

**2020
REPORT ON THE
TRANSITION FROM
MILITARY SERVICE TO
EMPLOYMENT**

**TEXAS WORKFORCE
COMMISSION**

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House Bill 257 Introduction

House Bill (HB) 257, passed by the 85th Texas Legislature, Regular Session (2017), amended the Texas Labor Code, Chapter 302, Division of Workforce Development, Section 302.020, to require the Texas Workforce Commission (TWC), no later than September 1 of each year, to submit to the governor, lieutenant governor, speaker of the house of representatives, and chairs of the legislative committees with appropriate jurisdiction, a report that:

- identifies:
 - the five most common military occupational specialties of servicemembers who are transitioning from military service to employment;
 - the five occupations for which the most common military occupational specialties best offer transferable skills that meet the needs of employers; and
 - any industry-based certifications that align with the military occupational specialties identified; and
- includes any other data or other information identified by TWC in administering the College Credit for Heroes program as useful for supporting the transition of servicemembers and veterans into the occupations identified

This report was developed with information extracted from the Department of the Army Soldier for Life Transition Assistance Program Overview and supporting information derived from CEB TalentNeuron, which provides a comprehensive source of global talent analytics.

TVLP identified the top five transitioning military occupational specialties by matching across all branches of the military. The data was then cross-matched with CEB TalentNeuron data to derive corresponding Standard Occupational Codes (SOC) used in the civilian and private sectors to arrive at a comprehensive list of related certifications and occupations.

The Texas Workforce Commission's Commitment to Serving Veterans

Texas is home to over 1.7 million veterans. Each year, 22,000 to 28,000 military service members return to Texas or remain in Texas upon exiting the US Military. These numbers include Active Duty, Reserve, National Guard, and US Coast Guard transitioning service members.

Texas Workforce Commission and Community Partners

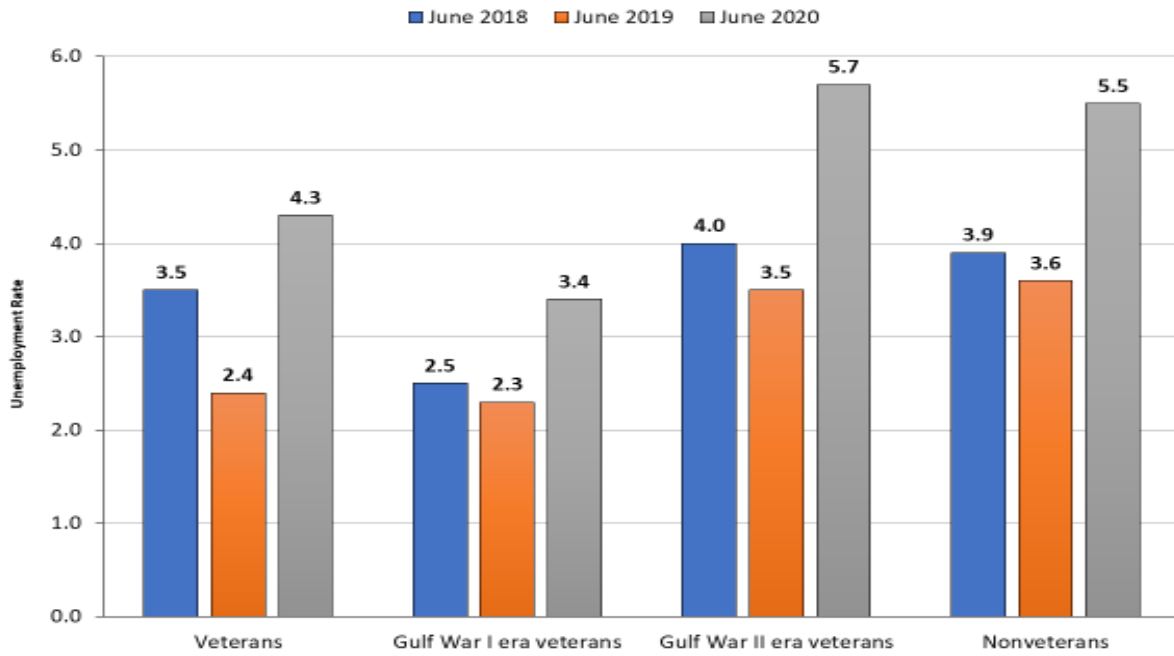
TWC oversees a service delivery system comprising 28 Local Workforce Development Boards (Boards) that administer services in more than 186 Texas Workforce Solutions Offices across the state. TWC provides employment assistance and education and training to individuals who are seeking employment. TWC collaborates with community and technical colleges and trains providers across the state to train veterans and other eligible individuals in target and in-demand occupations. Although services are available to the public, TWC has specific statutory direction to provide priority of service to veterans. This priority of service requirement is established in both federal and state law.

The Texas Veterans Commission (TVC) also provides 164 Veterans Employment Representatives in 89 locations, including Workforce Solutions Offices, VA centers, American GI Forum programs, military installations, and statewide institutions of higher learning. TWC, TVC, and the 28 Boards work collaboratively to coordinate and deliver employment and other support services to all veteran job seekers and their families.

Veteran Unemployment

Figure 1, Unemployment Rates for Veterans in Texas, compares unemployment rates for veterans and nonveterans, including the rates for veterans of Gulf Wars I and II. The comparison shows that over the last three years, veterans in Texas have consistently had a lower unemployment rate than that of nonveterans, with the exception of Gulf War II veterans. There is also a notable contrast between the unemployment rate for Gulf War I veterans when compared to the more recent war in the Gulf. A likely cause is the longer time frame that Gulf War I veterans have had to work and gain experience, when compared to that of their Gulf War II counterparts.

**Unemployment Rates for Veterans in Texas
June 2018 - June 2019 - June 2020**



Data Source: Local Area Unemployment Statistics and Current Population Survey

Texas Veterans Leadership Program

TVLP, established in 2008, is a resource and referral network for veterans from Iraq and Afghanistan (OEF/OIF/OND/OFS/OIR/ORS/CJTF HOA) who are transitioning back into civilian life.

- OEF—Operation Enduring Freedom (Afghanistan)
- OIF—Operation Iraqi Freedom (Iraq)
- OND—Operation New Dawn (Iraq)
- OFS—Operation Freedom’s Sentinel (Afghanistan)
- OIR—Operation Inherent Resolve (Syria and Iraq)
- ORS—Operation Resolute Support (Afghanistan)
- CJTF HOA—Combined Joint Task Force Horn of Africa

TVLP employs 17 Veterans Resource and Referral Specialists (VRRSs) across the state, in addition to three who work at the Transition Centers on military installations who outreach veterans and transitioning service members to ensure that they are directed to any help they need in order to eventually return to work. This program puts special attention on those individuals facing specific or complex challenges as they reintegrate into the workforce.

All VRRSs were Iraq or Afghanistan service members, so they understand the unique needs these individuals are facing. Since July 2008, TVLP has contacted 37,694 and has provided services to 33,832 OEF/OIF/OND/OFS/OIR/ORS/CJTF HOA veterans. Although not the primary focus, TVLP also assists non-OEF/OIF/OND/OFS/OIR/ORS/CJTF HOA veterans, if assistance is requested. The total number of Texas veterans assisted is 34,121.

Texas Operation Welcome Home

On March 7, 2016, Governor Greg Abbott established the Tri-Agency Workforce Initiative to assess local economic activities, examine workforce challenges and opportunities, and consider innovative approaches to meeting the state's workforce goals. Included in the Tri-Agency's charge was an evaluation of gaps in services to Texas veterans.

The Texas Operation Welcome Home program was developed by the Tri-Agency Workforce Initiative, in conjunction with the 28 Boards, TVC, and military installations that include nine active duty, two reserves, and one National Guard. The program is designed to better meet the education, training, and employment needs of transitioning service members, recently separated veterans, and military spouses in Texas.

Below are a few of the components of Texas Operation Welcome Home:

- **Welcome Home Texas Transition Alliance**

The Welcome Home Texas Transition Alliance is a group of stakeholders who meet on a quarterly basis to discuss best practices, cross-train on one another's programs, collaborate on addressing the needs of transitioning service members, and facilitate ongoing coordination to improve employment outcomes. The Welcome Home Texas Transition Alliance stakeholders include the key staff from TWC, TVLP, TVC, Military Transition Center Managers, Garrison/Base Commanders, employers, employer associations, designated Boards, and Workforce Solutions Offices.

The Welcome Home Texas Transition Alliance has met five times since its inception. One of the best practices that has been implemented is that military installations conduct a needs assessment of transitioning service members and military spouses. The needs assessment has highlighted the types of training, certifications, or licensures that transitioning service members and military spouses are seeking. The assessment has also identified gaps in services for the Texas workforce system partners to address use of resources.

- **Skills for Transition Program**

The Skills for Transition Program funds the training component of Operation Welcome Home. Funds are made available through the Skills Development Fund and are awarded to local community colleges working in partnership with local Workforce Solutions Offices and local military installations.

- Training that pays up to \$2,750 per trainee will be made available to participants deemed eligible for participation.
- Training programs shall be for those high-demand and in-demand occupations identified and verified by the Board.
- Short-term certificate or licensure attainment is the goal of the program.
- Funding can be used to pay for certification exams for participants who successfully complete training or have acquired the necessary knowledge and skills, through military experience, for these certifications.

As of May 31, 2020, there have been more than 473 transitioning service members (TSMs) who have enrolled in the Skills for Transition Program. Based on the information provided by employers and institutions of higher education, the list below shows that the majority of the TSMs are using the Skills to Transition Program to earn certifications in high-demand career occupations.

- Heavy Equipment Operator
- Computer Network Support Specialist
- Network Computer Systems Administrator
- Project Management Professional
- Lean Six Sigma Practitioner
- Automotive Body and Repair Technician
- Automotive Service Technician
- Emergency Medical Technician
- Law Enforcement Officer
- Heating, AC, and Refrigeration Mechanics and Installer
- Welder, Cutter, Solder, and Brazer
- Human Resource Specialist
- Registered Nurse
- Electrician
- Pharmacy Technician
- Management Analyst

- **We Hire Vets Campaign**

We Hire Vets is an employer recognition program that recognizes Texas employers for their commitment to hiring veterans. Employers whose workforces are composed of at least 10 percent military veterans are eligible to receive a “We Hire Vets” employer recognition decal to display on their storefronts and an electronic decal to display on their websites. Employers that qualify for the We Hire Vets program also receive a letter signed by the Chair of TWC’s three-member Commission and the Chair of TVC.

We Hire Vets, sponsored by TWC and TVC, has issued 646 We Hire Vets decals and letters to Texas employers. TWC Commissioner Aaron Demerson recognizes all employers at local Texas Business Conferences throughout the state that participate in the We Hire Vets program. Several We Hire Vets ceremonies have been conducted in cities across the state, including El Paso, Killeen, and Houston.

Below is a list of the employers that are participating in the We Hire Vets program:

- Airbus Helicopters, Inc.
- Azbell Electronics, Inc.
- City of Jarrell Police Department
- Fort Hood Area Habitat for Humanity
- DynCorp International
- United States Gypsum Sweetwater Plant

- Recruit Veterans
- SENTRY SIX Defense Group, Inc.
- Social Security Administration
- Tatitlek Training Services
- XETX Business Solutions
- Travis County Veterans Service Office
- Virtual Service Operations
- Workforce Solutions Middle Rio Grande
- Dynamic Workforce Solutions dba Workforce Solutions East Texas

- **Military Family Support Program**

The Military Family Support Program provides military spouses with enhanced job search assistance, assessment of skills, labor market information, résumé writing, and interview skills. If funding is available, military spouses can receive certification or licensure training in targeted occupations.

The Military Family Support Program has been funded for three years, with a \$1 million-allocation per fiscal year. Currently, there are eight military installations throughout the state that have signed memoranda of understanding (MOUs) with their respective Board to participate in the program. The Military Family Support Program has connected more than 600 military spouses to local business leaders, peers, and career development support programs.

Military Family Support Program Highlights:

- Assisted 637 military spouses with career skills and enhanced employment services, including résumé writing and interviewing techniques
- Enrolled 140 military spouses in job certification training
- Connected 144 military spouses to employment
- Outreached 247 employers to support and hire military spouses

College Credit for Heroes

The College Credit for Heroes (CCH) program seeks to maximize college credits awarded to veterans and service members for their military experience in order to expedite their transition into the Texas workforce. The program's goal is to eliminate obstacles to attaining licensing, certification and accreditation, and degree awards at state and national levels so veterans can transition more quickly from college classrooms to the workforce.

Since 2011, CCH has focused on three primary aspects: the online web portal, the network of partner schools, and acceleration curricula. In April 2012, Central Texas College launched www.CollegeCreditforHeroes.org, an online application and database through which veterans and transitioning service members (TSMs) can receive an official evaluation of credit to be used at colleges and universities throughout the state. As of August 1, 2019, the web portal had received more than 250,000 visits from more than 115,000 veteran and service member account holders requesting more than 43,000 evaluations. On August 31, 2019, the Texas Workforce Commission closed the www.CollegeCreditforHeroes.org online portal because Texas Institutions have been creating their own local evaluations to award academic credit to student veterans and service members for their military experience.

Evaluation of Credit

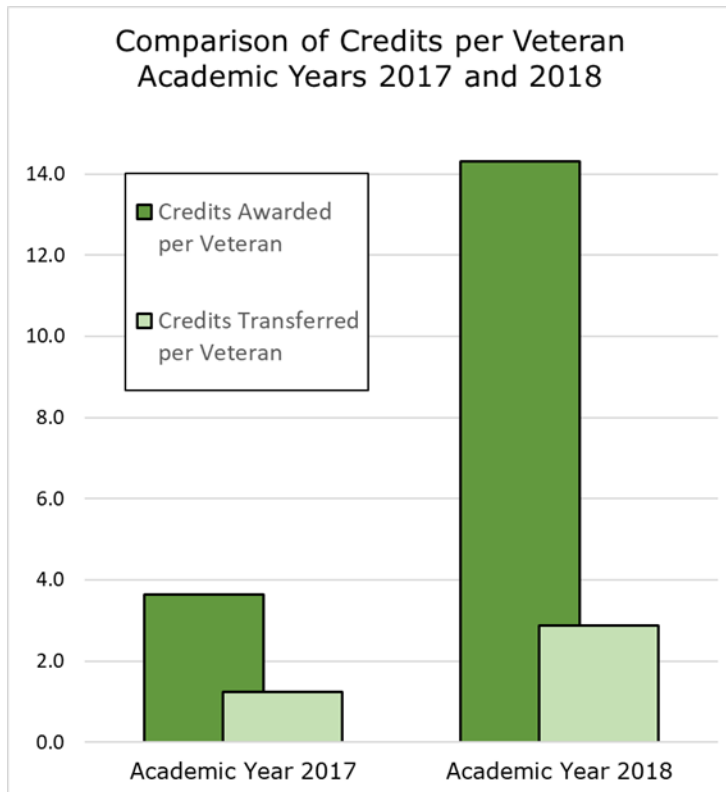
In 2017, HB 493, passed by the 85th Texas Legislature, Regular Session, required TWC, in consultation with the Texas Higher Education Coordinating Board (THECB), to report the number of academic credit hours awarded under the program and applied toward a degree or certification program at an institution of higher education during the most recent academic year. The new reporting elements listed in HB 493, which went into effect January 1, 2018, are included in this report.

The CCH program is a robust network of schools with a majority relying on localized evaluation and credit programs. Of the 20 institutions providing HB 493 survey data:

- ten have completed local evaluations;
- four have completed local evaluations but will accept a copy of the CCH portal evaluation (if provided by the veteran);
- two reference both local evaluations and CCH portal evaluations;
- three rely on CCH portal evaluations; and
- one was unable to specify the evaluation process used.

In 2019 there was a significant increase in awarding academic credit to service members and veterans. Some Texas institutions of higher education partnered with the American Council of Education (ACE) and have started to use the ACE online guide to evaluate military courses for academic credit. The guide lists recommended credit units in academic disciplines as well as required learning outcomes, topics of instruction, and related competencies. These exhibits support the credit recommendation for certain subject areas and were created to give specific

guidance to registrars, deans, and other school officials looking to apply the courses to their institutions' degree requirement.



Texas institutions value student veterans on their campuses and want to work on their behalf to award academic credit for their military training and education. In November 2019, TWC partnered with CCH Texas institutions and provided an overall programmatic support, finding that each institution had its own process for evaluating a veteran's or service member's military transcript.

After the meeting, TWC staff addressed several concerns related to the CCH program, so that the program would grow and be sustainable in the future. TWC worked with the CCH partnering colleges and universities to create a more robust and cohesive CCH program. In February 2020, TWC announced a new grant, the College Credit for Heroes Capacity Building Program. This grant will assist Texas institutions in developing or improving an operational integrated system for evaluating military transcripts.

The new College Credit for Heroes Capacity Building grant will last for a period of two years, as follows:

- 12-month planning period
- 12-month implementation pilot period

College Credit for Heroes Capacity Building Program Goals:

- Develop and document a pilot military transcript evaluation process that will ensure that credits are awarded consistently to all veterans and active duty service members submitting military transcripts for 10 common military courses or military experience and/or training.
- Develop a sustainable tracking method for students participating in the CCH program to accurately gauge the benefits they are receiving and confirm that processes and policies are being implemented consistently across the board.
- Recruit champions from the current students, alumni, and faculty who are or have participated in the CCH program to act as advocates and resources regarding the CCH program.
- Integrate CCH program information into veteran or active duty service member targeted outreach plan.

TWC and THECB will develop a website that will list the course equivalencies that are available for veterans and service members. Equivalencies and academic programs submitted to meet legislative requirements will be listed on this website. Once the website is complete, the interface will be accessible to Texas CCH partnering institution representatives to add or modify equivalencies and applicable academic programs. This allows veterans to compare multiple institutions and determine their best option for enrolling in a postsecondary degree program. TWC will ask each institution to link to the website from their institution websites.

Top Five Military Occupational Specialties for 2020

The top five military occupational specialties in Texas for 2020 are as follows:

1. [Infantryman/Rifleman](#)
2. [Automated Logistical Specialist/Material Management/Logistics Specialist Supply Basic/Maintenance Management Specialist](#)
3. [Wheeled-Vehicle Mechanic](#)
4. [Health Care Specialist/Hospital Corpsman](#)
5. [Communications Specialist](#)

Details on the military occupational specialties and related occupations and industry-based certifications are included on the following pages.

1. Infantryman/Rifleman

SOC	55-3016
Description	Supervises, leads, or serves as a member of an infantry activity in support of combat operations. Responsible for the use, maintenance, and accountability of weapons, vehicles, and equipment. Develops and leads training for daily tasks. Grants veterans access to secured areas. Operates and maintains communication equipment.
Certifications	Law Enforcement Officer Texas Peace Officer License Associate Safety Professional (ASP) Certified Construction Manager (CCM) Certified Ethical Hacker (CEH) Certified Associate in Project Management (CAPM) Project Management Professional (PMP) Certified Professional in Learning and Performance (CPLP)
Occupations	33-3051 Police and Sheriff's Patrol Officers 33-9093 Transportation Security 11-9199 Loss Prevention Managers 11-3131 Training and Development Managers 43-1011 First-Line Supervisors of Office and Administrative Support Workers 47-1011 First-Line Supervisors of Construction Trades and Extraction Workers

2. Automated Logistical Specialist/Material Management/Logistics Specialist Supply Basic/Maintenance Management Specialist

SOC	11-3071
Description	Manages, administers, and operates supply systems and activities for daily operations. Receives, inspects, stores, issues, and delivers supplies and equipment. Plans and schedules material storage and distribution activities. Establishes and maintains stock records and other documents such as inventory, material control, and supply reports. Constructs bins, shelving, and other storage aids.
Certifications	Certified in Production and Inventory Management Certified Professional in Distribution and Warehouse Management Certified Warehouse Logistic Professional Senior Professional in Supply Management
Occupations	11-3061 Purchasing Managers 11-3071 Transportation Managers 11-3071 Logistics Managers—Green 13-1023 Purchasing Agents, except Wholesale, Retail, and Farm Products 13-1081 Logistics Analysts

3. Wheeled-Vehicle Mechanic

SOC	49-3023
Description	Supervises and performs maintenance and recovery operations on wheeled vehicles and associated items as well as heavy-wheeled vehicles and select armored vehicles. Services automotive electrical systems including wiring harness and starting and charging systems. Inspects, tests, and services material-handling equipment systems, subsystems, and components.
Certifications	Certified Hazardous Material Manager (CHMM) Engine Machinist Technician Cylinder Head Specialist (Gas or Diesel) Automobile Technician: Automatic Transmission/Transaxle Automobile Technician: Manual Drive Train and Axles Automobile Technician: Electrical/Electronic Systems
Related Occupations	49-3023.01 Automotive Master Mechanics 49-3023.02 Automotive Specialty Technicians

4. Health Care Specialist/Hospital Corpsman

SOC	31-9092
Description	Assists outpatient and inpatient care and treatment, instructs first-responder training, and maintains medical supplies and equipment. Performs emergency medical and dental treatment in remote locations. Helps administer medications, including immunizations and intravenous fluids. Maintains patient treatment records, conducts research, and performs clinical tests.
Certifications	Certified Nursing Assistant (CNA) Advanced Emergency Medical Technician (AEMT) Registered Medical Assistant (RMA) Emergency Medical Technician (EMT) Certified Clinical Medical Assistant (CMA)
Related Occupations	31-9092 Medical Assistants 29-2071 Medical Records and Health Information Technicians 29-1122 Occupational Therapists 29-1123 Physical Therapists 29-1141 Clinical Nurse Specialists 29-1171 Nurse Practitioners

Notes: The US Army has the 68W (Health Care Specialist) and the US Air Force has the 4N0X1 as their respective services' "medics." It is a condition of employment for both the 68W and the 4N0X1 to maintain certification from the National Registry of Emergency Medical Technicians (NREMT) to stay in the military as a medic. The use of the NREMT is to verify cognitive and psychomotor competencies at a national level.

Navy corpsmen do not have this requirement, which has left many corpsmen without the ability to gain civilian employment upon leaving military service. Currently, corpsmen graduate from an approved EMT course while attending their "A" school or initial job-specific training in Joint Base San Antonio. This training meets the entry requirement for national certification, but the Navy does not require sailors to test at that time. Historically, Navy corpsmen have problems paying for their certifications, but a Department of Navy program may change that issue. The Navy COOL, or Credentialing Opportunities On-Line, offers a funding stream for active and reserve (less inactive ready reserve) service members to gain their NREMT certification without cost.

5. Communications Specialist

SOC	15-1142
Description	Maintains, processes, and troubleshoots computer systems and operations. Maintains cable communications systems, communication security devices and other associated equipment. Reports security incidents and takes corrective action. Plans, designs, and tests computer systems. Provides technical assistance and training for local area networks.
Certifications	Certified System Administrator Certified System Programmer Certified Network Associate Routing and Switching Certification
Related Occupations	15-1121 Computer Systems Analysts 15-1132 Software Developers 15-1141 Database Administrators 15-1143 Computer Network Architects 15-1199 Computer Systems Engineers/Architects