

LEADING YOUR STATE IN SERVING VETERANS

Making the Transition to
Civilian Employment

NASWA 9/21/07

Jan Trunce

Goal: Partners Working Together



National Learning Center “Home of the National Veterans Training Institute”

- ◆ The mission To provide quality development, training, career guidance and support to our customers in their delivery of employment and transition services.

Guiding Principles

We “strongly” believe the following set of principles enable us to carry out this mission:

- ◆ Partnering closely with our customers in the development of training to meet their goals. I suggest moving this to the top of the list.
- ◆ Working together and pooling our strengths in a collaborative environment.
- ◆ Conducting our business ethically with integrity and confidentiality.

Guiding Principles

- ◆ Having a work and training environment that treats everyone with respect, dignity and courtesy.
- ◆ Providing service to our customers in a timely, effective and efficient manner.
- ◆ Fostering a challenging, supportive and enjoyable work and training environment.

Other Training

- ◆ Transition Assistance Program
- ◆ Orientation to Veteran Services
- ◆ Managing Case Management
- ◆ Advanced Case Management
- ◆ Case Management Overview
- ◆ Serving Veterans with Disabilities and Job Development
- ◆ Job Coaching for Offender Population

Additional Training

- ◆ On-line Courses
- ◆ Training Federal VETS staff
- ◆ DOD classes

*“Caring Enough to
Make a Difference”*

The image features a solid teal background. In the bottom right corner, there is a silhouette of a mountain range, rendered in a slightly darker shade of teal. The text is centered in the upper half of the image.

VETS VISION:

Public Law 107-288 impact changes:

- Role of the LVER staff
- Role of the DVOP specialists
- Integration of the LVER staff and DVOP specialists into the One Stop Career Centers
- Incentives awards for service to veterans
- Requirement of weighted measures for intensive services
- Priority of Service for veterans in all Department of Labor funded employment and training programs

MAIN FOCUS OF PROGRAM

LVER/DVOP Staff are
dedicated to

SERVING VETERAN
CUSTOMERS

LES Competencies

- ◆ Have knowledge and understanding of LVER/DVOP Grant agreement
- ◆ Understanding of how customer service is improved by a greater knowledge of diversity and sensitivity issues
- ◆ Knowledge and ability to give the customer guidance to explore occupations and make informed decisions using a variety of techniques

LES Competencies

- ◆ Knowledge of basic job search skills
- ◆ Knowledge and skills of how to do research using automation
- ◆ Knowledge and skill on how to effectively assist job seekers in obtaining and retaining a meaningful job

DVOP Utilization

Chapter 41 – Section 4103 A

- Full or part-time disabled veterans' outreach program specialists
- Intensive services
- Priority of service:
 - A. Special disabled veterans
 - B. Other disabled veterans
 - C. Other eligible veterans

Case Management Competencies

- ◆ Knowledge and skills to conduct an assessment interview
- ◆ Knowledge on how to develop and maintain a network of services and support
- ◆ Knowledge and skills on the creation and implementation of an IDP
- ◆ Knowledge and skill to track progress

Case Management Competencies

- ◆ Knowledge and skill how to foster and promote good employer relations
- ◆ Knowledge of the disabilities common among recently separated veterans
- ◆ Knowledge of bringing cases to closure

Case Management Process

Conduct an assessment interview

Note taking

Identify Barriers to Employment

Note taking

Goal Setting

Create an IDP/Note taking

Track and monitor an IDP

Modify IDP/Note taking

Bring cases to closure

Note taking

LVER Utilization

Chapter 41 Section 4104 (b)

(1) Conduct outreach to employers in the area to assist veterans in gaining employment, including conducting seminars for employers and, in conjunction with employers, conducting job search workshops and establishing job search groups;

and

(2) Facilitate employment, training and placement services furnished to veterans.

PPE Competencies

- ◆ Knowledge and skill of overall Labor market and how to gather information of value to workforce centers
- ◆ Knowledge and skill of facilitation of standard presentation of the veterans' law to agencies and one stop partners
- ◆ Knowledge of their role of the LVER as outlined in the law and in relation to partners and resources

PPE Competencies

- ◆ Knowledge and skill of facilitation/promoting of veterans' programs and one-stop programs to employers
- ◆ Knowledge and skill of establishing and maintaining relationships in the business community.

PR PROCESS 4 PHASES

1- Research

2 - Goal Statements

3 - Strategy Development

4 - Evaluation



Future of DVOP and LVER Grant Program

- ◆ NEED FOR DISTINCTION
- ◆ SPECIALIZATION OF ROLES
- ◆ OTHER STAFF RESPONSIBLE FOR SERVICES TO VETERANS

LIIVS COMPETENCIES

- Understand and have knowledge of Title 38 U.S.C. chapters 41 & 42 requirements, specifically the statutory roles of the DVOP specialists and LVER Staff
- Understand the training competencies DVOP specialists and LVER staff receive at NVTI and how these competencies crosswalk back to their duties & responsibilities.
- Knowledge and understanding of the importance of integrating staff within the One-Stop Delivery system.

LIIVS COMPETENCIES

- Knowledge and understanding of priority of service in DOL funded programs.
- Knowledge and understanding of program indicators and measurements, how to review and take action for overall program success.
- Understand the manager/leaders role in evaluating employee behavior and strategies that lead to increased productivity.