



Overview of Veterans Employment Services at **Minnesota WorkForce Centers**





Veteran Employment Representatives (It takes two)

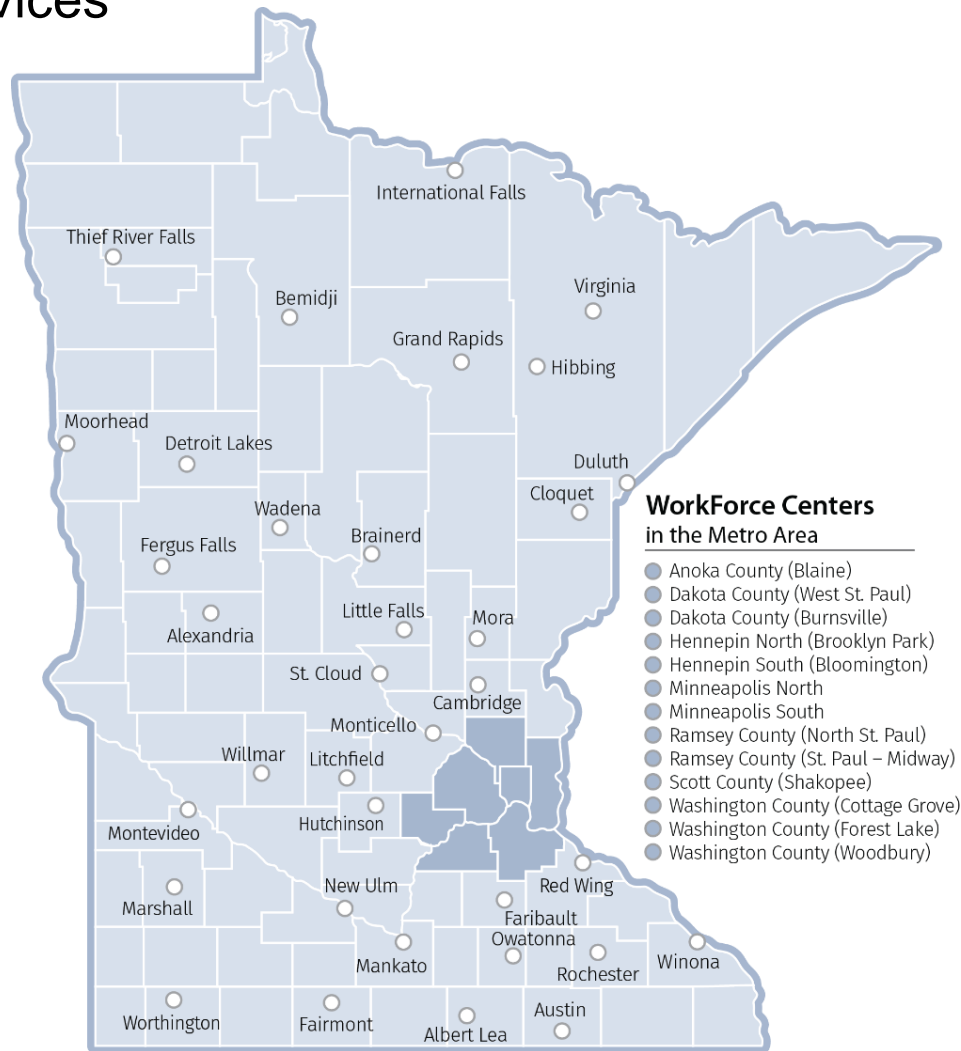
Disabled Veteran Outreach Program (DVOP) Specialists – Provides one-on-one intensive services to veterans with **Significant Barriers to Employment (SBE)**. Services may include job seeking assistance (resume prep, interviewing techniques, online job search, etc...), training opportunities, or referral to other agencies or services as needed in order to meet the needs of the veteran. **Northeastern MN has 2 DVOPs (Duluth/Cloquet –Ben Vanderscheuren, Iron Range – Jane Kerntz)**

Local Veterans Employment Representatives (LVER) – Conducts outreach to **area businesses** in order to assist veterans in gaining employment. Focus is to build long-term relationships with businesses to promote employment opportunities for qualified veterans. Part of this includes screening applicants/resumes for employers. **Northeastern MN has 1 LVERs (Tim Trumbull)**



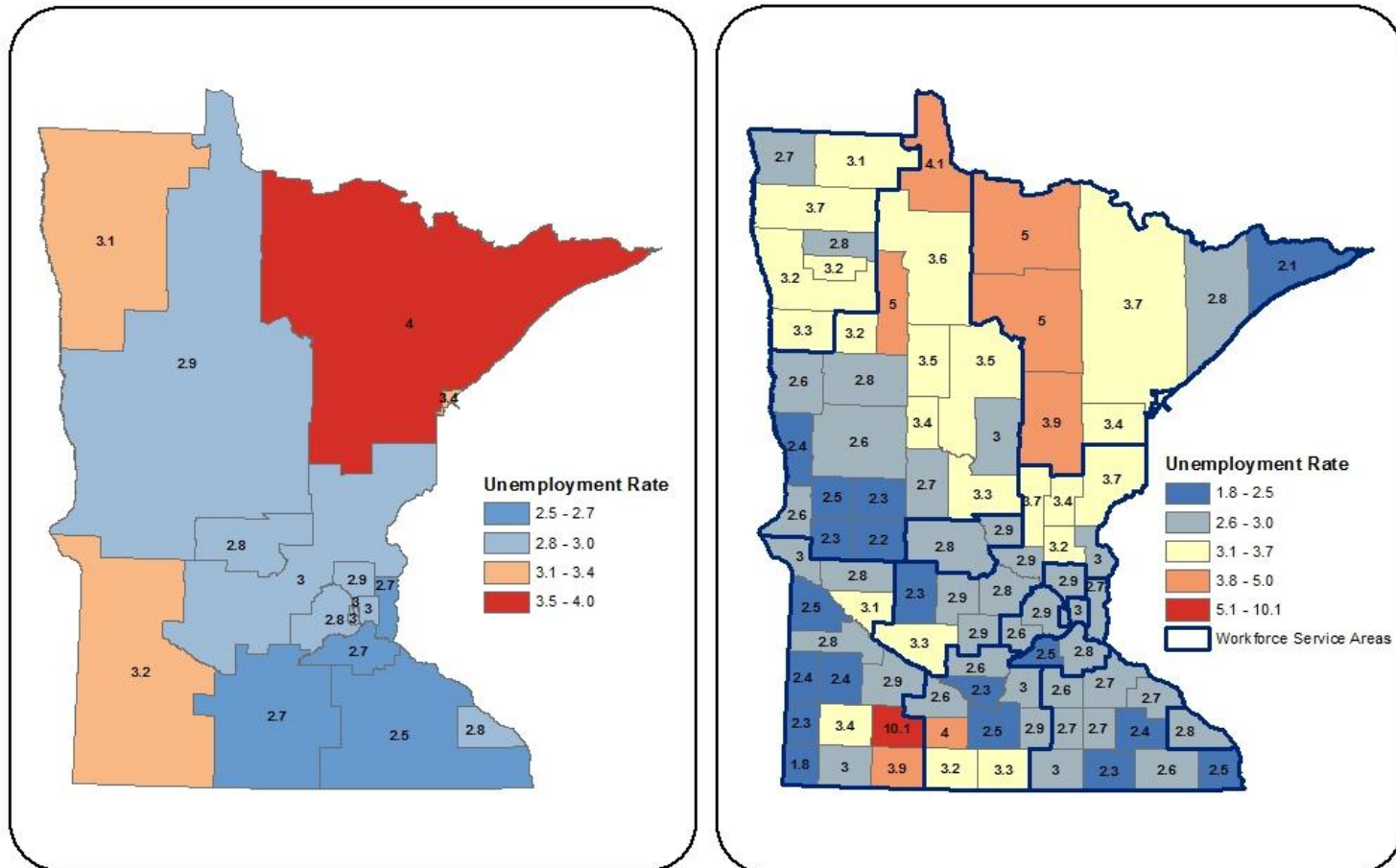
Minnesota WorkForce Centers

Nearly 50 WorkForce Centers (WFCs) across MN, offering direct services as well as vendors or partners to deliver services



Minnesota WorkForce Centers Current Statistics

Unemployment Rates in Workforce Service Areas and Counties, Sep 2017
State of Minnesota = 2.9% (not seasonally adjusted)



Source: MN DEED, LAUS
Prepared by DEED (ABR)
Oct 24, 2017

The Labor Shortage

Recently, employers reported a total of 97,600 vacancies, and suggests that the labor market remains tight as baby boomers are starting to retire and job growth continues at a moderate pace.

Statewide, **there were .9 unemployed people for each vacancy**. This means the state is basically at full employment.



Why Hire Veterans?

Veterans are trained in a culture that promotes soft-skills

1. Leadership
2. Teamwork
3. Diversity and inclusion in action
4. Efficient performance under pressure
5. Respect for procedures
6. Advanced team-building skills
7. Strong organizational commitment
8. Cross-cultural experience
9. An accelerated learning curve
10. High-levels of integrity and resiliency



Barriers to Veteran Recruitment & Retention

- **Translating military skills and occupations to civilian terms so that both the veterans and prospective employers may better understand what each is seeking. (Certifications, licenses)**
- **Transition from regimented military life to civilian life where everyone does not share the same methods, philosophies, work ethic, etc. with regard to daily interactions in the workplace.**
- **Differences in benefits provided in the private sector versus the public sector**
- **Overcoming veteran misconceptions and stereotypes...fear of the unknown such as disabilities/PTSD**
- **Salary Range, location of company, mission of organization, PT versus FT**
- **Small company that does not have the resources to establish a veteran's recruiting program; time required to establish programs given the competing demands of our time.**
- **Niche market and many Vets do not have the skills we need**
- **Organization employs a high percentage of women and not many apply.**



Business & Organizational Strategies to Overcome Barriers

Be proactive and not reactive



- 1 million Military Members will be separating over the next 4-5 years
- Think about how to word your job postings to be inclusive rather than exclusive.
- If you are using an automated talent management solution, think about not excluding applicants just because they do not have a degree.
- **Example:**
- **QUALIFICATIONS:** Bachelor's degree or extensive experience in lieu of a degree with demonstrated competence required.

Business & Organizational Strategies to Overcome Barriers

Focus on traits not just on skills

(What do your leaders of tomorrow look like)



Skills Most Enhanced By Military Experience

- ✓ Teamwork
- ✓ Striving for Results/ Execution
- ✓ Planning and Organizing
- ✓ Analysis and Problem Solving
- ✓ Leading Teams
- ✓ Communication Skills
- ✓ Coaching and Developing Subordinates

Where do Veterans Outperform Others

- ✓ Team Orientation
- ✓ Work Ethic
- ✓ Reliability
- ✓ Assertiveness
- ✓ Goal Orientation/Ambition
- ✓ Resilience
- ✓ Selflessness
- ✓ Openness to other cultures/races
- ✓ Creativity/innovation
- ✓ Flexibility

Advantages/Disadvantages that Veterans bring to Organizations

At 24 Years of Age, our Vet, on average:

- Has moved from home, family and friends
- Has resided in two other states
- Has traveled the world (deployed) (67%)
- Has been promoted four times
- Has bought a car
- Has married and had children (55.2%) or has had a relationship
- Has had financial problems and overcome them
- Leads dozens of Soldiers and been Led
- Operates and Maintains millions of dollars worth of equipment and technology as if their lives depended upon it
- Has received extensive Technical, Safety, and Leadership Training
- Knows what “mission first -- people always” means
- Has lived a set of values in challenging situations





Advantages/Disadvantages that Veterans bring to Organizations

- Decreased Cost to Hire
- Decreased Hiring Cycle Time
- Decreased Time to Competency
- Increased New Hire Engagement
- Improved Workforce Productivity
- Decreased First Year New Hire Attrition
- Increased Leadership Skills



Advantages/Disadvantages that Veterans bring to Organizations

New Hires (especially Veterans) Want . . .


- To know **what is expected of them** from the start
- The **materials, equipment, and skills** to do their work right
- The **opportunity** to do what they do best everyday
- To receive **recognition** or praise
- To feel that **their Leader cares** about them as a person
- The **Encouragement** to develop
- To feel they are **part of the solution**
- To understand and live the **vision & mission**
- To see and hear that others are engaged and **focus on quality**
- To feel they have a **friend at work**
- To be **aligned with their leader**
- To feel they can **learn and grow**

Partnership Opportunities

How can we work together?

- Your **Disabled Veteran Outreach Program Specialist (DVOP)** and **Local Veterans Employment Representative (LVER)** can be a resource for unemployed or underemployed Veterans in your communities
- Your local WorkForce center can offer a wide variety of services for job-seeking Veterans (resume assistance, creative job-search classes, mock interviewing)
- Referral of Veterans to area CVSO's, MACV, DAV, Lutheran Social Services, ASC and other organizations able to assist Veterans
- Extended networking with Veterans organizations (Armories, Beyond the Yellow Ribbon, County Veteran Service Officers, Legions, etc...), emailing job openings to potential job-seeking Veterans “not on the radar” (currently employed, etc...)





Hiring Incentives and Tax Credits

Work Opportunity Tax Credit (WOTC)

Apprenticeships and OJT (on the job training)

- The **WOTC** tax credit; allows employers to reduce their federal tax liability by up to \$9,600 per new hire
- **OJT** (on the job training); training employee(s) while performing a job and earning wages (between 6 months – 2 years)
- **Apprenticeships**; formal training that includes OJT along with related technical instruction (between 2-5 years) may be GI Bill eligible

Questions?

