

**WISCONSIN**



**DWD**

---

# Office of Veteran Employment Services

**Michele Carter & Al Garcia**

Division of Employment & Training  
Wisconsin Department of Workforce Development

# Overview

---

## **Our Mission**

Advance Veterans into the workforce through targeted business engagement and effective employment services.

## **Our Vision**

Establish networks with employers who understand the value of Veterans and are committed to hiring those who have served our nation and with Veterans who are prepared to enter the workforce.



# Overview

---

- Office of Veteran Employment Services (OVES) provides employment assistance to Veterans and eligible persons via a DOL Jobs for Veterans State Grant (JVSG) - Career Services.
- Wagner-Peyser, Transition Assistance Program, and the Workforce Innovation and Opportunity Act (WIOA) also have funding for employment assistance for veterans.
- The majority of Veterans receive employment assistance from staff in the Job Centers.

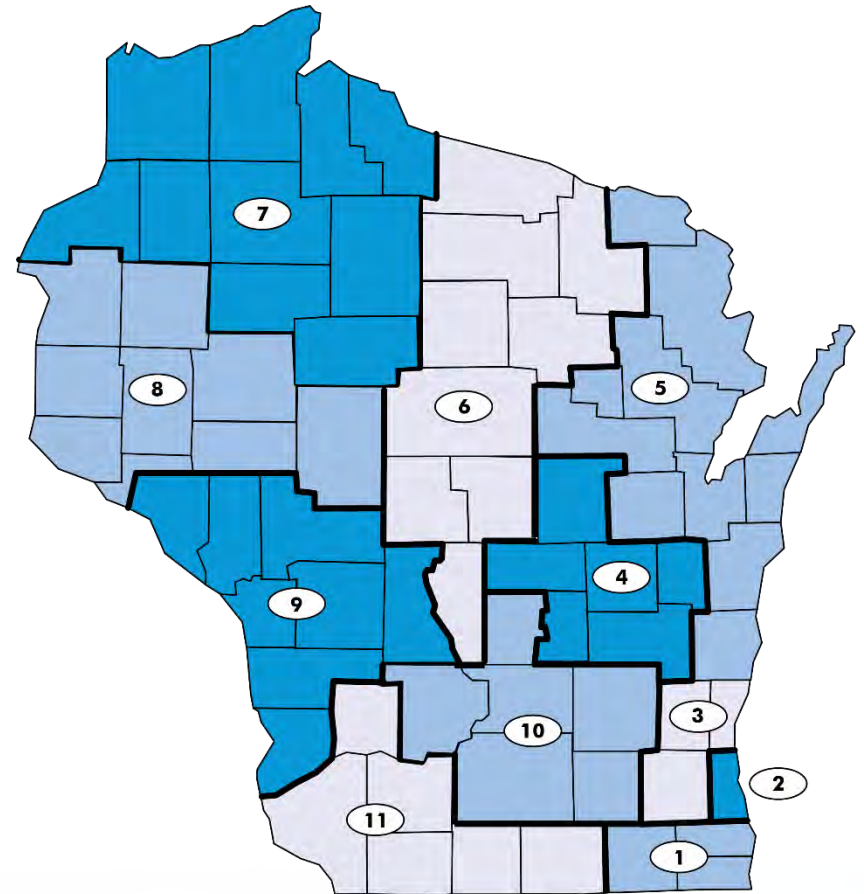


# Statewide Staff Support

## Workforce Development Areas (WDAs):

1. Southeast
2. Milwaukee County
3. Waukesha-Ozaukee-Washington
4. Fox Valley
5. Bay Area
6. North Central
7. Northwest
8. West Central
9. Western
10. South Central
11. Southwest

Director	1
Supervisors	2
DVOP	20
LVER	9
Consolidated	1



Find Contacts at:

[dwd.wisconsin.gov/veterans/vetreprs.htm](http://dwd.wisconsin.gov/veterans/vetreprs.htm)



# Three Legs of Support: Veteran Employment Services

---



- Disabled Veteran Outreach Program (DVOP) specialists will serve only those Veterans and others eligible most in need of individualized career services -- those with significant barriers to employment (SBE).
- LVER work with employers to highlight the benefits of hiring Veterans while working hand-in-hand with business service teams across the state.
- Job Center staff provide priority of service to all Veterans, especially non-SBE veterans.





# Role of DVOPs

- Work one-on-one with Veterans to assess their skill sets
- Provide resume, job search, and job readiness assistance
- Work with local agencies to provide other supportive services
- Outreach within local their communities to find Veterans
- Help Veterans transition from military jobs to civilian occupations



# OVES Eligibility Requirements (SBEs)

---



## Refer Veterans who:

- VA compensation for a service-connected disability
- Are experiencing homelessness or are at risk of becoming unhoused
- Separated in the last 3 years with 27 weeks of unemployment in the last year
- Are currently or have ever been incarcerated
- Lack a high school diploma or equivalent



# OVES Eligibility Requirements (SBEs)

---



## Refer Veterans who (continued):

- Are low income as defined by WIOA standards
- Are 18-24 years of age
- Vietnam-era Veteran
- AD wounded, injured, or Ill receiving treatment at a military facility
- Separating in 12 months or retiring in 24 months and directed by CO to visit an AJC or service member being RIF'd





# Common Real-world Barriers



- Motivation of veteran
- Lack of computer skills/ resources
- New career (Machinist to Administration)
- Unfamiliar with online navigation or applications
- Lack of resume, cover letter, application skills
- Cell or home phone
- Limited transportation options (personal vehicle/ bus route)



# Common Real-world Barriers (cont.)



- Car repairs, maintenance, availability, fuel costs
- Work schedule of partner
- Child care or school schedule of children
- Equipment, uniform, or attire for an interview or a job
- Unanticipated problems – sick child, P/P Officer demands
- Soft Skills





# OVES Job Ready Veteran

---

- Has overcome (for the most part) barriers that impede ability to accomplish the following:
  - Able and ready to seek, apply, interview, and maintain employment using the techniques, soft skills, and training developed while in case management.
- Intention – One time package of training with the understanding that reentering case management is ALWAYS encouraged if needed.





# OVES LVER

---

- Local Veteran Employment Representative (LVER) is the 'Capacity Builder' -- provides employment relations activity with employers within the WDA
- Responsible for facilitating employment, training, and placement services furnished to Veterans in state service delivery systems
- Integral member of local Business Services Teams (BST) to assist team in developing jobs and building relationships with local employers.



# OVERLAP (cont.)

---

- Conducts workshops, business symposiums, and specialized services for individual employers' needs.
- Works with DVOPs to determine the best approach to skill market Veterans to employers.
- One-on-one advocate/liaison for the Veteran to employers.



# Role of LVER

Integral part of the Business Services Team: Promote the skills and value of Veteran hires

Conduct outreach to employers to assist Veterans in gaining employment

Coordinate seminars and workshops for employers to highlight the benefits of hiring Veterans

Facilitate Veteran employment and training services



# OVES by the Numbers: Jun 2021-Jun 2022

DVOP Services	Count of Services
327: IEP Review	2998
206: Job Referral/Placement Assistance	1727
231: Referral to Employer	1462
368: Job Development	1011
305: Case Management	771
361: Resume Development for Individual with Barriers	771
301: Comprehensive Individualized or Specialized Assessment	737
309: IEP Initial Development	714
255: Development of a job search plan	672
134: Referral for a supportive service to community programs/services	627
371: Career Planning	545
140: Referral to Department of Veterans Affairs (VA) Services	517
304: Career Guidance	514
367: Mock Interview	260
133: Referral to other WIOA program (services other than training)	51
229: Job search workshop	47
141: Referral to Training	43
130: Referral to Federal Training (WIOA Title I, TAA, Adult Education, Vocational Rehab, Job Corps)	24

LVER Services to Employers	Count of Services
Candidate Screening & Referral	245
Contact Employer-Continuing	601
Contact Employer-Initial	485
Employer Consultation	348
Employment Services to/for Veterans	2356
Job Development Services	97
Job Fair Participation (General)	94
Job Fair Participation (Sector/Targeted)	23
Placement	316
Veterans - Outreach	236
Workforce Incentives	328

- Services to Veterans: **3,800+**
- Case Managed Veterans: **771**
- Homeless Veterans: **183**
- HVRP Program Veterans: **145**
- Employer partnerships: **1,694 (LVER)**
- **Veteran Hires: 804** (*Reported by Veterans*)





# Questions?

---

## **Michele Carter**

Administrator, Division of Employment & Training  
Wisconsin Department of Workforce Development  
Office: 608-267-7196 / Cell: 262-527-6015  
[Michele.Carter1@dwd.wisconsin.gov](mailto:Michele.Carter1@dwd.wisconsin.gov)

## **Al Garcia**

Regional Supervisor, Office of Veteran Employment Services  
Wisconsin Department of Workforce Development  
Office: 262-956-6905 / Cell: 262-771-4620  
[Alfonzo.garcia@dwd.wisconsin.gov](mailto:Alfonzo.garcia@dwd.wisconsin.gov)



# Veterans and Service Members in Education

Joe Rasmussen

Director, University Veteran Services

University of Wisconsin – Madison

[Joe.rasmussen@wisc.edu](mailto:Joe.rasmussen@wisc.edu)

608-890-3656

[www.veterans.wisc.edu](http://www.veterans.wisc.edu)

# Student Veteran Demographics

## Student Veterans in UW Schools

- Average age 26, 6 years older than peers
- Begin College **7 years after HS & Enroll less than 6 months after separating from AD**
- 2.5 times more likely to be 1<sup>st</sup> Generation & 3.5 times more likely to have transfer credits
- Often rely on GI Bill programs to cover finances

## Student Veterans Report

- **Camaraderie and structure** were the 2 aspects missing from University
- Have **less than one** educator and **less than one fellow student** in their social support network
- Have a **lower sense of belonging**

# What's needed?

## VETWAYS Recommendations

**Leadership** on campuses that focus on support; School Certifying Officials (GI Bill processers) are not enough.

**Space** to foster network and community building.

**Training** for Staff and faculty on veteran and military student life.

## Commission Recommendation

### Military Strategic Implementation Team


[https://www.ohiohighered.org/ohio\\_values\\_veterans/msit](https://www.ohiohighered.org/ohio_values_veterans/msit)

Positioned within **state level** systems that support **students & veterans**.

Collaboration on current topics such as transfer credit, state benefits, Nat. Guard activations.

- <https://www.ohiohighered.org/veterans>
- <https://vetways.wceruw.org/publications/>





Military Education  
and experience in  
the Civilian  
Workspace

# The Understanding Gap

- Inability of employers to understand skills gained in the military and how it applies to business
- New veterans do not speak “civilian” and are not sure how to articulate skills that apply to the position/employers do not understand “military”
- Employers do not know the right questions to ask to draw out skills
- Veterans do not do a good job of selling themselves- everything was a team accomplishment
- Resulting in veterans not being hired for positions that are relevant to their level of skill/experience-Employers losing out on great candidates
- So much of what a veteran has to offer a company is experience and critical skills – Helicopter pilot to Production scheduler



## Entry into the civilian world

- Complete change of approach by veteran-transition coaching
- Expectations of the company/job by the veteran-advancement and training opportunities
- Level of responsibility diminished and leadership expectations-frustration by veteran may lead to voluntary termination
- Communications skills and expectations of teamwork
- Often employer views veteran as “having an attitude”
- No training of current managers/supervisors to help process
- A word about ADA accommodations- Garbage day?

# Assessment

- Understanding experiences in military will change the way a person operates every day
  - Rank Assumption Chart helps to understand veteran expectation
    - Much more effort to onboard and retain
    - Refocusing on skills that can be transferred vs “experience”
  - Using Military Occupational Specialty if relevant to position

# Enlisted

Service Ranks	Duties	Assumptions	Comparable Civilian Positions
<p style="text-align: center;"><u>E-3</u></p> 	<p>E-3 is awarded normally after 2 or three years in service. E-3 has typically mastered mid level skills in specialty. Can be trusted to carry out basic delegated duties, no responsibility for others (rarely) but responsible for self, personal equipment, and maybe some unit equipment.</p>	<p>Accountability for equipment and troubleshooting/problem solving skills are present. You may delegate some low level responsibilities with success. As a rule, veteran will ask for additional information in order to get very clear expectations. Veteran will strive to move into a team leader or first line supervisor. Will hold team members to a high standard.</p>	<p>General Labor, Machine Operator, entry level skilled position, begin to train for supervisory/team leader responsibilities</p>
<p style="text-align: center;"><u>E-4</u></p> 	<p>In some cases, the E-4 may be responsible for a squad, 4-12 individuals, serving as squad leader. The E-4 is technically proficient, handles basic delegated responsibilities, and takes orders from the E-5 supervisor. In some cases the E-4 will not be responsible for others, individual equipment and some unit equipment only. The E-4 will be groomed for the next level of responsibility. Serious leadership training begins at E-4.</p>	<p>Veteran will have some leadership capabilities (formal training) and will be interested in making decisions/suggestions that will have a positive impact on the process. Expect this veteran to ask questions and offer suggestions freely. May need clear goals and/or benchmarks in order to measure self and team success. Problem solver, able to find ways to accomplish goals through being creative and thinking outside the box. May very well become your "go to" person and has a high desire to succeed. May need fairly frequent feedback regarding performance at initial stages of employment.</p>	<p>Entry Level position with ability to take on more responsibility when trained. First line Supervisor/team leader</p>



## A Different Approach

- A brand new approach to the way you discuss the position to veterans
- Key to impacting the number of veterans who will stay
- Belief of experience that is listed
- Rethinking what makes a veteran successful in the position
- Describing the “skills needed” and how they apply
- Newer veterans vs veterans who have been in the workforce
- Use tracking to evaluate effectiveness-continual improvement
- Civilian licenses vs experience- example aviation or DOT



QUESTIONS?



# American Corporate Partners Helping Transition Veterans into the Workforce

Yarden Scaliter

I transitioned from the US Army in 2016. With this link <https://www.acp-usa.org/mentoring-program/program-overview> I was able to start piecing together opportunities in assisting me to become an active participant and networking professional in today's busy corporate landscape.

Below is an excerpt directly from the above link which provides a little perspective to what ACP does **(FOR FREE!!)**

ACP's free Mentoring Program connects post-9/11 veterans, active duty spouses and eligible military spouses (Protégés) with corporate professionals (Mentors) for customized mentorships. ACP assists veterans and eligible spouses on their path towards fulfilling, long-term careers, whether the veteran is job searching or newly employed.

Typical mentorship goals include:

- Résumé review and interview preparation
- Career exploration and understanding job opportunities
- Career advancement once a position is obtained
- Work-life balance
- Networking
- Small business development
- Leadership and professional communication



**QUESTIONS?**