

ADA Compliant Transcript
WIOA: Implementing Change
October 20-23, 2015

Title Slide

Serving Ohio's Veterans and Universal Customers
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From the Office of Workforce Development

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Session Overview

- Discuss the Role of Wagner-Peyser in the WIOA workforce development system
- Identify areas of common ground with Career Services and Performance under local WIOA Adult and Dislocated Worker programs and Wagner-Peyser
- Discuss opportunities for integration and collaboration
- Overview Veterans Priority of Service
- Review Veteran Questionnaire (JFS 01863)
- Call to Action

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WIOA and Wagner-Peyser

- USDOL aligns the Wagner-Peyser definitions of labor exchange services with those described under WIOA.
- Same language, same goals, same objectives – let's do it together!

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Past vs. Future

- State-run programs* consumed time of CSRs
- Duplication of effort
- Silo approach to service delivery in some areas of the state
- Redesign of state-run programs* that balance DOL requirements with local re-employment activities
- Alignment
- Collaboration

State-run programs include: Reemployment Services and Eligibility Assessment (RESEA), Unemployment Compensation Reemployment Services (UCRS), Trade, Special Initiatives

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Career Services

- Common Ground between Wagner-Peyser and WIOA Adult and Dislocated Worker services
- Law separates career services into 2 categories: basic career services and individualized
- Wagner-Peyser offers career services in both categories

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- Benefits to WP/A/DW Collaboration
- Less duplication
- Co-enrollment between programs
- A/DW Suitability feedback during Wagner-Peyser services
- Team approach to serving customers – one team, one goal
- Better utilization of resources and staff areas of interest / expertise

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Keep in mind...

- Opportunities for collaboration/integration will vary based on staffing levels, local mix of services, and local policy-related issues.
- Open communication is key – starts with management.
- Just because “it has always been done that way” doesn’t mean it needs to continue!
- Wagner-Peyser staff will be fully engaged in helping customers get back to work in a variety of ways – the best way is to do it together!

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Time to think differently! What about...

- Job Club / Boot Camp
- Job Placement Activities
- Customer Triage at point of first time visit
- Utilizing CSRs for mock interviews – face-to-face or by phone
- Lots of other possibilities!!!!

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Job Club / Boot Camp consists of

- Structured multi-day job readiness class intended for those jobseekers who are serious about getting a job
- Mandatory attendance
- Mock interviews at the end
- Customer leaves with a resume, clear idea of skill set, and direction for job search, and has completed an acceptable mock interview
- Receives a certificate of completion
- WP staff records attendance, progress, and active participation
- Refers appropriate candidates to partners for possible enrollment

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Job Club / Boot Camp – Benefits

- Can screen out candidates who were not demonstrating readiness for employment (poor attendance, bad attitude, unwilling to participate in required activities)
- Successful completers demonstrate likelihood for obtaining employment
- Co-enroll in WIOA A and/or DW if eligible for direct placement activities, OJT, or training

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Mock Interviews

- Utilize CSRs and/or Workforce Specialists in Mock Interviews for job ready customers
- Could be in-person or by phone
- Candidates could be referred directly from partners or from the job placement team if candidates are not getting hired from interviews – feedback from the mock interview would be provided
- This could be ways to utilize CSRs who are in smaller counties – phone interviews are challenging and increasing in popularity.

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Job Placement Activities

- Utilize OhioMeansJobs.com for matching job seekers with job openings
- Collaborate with partners
- Share job leads
- Discuss placement challenges and share information that could assist
- Become knowledgeable about opportunities for OJT, Ohio Learn to Earn, and funding for training if an employer is requiring it for placement
- Follow up on job referrals and record placements in OWCMS

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Examples of WP Activities include

- Use OhioMeansJobs.com to run job matches – matching job seekers to employers
- Prepare customers to be job ready to include resume assistance, mock interviews and interview skill enhancement
- Provide assistance to the universal customer in the Resource Room – remember that our Veterans are “VIP” universal customers
- Conduct workshops, job clubs, and boot camps as needed
- Participate in job fairs
- Assist customers with House Bill 2 requirements

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Wagner-Peyser Performance Measures

1. Employment 2nd Quarter After Exit – Percentage of participants in unsubsidized employment - 55%
2. Employment 4th Quarter After Exit – Percentage of participants in unsubsidized employment - 82.5%
3. Median Earnings – Participant earnings who are in unsubsidized employment after 2nd quarter - \$18,000

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Where We Are

Chart of Ohio's regions and list of regional managers

- 1 -- Jeremy Knisely/Laura Kohlhorst-Jones
- 2 -- S. Moné Givner/Dan Koncos
- 3 -- William Moore/Jeff Yaist
- 4 -- Jonathan Tyma/Amy Stollar
- 5 -- Matt Owens/Kathy Maybriar
- 6 -- John McClure/Holly Endicott
- 7 -- Ron Middleton/Jarod Newport

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OMJ Center Role in POS

OhioMeansJobs Centers will establish business processes to ensure that veterans and eligible spouses are identified at the “Point of Entry”

And are informed of:

1. Their entitlement to Priority of Service;
2. The full array of employment, training and placement services available under Priority of Service; and
3. Any applicable eligibility requirements for those programs and/or services.

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Business Services Units

- Coordinating the employer outreach and job development activities undertaken by business service units with the responsibilities of the Account Executive staff
- Flagging of Federal job opportunities, in order to guide veterans to these listings
- Use of Veteran-Only electronic employment resources
- Identifying employers who are interested in hiring veterans
- Inviting employers to workshops that promote the benefits of hiring veterans
- Working with the industry sectors that include occupations that crosswalk well to military training, education and experience
- Promoting job fairs for veterans and eligible spouses

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Assessing your OMJ Center

- At the point of entry, it is neither necessary nor appropriate to require verification of the status of a veteran or eligible spouse
- If the individual self-identifies as a veteran or eligible spouse at the OMJ Center, that individual should be provided immediate priority in the delivery of employment and training services
- When a veteran or eligible spouse undergoes eligibility determination for enrollment (e.g. in WIOA Adult programs), it is appropriate to initiate verification of veteran status

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Remember

- The OMJ Center has the responsibility to establish a process for providing Priority of Service
- Revisions of forms, sign-in sheets and other means to identify veterans and eligible spouses may be necessary
- Signage is a required element in ensuring veterans identify themselves
- Staff should be trained to ask about veteran status at intake
- If an individual self-identifies as a veteran or eligible spouse at the OMJ Center, the individual should be provided immediate priority

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Staff Training Could Include:

- Understanding the definitions and needs of veterans and eligible spouses
- Knowing the requirements of Priority of Service
- Obtaining DD-214 forms or other verifications of service time
- Data and tools specific to servicing veterans, to evaluate military experience and credentials against civilian occupations
- Definitions of Significant Barriers to Employment (SBE)
- Other services available to veterans and eligible spouses throughout the community

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What We Do

- Implementation of Priority of Service by the State Workforce Agency, local WDBs, and OMJ Centers for all employment and training services
- Guidance for local areas on strategic planning and required areas for policy and service delivery changes
- Integration of DVOP Specialists and Workforce Specialists , both as sources of information on POS, as well as specialized service providers for those veterans who qualify to receive their services
- Monitor and report the implementation of POS to veterans in OhioMeansJobs Centers

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What We Do continued

DVOP Specialists provide employment services, including:

- Comprehensive assessment of education, skills, and abilities
- Assistance with civilian licensing/certification for skills developed while in military service
- Employability development plan to identify goals, interim objectives, and appropriate supportive services to overcome barriers
- Short-term pre-vocational services that may include the development of interviewing, personal maintenance skills, and professional conduct

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What We Do continued

OMJ Center staff refer to a DVOP specialist those veterans and eligible spouses who possess a significant barrier to employment:

- Special disabled/disabled veteran
- Homeless
- Recently separated service member
- An offender
- Lacking a high school education
- Low income
- Veterans aged 18-24
- Transitional service members in need of IS
- Members of Armed Forces who are wounded, injured or ill
- Spouses/family caregivers of wounded, injured or ill

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Where We Are Headed Under WIOA

- Priority of service requirement for veterans and eligible spouses continue under WIOA
- DOL continues to implement recent refocus of the Jobs for Veterans State Grants (JVSG) program
- WIOA has several provisions which help support veteran-related services
- Expands National Dislocated Worker Grants eligibility to areas that have higher than average demand for services from dislocated members of Armed Forces and other eligible individuals
- Includes spouses of certain active duty members of Armed Forces in the definition of dislocated workers and displaced homemakers eligible for assistance under the Dislocated Worker formula program

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Where We Are Headed Under WIOA

For More Information or Training:

1-888-296-7541, option 5

OhioVetsFirst@jfs.ohio.gov

VeteranBusinessSupport@jfs.ohio.gov

www.jfs.ohio.gov/veterans
Image of the Owen icon in fatigues

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Next Steps

- Call your Regional Coordinator and Veterans Program Manager when you are ready to discuss how we can work together
- Be creative
- Keep the goal in mind – we are all in the business of helping people find employment
- We are stronger together