



CONFERENCE
AGENDA

FRONT LINE: WORKING WITH VETERANS
Capacity Building Conference
for Workforce Professionals

www.FrontLineConference.org



FRONT LINE: WORKING WITH VETERANS

CONFERENCE AGENDA

Frontline: Working with Veterans Conference *A Capacity Building Conference for Workforce Professionals*

Long Beach Convention Center
Wednesday, May 15, 2013

Hosted By:

- City of Los Angeles Workforce Investment Board
- Foothill Workforce Investment Board
- Los Angeles County Workforce Investment Board
- Pacific Gateway Workforce Investment Board
- South Bay Workforce Investment Board
- Southeast Los Angeles County Workforce Investment Board
- State of California Employment Development Department
- Verdugo Workforce Investment Board





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Conference Mission

This Conference expands the capacity of WorkSource staff to better understand military culture and military jobs, to gain additional insights into some of their unique needs, and ultimately, to do a better job in connecting veterans with job training and employment opportunities in their communities.

Hats off to our sponsors and partners!!!



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USC School
of Social Work

USC Center for Innovation and Research on
Veterans and Military Families



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Frontline: Working with Veterans Conference *A Capacity Building Conference for Workforce Professionals*

Conference Agenda

8:30 **CONTINENTAL BREAKFAST**

9:00 **Atten-shun!!!**

Seaside Ballroom

Flag Ceremony and Pledge of Allegiance

Welcome and Speaker Introduction

Michael Dolphin, Division Chief
Los Angeles-Ventura Workforce Services Division
Employment Development Department

Opening Remarks

Dennis Petrie, Deputy Director, Workforce Services Branch
Employment Development Department

9:30 **THE VOICE OF THE VETERAN**

Seaside Ballroom

Moderator

Margaret Thomas, USC School of Social Work
Center for Innovation and Research on Veterans and Military Families

Panelists

Stephen Cleare, Founder/President, TAP 2.0
Blas Villalobos, Program Administrator, U.S. Vets
Joseph Adams, Veterans Recruitment Initiative
Los Angeles County Metropolitan Transit Authority

A panel of recent veterans will discuss their own varied experiences in making the transition to civilian life, what they consider to be unique needs of veterans, and approaches and information that many veterans might find most useful. Panelists will also talk about where and how to connect with veterans, as well as outreach challenges.

10:15 **STAND DOWN** (*Refreshment Break*)

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10:35 – 11:20 **FRONT AND CENTER** (*Concurrent Workshops/ Drill 01*)

Understanding Military Culture and Transition to Civilian Life

Seaside 1

Moderator: Yolanda Castro, Interim Executive Director, SELACO WIB

Elizabeth Heger, LMFT, NCC

Executive Director, The Soldiers Project

For staff not familiar with all aspects of military life, understanding the culture and environment that has been SOP for veterans is very important. This workshop provides an overview of military culture including an in-depth review of the issues faced by our service members. Gain insights into what you might experience with a returning veteran who is re-integrating into a civilian lifestyle as well as obstacles he or she may face. The session will also include ways you can support service members and resources that might be helpful.

Key Resources for Veterans

Seaside 2

Moderator: Jan Vogel, Executive Director, South Bay WIB

Nancy L. Montgomery, Associate Dean; Health, Wellness & Veterans' Services, Cerritos College

Jim Hanson, Director, U.S. VETS, Long Beach Center

The new Post-9/11 GI Bill covering Operation Enduring Freedom (OEF) and Operation Iraqi Freedom (OIF) offers enhanced educational provisions, and has resulted in increases in college attendance among returning veterans. Two thirds of these California veterans are served by a community college. Become more familiar with these GI Benefits and other services being provided on campus. You will also learn about resources for homeless and women veterans, mental health assistance, and other reentry supports for combat veterans offered through the largest U.S. VETS Center located in Long Beach.

Job Readiness for Veterans: Useful Tips for Veterans in Helping Them Conduct Successful Job Searches

Seaside 3

Moderator: David Gonzalez, Executive Director, Pacific Gateway WIB

Stephen Cleare, Founder/ President, TAP 2.0

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This workshop will help you sharpen your skill set in helping veterans successfully maneuver the job market, including resume preparation, interviews and job searches.

Translating Military Work Skills & Experiences into Civilian Jobs

Seaside 4

Moderator: David Eder, Acting Executive Director, City of Los Angeles WIB

Ted Wadsworth, Senior Director of Strategic Development
Monster Government Solutions
Representative, U.S. Army, Soldier For Life

With one million veterans transitioning out of the military over the next five years, the potential they add to the economy is unmatched. All sizes of businesses, as well as federal, state and local governments, can benefit from this extraordinary talent pool. Learn how to help translate military skills and experiences to better connect veterans with employers who need these talented men and women as part of their workforce.

Los Angeles County Veteran Resources

Seaside 5

Moderator: Victoria Minetta, City of Los Angeles WIB

Stephanie Stone, Chief Deputy Director
Los Angeles County Department of Military and Veterans Affairs

Sometimes we overlook what's right in our own backyard! This workshop will cover the services and facilities offered by Los Angeles County's Department of Military and Veterans Affairs. Hear more about available employment, health care, education & housing resources, and the county's vision for refashioning Patriotic Hall as a one stop resource center for veterans and their families.

A Primer on PTS and PTSD

Seaside 7

Moderator: Richard Verches, Executive Director, Los Angeles County WIB

Dr. Kimberly Finney, Associate Professor, USC Social Work

Posttraumatic stress disorder (PTSD) is an anxiety disorder with characteristic symptoms that can develop after the direct experience of a traumatic stressor.

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Find out what PTSD is (and is not), signs that may indicate someone is experiencing PTS symptoms, what you can do to support and accommodate someone who has PTSD, and suggestions you can provide to employers in making reasonable accommodations.

11:30 – 12:15 **FRONT AND CENTER** (*Concurrent Workshops/ Drill 02*)

Understanding Military Culture and Transition to Civilian Life

Seaside 1

Moderator: Don Nakamoto, Executive Director, Verdugo WIB

Elizabeth Heger, LMFT, NCC
Executive Director, The Soldiers Project

For staff not familiar with all aspects of military life, understanding the culture and environment that has been SOP for veterans is very important. This workshop provides an overview of military culture including an in-depth review of the issues faced by our service members. Gain insights into what you might experience with a returning veteran who is re-integrating into a civilian lifestyle as well as obstacles he or she may face. The session will also include ways you can support service members and resources that might be helpful.

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Jim Hanson, Director, U.S. VETS, Long Beach Center

Key Resources for Veterans (continued)

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AGENDA***An Overview of Veterans Benefits and Entitlements****Seaside 3***Moderator:** Dianne Russell-Carter, Operations Manager, Foothill WIB**Sergeant Major (Retired) James Schickel**

Local Interagency Network Coordinator, (LINC) CalVet

Did you know that disabled veterans may qualify for a ten-point preference for both Federal Civil Service and for the State of California employment? There are also numerous resources available for a wide variety of VA-approved education and training programs including apprenticeship and on-the-job training, college degree and certificate programs, flight training, and even correspondence courses. Each program provides different benefits to different groups of individuals. Come get a detailed overview of both CalVet and Federal benefits and entitlements for veterans.

Translating Military Work Skills & Experiences into Civilian Jobs*Seaside 4***Moderator:** Adrian Lazaro, LVER, Employment Development Department**Adam Bode**, Business Services Representative,
Goodwill Veterans Employment Program**Antonio Buenrostro**, Civil Engineer, Alta Vista Solutions

Veterans re-entering the workforce or wanting to change jobs face a unique set of challenges to adjust to civilian situations, expectations, and demands. Their recent experiences may be very different from those of the average civilian candidate. This is what sets a veteran apart from other candidates in a good way, but it also can contribute to some unique challenges. This session will cover resources and tools in the booklet: *Heroes Get Hired- How to Use your Military Experience to Master the Interview*. Learn how to help veterans translate their experiences into assets on their resume and in the interview process.

Helping Our Heroes: Creating Pathways to Veterans Employment*Seaside 5***Moderator:** Jan Vogel, Executive Director, South Bay WIB**Lisa Anderson**, The Salvation Army Haven**Jessica Cheng**, MSW, Veterans First Program Supervisor, JVS Los Angeles

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Just as business leaders are integral to creating a robust veteran workforce, so are community-based organizations that work with veterans every day. Find out how CBO's have built partnerships and collaborations to ensure that veterans receive the effective, high-quality services, support and training they need to achieve financial stability.

A Primer on PTS and PTSD*Seaside 7*

Moderator: David Gonzalez, Executive Director, Pacific Gateway WIB

Dr. Kimberly Finney, Associate Professor, USC Social Work

Posttraumatic stress disorder (PTSD) is an anxiety disorder with characteristic symptoms that can develop after the direct experience of a traumatic stressor. Find out what PTSD is (and is not), signs that may indicate someone is experiencing PTS symptoms, what you can do to support and accommodate someone who has PTSD, and suggestions you can provide to employers in making reasonable accommodations.

12:20 – 1:35 (1220 – 1335 Hours) **CHOW HALL**

Seaside Ballroom

Luncheon with Employer PanelModerator

Richard Verches, Executive Director
Los Angeles County Workforce Investment Board

Panelists

Rod Wingfield, Director, Global Diversity and Inclusion
The Walt Disney Company
Elaine Murphy, Senior Talent Acquisition Specialist, Medtronic
Isabel Juarez, Human Resources Manager, Cintas
Amity Anderson, Recruiter, Wells Fargo

A cross section of employers will discuss their experiences in finding and hiring veterans, their reservations or reluctance in hiring, and what types of business services would help them open their doors even more widely to veterans.

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AGENDA**1:45 – 2:30 (1345 – 1430 Hours) JOINT TASK FORCE OPERATIONS**
Peer-to-Peer Sharing Sessions

These sessions will provide further opportunity to get new ideas and gain insights into making needed changes within your WorkSource Center to up your game in serving veterans.

Keeping the Dust Interval: Seeing the Road Ahead
Seaside 1

Gene Chu, Veterans Program Support, Los Angeles-Ventura Division,
Workforce Services Branch, EDD

Attendees to this session will be provided an opportunity to collaborate with a workforce team that has experience in navigating and connecting the influx of veterans to reliable and appropriate program resources. A Veterans Program Representative of the Employment Development Department will discuss and communicate the roles, techniques, exchanged ideas, and best practices that zero in on addressing our veterans' interrelated career goals.

Helping Veterans Overcome Their Barriers and Land a Job
Seaside 2

Tony Herrera, Program Manager, Veterans Employment Program
Metro North WorkSource Center/GSC

Lina Berrio, Program Director, Veterans Services,
Community Career Development

Linda Broughton, Return-to-Work Employment and Training Specialist,
Salvation Army Haven

Join several Workforce Development professionals working directly with veterans providing job placement and career counseling services as they hold a candid discussion on what's working and what's not. Find out what it really takes to help veterans overcome their barriers and actually find gainful employment.

What Works and What Doesn't When Working with Veterans
Seaside 4

Michael Wynn, Veterans Coordinator, City of Los Angeles

John Tyler, Veterans Specialist, JVS Los Angeles

Leena Berrio, Program Director, Community Career Development Inc.

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This session will discuss what works and what doesn't when working with veterans. Get clear examples and ideas of how to help veterans overcome obstacles and barriers and get employed.

Innovation and Research on Veterans and Military Families

Seaside 5

Margaret Thomas, Esq., USC School of Social Work,
Center for Innovation and Research on Veterans and Military Families

During this session, you will learn more about the upcoming LA Veteran Survey, as well as other ongoing research projects that relate to our work at USC. Also learn more about the Los Angeles Veterans Collaborative, comprised of community stakeholders and representatives from organizations serving veterans and military families in the LA area. The Veterans Collaborative discusses issues affecting veterans in the local community and helps coordinate the resolution of gaps in service and/or needed policy changes that they identify through Working Groups.

2:00 – 3:30 (1400 – 1530 Hours) **RESOURCE EXCHANGE (RX)**

Seaside Lobby

The Resource Exchange is a time to connect with veterans' serving organizations in greater Los Angeles that can assist you in helping veterans find and retain employment. Please refer to your **Resource Exchange Guide** for complete information on the participating organizations.

Refreshments will be available during the Resource Exchange starting at 2:30pm.

- * Cerritos College/ Veterans Resource Center
- * Employment Development Department
- * JVS Veterans First

- * New Directions
- * Patriots and Paws
- * People Assisting the Homeless (PATH)

- * Playa Vista Jobs/ Veterans Employment-Related Assistance Program (VEAP)
- * PUENTE Learning Center
- * Salvation Army Haven



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- * Sepulveda Ambulatory Care Center
- * The Soldier's Project
- * U.S. VETS
- * U.S. VETS Foundation

- * VA Medical Center
- * VA Readjustment Counseling Service
- * Veterans Administration
- * Volunteers of America- HVRP Veterans Program

3:45 (1545 Hours) KEY LEARNINGS AND NEXT STEPS *Seaside Ballroom*

Staff from individual WorkSource Centers will meet and discuss their learnings, as well as next steps for implementing what they have learned in their Centers. LVERS and DVOP staff will meet to discuss what they can do collectively to support ongoing capacity building of WorkSource staff in helping veterans find employment. Highlights will be shared in quick report outs.

4:30 (1630 Hours) Conference Adjourns





ACKNOWLEDGEMENTS

Special thanks to the following individuals and organizations who helped create the FRONTLINE Working with Veterans Conference.

Host Planning Committee

David Eder, Acting Executive Director, City of Los Angeles WIB

Richard Verches, Executive Director, Los Angeles County WIB

David Gonzalez, Executive Director, Pacific Gateway WIB

Yolanda Castro, Interim Executive Director, SELACO

Don Nakamoto, Executive Director, Verdugo WIB

Jan Vogel, Executive Director, South Bay WIB

Phillip Dunn, Executive Director, Foothill WIB

Michael Dolphin, Division Chief, Los Angeles-Ventura Workforce Services Division, Employment Development Department

Members of the Joint Veterans Task Force from the City and County of LA WIBs

Anthony Hassan & other participating faculty from the USC School of Social Work

Tony Herrera, Gene Chu and other Local Veterans Employment Representatives (LVER) and Disabled Veterans Outreach Program (DVOP) staff from EDD

Victoria Minetta, City of Los Angeles WIB, Michael Wynn, City of Los Angeles, and many other staff and volunteers from the participating WIBs

John D. Baker, Conference Coordinator, President, Strategies for the Future
Linda Rogaski, Consultant, Strategies for the Future

Celina Shands Gradijan, President/CEO, Full Capacity Marketing, Inc.

And special thanks to the City of Long Beach and the Long Beach Convention Center for providing the space at no cost.