



Serving Ohio's Veterans and Universal Customers

**Holly Endicott, Kathy Maybriar, Mone' Givner
Dan Koncos and John McClure**

Office of Workforce Development

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

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!

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: Reemployment Services and Eligibility Assessment (RESEA), Unemployment Compensation Reemployment Services (UCRS), Trade, Special Initiatives

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

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

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!

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!!!!

Job Club / Boot Camp

- 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

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

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.

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

Examples of WP Activities

- 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

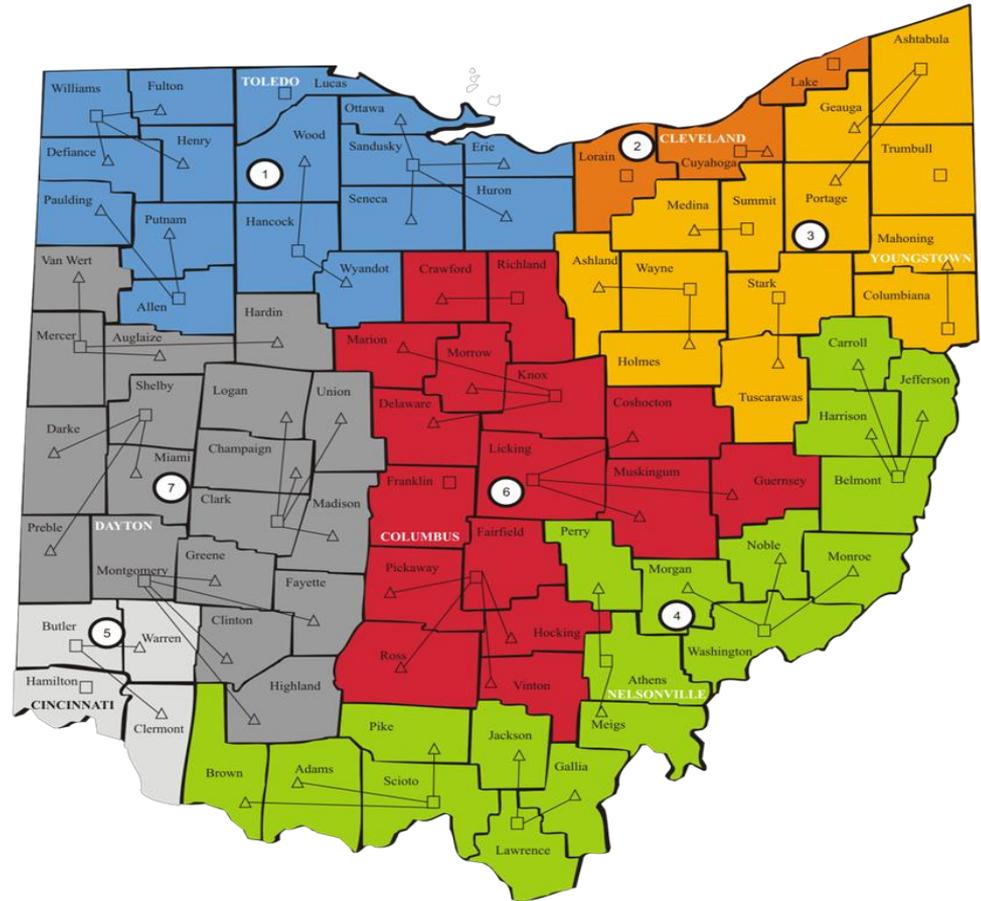
Wagner-Peyser Performance Measures

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

Where We Are

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



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.

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

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

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

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

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

What We Do

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

What We Do

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

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

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



Serving the Employment Needs of Ohio's Veterans

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