Washington Defense Partnership Meeting

WEDNESDAY, NOVEMBER 20, 2013

ROBIN BAKER
TRANSITION SERVICES MANAGER, JBLM
Today’s Agenda

- Problem Statement
- Efforts leading up to the Governor’s Executive Order 13-1
- Washington State Military Transition Council (WSMTC)
- Vision, Mission & Goals of WSMTC
- What does the WSMTC Look Like?
- WSMTC Roles & Responsibilities
- Transition Track Workgroups & Where we want to go
- Asks of Tacoma-Pierce County Chamber
What’s the Problem?

LOTS OF SERVICE MEMBERS RETURNING TO CIVILIAN LIFE:

- 13,000 service members per year projected to make WA State their permanent residence
- 8,500 per year from Joint Base Lewis-McChord through 2016
  - 750 +/- per month – JBLM ACAP
  - 30-40% of transitioning Service members from JBLM stay in WA
- Many service members transition without a plan
  - Washington State is consistently one of the highest in the nation for service members receiving employment immediately after leaving active duty
What’s the Problem?

CHANNELING THE “SEA OF GOODWILL” TO SUSTAIN THE “GROUNDSWELL OF SUPPORT”:

- Today, unlike any generation in history, citizens across the country are supportive in word and deed of the American Active Duty, Reserve, and National Guard Soldier, Sailor, Airman, Marine, and Coast Guardsman.

- Our nation is so full of support for our Service members, it is difficult to illustrate all the organizations and individuals trying to do their part to support our veterans.

- Admiral Michael Mullen, the Chairman of the Joint Chiefs of Staff, calls this a “Sea of Goodwill” of American support. He notes, “The challenge...is how do you connect that sea of goodwill to the need?”

* Copeland, John W & Sutherland, David W. “The Sea of Goodwill, Matching the Donor to the Need.” Office of the Chairman of the Joint Chiefs of Staff.
How We Got Here?

- VOW To Hire Heroes Act of 2011 (PL 112-56)
  - HB 1432 (WA State)
- Department of the Army Execution Order (054-12)
  - Governor’s Executive Order 13-1
### HB 1432 (WA State)

<table>
<thead>
<tr>
<th>Overall Intent...</th>
<th>What it does...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allowed private employers to exercise a veterans’ preference in employment</td>
<td>Allows local employers to offer veteran’s preference when hiring</td>
</tr>
<tr>
<td></td>
<td>Washington was the first State to allow / encourage private employers to advertise and hire based on veterans’ preference</td>
</tr>
<tr>
<td></td>
<td>Employment Security Department – Go2WorkSource website now allows employers to specifically search for veterans in their job-seeker pool</td>
</tr>
</tbody>
</table>
The Veterans Opportunity to Work (VOW) to Hire Heroes Act of 2011, provides seamless transition for service members, expands education and training opportunities for veterans, and provides tax credits for employers who hire veterans with service-connected disabilities.

- Made Transition Assistance Program mandatory
- Made it easier to translate military skills and training into civilian licenses and certifications
- Provided unemployed veterans of past wars with an extra year of GI Bill benefits to help them qualify for high demand jobs
- Allows service members to begin the federal employment process prior to separation
- Provided tax credits / incentives for hiring veterans
What’s New - Transition Assistance

Previous Requirements
Service Members attend the Pre-separation Briefing no later than 90 days prior to separation

Voluntary Services
- Dept of Labor Workshop
- VA Benefits briefing

Requirements as of Nov 12
- Mandatory transition counseling and planning NLT 12 months prior to separation (Implemented NOV 12)
- Individual Transition Plan (Implemented NOV 12)
- Enhanced Dept of Labor Workshop (Implemented JAN 13)
- Improved VA Benefits Briefing (Implemented DEC 12)
- Mandatory Financial Planning Seminar to include 12 month budget (Implemented DEC 12)
- Capstone Event (Annotated on the new DD Form 2958) monitoring career readiness standards (Implemented APR 13)
- Additional Track Specific Required Training:
  - 2 Day Boots To Business for Small Business Track (Implemented MAR 13)
  - 2 Day Education and Career Technical Training Track Modules (Implemented OCT 13)

* Transition integrated into the entire lifecycle of service
Overall Intent...

- Senior Commander will conduct quarterly transition services councils with supported and supporting stakeholders.
- Quarterly meetings are designed to synchronize and coordinate transition services, resources and compliance at the local level.

What it Tracks...

- Each transition center will track service member compliance both in attendance and timeliness standards.
- Unit support and client satisfaction will be measured through survey tools.
- Effectiveness will be measured through the correlation of unemployment compensation and transition participation.

Army Execution Order 054-12
The Transition Process is Complex!

- **Service Members (SMs) must navigate four tracks without checklists or other tools** to request support from Track partners at State, County, or Local levels.

- **Because a technology solution does not exist**, track partners do not have the ability to schedule, manage, and track their support of SMs.

- **Performance and outcomes across jurisdictions are not captured today.** This failure leads to channel conflict, higher costs, delays, and frustration for all parties.
Governor’s Executive Order 13-1

**Overall Intent...**

- Help rebuild Washington’s economy and return to full employment
- Help veterans and their families effectively navigate the transition to civilian life.
- Set the expectation that the state will lead this effort and serve as a model employer

**What it Does...**

- Establishes the target that 5% of all procurement contracts will be awarded to vet-owned businesses
- Formalizes state participation in the Military Transition Council
- Requires cabinet agencies to establish plans to recruit, retain, and support veterans AND share data to measure results
Ensure that separating service members transition seamlessly into civilian employment, training, and business opportunities.

Create a sustainable cross-jurisdictional, ‘linked systems’ approach in Washington State that can be replicated across the nation.
2013 – 2014 Mission

WHAT WE WANT TO ACCOMPLISH:

Washington State achieves the lowest veteran unemployment rates and most competitive earning wages in the United States.
2013 – 2014 Goals

HOW WE THINK WE CAN GET THERE:

- Shift “success” metrics from measuring outputs to measuring outcomes.

- Identify and correct obstacles in policy and processes that currently do not support seamless transition.

- Identify cost saving measures within proposed solutions, and enhance state and federal support, resources, and capability.
2013 – 2014 Tasks to Accomplish Our Goals

• Integrate networks and partnerships between state and federal agencies, community partners, and WA State businesses.

• Every transitioning service member develops and completes a meaningful transition plan.

• Every transitioning service member experiences a seamless hand-off from their transition assistance program to a civilian partner organization or partner agency.

• Mitigate transitional stress for service members and their families by effectively preparing them for transition through raised awareness of community services while increasing the overall ability of the family to access such services.

• Support Guard/Reserves in a lifecycle support model – based on “interruptions” rather than transition - to reduce unemployment and underemployment.
What The Council Looks Like

WASHINGTON STATE MILITARY TRANSITION COUNCIL

Executive Council
- Federal Partners (outlined in VOW & Army Execution Order)
- State Partners (outlined in Executive Order 13-1)
- Community Partners (identified for invitation via Executive Council)

Strategic Planning Committee
(consists of co-chairs of the workgroups)

Legislative Committee
(consists of Gov’s policy office rep, State Legislative rep from Vet/Mil cmte, Federal delegation rep, DoD rep)

- Standard Employment Workgroup
- Education/Workforce Development Workgroup
- Career/Technical Training Workgroup
- Small Business/Entrepreneurship Workgroup
- Installation Transition Managers
- Federal Congressional Delegation Staff
- State Legislative Delegation Staff

These groups are made up of public, private, non-profit sector community partners. These workgroups are open to anyone who wants to participate in ensuring a seamless transition process.

These groups are included for communication purposes, to be kept in the loop for support.
### Employment:

<table>
<thead>
<tr>
<th>Name</th>
<th>Department</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>RJ Naugle</td>
<td>Direct Technology</td>
<td><a href="mailto:rnaugle@directtechnology.com">rnaugle@directtechnology.com</a></td>
</tr>
<tr>
<td>Linda Nguyen</td>
<td>WorkForce Central</td>
<td><a href="mailto:lnguyen@workforce-central.com">lnguyen@workforce-central.com</a></td>
</tr>
</tbody>
</table>

### Education:

<table>
<thead>
<tr>
<th>Name</th>
<th>Institution</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sabrina Jones</td>
<td>CMEWS</td>
<td><a href="mailto:sabrinajones@cityu.edu">sabrinajones@cityu.edu</a></td>
</tr>
<tr>
<td>Amelia Campbell</td>
<td>National Guard</td>
<td><a href="mailto:amelia.campbell.mil@mail.mil">amelia.campbell.mil@mail.mil</a></td>
</tr>
</tbody>
</table>

### CTC/Apprenticeship:

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patrick Martin</td>
<td>L&amp;I</td>
<td><a href="mailto:mapc235@lni.wa.gov">mapc235@lni.wa.gov</a></td>
</tr>
<tr>
<td>Todd Mitchell</td>
<td>Helmets to Hardhats</td>
<td><a href="mailto:toddm@dva.wa.gov">toddm@dva.wa.gov</a></td>
</tr>
</tbody>
</table>

### Small Business:

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cheryl Fambles</td>
<td>Pacific Mountain Workforce Development Council</td>
<td><a href="mailto:cheryl@pacmtn.org">cheryl@pacmtn.org</a></td>
</tr>
<tr>
<td>Lorin Smith</td>
<td>Small Business Administration</td>
<td><a href="mailto:Lorin.Smith@sba.gov">Lorin.Smith@sba.gov</a></td>
</tr>
</tbody>
</table>


Working Groups: Roles & Responsibilities

Four Transition Track Work Groups – Employment; Small Business/Entrepreneurship; Career Technical Training/Apprenticeship & Education

- Collaborate on developing and implementing strategies with measurable outcomes.

- Identify and share best practices and lessons learned.

- Identify and address obstacles to effective collaboration and leveraging of resources.

- Bring unresolved obstacles to the attention of the Executive Council for resolution.
Where We Want To Go!

“Building relationships and enhancing processes”

We want to create a “high-touch, high-tech” seamless transition process in WA State. To accomplish that, we need to:

- **Measure Success:** Implement a pilot program in WA that allows for use of a “high touch, high tech” solution that measures outcomes, not outputs, and allows for gap analysis.

- **Promote Seamless Data Integration:** IT and data integration across all jurisdictions with the service members’ needs at the center of the flow of information.

- **Demonstrate a Warm Hand-off:** Manage the “Sea of Goodwill” into a referral network that creates proper hand-off to the civilian sector and maximizes the “tidal wave” of resources available for each service member.

- **Encourage Joint Services Best Practices:** Promote working with other military installations and branches of service in Washington State to identify best practices and opportunities for support.
Questions/Comments?

Lourdes E. Alvarado-Ramos
Director
WDVA
Alfie@dva.wa.gov
Office 360-725-2157

Mary Forbes
Assistant Director
WDVA
MaryF@dva.wa.gov
Office 360-725-2220
Cell 253-359-5294

Robin J. Baker
Transition Services Manager
JBLM
Robin.Baker@us.army.mil
253-967-1808

www.dva.wa.gov