marine American Council on Education Registry Transcript (SMART) program. Participation by our Coast Guard men and women in all of these programs has been on the increase.

Programs such as USMAP and an expanded voluntary education program have better positioned the Coast Guard to compete in today's highly competitive labor market. As our programs mature, we anticipate that the training, education and opportunity to acquire professional credentials, recognized by civilian employers will further promote our recruitment and retention efforts.

In conclusion, Mr. Chairman and members of the Subcommittee, your efforts to promote the efficacy of training and work experiences in the Armed Forces are to be commended. The benefits realized through your efforts have and will continue to influence the recruitment, retention and marketability of our service members as they transition back to civilian life.

Thank you for the opportunity to discuss this important issue with you today. I will be happy to answer any questions you may have.

STATEMENT OF  
REAR ADMIRAL DAVID L. BREWER III  
U.S. NAVY  
VICE CHIEF OF NAVAL EDUCATION AND TRAINING  
BEFORE THE  
SUBCOMMITTEE ON BENEFITS SECOND OVERSIGHT HEARING  
ON VETERANS' EMPLOYMENT:  
CREDENTIALING (LICENSURE, CERTIFICATION, ACCREDITATION,  
AND APPRENTICESHIP) REQUIREMENTS  
27 SEPTEMBER 2000

Mr. Chairman, distinguished members of the subcommittee, I appreciate this opportunity to appear before you at this second oversight hearing on Veterans' Employment: Credentialing (Licensure, Certification, Accreditation, and Apprenticeship) Requirements to discuss the initiatives the Navy has undertaken since last year in the professional certification process. This process clearly serves the interests of the Navy and our Sailors.

Professional certification offers many in-service benefits to the Navy. The basic requirements for many of these programs require extensive personal commitment. Professional certification: (1) promotes individual growth and professionalism within the job; (2) demonstrates competencies based on real-world requirements; (3) provides an excellent tool for Sailors to validate that jobs are being done independently and competently; (4) leads to the recognition and promotion of professional ethics and values; and, (5) provides Sailors an opportunity to demonstrate that they possess the initiative and determination required to advance.

Certification continues to have the potential to be a dynamic recruiting tool, as well. If potential recruits considering the Navy feel that their Navy training and experience will be documented and empower them once they complete their Navy tenure and seek employment in the civilian job market, then this program becomes a powerful recruiting incentive. Participating Sailors expect to be able to use skills gained during military service when they reenter the civilian market. Promotion of the United Services Military Apprenticeship Program (USMAP) has been the lead-in on the Navy Recruiting Command's World Wide Web home page and has proven to be an effective tool for recruiting and an incentive for reenlisting.

Because military personnel eventually leave the military and usually enter the civilian labor market at a viable and employable age, the benefits of military training are critical to the continued productivity and competitiveness of our civilian labor force. This training and its transferability to a civilian career become a significant inducement to enlistment. These benefits are particularly valuable at separation since they enhance the marketability of the military member in the civilian professional community. Therefore, documenting the high level of knowledge, experience, and credentials earned during a Sailor's tenure in the Navy and translating it into civilian terms just makes good sense.

Navy personnel receive the majority of their certifications through the Department of Defense (DOD), Defense Activity for Non-Traditional Education Support

(DANTES). DANTES is the lead agency for DOD Certification efforts in support of voluntary education programs. DANTES has Memoranda of Understanding with 35 nationally recognized professional certification agencies, offering approximately 180 different certification examinations. Three new exams were added this year: National Strength and Conditioning Association Exam, National Certified Crane Operators Exam, and Federal Aviation Administration (FAA) Airman Knowledge Test. During this past year, DANTES administered over 21,000 certification examinations servicewide. Over 6,000 of these exams were directly funded by DANTES and administered at no cost to the military participant; 400 of these exams were administered to Sailors. These agencies make their examinations available to eligible Navy personnel aboard ships and on military installations throughout the world. Including ships and all the services' education centers, life long learning centers, and Navy College Offices, there are about 580 testing facilities available throughout the world.

Another certification program used extensively by Sailors is the United Services Military Apprenticeship Program (USMAP). USMAP is currently an all sea services program that combines the assets of the Navy's National Apprenticeship Program (NNAP), established in 1976, with those of the Marine Corps' National Apprenticeship Program (MCNAP), established in 1977, and the Coast Guard, having no previous apprenticeship program. USMAP was established by written agreement between the Secretary of Labor, the Secretary of the Navy, and the Chief of Staff, United States Coast Guard in April, 2000. This agreement

establishes National Apprenticeship Standards for the USMAP and certifies that USMAP is registered with and incorporates the basic standards recommended by the U.S. Department of Labor (DOL), Office of Apprenticeship Training, Employer and Labor Services, Bureau of Apprenticeship and Training (ATELS). The DOL is the umbrella-regulating agency for all matters relating to registered apprenticeship programs in the United States. In a cooperative effort, USMAP and ATELS are working to ensure that private sector industries recognize the standards employed by USMAP, thereby increasing the ease with which transitions may be made from military service to private sector employment by members of the armed forces. Acceptance of registered military apprentices and skilled craft workers by private industry will enhance employment opportunities for military veterans, motivate military personnel to advance their training while on active duty, and provide a source of skilled personnel to the private sector. The agreement permits active duty personnel of the Navy, Marine Corps, and Coast Guard to complete apprenticeships in 107 apprenticeable civilian trades or occupations. These include trades in the fields of construction, industrial/manufacturing, and service. Growth of the previous NNAP and MCNAP programs over the past 24 years speaks for its effectiveness and acceptance throughout the military and civilian world. We take pride in being the Department of Labor's largest apprenticeship sponsor, with an enrollment of more than 35,000 active apprentices. Over 17,000 Navy members have completed the program and received Certificates of Completion from the Department of Labor since 1994. Consolidation of the Navy

and the Marine Corps Apprenticeship Programs and addition of the Coast Guard under a single information system provides expanded opportunities for all services, provides better customer service, and reduces the administrative burden that was a barrier to program expansion.

Additionally, the USMAP provides increased numbers of apprenticeable occupation fields, enables partnered service administrators to produce timely statistical reports, and positions the program to become a DOD-standard for joint services. We feel this will better serve our servicemembers on and off of active duty. Joint partnerships are the key to readiness and quality of life. This joint endeavor should continue to establish professional recognition for military skills for our apprentices and provide them with added credentials once they leave the service seeking employment.

The USMAP was an outgrowth of the Joint Military Apprenticeship (JMA) Work Group. The JMA Work Group consists of representatives from all five military branches and is sponsored by the DOL (ATELS). The convening of the Work Group is attributable to the efforts of the Interagency Task Force on Certification and Licensing of Transitioning Military Personnel and the Congressional Commission on Servicemembers and Veterans Transition Assistance. One of the first efforts of the Work Group was to explore the feasibility of merging the efforts of the services to create a nationally recognized Department of Defense apprenticeship program. The Army and Air Force are participating members of the Work Group.

Our apprenticeship program develops highly skilled Navy-oriented journeymen craftsmen who use their technical skills and knowledge while working their regular Navy jobs. While in this program, individuals must document their work experience and evaluate the quality of work they are doing. These Sailors acquire a new sense of pride in themselves and their work by reviewing the past week's logs and seeing their accomplishments. At that time they can also see where improvements are needed and make adjustments accordingly. This program is a strong morale builder and is viewed by the Sailor as something the Navy is doing just for them. Supervisors point out that logging of the work experience hours helps the apprentice develop a sense of responsibility and gives them a feeling of accountability for the efforts they put into the job. The program promotes the recognition of the value of Navy training and experience and provides a good training tool for management.

Feedback from many senior enlisted personnel gives full credit for their promotions to their Apprenticeship Completion Certificates. The program appears to be a tiebreaker for anyone appearing before a promotion board. It is also a positive retention tool in that it normally requires more than one enlistment to complete an apprenticeship. I initiated a proposal this year for a Center of Naval Analysis comparative (Navy-wide vs Navy USMAP participants) study of advancement, recruiting, and retention successes/statistics as they pertain to apprenticeship program.

Credibility of the USMAP is well accepted because of our requirement that each apprenticeship trade meet or exceed the standards set by the Department of Labor programs in the private sector. The USMAP also strives to help our active duty members prepare for their transition into civilian life. Thus, we continue to develop partnering relationships with industry leaders in the private sector who can share their knowledge and help us prepare our apprentices for a quality job when they leave the military. At a meeting this year with 11 Presidents of the AFL-CIO Building and Construction Trades Department, USMAP representatives had an opportunity to brief them on the benefits of hiring our transitioning apprentices. These presidents agreed in theory, to test, and if found qualified, to consider our personnel for advanced placement in their respective trades, up to and including Journeymen. Additionally, the USMAP and DOL/VETS, as a result of a recent meeting, are pursuing a pilot memorandum of agreement with an AFL-CIO Building and Construction Trade Union that represents a trade having potential for hiring military Journeymen in significant numbers.

The Navy is also participating in a DOD Joint Services Working Group that is working with the Department of Defense (DOD), Department of Transportation (DOT), and the Federal Aviation Administration (FAA) to streamline the Airframe and Powerplant Mechanic (A&P) certification process. The military services are developing a program that meets the Title 14, Code of Federal Regulations (CFR), part 65 requirements for A&P mechanic certification. This initiative is being accomplished in conjunction with

recognition from the FAA of training provided to military aircraft mechanics, in addition to their military aircraft "hands-on" maintenance experience. Documented completion of 128 task areas leads to issuance of a Certificate of Eligibility by the respective military service recommending testing of the program completer. Upon presenting this certificate to the FAA, they will issue an authorization that will allow testing for A&P certification by DANTES. DANTES and the FAA signed a Memorandum of Agreement for the purpose of this testing in June, 2000. The FAA maintains control of the test question banks, test forms, test delivery, and scoring, and DANTES is responsible for the security of delivered tests. This testing is at no charge to the military person.

The Navy and Marine Corps have developed the Sailor/Marine American Council on Education Registry Transcript (SMART). SMART provides Sailors and Marines with an academically recognized document of all military training and education, including work experience gained via USMAP. The transcript translates Navy and Marine Corps training and work experience into college credit recommendations certified by the American Council on Education. Transcripts are issued on demand to Sailors and Marines while on active duty, as well as after they leave military service. Many vocational colleges and technical schools offer college credit for completion of apprenticeships.

In conclusion, the professional certification process has significant benefits for the Navy and our Sailors. Professional certification develops highly skilled Navy technicians, serves as potentially valuable recruiting and retention incentives, and provides an excellent mechanism for transitioning Sailors to civilian careers.

Mr. Chairman, members of the sub-committee, thank you for inviting me to speak to you today. Your Navy looks forward to your continued support of this empowering program. I am ready to answer any questions you may have.

**STATEMENT OF**  
**LIEUTENANT GENERAL JACK W. KLIMP**  
**UNITED STATES MARINE CORPS**  
**DEPUTY CHIEF OF STAFF FOR MANPOWER AND RESERVE AFFAIRS**  
**BEFORE THE**  
**SUBCOMMITTEE ON BENEFITS**  
**OF THE**  
**COMMITTEE ON VETERANS AFFAIRS**  
**UNITED STATES HOUSE OF REPRESENTATIVES**  
**ON**  
**27 SEPTEMBER 2000**  
**CONCERNING**  
**VETERANS' EMPLOYMENT**

Mr. Chairman, and Distinguished Members of the Subcommittee on Benefits, it is a pleasure to appear before you today to express the Marine Corps' strong support for America's veterans, and for the many initiatives in place to translate their military skills and education experiences into credentials that help ensure their later success in the civilian community.

As directed by the Congress, your Marines are ready today to protect the nation's interest anywhere, at any time, and under any conditions. That is why our primary job is to train and make certain we are ready to fight and win the nation's first battles. This unique calling requires that we maintain a young force. Every year we recruit young men and women who want to be Marines and who we believe have the potential to be truly exceptional. We initially inculcate the Marine Corps' values of Honor, Courage, and Commitment at our Boot Camps. Young Marines subsequently train and deploy, while learning valuable skills. At the end of the first term of enlistment, many of them return to the civilian world, and we believe we send a better man or woman back to society than we recruited. Every year we return approximately 40,000 young men and women to our society. We value their service to the Corps and to the country, and

believe we are doing much to help ease their transition from the Marine Corps to a successful civilian life.

#### **21st Century Readiness Demands More of Marines**

The nature of military service has changed dramatically in recent years. The advent of new technologies and warfighting doctrines and techniques requires us to recruit and train in different and more intensive ways than before. There is far more intellectual and judgmental rigor demanded of our Marines today than ever before. The nature of tomorrow's battlefield will require enlisted Marines to make strategic, operational, and in many cases moral choices which were formerly only made by more senior officers. This is why the Marine Corps insists on Professional Military Education for all Marines and encourages the pursuit of Life Long Learning in all ranks. The skills Marines gain serve them well while on active duty and later, when they return to civilian life. We do this in support of our mission; that is, we train to the mission. What we have also done is to implement a number of programs that help our Marines gain academic and technical recognition for their military experience and training while concurrently offering extensive off-duty educational opportunities.

#### **Recognizing Job Skills Supports Marines**

The Marine Corps has not come late to the table in recognizing that providing education and training is the most valuable way we can both help the Marine Corps develop Marines and help Marines transition into civilian life. In fact, the current and past two Commandants have included education and training as primary objectives. We are experiencing increased participation in our lifelong learning programs as a direct result of this leadership attention. We strive to give Marines every opportunity to identify and accomplish their life goals, whether towards degree completion or future employment. We are committed to assisting separating Marines in defining and emphasizing those skills they have learned while on active duty. Since 1977, we have worked in conjunction with the Department of Labor (DoL) Office of Apprenticeship Training, Employer and Labor Services (ATELS) to implement a nationally recognized apprenticeship program, which leads to a Certificate of Completion of Apprenticeship that recognizes the attainment of journeyman status. This Apprenticeship Program documents active duty learning experiences and schooling that contribute to achieving journeyman status, improves performance through personal and professional motivation, provides Marines with

occupational skills with continuing education opportunities, and gains civilian recognition for skills acquired during a Marine's period of active duty. We began with just 27 occupations. Because of increased leadership emphasis and interest in the Apprenticeship Program we have dramatically increased our occupations through cooperative effort with our sister services. On April 7, 2000, the Marine Corps, Navy, and Coast Guard joined to form the United Services Military Apprenticeship Program (USMAP). The USMAP enabled us to expand from 27 to 107 occupations. Occupations offered through USMAP cross into several civilian industries – servicing, manufacturing, construction, and transportation/utilities. They include occupations such as Dental Laboratory Technician, Machinist, Carpenter, and Recording Engineer. The USMAP program has a strong partnership with the Office of Apprenticeship Training, Employer and Labor Services of the Department of Labor (DoL). USMAP is in final discussions with the Federal Aviation Administration (FAA) to implement a charter designating USMAP as the sponsor to award a Certificate of Eligibility to take the FAA exam for power plant, airframes, and general license. Service members receive this Certificate of Eligibility as authorization to take the FAA Airman Knowledge Exam, in conjunction with receiving a USMAP certificate of completion of apprenticeship while on active duty. In addition, USMAP has been coordinating with Defense Activity for Non-Traditional Education Support (DANTES) to propose that DANTES supply and administer the FAA license exams for airframe, power plant, and general aviation at no cost to the service member. That said, we are proud that USMAP is the largest apprenticeship program sponsor registered with the United States Department of Labor with over 28,000 active participants. Because of leadership's effort to increase support of Marines our enrollments have increased 45 percent from 2,242 in FY99 to 9,147 in FY00. In fact, 600 Marine Corps apprentices have completed the program since its inception. Enlisted personnel also gain additional validation and recognition for the military training already received as a result of the Apprenticeship Completion Certificates. I would add that our partnership with the Navy and Coast Guard in USMAP enables automation of the program, increasing its availability and accessibility to Marines wherever they are stationed, and greatly expanding the number of Marines registered for, and successfully completing the program. We are confident that these efforts will result in better job skills that Marines can use while on active duty and take with them into civilian life.

In addition to USMAP, licensing and certification opportunities for active duty Marines are available through the DANTES National Certification Program. DANTES has agreements with 35 nationally recognized certification associations, which allow their certification examinations to be administered at our base Marine Corps Community Services (MCCS) Lifelong Learning Centers. Currently, there are certification exams available in six fields; Automotive Service, Food Protection, Surgical Technologist, Computing, Fiber Optics Installer, and Certified Technical Trainer. DANTES is currently working with various licensure agencies to provide funding for the remaining 29 certification examinations. We provide information on this valuable program to Marines in a number of ways. In addition to printed information, such as DANTES Certified Professional brochures, test examiners at our MCCS Lifelong Learning Centers provide important information and counseling. The program is promoted in our base newspapers, and Marines are encouraged to learn more from the DANTES web site as well.

The Marine Corps has been working together with our Sister Services and other agencies to improve these services and programs in other ways. The Marine Corps participated in the Interagency Task Force on Certification and Licensing of Transitioning Military personnel, led by the Departments of Labor and Veterans' Affairs, which identified existing credentialing opportunities and determined the most effective methods for assisting service members. The task force has been a catalyst for a number of other actions such as: expanded aviation licensure opportunities for service members; increased opportunities for Federal Government positions; and establishment of a joint military apprenticeship work group to address the transition from military to civilian employment in apprenticeable occupations.

Although many Marine Corps service schools and the Aviation Occupational Specialties have already been evaluated by the American Council on Education (ACE) for academic credit, the majority of MOSs have not been evaluated because of the lack of a standardized assessment tool. We plan to address this by working to have the USMAP certificate reviewed by ACE and recommend academic credit for military skills. We hope to get the USMAP certificate added to the SMART transcript. This will enable the SMART transcript to provide the academic and credentialing data on one document for each service member.

**Military Skills -- College Credit**

Another important new partnership between the Navy and Marine Corps is the Sailor/Marine Council on Education Registry Transcript (SMART) program. SMART transcripts document military education and training and enables their validation by the American Council on Education (ACE). Academic credit recommendations may then be submitted directly to a college or university for college credit. ACE produces the most widely accepted reference for college credit recommendations for service schools and service experience.

The program's technology is being developed by the Naval Education and Training Professional Development and Technology Center (NETPDTC), and we have been verifying Marines' SMART record data since fall, 1999. SMART is fully operational, and 59,686 transcripts have been issued to Marines as of September 1. On average, 1,702 transcripts are issued per week. The combined Navy-Marine Corps year-to-date total is 3,460,400. Sending young men and women into civilian life armed with recognition for their active duty experiences and training is one of the best ways we can thank them for their service, by giving them the tools to succeed and thrive in the civilian world. A second benefit is that Marines will translate their appreciation for our efforts into positive recollections of the Corps to their families, friends and acquaintances. This, we believe, will assist our future recruiting efforts.

**The Importance of Transition Services**

The National Defense Authorization Act of Fiscal Year 1991 recognized the importance of a successful transition from military to civilian life by establishing the Transition Assistance Management Program (TAMP) to support the transition of all eligible separating or retiring service members and their families. To properly document the separating member's experience and training skills, the Department of Defense (DoD) developed the Verification of Military Experience and Training (VMET) document, DD Form 2586. Each separating service member is supplied with a VMET document 180 days before their separation. The content of the VMET is determined by the member's military work experience and training. Descriptions of military occupations held and courses attended are defined; with college credits that the American Council on Education (ACE) has recommended for those courses also included. In another initiative, the Marine Corps Transition Program provided seed money to develop the SMART

program. SMART, focused on obtaining academic credit, is intended to complement VMET, which is employment-oriented. Both are designed to help the separated service member obtain employment.

That said, the VMET is designed to work in conjunction with other transition services and as a tool for obtaining employment upon separation. It can be used to develop a professional resume, to assist in completing job applications, and to help a prospective employer assess job skills and abilities of a veteran job applicant. To support this effort, the VMET document "translates" the military language describing experience and training into civilian vernacular. The VMET can, in some instances, be used to obtain certain licenses and certifications. In recognition of the need to make transition assistance programs more accessible and usable to separating Marines, the Marine Corps is working with our sister services and the Defense Manpower Data Center to reengineer the document and make it more comprehensively helpful. Our goal is an Internet-based VMET, with 24/7 access.

Transition to civilian life is also assisted in less formal ways. The Marine Forces Reserve is putting the adage: "Once a Marine, always a Marine," to work, developing a tangible program to help transitioning Marines find employment in the civilian community. The 'Marine for Life Program' proposes to create a Website that links the Marine Corps up to industry leaders who value military service. The database, which should be ready for its first test drive sometime this month (September), will identify prior-service Marines to serve as civilian employment contacts for Marines who are leaving active duty. It is intended that Marines receiving this support will become entrenched in the community, business, etc., and will want to help other Marines do the same. This is a lifetime connection, not just a one-time deal. If one job doesn't work out, resources are readily available to try another.

#### **Life Long Learning Model**

As discussed earlier, changes in the nature of the force and in the nature of how the Marine Corps expects to fight our nation's battles in the 21st Century have caused us to focus a considerable effort on educating and training Marines. In 1999, we created a new quality of life organization for the Marine Corps, Marine Corps Community Services (MCCS). MCCS merged

our libraries and Voluntary Education programs into a vital Lifelong Learning resource for Marines and their families. Voluntary Education (VOLED) programs have historically focused on off duty academic programs delivered in base/station education centers by colleges in a traditional classroom setting. VOLED programs frequently have not collocated with libraries, learning resource centers, or training facilities making it necessary for a Marine to visit several locations to address all of his or her learning requirements. With the merge of Library programs and Voluntary Education programs, we have taken the first step to serving our Marines with an integrated one-stop shopping concept for lifelong learning. Options have been identified to maximize resources, eliminate duplication, and improve patron access to services. Internet access, including commercial online options for periodicals and newspapers, through the Integrated Library System (ILS) in our installation libraries assists education program participants in conducting research. Standardization of education service agreements will ensure libraries are receiving resource support from our academic institutions.

Our Vision 2005 goal is to establish a consolidated center for all learning; professional and academic. Marines will have one destination for enrollment in a college program, access to research tools such as books, periodicals, the Internet, basic skills enhancement, and nonresident courses for professional or academic requirements. Our lifelong learning centers will also deliver programs through technology via the Marine Corps Satellite Education Network (MCSEN), Internet, and CD ROM.

#### **Conclusion**

The Marine Corps is deeply committed to the intellectual and academic development of Marines. There are two major benefits; the Corps gains a more effective active duty Marine and our society gains a more productive citizen upon that Marine's return to civilian life. Our philosophy in this regard is simple: first, we gain a more intellectually able and effective force, better equipped mentally and morally to accomplish the mission; second, we return a veteran to society equipped to succeed as a civilian as he or she has succeeded as a Marine. Our goal is to take that training and experience needed to accomplish the Marine Corps mission and create ways to recognize its applicability to comparable jobs in the civilian sector. Via this measure, service to country becomes even more valuable to our young men and women in uniform. It is a value that benefits both the Nation and its veterans.

Subject to any questions you may have, Mr. Chairman, this concludes my remarks.

STATEMENT OF  
THE HONORABLE MARY LOU KEENER  
DEPUTY ASSISTANT SECRETARY OF THE AIR FORCE  
(FORCE MANAGEMENT AND PERSONNEL)

BEFORE THE  
SUBCOMMITTEE ON BENEFITS OVERSIGHT HEARING  
ON

VETERANS' EMPLOYMENT: CREDENTIALING (LICENSURE,  
CERTIFICATION, ACCREDITATION, AND APPRENTICESHIP)

27 SEPTEMBER 2000

NOT FOR PUBLICATION UNTIL RELEASED  
BY THE COMMITTEE

Mr. Chairman and distinguished members of this Subcommittee, I appreciate the opportunity to update you on our efforts to enhance credentialing opportunities for Air Force members.

In testimony presented at last year's Oversight Hearing, our Assistant Secretary spoke of the Air Force's shared interest with the Department of Labor and the Department of Veterans' Affairs to help veterans obtain credentialing necessary for a successful civilian careers after they leave the military. We informed you of our overall commitment to voluntary off-duty education, the unique educational opportunities provided by the Community College of the Air Force (CCAF), and our developing partnership with the Federal Aviation Administration (FAA) to make Air Frame and Powerplant Certification (A&P) more readily obtainable for our military aircraft mechanics. Today's hearing will allow us to inform you of the progress made in these areas.

Our Voluntary Off-Duty Education Program and the educational opportunities it affords, continues to be the number one reason for enlistment in the Air Force. Full funding of our Tuition Assistance Program remains a top priority as it supports recruitment and retention. Last year we spent over \$55M in tuition assistance for our personnel pursuing Associates, Bachelors, and Masters degrees. This amount reflects a six million-dollar increase in tuition assistance support. I am very pleased to announce that within the last year Air Force expanded its Tuition Assistance policy to permit and encourage pursuit of professional licensure or certification by our members. This policy change, to allow issuance of tuition assistance for coursework leading to certification, was a direct result of our involvement with the

Departments of Labor and Veterans' Affairs Interagency Task Force on Certification and Licensing of Transitioning Military Personnel.

Our new policy allows airmen and officers, regardless of educational level, the use of tuition assistance funds in pursuit of a certification of their choice. It has been a resounding success, especially at locations where proactive Education Services Officers have negotiated with local colleges to offer high-cost certification programs at a reasonable price. Already we have invited ten national professional associations to enter agreements to make their examinations available to military personnel through base education centers. We will continue to support such partnering efforts to make certification affordable to all.

Community College of the Air Force continues to prepare our airmen and noncommissioned corps to meet the technological challenges of an increasingly sophisticated and complex Air Force. It does so by offering an Associate of Applied Science degree in 66 technical disciplines that are directly related to an airman's Air Force Specialty Code (AFSC). CCAF awarded 11,645 degrees in FY 99, which represents a slight increase from the previous year. This near steady state, despite continued downsizing of the Air Force, emphasizes the importance placed by Air Force in attaining a CCAF degree. The recent introduction of web-based academic advisement will strengthen the link CCAF has with our enlisted force and in turn, continue to produce technically competent airmen for the Air Force and society as a whole.

Last year, we told you of our involvement in a Department of Defense and Department of Transportation Tiger Team to partner with the FAA and civilian aviation companies to make Airframe and Powerplant (A&P) certification more readily attainable for our qualified military personnel. I am pleased to announce this initiative has gained significant ground during the past year.

In an effort to make certification as seamless as possible, CCAF has been designated as the Airframe and Powerplant Certification Program Administrator for the Air Force. In this capacity, CCAF will evaluate an airman's training record and certify their readiness to sit for the FAA examination. Examinations will be administered over the Internet, free of charge, at our base education centers. Tinker AFB in Oklahoma will be our initial test site for this program. For those airmen lacking the necessary training to sit for the FAA examination, the Air Force is developing computer-based courseware to bridge the knowledge/training gap. By targeting this program to airmen in the grade of SSgt and above we hope to dramatically improve first-term retention rates in our aircraft mechanic career field.

In summary, as you can see, the Air Force continues to seek ways to improve skills training and education programs to make the Air Force an attractive career. At the same time, we are developing our airmen in such a way that they are an asset to society when they depart our ranks.

Mr. Chairman, and members of the Subcommittee, we look forward to continuing our partnering efforts with our Sister Services, other federal agencies and the private sector where possible, to

improve credentialing opportunities for our members. Thank you for this opportunity to provide you with a summary of our ongoing efforts to enhance the educational opportunities of our military personnel and to prepare them to demonstrate their skills to civilian employers at the completion of their military service.

**Record Statement of**  
**Brigadier General Kathryn G. Frost**  
**The Adjutant General**

Mr. Chairman and members of the Subcommittee, on behalf of the soldiers and civilians of the United States Army, I appreciate the invitation to again testify before you today. I believe last September's testimony about the Army's robust training, education, and transition programs for soldiers helped lay the groundwork for better understanding and communication between the Army and the diverse certification, business and industry communities. Creating a clear path to certification from Army skills training and matching those skills to the civilian requirements of business and industry is a very complex task. Since last year's hearing, the Army has been engaged in adding several new initiatives to our existing programs that will not only expand the credentialing opportunities for our soldiers, but will also help transform the Army into an organization more appealing and relevant to our nations' younger generation. The "Net" generation is one which wants to not only learn a high-tech skill while in the Army, but also wants to attain the same competitive educational and professional level as their civilian counterparts. These new initiatives are a part of the "People" component of the Army's Vision and Transformation plan.

The Army's overall vision and plan is to transform itself into a force that is strategically responsive and dominant across the spectrum of operations. The support of this Administration and Congress has helped immensely over the past months, charting a new direction for the Armed Forces and for the Army, in particular. The support sent a strong message to our soldiers and their families that their service is appreciated.

There is much work to be done as the Army realizes its vision. The Army must minimize the vulnerabilities associated with frequent contingencies, long-term commitments, and global power projection. We must train soldiers and grow leaders to adapt readily to conditions across the spectrum of military operations and to build organizations capable of attaining dominance at every point on that spectrum. The Army Vision charts a course to better align the capabilities of the Army with the challenges it is likely to face in the years ahead. The Army has already begun

to transform and reshape itself, but will need your sustained assistance to achieve our goals.

Soldiers are the centerpiece of the formation for these new initiatives. It is the soldier who enables America to meet its leadership responsibilities worldwide. Soldiers are our investment in America. And, we must invest in soldiers as well to ensure we recruit the best, retain the best, and return the best to our Nation to be outstanding, productive citizens.

Today, I want to speak to you about the education and credentialing programs the Army is developing to ensure our investment provides dividends for soldier and for Army readiness and well being.

In last year's testimony, I spoke about our education and transition infrastructure. To summarize, we already have successful in-service adult education programs and student support services that range from remedial instruction all the way to the graduate level degrees, counseling, testing, transcripting, and transition services. The Army provides financial assistance through the Army's tuition assistance program. In 1999, we had 19,319 soldiers enrolled in our basic skills program and 138,945 soldiers enrolled in our postsecondary programs. Of those participating in our degree programs, 5,279 obtained degrees and 1,838 received vocational/technical certificates from accredited colleges and universities--gaining credits through classroom attendance, competency based testing, and military training and experience equivalency credits. During the 1998-99 academic school year, the number of equivalent college credits awarded by the Army/American Council on Education Registry Transcript System participant schools averaged more than 21 credits per soldier.

Today I will only address the education and certification initiatives that expand our basic programs and how they relate. These initiatives are very much a part of the Army's reshaping efforts. I preface the description of these new programs by first stating that the Army has three very different populations of learners—"Baby Boomers, Generation X, and Generation Y (a.k.a. the "Net" Generation)." The "Net Gen" is cyber-savvy and expects to learn via the computer. Moreover, they are hooked on the Internet with its instant access to information, crave immediate feedback, often challenge things they are told, and can't stand to be away from their computers very long. The Army recognizes that our menu of education and certification programs must include a blend of learning options to accommodate all three generations.

Additionally, plagued by persistent recruitment challenges in persuading young people to join the Army and determined to win the hearts and minds of young Americans with little passion for military life, The Secretary of the Army, Louis Caldera, and The Chief of Staff of the Army, General Erik Shinseki, rethought the ways to find, train and keep troops. As a result, these are some of the programs that have been launched to meet the expectations of this “Net Gen” group and expand learning and credentialing opportunities throughout the Army.

On July 10, 2000, the Secretary of the Army announced a major new educational initiative, Army University Access Online. Designed to offer enlisted soldiers a streamlined “portal” approach to a wide variety of online post-secondary degrees and technical certificates. The program will leverage technology to enable enlisted soldiers to complete degree and certificate requirements “anytime, anyplace, anywhere they can take their laptop.” Planned features for soldiers include fully funded tuition assistance, books, fees for online courses, and a technology package, including a laptop computer and internet service account. Added to the existing education programs and services available to soldiers, this online program will help ensure that all soldiers have the opportunity to fulfill their personal and professional educational goals while simultaneously building the technology, critical thinking, and decision-making skills required to fully transform the Army. Since courses will be primarily asynchronous, this will allow soldiers, previously cut out of the education track by shift schedules and frequent deployments, to go to school any place and any time.

The Army will contract with an “Integrator” to create and manage the largest online education portal of colleges and universities offering cost effective programs tailored to military needs. We have actively solicited industry and academia’s help in this initiative and expect to award a contract by years’ end with the first students enrolled in January 2001—anticipate Army-wide implementation. The end result of this initiative will be to offer eligible soldiers opportunities to obtain higher education degrees and technical certifications by maximizing the use of technology-based online education opportunities.

In addition to providing technical certification opportunities through the America University Access Online initiative, the GI to Jobs program has been developed in response to the Secretary of the Army’s directive to improve credentialing opportunities. Aimed at non-

degree oriented soldiers, the GI to Jobs program will offer expanded opportunities for soldiers to earn civilian credentials related to their Military Occupational Specialty (MOS). All MOS-related credentialing examinations will be identified, clearly articulated by MOS, and fully funded with participants provided appropriate preparation materials/courses to ensure success.

The Army contracted with DynCorp, on August 4, 2000 to support the development of the GI to Jobs program. The Army, in its efforts to improve civilian credentialing program opportunities for soldiers, will capitalize and expand upon the work already begun by DoL-VETS. It is intended that DynCorp will: 1) identify Army occupational specialties requiring some form of licensure or certification; 2) conduct gap analysis of identified Army specialties and corresponding civilian occupations; and, 3) create an Internet-based website that will provide counselors, soldiers, family members, and employers with information on Federal, State and proprietary certification and licensing requirements for each MOS.

Once the analysis of civilian credentialing requirements applicable to each MOS has been conducted and associated national certification/licensure identified, the Defense Activity for Non-Traditional Education Support (DANTES) will work with the Army to expand the number of examinations offered, including making available preparation materials. DANTES will establish Memoranda of Understanding with credentialing agencies. Additionally, where possible, DANTES will establish agreements to allow certification exams to be given at military testing facilities further facilitating soldier success.

Additionally, the GI to Jobs will support, to the extent possible, another Army initiative called the Partnership for Youth Success (PaYS) program. PaYS is an initiative developed by United States Army Recruiting Command to appeal to young people who are interested in having a quality civilian job after serving in the Army. This unique program is part of Army's effort to partner with America's industry by matching soldiers with hard to fill jobs. To show and sell the PaYS skill options which are available to applicants, the recruiter will have access to information which crosswalks MOS to industry skills and also depicts long-term job forecasts from participating companies. Army agreements with some companies may provide the soldier with credit for service in the Army or advanced placement based on skill certification. The GI to Jobs program will further provide the critical credentialing for skills certification with industry.

Directly linked to all of these initiatives is the Army's Career Degree program that I spoke about last year. The concept behind the program is to identify and match suitable degree programs to specific MOS, maximize the amount of credit for military training and experience, and minimize the amount of college study. The program also ensures evaluated certification exam credit recommended by the American Council on Education or institution is applied towards degree completion.

Last year at this time we had developed and established two degree programs with one college that encompassed 15 MOS in aviation technology. What began with a single college and one career management field (CMF) is now expanded greatly. Today we have partnered with over 15 institutions to develop career degrees and have established a total of 18 degrees. At the close of the third quarter, fiscal year 2000, Army Career Degrees were completed for 27 MOS from Six CMF and one Warrant Officer Specialty serving approximately 39,000 soldiers. Degrees from two CMF (covering 12 MOS and approximately 40,000 soldiers) were in draft form and under review, while degrees for seven CMF covering 25 MOS and an additional 50,000 soldiers were in development stage. Altogether a total of approximately 147,000 soldiers, 44 percent of the Army enlisted strength, in 17 unduplicated CMF and one Warrant Officer Specialty, accounting for more than 81 unique MOS, are addressed by the Career Degree initiative.

These programs demonstrate that the Army has the ability to truly make a difference in the personal and professional development of our soldiers, as well as, in the quality of the American workforce which often looks to the Army for skilled, disciplined, and experienced employees and leaders. Our efforts, however, would be significantly stronger if we can attract enthusiastic support, participation and cooperation by government, business, industry and credentialing agencies.

The first priority should be the creation of national industry standards that will provide broader acceptance of military skills and training, as well as, consistency from state to state and company to company. The complexity and challenge of the credentialing process can be daunting in a dynamic employment market. We encourage professional credentialing agencies that provide curriculum and competency based education courses to be a part of the Army University Access Online and GI to Jobs initiatives. We also recommend that the credentialing

agencies form a group, much like the academic community, to provide a “portal” for easier access to information governing credentialing preparation and examination. We also encourage the credentialing agencies to enter into Memoranda of Agreement with DANTES Certification and Examination program and allow exams to be given, to the extent possible, at military testing facilities. Agencies can partner with the Army in the GI to Jobs program to create roadmaps to certification—clear pathways to learning and credentialing. We invite industry to partner with the PaYS initiative and invest with us in America’s most important resource--soldiers. PaYS provides direct access to industry and employer and helps facilitate translation of applicable occupationally determined skill sets.

These are only suggestions, but ones that we believe will help bring us greater access to credentialing information, preparation and testing opportunities and provide for very unique partnerships with industry and business.

In closing, I thank you for this opportunity to come before this committee again to inform you about the Army’s programs in education, certification and transition and how we are moving forward in our efforts to credential the soldier. The Army is committed to providing quality services to build a stronger force and to support our departing soldiers, civilians, and their family members. We look forward to a closer working relationship with the credentialing agencies, business and industry to provide our soldiers more opportunity should they seek to continue their contribution to this Nation in the civilian sector. When America invests in soldiers, we invest not only in Army readiness but also in the future of a stronger, more productive Nation. Thank you for your continued interest in programs for these great Americans.

TESTIMONY OF  
 ESPIRIDION (AL) BORREGO  
 ASSISTANT SECRETARY FOR VETERANS' EMPLOYMENT AND TRAINING  
 U. S. DEPARTMENT OF LABOR

Before the

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

September 27, 2000

Chairman Quinn, Ranking Member Filner, and Members of the Subcommittee:

Thank you for the opportunity to again come before you to discuss the Veterans' Employment and Training Services' (VETS) efforts related to "Veterans' Employment: Credentialing (Licensure, Certification, Accreditation, and Apprenticeship) Requirements."

Technology is changing every job in every sector of our economy. Within five years, half the workers in the United States will be employed in industries that produce or extensively use high technology. Consequently, there will be a real need for workers having the skills and training necessary to compete in the 21<sup>st</sup> century labor market. As Secretary of Labor Herman often says, with 13 million Americans in our untapped labor pool, we don't have a worker shortage; we have a skills shortage.

Employers increasingly require workers to demonstrate their skills through certificate programs, licensing requirements, and other less formal methods of evaluating qualifications. Employment and training programs must ensure that workers, including veterans and separating military personnel, get credit for the skills they have obtained through their diligent work. Moreover, these same workers should receive training to augment their existing skills so that they can compete in the digital-age economy.

As I reported to you last September, VETS is working on the Federal and State levels and with both business and labor to eliminate barriers that credentialing poses to separating military personnel and veterans. I am pleased to report that VETS continues to build on the progress made last year, as evidenced by the following examples of our activities.

**Federal Efforts**

VETS' credentialing and licensing website, "Using your Military Experience and Training" or "UMET," has been on line since January 1, 2000. It contains vital information about 25 military occupations that have counterpart civilian occupations requiring some type of credential. It is designed to alert service members and veterans to educational or training requirements of certain civilian occupations and to provide employers with background information on military training and experience, the comparison between military and civilian training and the types of military records and transcripts available. The website is receiving excellent reviews. We are working now to make sure the largest possible number of potential users, including employers, know where to find it and how to use it. It is my understanding that the United States Army has decided to study all the applicable Army occupations not included in VETS' site; the Army will either add their information to UMET or we will link with them.

Mr. Chairman, as you know, in 1998 the Department of Labor, in partnership with the Department of Veterans Affairs, created the Interagency Task Force on Certification and Licensing of Transitioning Military Personnel (Interagency Task Force). As a direct result of the Interagency Task Force, the Federal Aviation Administration (FAA) completed a study of its requirements for Airframe and Power Plant licenses for aircraft mechanics and compared this to the military services' requirements. A course is being created by a joint FAA/military team to

fill in the gaps of knowledge needed to acquire the FAA licenses, which are required by most civilian airline and delivery companies prior to employment. This course will be made available at certain military bases, and is being accepted for college credit by Emory Riddle University so that active duty personnel will be able to apply for tuition assistance to defray the cost.

VETS recently began a workgroup with the Department of Veterans Affairs (VA) with a goal of making wider use of the apprenticeship and on-the-job training components of the Montgomery G. I. Bill. Thousands of men and women leave military service with apprenticeship certifications issued by the Department of Labor (or they leave at some stage of the apprenticeship program). VETS and VA staff met with the Labor Department's Office of Apprenticeship Training, Employer and Labor Services (formerly the Bureau of Apprenticeship Training) and members of the Interagency Task Force, representing the apprenticeship programs in the military, to determine how best to work with the construction industry, including both union and non-union trade groups, so that transitioning military personnel and veterans are able to take full advantage of their apprenticeship training. We envision future programs that will ensure that civilian employers and unions give veterans credit for their apprenticeship training received while in the service. We also are examining how best to work with the private sector so that they will participate in the Montgomery GI Bill benefits program. Approval of training under that program will allow veterans to complete unfinished apprenticeship or on-the-job training with monthly Montgomery GI Bill allowances that will help provide financial security for the veteran and his or her family while the veteran is in training.

#### **State Level Activities**

On the State level, VETS salutes the fine work done by the VETS funded staff in Ohio. They created a program with a trucking company that allows veterans to obtain their commercial drivers licenses in less time and at a lower cost than previously available. They have also entered into a partnership with a delivery company that provides jobs to veteran aircraft mechanics while the veterans study to obtain their FAA licenses, the acquisition of which leads to promotions and higher salaries.

VETS' Providing Reemployment Opportunities for Veterans (ProVet) program remains a success in Tennessee, where veterans with expertise in electronics and information technology are being hired by employers who need their skills. FedEx recently sought out the ProVet program to supply its Memphis hub with experts in electronics and computers. The ProVet staff is currently assessing the best way to fulfill FedEx's staffing needs. I have taken the liberty of attaching to my written testimony an email from a veteran pleased with the services of the Tennessee ProVet staff.

Just last month, my staff met with Texas veterans' representatives to start their own ProVet program in Texas soon, in partnership with several trucking companies, that will provide employment for veterans while they obtain their commercial drivers licenses. The ProVet staff in Tennessee will work with the staff in Texas so that Tennessee's best practices can be incorporated into Texas' program.

#### **Private Sector Activities**

VETS' work with the private sector continues, as well. VETS has funded a grant to CompTIA, an association of more than 7,500 computer technology companies. Separating military personnel attending Transition Assistance Program workshops who have an aptitude for information technology are given the opportunity to receive free computer training and then are employed by member companies of CompTIA. This program is running in San Diego, California and San Antonio, Texas, and is beginning in Florida and Virginia.

The highly successful Military to Work program of the Communications Workers of America (CWA), funded through a VETS grant, is going strong. Hundreds of veterans with experience and training in the communications fields have landed good jobs at some of the country's major telecommunications companies. Cisco Systems continues to work with CWA, providing a fully automated assessment component on the program's website. Cisco Systems has also included an

on-line distance learning component in collaboration with Stanly Community College in North Carolina. The courses at Stanly Community College are approved for VA training, so the benefits of the Montgomery GI Bill are available to the veterans taking Computer Literacy Assessment and Training, A+ Computer Technology Assessment and Training, and Cisco Certified Network Associate Assessment and Training.

Information technology is not the only source of growing employment opportunities. Among other fields seeking qualified workers are the health care and transportation industries. With that in mind, VETS has been working to develop a health care pilot program that can serve as the first step towards an upwardly mobile health care career. In partnership with a high technology company involved in providing training and testing on line, the Association of Medical Technologists, and the Veterans Benefits Clearinghouse in Boston, VETS is developing an on-line course of study leading to certification in phlebotomy, an entry level position in the health care field. VA hospital staff will provide the hands-on learning section and test portion of the program.

My staff and I also met several times with the American Trucking Association (ATA) in connection with a possible pilot program that will involve three or four trucking companies throughout the country hiring newly separated veterans with military truck driving experience and including in the company-specific training the instruction needed for these men and women to acquire commercial drivers licenses. With the consent of the Department of Defense, we have given the ATA permission to have members of the American Road Team, professional drivers who speak to business groups and drivers education classes, speak at Transition Assistance Program Workshops about the employment opportunities in the trucking industry.

#### **CONCLUSION**

Mr. Chairman, I am very grateful for your consistent and persistent support regarding the issue of credentialing as it affects transitioning military personnel and veterans. Millions of veterans in the workforce and the 200,000 men and women who join them every year have received some of the most advanced training available anywhere in the world, and experience in leadership and teamwork that is unmatched. We must do everything possible to see that these special men and women are not left behind in the 21<sup>st</sup> century labor market.

Thank you for the opportunity to testify before the Subcommittee today. I would be pleased to answer any questions you may have.

Attachment

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**From:** Curtis Kimball  
**Sent:** Monday, September 04, 2000 9:54 AM  
**To:** ritchie-richard@dol.gov  
**Subject:** Dale Warf and the Provets program

Dear Sir,

I just wanted to take a few minutes and commend the Provets program; Dale Warf in particular. I am a veteran of the US Navy with alot of years in and alot of experience in electronics. I moved down to Memphis three weeks ago and when I went to the unemployment office to talk to Ed Matthews, the Vet representative, I was referred to Mr. Warf. He immediately set about looking at job prospects with his numerous contacts and in a matter of a week was able to point me in the right direction. With his aid, I was able to interview for the Tennessee Technological Center and was subsequently hired as their Avionics Instructor/course developer. Mr. Warfs help was invaluable. His energy and enthusiasm showed me he cares alot about his job and the veterans that come to see him. I must applaud the Provets program and the good it does for veterans; not to forget that Mr. Warf is a large part of its success! All I can say is thank-you for this program and thank-you for Dale Warf being there. I've spoken to others who have been helped by him and I've heard nothing but good! I sincerely hope that this program continues on for a long time to come and I hope Mr. Warf is there with it!

Sincerely,  
Curtis C. Kimball  
Avionics Instructor  
Tenn. Tech. Center  
Aviation Campus  
901-543-6553

**STATEMENT FOR THE RECORD BY**

**MR. VICTOR VASQUEZ, JR.**

**DEPUTY ASSISTANT SECRETARY OF DEFENSE  
(MILITARY COMMUNITY & FAMILY POLICY)**

**FOR THE**

**HOUSE COMMITTEE ON VETERANS' AFFAIRS  
SUBCOMMITTEE ON BENEFITS**

**OVERSIGHT HEARING**

**ON**

**VETERANS' EMPLOYMENT: CREDENTIALING  
(LICENSURE, CERTIFICATION, ACCREDITATION, AND  
APPRENTICESHIP) REQUIREMENTS**

**SEPTEMBER 27, 2000**

Mr. Chairman and members of the Subcommittee on Benefits, I appreciate the opportunity to provide written testimony in support of your oversight efforts on Veterans' Employment: (Credentialing Licensure, Certification, Accreditation, and Apprenticeship) Requirements.

The Department, along with the Military Services, continues to support and encourage all of our military personnel to seek professional certifications, credentials, and licenses from recognized associations. The education, training, and experience that are obtained during an

individual's military service provide tangible benefits for the Nation's defense, and can also contribute significantly to a skilled civilian workforce.

There is no question that professional certification promotes growth and professionalism on the job. Based on our experience with employers, we know that demonstrated, specialized certification competencies translate to post-active duty employment. We also know that certification and credentialing of active duty military personnel is one of our most powerful and dynamic recruiting tools.

The Department and the Military Services are making every effort to enhance and improve the credentialing process for our military personnel, thus making certification and licensing a win-win situation for the Department and the private sector.

Mr. Chairman, thanks to your committee's interest, the efforts of the Department of Labor and the Department of Veterans' Affairs, and the hard work of the Military Services, there is a renewed commitment to improving the well-being of our service members by providing them with the tools and skills to successfully transition to the civilian workforce. Our service members are now seeing implementation of programs that are helping to enhance their lives and remove many of the roadblocks related to this most complex problem.

We still have a big challenge ahead of us, but I am encouraged by all of the on-going initiatives being developed by the Military Services. I am also confident that the challenges we face will be met as we continue to work together to provide the best for our Armed Forces and their families.

I want to update the committee on where the Department stands with our Defense Activity for Non-Traditional Education Support (DANTES), Verification of Military Experience and Training Document (VMET) document initiative, Voluntary Education programs, and Troops to Teachers program.

As noted in my testimony last year, DANTES is the lead agency for certification efforts in support of voluntary education. DANTES has increased its number of Memoranda of Understanding with professional certification agencies from 32 to 36 and now offers approximately 180 different certification examinations. In FY1999, DANTES directly funded approximately 6,000 of the 21,000 exams administered to military personnel.

The DoD Web site managed by DANTES continues to be a valuable source of information for certification information. It links certification agencies to all our military education centers around the world and provides up-to date information on certification examinations.

As I told you last September, we are redesigning the VMET document. Phase I was completed on target in October, 1999. In Phase

I, we improved the form and content of the document. Phase II is scheduled to be completed in January, 2001. Under Phase II, Service members will be able to obtain their document via Internet. We are on target for completing Phase III by the end of FY2001. It is the completion of Phase III that will add military certification, licenses, and apprenticeship information to the document.

Under the Voluntary Education Programs, members of the Armed Forces servicing on Active Duty are afforded the opportunity to complete their high school education, earn equivalency diplomas, improve their academic skills or level of literacy, or enroll in vocational and technical schools. The DoD voluntary education program is one of the largest continuing education programs in the world. During FY 1999, service members enrolled in over 630 thousand college courses and earned over 31 thousand degrees. For fiscal year 2000, the Department will expend over \$150 million in tuition assistance.

Finally, the Troops to Teachers Program which, since 1994, has helped service members earn teacher certification is scheduled to be transferred to the Department of Education in FY2001. We are working on a Memorandum of Agreement with the Department of Education in accordance with the National Defense Authorization Act for FY2000 to effect the transfer. As of the end of 1999, over 3,600 Troops to Teachers participants had been hired as elementary and secondary school teachers.

In conclusion Mr. Chairman, DoD is continuing its efforts in the certification and licensing area in conjunction with various partnerships such as the Department of Labor and Veterans' Affairs Interagency Task Force on Certification and Licensing of Transitioning Military Personnel; the Department of Labor Occupational Information Network; and various State credentialing pilot initiatives. Our most recent participation on this subject was at the *Transition Assistance: The Role of Certification* Conference in June sponsored by the American Legion, the Coalition for Professional Certification, the Department of Labor and other corporate organizations and hosted by you, Mr. Chairman. As you stated in your remarks during the conference, it is important to keep the certification dialogue on-going. Mr. Chairman, I am encouraged by you holding this hearing. I am also confident that the challenges we face will be met as we continue to work and collaborate with all our partners to provide the best for all members of our Armed Forces and their families.

I look forward to any further guidance and assistance you or other members of the Subcommittee may be able to provide the Department on how to improve the credentialing process for Service members and veterans. Thank you for the opportunity to submit my views for the record.

**Statement for the Record**  
**Veterans Benefits Administration**  
**Department of Veterans Affairs**  
**Before the House Committee on Veterans' Affairs**  
**Subcommittee on Benefits**  
**September 27, 2000**

Mr. Chairman and Members of the Subcommittee, we appreciate the opportunity to submit our views for the record on the joint efforts of government, business, industry and private entities to assist service members and veterans in the military skills documentation and civilian conversion process. In particular, we will outline the ongoing efforts of the Department of Veterans Affairs Education Service and Vocational Rehabilitation and Employment Service to prepare veterans for certification and licensure necessary for entrance into a skilled occupation.

**Assistance Under the Montgomery GI Bill**

As we indicated in our previous testimony on this subject in September of 1999, one of the three principal forms of credentialing as indicated in the Report of the Commission on Servicemembers and Veterans Transition Assistance is through apprenticeship and other on-job training (OJT). Veterans can use the Montgomery GI Bill to achieve either apprenticeship or OJT credentialing. We are partnering with the Veterans Employment and Training Service within the Department of Labor (DOL) to set up a joint working group to cooperate more closely at the State level. Although now in the planning stage, when established, the working group will be composed of VA, DOL, and State Approving Agency (SAA) employees. Its purpose will be to foster closer cooperation among the three agencies in the establishment of on-job training and apprenticeship programs at the local level. We believe a much more streamlined approval process will result.

We have approved Federal, State and local apprenticeship/OJT programs for VA training. For example, we have been working recently with the Bureau of Prisons, within the Department of Justice, to set up an on-job training program for the position of federal corrections officer which can be applied to all of these positions in the Federal Prisons system. While this type of position has been approved before, it has always been on a prison-by-prison basis. Once we have produced a standardized approval for the entire country, a considerable amount of time will be saved in the approval process.

Progress is being made in increasing the number of veterans who are approved for OJT and apprenticeship programs. There were 10,810 veterans in apprenticeship/OJT programs under the MGIB and the Post-Vietnam Era Veterans' Educational Assistance Program (VEAP) in Fiscal Year 1998. In FY 1999 the number grew to 12,118 -- an increase of 12.1 percent. In large part, we credit the efforts of the SAAs for this increase. They have worked closely with private industry and state and local governments to encourage placement of veterans in apprenticeship and on-job training programs. Many of the positions at the local government level are in law enforcement and safety.

We note that Section 7 of S. 1402, the Veterans and Dependents Millennium Education Act, as passed by the House of Representatives, would allow benefits under the Montgomery GI Bill, VEAP, and the Dependents Educational Assistance program to be used to pay for licensing or certification tests, up to \$2,000. This legislation would broaden the scope of our activities in the area of certification and licensure and would ease the transition of service members from the military to the civilian workforce. The Administration's MGIB bill, "the enhanced veterans' education benefits act of 2000," contains a similar proposal.

**Assistance Under the Vocational Rehabilitation and Employment Program**

For service-disabled veterans who participate in VA's Vocational Rehabilitation and Employment Program under chapter 31 of Title 38, United States Code, placement in an OJT or apprenticeship program often is a training option. VR&E evaluates each veteran entering its program and determines whether the veteran is a viable candidate for placement in an OJT or apprenticeship program, based on the veteran's interests, aptitude, and residual capacity. During this period, 275 veterans participated in OJT and 95 veterans were enrolled in an apprenticeship. VR&E continues with its efforts to publicize its mission to employers with the intention that more employers will want to partner with us in offering more disabled veterans opportunities in employment.

On June 21, 2000, members of our Vocational Rehabilitation and Employment Service, Education Service, and Veterans Health Service actively participated on a panel for the conference *Transition Assistance: The Role of Certification*. We are confident that by participation in similar conferences and workshops which bring together representatives from a wide variety of organizations interested in veterans' employment and credentialing, we can jointly facilitate veterans' entrance into the workforce and employment success.

Mr. Chairman, that concludes our testimony for the record.