

1 **Veteran’s Workforce Outreach (74010)**
2

3 **Background**

4 The Texas Workforce Commission (TWC) procured the Veteran’s Workforce Outreach initiative
5 in 2018 for \$425,000 through a Request for Application (RFA) process.

6 The Veteran’s Workforce Outreach initiative supports the continued outreach and engagement of
7 hard-to-serve veterans who are not currently being served through the Workforce Solutions
8 Office system or through any other statewide initiatives in Texas to find and retain employment.

9 **Issue**

10 This initiative is to serve hard-to-serve veterans and address barriers to employment that require
11 more intensive case management services. Barriers being addressed by the case managers
12 include: 1) homelessness; 2) substance abuse; 3) physical, mental, or learning disabilities; 4)
13 post-traumatic stress disorder; 5) ex-offender status; or 6) recent discharge from military duty.
14 This initiative is currently operating in San Antonio, Houston, Dallas/Ft. Worth and El Paso.

15 Case managers work one-on-one with a participant to develop Individual Service Strategy Plans
16 (ISSP) that capture basic information such as education, work history, household income,
17 financial and housing needs, current environmental barriers to training and employment, skills
18 strengths and deficiencies, health needs, transportation means, and occupational preferences. The
19 case managers work closely with each participant to identify all barriers and needs and find
20 community resources or provide support services to address the individual needs. All participants
21 are being provided Basic Skills Upgrade Training (BSUT) that includes job readiness including
22 resume writing, interviewing techniques, job development, and computer skills.

23 Basic needs such as food, shelter, clothing, and medical needs are addressed immediately to
24 make certain that the veteran will be able to concentrate on other aspects of the employment
25 process. These basic needs are provided directly by the grantee or by other resources in the
26 community as the case managers review their network of providers. Other items like mental
27 health services, substance abuse counseling, physicals, legal services, and permanent housing if
28 needed are provided through resources available in each of the respective communities. Case
29 managers assist with resume writing, interviewing skills, and providing connections to
30 employers willing to interview veterans for positions they may have available.

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32 Over the last several years costs have increased causing performance targets to become
33 unachievable. In 2018, the grantee implemented the program with seven case managers,
34 however, due to turnover and cost increases, especially in the metro areas where they operate, the
35 amount to hire and retain qualified staff has increased. The salaries and number of case managers
36 were reduced to remain within budget with only five case managers currently. The cost of
37 support services increased, e.g., Commercial Driver’s License (CDL) fee has gone from \$500 to
38 \$1000.

1 The performance chart shows the decline in participants served due to the cost per participant
2 issue:

Deliverable	Target	2018	2019	2020 -to date
Outreach Target	521	N/A*	1052	711
Assessments Provided	469	444	421	292
Enrolled Participants	426	372	335	259
Basic Skills Upgrade Training	256	369	327	263
Support Services Provided	350	228	187	181
Woman Participants	42	N/A*	51	26
Obtained Employment	320	258	182	121
Expenditures		\$425,000	\$331,012	\$320,195

3 *Deliverable added in 2019

4 Performance began to decline in the last three years due to the increases in the cost per
5 participant. The current grant requires 426 participants to be enrolled, which is \$998 cost per
6 person. In 2018, the grantee exceeded the cost per at \$1142 and was only able to serve 372
7 participants, and the grantee was only able to enroll 335 participants in 2019. To meet current
8 performance, a funding increase of \$60,000 is requested with a slight decrease in target to 386.
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10 While working with the grantee, due to increases in staffing and service costs to participants,
11 they recommend the cost per participant be \$1,250 to align with inflation.
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13 **Decision Point**

14 Staff seeks approval for an additional WIOA funding of \$60,000 be added to the existing
15 Veteran’s Workforce Outreach grant for a new budget of \$485,000 for 2021 to enroll a total of
16 386 veterans in gaining and maintaining employment.