

WORKFORCE DEVELOPMENT DIVISION
Workforce Policy and Service Delivery Branch
Technical Assistance Bulletin 154

Program: **Employment Service**

Subject: **Tools for Improving Services to Veterans**

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This Technical Assistance (TA) Bulletin provides Local Workforce Development Boards (Boards) with information on available tools for improving the provision of services to veterans and veteran spouses, specifically:

- the Key to Career Success campaign, instituted by the U.S. Department of Labor (DOL) to connect veterans with high-quality career planning, training, and job search resources available at Texas Workforce Centers, as well as resources for translating job assignments identified by the Military Occupational Specialty and other military coding systems into civilian equivalents;
- military service records that can assist veterans and Texas Workforce Center staff in preparing a resume and filling out college or civilian vocational training applications; and
- the American Council on Education's *Guide to the Evaluation of Educational Experiences in the Armed Services*, the standard reference work for recognizing learning acquired in military life.

It is critical that veterans include complete and thorough information on their WorkInTexas.com application in order to be effectively presented to employers who are searching for job candidates. Employers may not be cognizant of military occupations or the skills veterans have developed while in the military. Specifying the knowledge, skills, and abilities of veterans and translating their military job assignments to civilian occupations are very beneficial in securing employment.

As workforce professionals who review applications, resumes, and job skills of veterans, Texas Workforce Center staff has the opportunity to provide both quality control and mentoring functions to veterans, as appropriate.

It is important that Texas Workforce Center staff:

- is aware of the many resources available to assist veterans or veteran spouses; and
- assists veterans in recognizing the importance of including complete and thorough information on their WorkInTexas.com applications.

Key to Career Success Campaign

Veterans are valuable and needed members of the Texas workforce system. DOL wants to ensure that current and former military personnel have access to the career tools necessary to find good jobs with good wages and career pathways.

The Key to Career Success campaign is designed to connect veterans with high-quality employment and training services at Texas Workforce Centers in communities throughout Texas. Key to Career Success services are available to:

- any U.S. military personnel transitioning to civilian life;
- specified National Guard and Reserve personnel; and
- other veterans looking for job search assistance.

Military personnel may receive a Key to Career Success Card near the end of their service obligation:

- by attending a Transition Assistance Program class or military branch pre-separation session in the United States or abroad, where Key to Career Success Cards are distributed to:
 - transitioning military personnel;
 - demobilizing military reserve and national guardsmen and women; and
 - recently separated veterans; or
- by calling the DOL toll-free help line at 1-877-US2-JOBS (TTY: 1-877-889-5627).

Additional information on the Key to Career Success campaign can be found at <http://www.doleta.gov/usworkforce/veterans/key.cfm>.

The DOL-sponsored CareerOneStop Web site at <http://www.careeronestop.org/militarytransition> is a leading source for assisting veterans and Texas Workforce Center staff in identifying experience, knowledge, skills, and abilities. The Key to Career Success section of the Web site includes pages devoted to:

- service members;
- military spouses;
- businesses; and
- workforce professionals.

The *Explore Careers* page includes links to:

- a Skills Profiler;
- the Military to Civilian Occupation Translator;
- the Army and Navy's Credentialing Opportunities Online tool;
- the Workforce Credentials Information Center;
- DOL's Registered Apprenticeship Web site; and
- a location finder that identifies state and local resources for veterans and spouses.

Links to the following Web sites are also available, each of which may help recently discharged veterans accomplish career goals.

- Transition Assistance Online (<http://www.taonline.com>)
- U.S. Department of Defense (DOD) (<http://www.defenselink.mil>)
- Military OneSource (<http://www.militaryonesource.com>)

Military Service Records

Military service records are stored at the National Archives and Records Administration (NARA) and can assist veterans and Texas Workforce Center staff in preparing a resume and filling out college or civilian vocational training applications.

The Verification of Military Experience and Training (VMET) (DD-2586) lists military job experience and training history. Veterans can request a DD-2586 by logging on to the VMET system on DOD's Web site at <https://www.dmdc.osd.mil/appj/vmet/index.jsp>.

A Report of Separation (DD Form 214) contains information needed to verify military service, including:

- the date and place of entry into and release from active duty;
- last duty assignment and rank;
- military job specialty; and
- military education.

Service members are issued pages one and four of the eight-page DD Form 214 at the time of discharge. These two pages include general information about a service member's military service, while the other six pages include more detailed information.

The NARA Web site at <http://www.archives.gov/veterans/military-service-records/get-service-records.html> includes information on requesting DD Form 214. Veterans can request DD Form 214 electronically through the eVetRecs system at <http://www.archives.gov/veterans/evetrecs/index.html>. Texas Workforce Center staff can request military service information by mailing a Standard Form 180 (SF-180).

Guide to the Evaluation of Educational Experiences in the Armed Services

Since 1994, the American Council on Education (ACE) has made the *Guide to the Evaluation of Educational Experiences in the Armed Services* (Military Guide Online) available to the public at <http://www.militaryguides.acenet.edu>. This service has been developed in coordination with various accreditation programs for higher education and provides:

- a meaningful and accepted method of documenting skills and levels of accomplishment in learning acquired in the military; and
- accreditation of military work performed to equivalent college credits for purposes of degree attainment and certification.

The Military Guide Online provides:

- information on how to obtain transfer or award credits;
- a ***Search Courses*** link that will assist veterans in identifying courses and occupations evaluated by ACE;
- answers to a list of ***Frequently Asked Questions***; and
- a ***Help*** feature.

Please distribute this information to appropriate staff. Direct inquiries regarding this TA Bulletin to the assigned contract manager for your local workforce development area.