

OUTREACH TO UNEMPLOYMENT INSURANCE EXHAUSTEES AND VETERANS

OLYMPIC WORKFORCE DEVELOPMENT COUNCIL

INTENTIONAL AND TIMELY OUTREACH TO VETERANS

WorkSource Kitsap County veterans' staff became aware that while veterans were waiting to have their unemployment claims processed (typically 4-6 weeks) they were not receiving any employment and training assistance, including the Unemployment Insurance Re-employment Orientation. Veterans were not made aware of WorkSource resources and services when they were discharged from military service.

WorkSource veterans' staff initiated focused outreach to veterans who had a separation date of more than one year previously and who were still drawing unemployment insurance benefits. The process began with over 500 letters mailed to veterans inviting them to attend a customized orientation for veterans. The orientation provided an overview of all the services available to job seekers at WorkSource Kitsap County. As the backlog of orientations to the long-term unemployed veterans diminished, efforts were refocused on providing orientations to recently separated veterans. WorkSource continues to send about 30 letters per month to recently separated veterans with attendance at the orientations averaging from 15 to 20 veterans per session.

Critical partners in this effort are the WorkSource Veterans' Representatives, Workforce Investment Act (WIA) service providers, and the WorkSource Business Services Team. Veterans' Representatives use their knowledge of the needs of veterans to develop outreach methods and provide orientations while the WIA service providers inform them of and provide job training assistance. The Business Services Team marketed the skills and qualifications of veterans to local employers.

WorkSource partners came up with a practical solution to a system problem without using additional resources. The outcome is helping an important part of our workforce integrate back into civilian employment after military service.

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