

*The Commercial Club of Chicago*



**Veterans Working Group  
Meeting**

**Wednesday, August 12, 2015**

# WELCOME AND REVIEW OF AGENDA

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David Hiller

President and CEO, Robert R. McCormick Foundation

# Meeting Overview

## Welcome and Review of Agenda

David Hiller, President and CEO, Robert R. McCormick Foundation

## Lightning Round 1.1.1

One person per organization, with one idea, speaking for one minute

## Presentations

*Introductions and facilitator* – Amy Sherman, Council for Adult and Experiential Learning (CAEL)

### ***Illinois Hires Heroes Consortium***

Erica Jeffries, Director, Illinois Department of Veterans' Affairs

Nicole Mandeville, Senior Program Manager, Illinois Department of Veterans' Affairs

*Questions and Discussion*

### ***Illinois Joining Forces***

Ken Barber, Executive Director, Illinois Joining Forces

Bridget Altenburg, Employment & Job Training

Jason Vail, Legal Support

Betsy Tolstedt, Behavioral Health

*Questions and Discussion*

## Networking and One-on-One with Panelists

*Facilitator:* Kirsten Carroll, Commercial Club of Chicago

## Wrap Up and Adjournment

David Hiller, President and CEO, Robert R. McCormick Foundation

# LIGHTNING ROUND 1.1.1

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# ILLINOIS HIRES HEROES CONSORTIUM (IHHC)

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# Illinois Hires Heroes Consortium (IHHC)

Erica Jeffries, Director, IDVA

Nicole Mandeville, Senior Program Manager, IDVA





NORTHWESTERN UNIVERSITY



BlueCross BlueShield of Illinois



ROBERT R. MCCORMICK FOUNDATION



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FRANCZEK RADELET ATTORNEYS & COUNSELORS



Allstate You're in good hands.



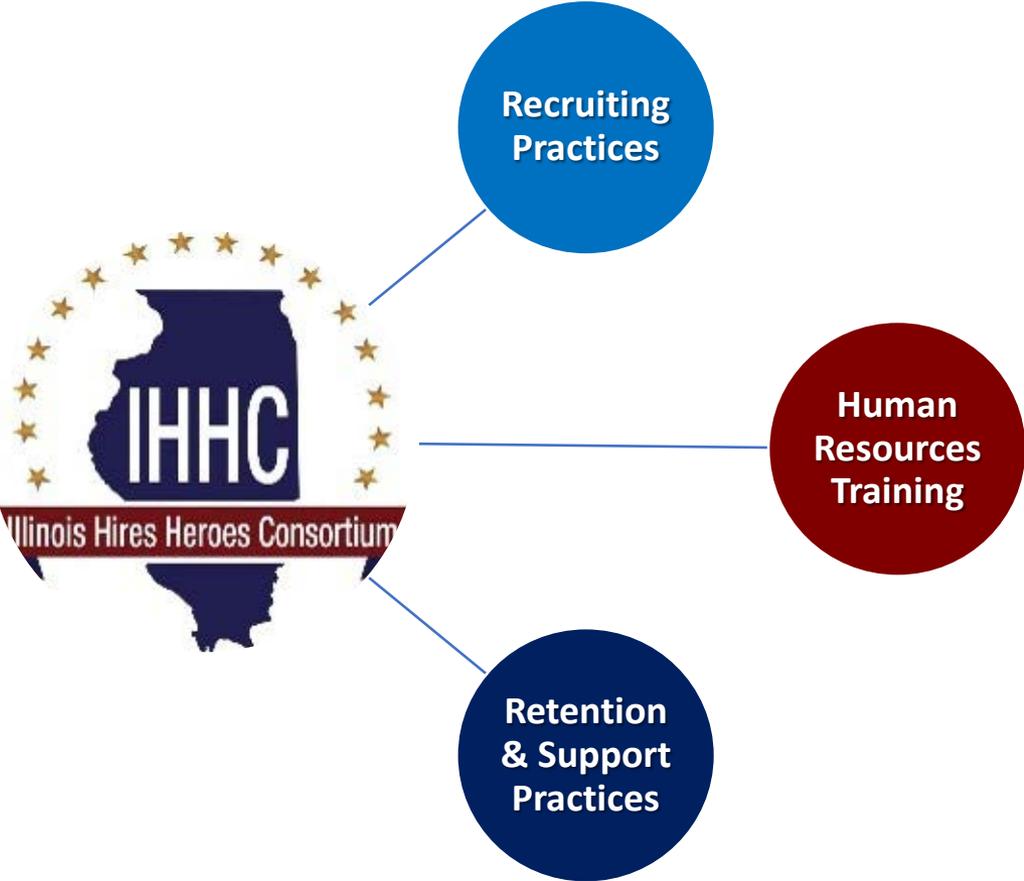
ILLINOIS INSTITUTE OF TECHNOLOGY

i'm lovin' it



UIC UNIVERSITY OF ILLINOIS AT CHICAGO

# Members of the IHHC commit to at least three initiatives



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## *Recruiting Practices*

- List job openings on IllinoisJobLink.com and on US.jobs by the National Labor Exchange.
- List job openings on IllinoisJobLink.com and participate in at least two state-sponsored veteran hiring events in a calendar year.
- List job openings on IllinoisJobLink.com and utilize employment resources available through Illinois Joining Forces.
- List job openings on IllinoisJobLink.com and establish relationships between your company's Illinois Hiring Managers and IDES's Local Veterans Employment Representatives (LVERs).

# Members of the IHHC commit to at least three initiatives

## *Human Resources Training*

- ❑ Participate in HR training on the value of hiring veterans and best practices in veteran recruitment, training, and retention practices. Trainings are hosted by:
  - ✓ IDES
  - ✓ Operation Employ Veterans by Easter Seals
  - ✓ America's Heroes at Work by the U.S. Department of Labor
  - ✓ Syracuse University's Institute for Veterans and Military Families.
  
- ❑ Participate in the U.S. Department of Labor – Veterans Employment and Training Service's "USERRA 101" (Basic Web-Based) and "USERRA 102" (Advanced Web-Based) online training modules.
  
- ❑ Participate in at least one of the three employer training webinars available through Hiring Our Heroes, or participate in at least one training webinar available through The Value of a Veteran.
  
- ❑ Sign the Employer Support of the Guard and Reserve (ESGR) Statement of Support.

# Members of the IHHC commit to at least three initiatives

## *Retention & Support Practices*

- Highlight on company media and web-based platforms veteran hiring/employment support programs and initiatives on a recognizable tab/page for quick/efficient access.
- Establish/promote an employee affinity group and/or corporate mentorship program for military veterans.
- Utilize the Illinois Department of Veterans' Affairs or National Able for post-employment support to assist veterans overcome their particular challenges.
- Pay National Guard and Reserve members the differential between their normal wage and their National Guard wage when they are activated for duty.

## Discussion topics

- If you have not yet joined the IHHC, **what obstacles exist** that have prevented you from joining?
- If you have joined the IHHC, **what has the value been** to your veteran employment efforts from joining the IHHC?
- What are your **suggestions for additional benefits** that could be offered to IHHC members?

# ILLINOIS JOINING FORCES

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Illinois Joining Forces (IJF) is a network of public and not-for-profit organizations working together to improve services to Illinois' military and veteran communities.

IJF's goal is to increase awareness and connectivity among member organizations so that they, and those they serve, can better navigate the system of support – ultimately creating a “no wrong door” approach.

IJF is organized into Working Groups focused on particular veteran issues – such as employment and job training, legal support, and behavioral health – and can serve as a valuable resource for VWG members and their employees.





**VETERANS**  
**forward!**  
National Able Network®



**ILLINOIS  
JOINING  
FORCES**

# Illinois Joining Forces Employment Working Group

The IJF Employment Working Group connects qualified veterans to employment

- Eight working group members are committed to the following best practices:
  - Respond to requests within one business day; serve all veterans
  - Help veterans understand the hiring process and compete for a job by effectively communicating their value
  - Build relationships with employers to get veterans in front of decision makers

Veterans Forward

TLS Veterans

America Works

ConnectVets

Catholic Charities

Vet2Tech – manufacturing roles

Volunteers of America

Troops to Teachers – education roles



# The Veterans Forward Model



## CAREER COACHING

- Resume Review
- Developing Targeted Resumes
- Elevator Speech
- Interview Prep
- Individual Employment Plan

**100% VETERAN STAFF**  
COMMITTED TO YOUR SUCCESS



## JOB SEARCH DEVELOPMENT

- Personal Branding
- Effective Networking
- Employment Targets
- Job Search Work Team
- Becoming a Known Candidate

**96% REPORT GREATER CONFIDENCE**  
ENTERING THE JOB MARKET



## CONNECT WITH EMPLOYERS

- Exclusive Job Leads
- Hiring Events
- Job Referrals
- Internal Networking Events

OUR VETERANS **REDUCE JOB SEARCH TIME BY 20%** WITH OUR HELP

# Our Differentiators

- Our team is 100% veterans serving veterans
- We know our customers very well
- We invest thousands of dollars in training and development for each candidate
- In addition to over 1000 veterans in our database, we have access to over 100,000 veterans via Illinois Job Link
- We help businesses take advantage of tax breaks and subsidies
- Our services are free to employers and to customers

# How We Can Help Your Business

- Screening and referrals of qualified candidates
- Coordinating hiring events
- Targeted referrals to meet diversity goals (EEO compliance)
- Reimbursements for on the job training and tax credits
- Customized training
- Engagement of employees via volunteer opportunities
- Training and connections to improve military hiring (OFCCP compliance)

# Legal Support Working Group

*The Legal Support Working Group is committed to ensuring that veterans and service members have the support they need in civil legal matters and the criminal justice system.*

Our focus areas include:

- Fielding requests for assistance with civil legal matters received by IJF, triaging these requests, and making referrals to appropriate legal providers;
- Developing Military/Veteran 101 Training Sessions for the Civil/Criminal Justice community members who will be better prepared to offer informed services to veterans and service members in need of assistance;
- Working to expand Veterans Treatment Courts (VTC) in strategically identified jurisdictions across the state.



## **Intake and Referral for Civil Legal Matters**

- Requests received through IJF
- Assessment and determination of eligibility for services
- Outreach to appropriate referral resources to assist

## **Education and Training**

- Identifying intersection of civil practice and military issues
- Providing cultural competency in matters related to military service

## **Veterans' Treatment Courts**

- An effective means of addressing criminal matters affecting veterans
- Developing in Illinois under VTC statute; in 11 counties, more planned
- Reduces costs and recidivism in criminal justice system.

*Two examples of partner organizations*

## ARMY OneSource

### **Army OneSource**

- A national entity that provides support to state and local organizations meeting the needs of military families and veterans.
- State Community Support Coordinators assigned to the states to provide support. For Illinois, the contact is Stephanie Allers, [sallers@afsc.com](mailto:sallers@afsc.com).
- AOS provides a wealth of supportive resources through [www.AOSResourceCenter.org](http://www.AOSResourceCenter.org), including local data, referral resources, online training materials, and web events.
- One key focus area for AOS is legal support, and it can be a powerful resource for legal help both in Illinois and across the country.

### **American Bar Association**

- Supports the delivery of civil legal assistance to meet the needs of service members and veterans.
- Operates a national pro bono referral network for active-duty service members needing representation for civil legal problems.
- Provides many legal education resources for non-lawyers and a national referral directory online at [www.ABAHomeFront.org](http://www.ABAHomeFront.org).



# Behavioral Health Work Group

*Our mission is that SMVF be empowered for access and choice to needed services to enjoy satisfying and fulfilling lives in their communities*

Our focus areas include:

- Closing the Services Gap and Suicide Prevention by building relationships with local services
- Recreation and Wellness by coordinating alternative models of care and recovery
- Education and Training by building awareness and service capacity in the provider community



# Closing the Gap

- “Are you a loved one or a current or former member of the Armed Forces?”

## Recreation and Wellness

- Acupuncture
- Yoga based therapies (iRest and Warrior Breathing)
- Equine therapy
- Horticultural therapy

## Education and Training

- PTSD 101
- Military culture
- Military sexual trauma

## *Two examples of partner organizations*



### **Vet Centers**

- Department of Veterans Affairs Readjustment Counseling Service, a national program
- Started in 1989 by Act of Congress, funded by Congress
- Restricted eligibility (combat zone veterans and families, military sexual trauma, bereavement counseling)
- Currently 6 Vet Centers in greater Chicago – small offices in the community
- 60% + staff are veterans themselves (approx. 51 staff in greater Chicago area)
- Flexible hours for service delivery
- No fees for services

### **Road Home Program: the Center for Veterans and their Families**

- Part of Rush University, located on near west side
- Opened in March 2014
- Broad eligibility: veterans, family members, friends
- Approx. 26 staff
- Funded by private donations and grants
- Flexible hours for service delivery
- No fees for services (except some TBI)



# ILLINOIS JOINING FORCES: QUESTIONS AND DISCUSSION

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# NETWORKING

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Kirsten Carroll,  
Commercial Club of Chicago

# WRAP-UP

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David Hiller

President and CEO, Robert R. McCormick Foundation