



# Transition Services and Connecting with the Service Member Talent Pipeline in Washington State

Webinar – 9 Oct 13

Presented by Robin Baker

Transition Services Manager, JBLM



# Agenda



- National Changes to the Way Service Members are Transitioned off Active Duty (VOW Act Overview)
- Best Practices from the Field for Employers
- Challenges for our Transitioning Service Members
- Improvements to the Program
- How to Connect With Transitioning Service Members



# VOW TO HIRE HEROES ACT of 2011

(P.L. 112-56)



# VOW TO HIRE HEROES

## - What is it? -



**“VOW to Hire Heroes Act” is:**

- A bipartisan, bicameral, comprehensive legislation that would lower the rate of unemployment among our nation’s veterans.





# VOW TO HIRE HEROES

## - What is it? -



### “VOW to Hire Heroes Act”:

- This bill combines provisions of Senate Chairman Murray’s Hiring Heroes Act ([S. 951; Report #112-36](#)), House Chairman Miller’s Veterans Opportunity to Work Act ([H.R. 2433; Report #112-242](#)), and veterans’ tax credits into a comprehensive package that will aggressively attack the unacceptably high rate of veteran’s unemployment.



# VOW TO HIRE HEROES - The Problem -



- Veterans' Transitioning Yearly
  - ~**160,000** active duty service members
  - ~ **110,000** National Guardsmen and reservists

“For too long, we’ve patted our veterans on the back for their service and then pushed them out into the job market alone.”

– Patty Murray





# VOW TO HIRE HEROES - The Problem -



- Military Strategic Guidance for 21<sup>st</sup> Century Defense
  - 16 page document delivered in Jan. 2012 on future of the Military
  - ~**80,000** projected force reduction for Joint Force 2020
    - ~500-700 JBLM soldiers separate each month
  - [http://www.defense.gov/news/Defense Strategic Guidance.pdf](http://www.defense.gov/news/Defense_Strategic_Guidance.pdf)
  - <http://www.defense.gov/speeches/speech.aspx?speechid=1643>





# VOW TO HIRE HEROES - The Problem -



- Veterans' Unemployment
  - Unacceptably high unemployment rate among veterans, without regard to their period of service.
  - **Average unemployment rate among returning veterans was 11.5%** (DOL Labor report, 2010).
  - **One in ten** of our nation's heroes who
    - **can't find a job** to support their family,
    - don't have an income that provides stability, and
    - don't have work that provides them with the self-esteem and pride that is so critical to their transition home.
  - Currently, there are nearly **1 million unemployed veterans** in the United States.







# VOW TO HIRE HEROES

## - Key Veteran Statistics-



- Veterans Account For ~ **9.5% Of The Adult U.S. Population.**
- According to the Bureau of Labor and Statistics (BLS), in 2010,
  - 20.2 million men and
  - 1.8 million women
  - in the civilian population were veterans.
- Of them, 2.2 million were veterans who served in the Gulf War-era II, which is any time after September 2001, and approximately two-thirds of these recent veterans are under 35 years old.
- Women account for 17% of Gulf War-era II veterans.
- About 25% (530,000) of Gulf War-era II veterans reported having a service connected disability, whereas
- Only 13% of all veterans have reported a service-connected disability.
  - [BLS Employment Situation of Veterans, 10/20/11.]
- You can access state-by-state veterans statistics for 2010 or county-by-county veterans statistics for 2010:
  - SOURCE: U.S. CENSUS BUREAU, 2010 AMERICAN COMMUNITY SURVEY 1-YEAR ESTIMATES



# VOW TO HIRE HEROES

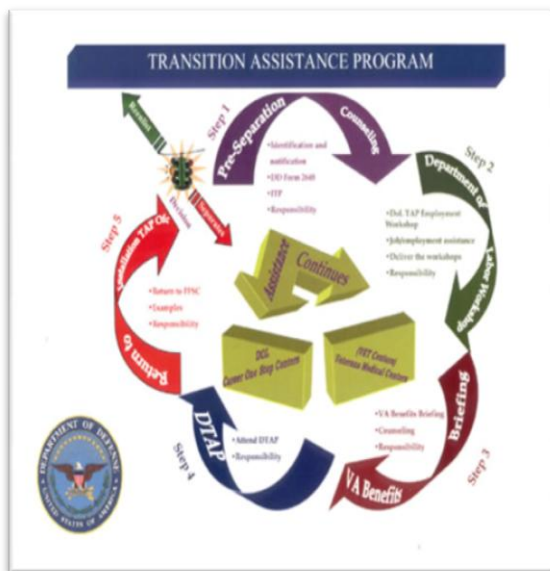
## - 5 Key Components -



- *Improving the Transition Assistance Program (TAP):*

– The VOW to Hire Heroes Act made TAP, an interagency workshop coordinated by Departments of Defense, Labor and Veterans Affairs,

- Mandatory for most service members transitioning to civilian status,
- Upgrade career counseling options, and resume writing skills, as well as
- Ensuring the program is tailored for the 21st Century job market.





# VOW TO HIRE HEROES

## - 5 Key Components -



- *Facilitating Seamless Transition:*
  - This bill allows service members to begin the federal employment process prior to separation in order to facilitate a truly seamless transition from the military to jobs at VA, Homeland Security, or the many other federal agencies in need of our veterans.





# VOW TO HIRE HEROES

## - 5 Key Components -



- *Expanding Education & Training:*



- The VOW to Hire Heroes Act provides nearly 100,000 unemployed veterans of past eras and wars with up to 1-year of additional Montgomery GI Bill benefits to qualify for jobs in high-demand sectors, from trucking to technology.
- It also provides disabled veterans up to 1-year of additional Vocational Rehabilitation and Employment Benefits.



# VOW TO HIRE HEROES

## - 5 Key Components -



- *Translating Military Skills & Training:*
  - This bill requires the Department of Labor (DOL) to take a hard look at what military skills and training should be translatable into the civilian sector, and will work to make it easier to get the licenses and certification our veterans need.





# VOW TO HIRE HEROES

## - 5 Key Components -



- *Veterans Tax Credits:*
  - Established a new target group for unemployed Veterans, similar to the Recovery Act of 2009 unemployed Veteran group that expired on December 31, 2010:
    - *Veterans unemployed for at least **4 weeks but less than 6 months** with a qualified wages cap of \$6,000 and maximum **tax credit of \$2,400.***
    - *Veterans unemployed for at least **6 months** with qualified wages cap of \$14,000 and maximum **tax credit of \$5,600.***
    - *Service Connected Disabled Veterans who have been unemployed for at least **6 months** with qualified wages cap of \$24,000 with a maximum **tax credit of \$9,600.***
    - *Qualified Wage Cap = For Veterans target groups, WOTC is based on qualified wages paid to the employee for the first year of employment. The tax credit is 25% of qualified first-year wages for those employed at least 120 hours but fewer than 400 hours, and 40% for those employed 400 hours or more. (DOL Employment and Training)*
  - State Workforce Agencies will certify veterans as meeting the required periods of unemployment based on receipt of unemployment insurance compensation.
  - Qualified “tax-exempt” (i.e., 501(c)) organizations can now participate by hiring qualified veterans and are now eligible to claim the WOTC.



# VOW TO HIRE HEROES

## - 5 Best Practices -



### 1 GET THE WORD OUT:



- educate human resources teams about the benefits of hiring veterans (Amazon), and
- Figure out how skills learned in the military translate to the work a company does (Boeing)
- Hire or designate a military/veteran recruiter and/or outreach person (Microsoft)
- Include a veteran working in your company on your interview/hiring panels (General Plastics)

### 2 PROVIDE JOB TRAINING & RESOURCES:



- Target transitioning service members
- capitalize on skills developed during military service and incorporate on-the-job training
- Partner with a local community college/university who can help supplement training
- Help a veteran employee create a career development plan with your company that incorporates potential use of their GI Bill benefits

### 3 TARGET YOUR JOBS TO VETERANS:



- Publicize job openings with Veterans Service Organizations (VFW, American Legion, DAV)
- Develop relationships with the local military bases to help connect veterans with jobs (JBLM & NBK, NSE),
- work with local One-Stop Career Centers (Work Source).

### 4 INTERNAL MENTORSHIP PROGRAMS:



- develop an internal veterans group within your company to mentor recently discharged veterans,

### 5 CREATE A PIPELINE:

- reach out to local community colleges and universities to help develop a pipeline of the many, many veterans that are using GI bill benefits to gain employment in your particular area (Clover Park)
- Reach out to local military installations and let them know what you need in employees (PSNS & Olympic College)





# WA State Legislation



- HB 1432 (Washington State)
  - Allows Corporate Veteran's Preference Program
  - Currently, Washington is one of Two States Allowing/Encouraging Private Companies to Advertise and Hire Based on Veteran's Preference





# What is AACAP



- Primary Mission
  - Assist Soldiers in Making Appropriate Career and Transition Decisions
  - Prepare Transitioning Soldiers and Families for a Successful Career Change
- Associated Priorities
  - Connect Soldiers to Job Opportunities
  - Offer Soldiers Opportunities to Network with Private Sector Employers



# Challenges for Veterans Trying to Compete



- Translating Extensive Military Experience into Understandable Civilian Resume
- Lack of Educational Degrees, Certifications or Minor Requirements for Position even though they Posses the Skills
- Networking Skills – What is that??
- Interviewing Skills – How to Talk Effectively
- Educational Background – Undergraduate Degrees and/or Beyond
- Military Language Barriers
- Individual Expectations



# Unique Talent Pool



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SOLDIERS • FAMILIES • CIVILIANS

- Approximately 8,000 Service Members Transition out of the Military from JBLM each Year
  - Approximately 82% are 21-30 years old and have served 3-18 years (majority have served 3-10 years)
  - Almost 30% are being separated involuntarily (medical board, chapter etc.)
  - Approximately 18% are 36 and up; retirees with over 20 years service
  - Approximately 40% stay in Washington and 60% leave the state
  - Approximately 13% are Female, 87% are Male
- In General, Employers Agree on the Top Qualities Soldiers Offer to the Workplace:
  - Self Discipline
  - Teamwork
  - Leadership
  - Problem Solving Skills
  - Code of Ethics / Integrity



# Improved Transition Process



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- Begins 18 months from separation date with counseling from unit career counselor followed by at least 5 more individual sessions to develop their individual transition plan
- 12 months from separation date Service Member (SM) continues the transition process by attending the Department of Labor (DoL) Employment Workshop, Financial Planning Seminar, VA Benefits Briefings and continuing to meet with their transition counselor
- There are Four Tracks For Service Members to Proceed With
  - Education Track (35% College Only, 12% part-time School/part-time employment)
  - Standard Track (45-50%)
  - Apprenticeship/Trade Track (5-15%)
  - Small Business Track (3-5%)



# AACAP Workshops



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- DoL Employment Workshop- *Mandatory*
- VA VOW and Benefits Briefings – *Mandatory*
- Financial Planning Seminar - *Mandatory*
- Advanced Resume Writing
- Interviewing Workshop
- WA State Application Seminar
- Federal Application Workshop
- Boots to Business (SBA) Course – *Mandatory for Small Business Track*
- Introduction to Trades Information Session
- Higher Education Track Training – *Mandatory for Higher Ed Track*
- Career Technical Track Training – *Mandatory for Career Technical Track*
- Career Assessment and Sampling Program Salons
- Military to Manufacturing (M2M) Information Sessions



# Initiatives to Support Improvement (1 of 2)



- Improving Partnerships
  - I Corps / JBLM Chains of Command/Retention Personnel: Improving support from the chain of command.
  - Local Chambers of Commerce/Society for Human Resource Management (SHRM): Co-sponsoring events, providing educational presentations to hiring managers, etc.
  - Technology Partners: Operation Military Family with Veteran's Application which provides Service Members with a personalized mobile phone application to assist with their transition activities; Futures Inc. (backbone for H2H.jobs) which provides advanced matching capability to support our hiring events.
  - Center for Advanced Manufacturing Puget Sound (CAMPS): Conducts orientations and training on post and subsequently places Service Members in jobs in the Puget Sound area in small and medium size advanced manufacturing companies.
  - The Unfinished Mission (Vet Corps Counselor): Provide peer-to-peer counseling on site.
  - Operation Good Jobs: Tacoma Goodwill – provides wrap around services to Service Members staying in Washington State including Family and Marriage Counseling.
  - State and Federal Initiatives: Working with state agencies to ensure seamless transition along the four tracks, linking DOD systems and processes with state.



# Initiatives to Support Improvement (2 of 2)



- Additional Opportunities for Service Members
  - Monthly Networking Event
  - Social Media/Linked-In Seminars
  - Hiring Events on Site
  - Utilizing Technology to make Job Fairs More Effective
  - University of Washington Tacoma pilot to provide Career Assessment and interpretation for transitioning Service Members as well as in-depth Washington State educational counseling
- Career Assessment Sampling and Mentorship Programs:
  - Partnership with Banner Cross and Boots to Shoes
  - Designed to help transitioning Soldiers identify and advance their civilian careers through networking opportunities and establishing contacts within the business community
  - Long-term Career Development Activity; not a Job Placement Activity
  - Possible Activities Range from Simple Discussions Regarding the Industry, Networking, Reviewing Resumes and Meeting with Human Resources Personnel
- Hire America's Heroes (HAH) Pipeline Project – Working with select industries and corporations – focused recruiting and placement activity into HAH sponsor organizations



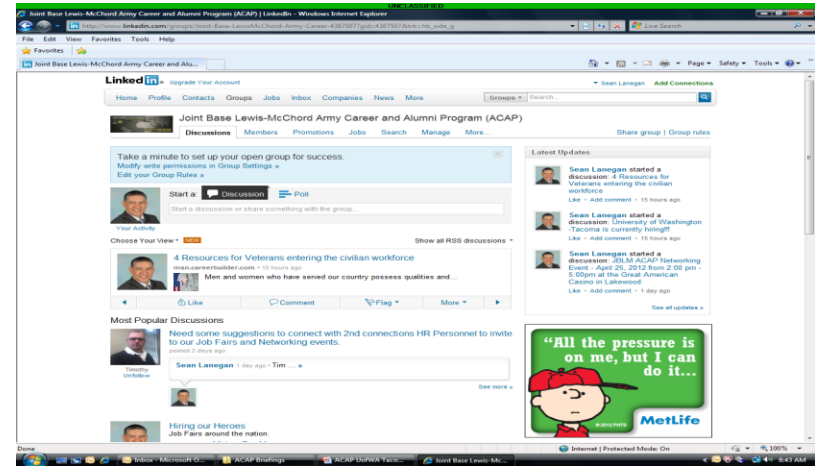
# JBLM AACAP Social Media



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[www.facebook.com/jblm.acap/](http://www.facebook.com/jblm.acap/)



[www.linkedin.com/in/jblmacap/](http://www.linkedin.com/in/jblmacap/)



[https://twitter.com/jblm\\_acap](https://twitter.com/jblm_acap)





# How to Connect with Service Members (1 of 2)



- Participate in or sponsor a networking event:
  - 1<sup>st</sup> Wednesday of the month in Seattle with Marine For Life
  - 11-2 at Fado's Irish Pub in Seattle
  - 3<sup>rd</sup> Thursday of the month in Pierce County with ACAP – 2:30-4:30 @ Pierce College
  - “Brown Bag” lunch network event during DoL Employment workshops
- Conduct workshops for transitioning Service Members
  - “How to:” Interview/ Write a Resume/ Network
- Participate in one of the Washington State Military Transition Council (WSMTC) as a member of one of the working groups



# How to Connect with Service Members (2 of 2)



- Provide Mentorship/ Career Exploration Opportunity
- Employment /Employer Events
  - AACAP Center Employer Events (Monthly)
  - AACAP Employment Fairs ( 2-4 per year) – next one 24 October at JBLM
  - Company Interview/Hiring Event (As requested)
- List employment opportunity
  - AACAP Center/AACAP Facebook page/AACAP LinkedIn Group
  - H2H.jobs
- Present Company and/or opportunity brief to Career Counselors



# AACAP Contact Information



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# Closing Remarks and Questions



- Questions From the Presentation
- Proposed Topics for Follow-On Webinars