

ACVETEO - ADVISORY COMMITTEE ON VETERANS' EMPLOYMENT,
TRAINING AND EMPLOYER OUTREACH

U.S. DEPARTMENT OF LABOR
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SUMMARY MINUTES

THE ADVISORY COMMITTEE ON
VETERANS' EMPLOYMENT, TRAINING, AND
EMPLOYER OUTREACH (ACVETEO)

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WELCOME AND REMARKS

Ms. Mika Cross, Designated Federal Official, called the meeting to order at 9:20 a.m. and reviewed the day's agenda, which would consist of subcommittee presentations of Fiscal Year 2016 proposed recommendations, followed by a public comment period and lunch break, then a full committee discussion to consolidate and FY16 recommendations.

Assistant Secretary Michael Michaud made opening remarks and discussed his recent work with the National Governors Association regarding their certification and licensing work, as well as the progress of veterans.gov, and the release of the free Transition Assistance Assistance Kindle e-book.

ADMINISTRATIVE BUSINESS

Ms. Cross informed the committee that an e-book had also been made available for the Department of Labor Employment Workshop, and invited committee members to send applications for remaining Stand Down funding. The committee approved the minutes from the last ACVETEO meeting.

TRANSITION AND TRAINING SUBCOMMITTEE BRIEFING AND

DISCUSSION ON FISCAL YEAR 2016 RECOMMENDATIONS

Mr. Mark Toal, National Veterans' Employment Manager, Department of Labor, presented the subcommittee's first

recommendation: a continuation in 2017 of the curriculum review of DOL's Employment Workshop program with external stakeholders, this time with more stakeholders to provide feedback.

Dr. Nancy Glowacki strongly recommended the addition of the Women's Bureau to the list of potential contributing stakeholders. Following discussion of outreach methods, **Mr. Toal** committed to work with Tim Winter to create a timeline and list of potential stakeholders to review with the Committee. **Chairman Gallucci** and **Mr. Curtis Coy**, Deputy Under Secretary for Economic Opportunity, Veterans Benefits Administration, Department of Veterans Affairs, discussed the utility of incorporating other federal agencies and offices.

Mr. Toal moved on to Recommendation Two, which centered on the creation of a curriculum review with outside stakeholder for the technical training of transitioning servicemembers. Discussion followed of the scope of the Committee's influence and the best means by which to move the recommendation forward. Ms. Ann Conyers clarified that the methodology would be standardized, and stakeholders would be selected based on subject matter content due to security concerns.

Mr. Toal presented the third recommendation, the development and implementation of a mobile app for the Transition Assistance Program (TAP). Discussion followed of the varying preferences of potential users, and the importance of

making mobile-friendly web pages as well as the app in order to maximize availability. **Ms. Cross** discussed the potential for interactivity in a mobile application.

Mr. Toal moved on to the fourth recommendation, which focused on the challenges of helping small businesses understand the state workforce resources and training funding available to them. **Ms. Nichole Coleman**, Service Officer, Vietnam Veterans of America, discussed the disconnect between state and federal programs and the challenges of directing small businesses to appropriate resources.

Discussion followed of potential agencies and offices with training dollars available for collaboration, and the primacy of state workforce boards. Mr. Timothy Green identified the Employment and Training Administration as a point of connection to Workforce development boards. **Mr. Steven Parker**, Director of Education and Workforce, National Governors Association, discussed his work with state workforce board chairs and the potential to link up untapped resources and consistently report job markets through a standardized online portal.

BARRIERS TO EMPLOYMENT SUBCOMMITTEE BRIEFING AND
DISCUSSION ON FISCAL YEAR 2016 RECOMMENDATIONS

Ms. Joylin Kirk, GII Senior Director of Mission Services, Goodwill Industries International, presented the

Committee's recommendations, the first of which asks for the expansion of the definition of Title 38, which governs all federal homelessness programs, to include those fleeing domestic violence in the definition of homelessness.

Discussion followed of the impact of this change, as well as the particular programs where the change had been made prior to the change in the U.S. Code and strategies and verbiage to pursue the amendment of Title 38.

Ms. Kirk introduced the second recommendation, which asks that the Department of Labor take action to add active duty military spouses to its priority service populations. She cited the IBMF report of military spouses' unemployment as high as 18%, as well as a recent Blue Star Families report on the social costs of unemployment for military spouses.

Discussions followed of potential avenues for adopting the recommendation. While no statutory explanation allows military spouses to be served through DVOPs, the Department of Labor is able to identify SBE populations and change their internal policy. Further discussion followed of what stakeholders might be better placed to implement their priority service, as well as the importance of better communicating the resources already available. **Patrick Dennis** committed to provide communication materials specific to the definition of

military spouses under the category of displaced or dislocated workers.

Ms. Kirk continued to the third recommendation: that DOL VETS require American Job Centers to collaborate with community service providers to create a list of resources available to veterans, military spouses, and caregivers; and that AJCs provide this list when non-employment-related barriers are identified during the initial assessment.

Discussion followed of WIOA's focus on interagency collaboration and alignment, and the importance of creating effective pathways that eliminate the possibility of knocking on the wrong door, as well as the ideal verbiage for the recommendation.

Ms. Kirk presented the subcommittee's last recommendation: that DOL VETS research effective practices across American Job Centers. She connected this process to her work at Goodwill, where she described two levels of good practices: those emerging that show promise and those that have been definitively found to be effective.

REVIEW OF MOBILE AND ONLINE RESOURCES

Ms. Cross presented existing web resources to the Committee to provide context for discussions of new portals and mobile applications. Following her presentation of the dol.gov/vets, veterans.gov, and Employment Workshop curriculum

guide e-book, she invited the Committee to tinker with the applications and sites.

DIRECT SERVICES SUBCOMMITTEE BRIEFING AND DISCUSSION
ON FISCAL YEAR 2016 RECOMMENDATIONS

Ms. Pam Gerassimides, Assistant Executive Director, National Labor Exchange, National Association of State Workforce Agencies, presented the Direct Services subcommittee's recommendations, the first of which is the pursuit of staff skills training for non-JVSG-funded workforce systems surrounding the unique recruiting, hiring, and pension issues facing veteran customers receiving priority of service.

Discussions followed of the training resources currently available, the importance of messaging to customers, and the significance of retention in discussions of effective employment.

Ms. Gerassimides presented the subcommittee's second recommendation, which centers on creating consistent messaging resources for the employer community.

Discussion followed of the work that had already been done in collaboration with OFCCP and others on reporting employment progress, the importance of flexible goals, and the utility of focusing on education rather than creating mandatory benchmarks. **Ms. Tracy St. Benoit**, Senior Researcher, University of Central Florida, recommended that the committee contact the

National Defense Industry Association and other national industry conferences to better access the employer community.

Ms. Gerassimides introduced the third recommendation, collecting and highlighting best practices while improving communications between VSOs and state workforce agencies; and the fourth, creating a mechanism for state staff to share employer messaging and exploring options to best disseminate Labor programs and services between the veteran community and VSOs and other community stakeholders.

Chairman Gallucci discussed the challenge that Labor's lack of funding toward dissemination poses to Veteran Service Organizations, who often find out about potential tools and promising pilots after they are concluded. Further discussion followed of the importance of adequate notice when requesting information from stakeholders, and messaging methods to keep the broader community informed, and the challenges of identifying appropriate subject matter experts to invite to events.

Ms. Cross highlighted the utility of VETS' existing newsletter. **Ms. Conyers** emphasized the importance of having conversations about best practices across government and private sector groups. **Dr. Quarles** suggested the improvement of messaging regarding clinical practices for veterans with disabilities.

Discussion of subcommittee concerns outside of specific recommendations followed, such as the possibility of making over-55 veterans and veterans who have been incarcerated or have behavioral issues SBE populations. **Mr. Dennis** discussed the distinctions in services available to other-than-honorable discharges as related to priority of service. **Ms. Gerassimides** raised the population of veterans disabled after service, who do not qualify as disabled veterans.

DISCUSSION OF FISCAL YEAR 2016 REPORT DEADLINES

Ms. Cross explained that subcommittees should meet at least once within the next 30 days, to prepare to finalize recommendations in late October. **Mr. Timothy Green** elaborated that by submitting recommendations to the Secretary of Labor before they were brought to Congress, the Committee would enable the Secretary to understand the recommendations fully before being asked questions by Congressional representatives.

PUBLIC COMMENT

Mr. Ron Drach, National Organization on Disability, presented two resources to the Committee: an NOD-funded resource document on wounded warriors, and the NOD's disability employment tracker.

Mr. Joe Wynn, Vietnam Veterans of America, discussed the challenges facing veterans at American Job Centers, who may not receive full access to the resources available in their

protected groups because of incomplete assessments. He emphasized the importance of improving job center resources.

Mr. Steve Gonzalez, Policy Advisor to the Chairman of the House Budget Committee, asked what work had been done to pare down duplicative grants and programs to better consolidate and shift resources. Discussion followed of work to discuss naming conventions and duplication of effort through interagency collaboration, the need to identify and implement best practices for employment outreach between LVERs, and the importance of training employees to help customers find the resources available to them through other avenues than those currently being explored.

SUBCOMMITTEE DISCUSSION AND ASSIGNMENTS

Chairman Gallucci invited the committee to discuss and clarify recommendations from the morning's briefings, as well as any ideas for 2017 recommendations.

The committee discussed the possibility of moving the warm handoff discussion to the Transition and Training subcommittee, but decided to keep the recommendation under Barriers to Employment.

They moved on to discuss the challenges of surveying veterans on the efficacy of transitioning services, as surveys require OMB approval and are difficult to alter after being contracted out. **Ms. Conyers** emphasized the importance of

outcomes and metrics when creating surveys. **Mr. Toal** noted the progress made in the Employment Workshop's participant assessment, feedback from which Ms. Conyers committed to submit to the committee.

Dr. Quarles and **Chairman Gallucci** discussed the challenges of creating a survey format that encourages engagement without overwhelming participants. The committee agreed to table the discussion of survey development until 2017 pending more information.

The committee discussed the possibility of rearranging subcommittee recommendations. Because the recommendations would be submitted by ACVETEO as a whole, it was largely agreed that recommendations should continue to be polished by the subcommittees where they were identified.

Expanding curriculum review to the career and technical training track was set aside as a 2017 recommendation.

Discussion followed of the importance of creating a TAP app to use when needed, even if it may ultimately be deleted to make space after the veteran no longer has a need. Ms. Cross and **Mr. Justin Ward** discussed the TAP app created by military.com, which provides veterans with checklists, timelines, and articles relevant to their work, but was created without input from the TAP program. **Mr. Ward** highlighted the

utility of creating an app with a location utility, which the military.com TAP app does not include.

Further discussion followed of the existing career one-stop app, and the utility of potential TAP app functions to employers as well as job-seeking veterans. Ms. Kirk raised the idea of a transition tool that would start during a servicemember's military career to identify what training would be necessary to transition skills into the civilian workforce.

The committee discussed the importance of clarifying to military spouses and caretakers what resources for employment are available to them, and the importance of providing this information before transition.

Mr. Timothy Green clarified that WIOA is developing performance measures for business services teams, which includes LVERs. Data regarding this process should be available by the end of the year.

Chairman Gallucci invited suggestions from the Committee on potential recommendations for 2017.

Ms. Gerassimides and **Mr. Toal** discussed increasing the number of jobs available through the workforce system by educating employers as to how to utilize the National Labor Exchange and other resources. **Ms. Gerassimides** emphasized strengthening and centralizing self-service resources for veteran job-seekers.

Discussion followed of the importance of centralizing resources for employers and job-seekers to create a single focal point and avoid confusion, and the challenges of inconsistent naming conventions among American Job Centers.

The Committee agreed that stakeholder review of the VA curriculum, transition GPS, and performance metrics discussions, would be briefly addressed in the year's recommendations as "Future Items."

The Committee discussed upcoming meeting dates. **Ms. Cross** discussed a possible 2-day end of year meeting to include tours of HVRP grantees and job centers. The Committee discussed potential speakers for the December and January meetings.

Dr. Glowacki discussed the briefings she could provide at the December meeting, as well as her Bureau of Labor Statistics briefing for the January meeting. **Ms. Gerassimides** offered to provide a briefing on the National Labor Exchange.

The committee discussed the broader perspective that could be attained if, rather than scheduling a large tour for the full Committee in January or December, members tour local job centers and report back to the Committee.

ADJOURNMENT

Chairman Gallucci adjourned the meeting at 3:10 p.m.