**DEPARTMENT OF WORKFORCE SERVICES**
Veteran Employment Services
July 2012

## PURPOSE

Veteran Employment Services assist Utah employers by meeting their workforce needs through the employment and retention of qualified veterans. This is accomplished through the following:

- Development of employer and community partnerships to promote hiring veterans
- Provision of job preparation services
- Provision of job search and job matching services
- Provision of intensive (case management) services
- Following up with employers and newly hired veterans to assist with retention

## CUSTOMERS SERVED

Utah employers and job-seeking veterans and their spouses

## PROGRAM DETAILS

By law, every department employee has a responsibility to provide priority service to veteran job seekers and their spouses. In addition, we have specialized Employment Counselors (Veterans Representatives, or Vet Reps) who work specifically with veterans in communities around the state to promote hiring veterans.

- Most veteran job seekers do not need specialized assistance and are assisted by Connection Team members (non-Vet Reps).
- Our Disabled Veterans Outreach Program specialists (DVOPs), the majority of our Vet Reps, work with veteran job seekers that require more intensive job preparation services or otherwise may have barriers that would limit their employment opportunities.
- Our Local Veteran Employment Representatives (LVERs) work within the department to promote hiring veterans and to promote job development with employers.

We currently have 17.5 FTE Vet Reps located throughout the state, 10 of which are half-time. These 10 Vet Reps are full-time DWS employees, who devote half of their time to working with non-veteran customers.

## PROGRAM EMPLOYMENT MEASURES

Performance goals are negotiated annually with DOL/VETS relate to the Entered Employment Rate, the Employment Retention Rate and the Average Earnings for veterans placed into employment by the department. These performance goals are established for the veteran population as a whole as well as for the disabled-veteran job seekers.

Performance goals for our Vet Reps are the same as those for the department as a whole. Additionally, there are specific goals established for each Vet Rep particular to their areas of responsibility, as well as for non-Vet Rep caseworkers.

## CASELOAD INFORMATION

For the report period ending September 2010 (most reporting measures are on a 15–18 months cycle), we provided over 28,000 episodes of service to veterans. An *episode* is one event of service provision. A veteran may receive numerous services. Overall, 3,537 episodes were provided by our Vet Reps, or about 13 percent of all services provided.

## FUTURE IMPACTS

We anticipate a growing number of service members entering the civilian workforce. About 10–12 percent of returning service men and women will require employment assistance to obtain employment upon their return. Partnerships between recruiting employers and other veteran organizations are needed to ensure that each veteran that requires employment services is assisted.

## PROGRAMS WE OFFER

**ACE:** Accelerated Credentialing to Employment Program: The ACE program assists service men and women by crosswalking their military training and work experience to comparable civilian employment. We support veterans and their families who are pursuing educational or vocational training to first complete their schooling and second obtain and retain employment. Assistance will come in the following forms:

- Workshops and career counseling
- Collaboration between Utah's Higher Education Institutions and the Utah Department of Workforce Services (DWS)
- Assistance with temporary employment while in school
- Identification of existing knowledge, skills and abilities
- Connectivity to Utah's licensing and certification agencies

**VRAP:** The Veterans Retraining Assistance Program (VRAP) offers up to 12 months of training assistance to unemployed Veterans. DWS will promote, educate and connect Utah Veterans to the VRAP program in cooperation with the Department of Veteran Affairs (VA) and the Department of Labor (DOL). Participants may receive up to 12 months of assistance equal to the monthly full-time payment rate under the Montgomery GI Bill–Active Duty program (currently $1,473 per month).

**UTAH PATRIOT PARTNERSHIP:** A program that encourages Utah businesses to hire Veterans as a first choice. Many businesses have come to recognize how Veterans possess the degree of training, education, motivation and character that will prove vital to Utah's economic future. To date, over 200 businesses have signed up.