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Transition Services Manager (TSM)  
Soldier for Life, Fort Bliss, Texas

Tim Shatto  
Director Veterans Employment Services  
Texas Veterans Commission

Bob Gear, Director  
Texas Veterans Leadership Program  
Texas Workforce Commission
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.

- Between **22,000 to 28,000** transitioning service members return to Texas each year.

- **35% to 45%** of transitioning service members exiting from military installations in Texas remain in Texas.
**Mission**

Provide assistance, identify employment opportunities, and facilitate understanding of benefits and entitlements for those transitioning from military service.

**Vision**

Soldiers, Veterans and Families leave military services “career ready” and find an established network of enablers connecting them with the employment, education, and health resources required to be successfully reintegrated into civilian society.

**Purpose**

To deliver a world-class transition assistance program that will “prepare” Soldiers, Department of Army (DA) Civilians, retirees, and Soldiers’ Family members for a new career, and “connect” Soldiers, with employers primed to hire Veterans.
Soldier for Life-Transition Assistance Program

Directly Supports Readiness via
Preserving the All Volunteer Force,
reducing UCX Costs, and Maintaining
Public Trust & Confidence

- 3% Eligible: .05% Serve
- Recruiting (Attract Highest Quality)
- Retention (Keep Highest Standards)

American Public Mindset

- Billboard Effect
- Army Service = Success
- Service of Choice

Direct Cost Savings

- Decrease UCX Impact on OPFUND
- Central to Blended Retirement

Action Officers: Doug Piltz 568-7165

Your Satisfaction is our Goal”

8 August 2019
**Fort Bliss SFL-Transition Assistance Program (TAP)**

- Over 3500 Soldiers visit the center monthly with 3xGS; and 32 Contract Staff (RC 25 Contractor for DE-MOB)
- 33% of Soldiers starting SFL-TAP re-enlistment/enlist ARNG

<table>
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<tr>
<th>Active Duty</th>
<th>Separations</th>
<th>Service Sessions</th>
<th>VOW</th>
<th>CRS</th>
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</thead>
<tbody>
<tr>
<td>FY 2019</td>
<td>15,459</td>
<td>75,000 plus Demob/MOB 18,751</td>
<td>92%</td>
<td>75%</td>
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<tr>
<td>FY 2018</td>
<td>12,500</td>
<td>50,168 Demob/MOB 18,092</td>
<td>92%</td>
<td>68%</td>
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**Operational CSPs at Fort Bliss**

- Airstreams Renewable Inc. – (7 Weeks)
- Home Building Institute (HBI) – (12 Weeks)
- Hiring our Heroes (HOH) – (12 Weeks)
- Phoenix Truck Driving School – (8 Weeks)
- American States Utility Services (ASUS) – (4 Weeks)

**Soldier for Life - Transition Services Branch**

- Annual Throughput: 15,000 (1250 Monthly)
- Receive Installation Clearance Papers/Separation Orders and DD 214 with Discharge Certificates
- Conduct Soldiers Separations Briefings (180 days prior to ETS) FY19 = 6,040 (503 Monthly)
- Issue Orders for all ETS, Expiration of Service Agreement, REFRAD, Unqualified Resignation (UQR), Chapters, QMP/RCP, and IDES Separations
- Issue DD Form 214 (Certificate of Release or Discharge from Active Duty) Prior to Final Installation Out Processing
  - Average 1717 per Month
  - Transitioned 15,459 Soldiers between October 2018 - June 2019

**Action Officers:** Doug Piltz 568-7165

"Your Satisfaction is our Goal"
SFL-Retirement Services Direct Support for Readiness

**Soldier for Life - Retirement Services**

- The geographical area of responsibility includes all 36 counties in West Texas and 33 counties in New Mexico with a total population of over 65,000 retirees, Family members, widows and survivors.
- Provides support/counseling on retirement benefits, programs, and entitlements for over 33,000 Active Duty and Reserve Component Soldiers and Resident units on the installation.

**Active Duty to Retiree Rolls Support**

- Process applications for retirement (Regular/USAR)
- Upload TRANSPROC, produce retirement orders
- Conduct individual briefings for approved retirements
- Process/issue separation documents (DD Form 214/Certificates)
- Requisition/issue individual Retiree Recognition Packets
- Conduct daily Pre-Retirement Briefings for Soldiers/Spouses
- Provide counseling for Survivor Benefit Plan (SBP)
- Provide information on Blended Retirement System (BRS)
- Establish retiree pay accounts
- Coordinate the monthly Retirement Ceremony with DPTMS
- **Average Customers Serviced Monthly: 1700**
  - 2 GS Employees/3 Contractors
  - 2 Army G-1 RSO Certified SBP Counselors

**Retiree/Spouse and Survivor Support**

- Maintain direct liaison with CAC/SOS/AER, Veterans Administration, TRICARE, Social Security, Medicare, State and Regional government offices
- Assist Surviving Spouses in applying for military benefits (home visits for incapacitated/handicapped)
- Provide information/assistance in application for CRSC/CRDP
- Provide assistance in obtaining lost military documents/awards
- Coordinate Military ID cards issues for retirees/surviving Spouses
- Assist retirees and annuitants with pay related issues
- Provide assistance in obtaining military records/awards
- Free Notarial Services

**Retiree Council**

- Coordinate/scheduled quarterly meetings with local council to address retiree issues/RAD events
- Local member currently sitting as a board member on the CSA
- Retiree Council (2nd one in a row selected from Fort Bliss council)

**Retiree Appreciation Day Support**

- Publish/mail annual Retiree Bulletin to Retiree/Survivors
- Conduct Annual Retiree Appreciation Day (RAD) activities
- Plan/coordinate/execute annual RAD – scheduled for 28 Sep19 at NCOL COE

**Action Officers:** Doug Piltz 568-7165

*Your Satisfaction is our Goal*
Fort Bliss SFL-TAP Overview

Inform:

**Senior Leader and Command Teams**
- Transition: single-largest stressor on every Soldier
- TAP is Federally Mandated (VOW ACT)
- UCX Impact to Army
- Commander’s Program (AR 600-81)
- Enter 365 days or Late – PERIOD
- MEB/PEB/Chapters when IDENTIFIED
- DA mandates 100% CRS
- Quarterly CG Transition Services Council
- Monthly Transition Services Council Working Group
- Chamber of Commerce Armed Force (Monthly)
- NCOPD/OPD/Unit Briefs
- CDR/1SG Course (Quarterly)

**Soldiers:**
- Participation is Mandatory
- Start NLT 365 days Pre-ETS
- Early Planning is Key
- Individually Tailored
- New Comers Brief (Weekly)
- Soldier Life Cycle

**Industry/Agency:**
- SFL-TAP is ONLY Point of Entry
- Direct to Soldier Connection
- Staffing/Talent-Management Agencies enter through SFL-TAP

**Inform Officers:** Doug Piltz 568-7165
“Your Satisfaction is our Goal”

Train:

**Senior Leader and Command Teams**
- Command Policy Letter (AR 600-81)
- Internal Transition Programs
- Unit Focal Point Advisors
- Commander’s Reports
- TAP XXI Dashboard
- eForm Procedures

- **Soldier:**
  - Expectation Management
  - PRESEP-IC/Individual Transition Plan
  - VA Benefits and Services/DOLEW
  - eBenefits and MyHealthVet
  - Integrated 12-month budget
  - GAP Analysis; Civilian Skills Crosswalk
  - Resume/Job Search Process
  - Dress/Negotiations/Drop Jargon
  - Speaking to Industry in their Language
  - GPS Tracks (Ed/ENT/TECH)
  - Document via eForm

**Industry/Agency:**
- Annual Transition Summit
- Weekly Career Fairs

Connect:

**Senior Leader and Command Teams**
- By CSP Opportunities
- By Like-Function Unit to Industry Partnering
- By Tracking Success/Performance Percentages

**Soldier:**
- With 125 Employers at the Summit
- With 4 Operational Career Skills Programs
- With 6 Incoming Career Skills Program
- With Region/National Jobs (Direct Marketing)

**Industry/Agency:**
- Thru Advocacy of Soldier Hiring Regionally
- Thru Supporting local/Regional Job Creation
- Thru COMREL (CoC, EDC, & Civic Leaders)
- Thru Receipt/Vetting of Industry Jobs
- Thru Promotion/Vetting/Building NEW CSP
- Thru Direct Connection (Industry/Agencies)

8 August 2019
Needs Assessment Survey/Results

Top career choices

- Law: 17%
- Gov/Civ: 7%
- Con/Main/Tech: 16%
- Trans/Log.: 11%
- Education (Ed): 4%
- SS/HR/BUS: 5%
- Self employ/Real: 4%
- IT: 6%
- Other: 15%
- Healthcare: 15%

CSP Programs
- Transportation-Phoenix
- Maintenance-UTI/Ryder
- Construction-HBI
- Logistics/Trans-Fedex
- Real Estate-TAA
- Business-HOH
- Technicians-American States Utility Service Airstreams
- IT-SAP
- Government/Civil-The Bridge/City of El Paso

8 August 2019
Texas Veterans Commission Operations on military installations in Texas

- Provide Individualized Career Services and Case Management to Transitioning Service Members most in need
- Warm Handover for those not meeting the Career Readiness Standards
- Provide Introduction to services available for those Service Members remaining in Texas
- Assist Transitioning Service Members in registering through the State Job Bank system
- Coordination with Workforce Partners to ensure delivery of services
- Provides Intra-Agency referrals to other programs and benefits assistance
- DVOP staff are integrated in Military Installations
  - Fort Bliss
  - Fort Hood
  - Joint Reserve Base-Fort Worth
- LVER Located aboard Fort Hood
Texas Operation Welcome Home

To meet the needs of **Transitioning Service Members, recently separated Veterans, and Military Spouses** in the Great State of Texas.

➢ Texas Operation Welcome Home consists of six major components:
  - Texas Operation Welcome Home Summit
  - Welcome Home Texas Transition Alliance
  - Texas Operation Welcome Home Handoff
  - Skills for Transition Program
  - We Hire Vets Campaign
  - Military Family Support Pilot Program

**Welcome Home Texas Transition Alliance**

- Alliance has conducted five meetings
- Discussed best practices issues and challenges
- Better Workforce Partner Integration with military transition centers
- Adoption of Needs Assessment Surveys

**Texas Operation Welcome Home Handoff**

- Employment (Workforce Solutions, TVC & TVLP Staff)
- Education (College Credit for Heroes) (TVC Education Program)
- Career Technical Training (Skills for Transition) (WIOA)
- Entrepreneurship (TVC Entrepreneur Program) (Chambers of Commerce)
- Information on all State of Texas Veteran benefits and programs
- Fort Bliss American job Center staff also provides employment assistance to TSMs returning to other states.
Texas Operation Welcome Home

Skills to Transition
- State Funding
- Pays for training in target occupations
- 365 prior to 365 post transition
- Is funding 2 Army CSPs at Fort Hood
- 290 transitioning service members are enrolled or completed training

We Hire Vets

Military Family Support Program
- The Military Family Support Program has been funded at a million dollars a year for the next three state fiscal years.
- Programs have included:
  - Hiring of staff to provide enhanced employment services to military spouses
  - Employment workshops specific to Military Spouses
  - Military Spouse job coach or counselor
  - Job fairs targeting Military Spouses
  - Short term training programs for Military Spouses to receive appropriate licensure or certifications
  - Working with employers to debunk myths regarding employing military spouses
  - TVC JVSG and Workforce MFSP Staff are participating in the DOD- Military OneSource Pilot Project
- Results
  - 384 Military Spouses have received assistance
  - 113 enrolled or have completed training
  - 79 military spouses have gained employment
  - 125 employers outreached
Questions?

Soldier For Life is a mindset, from recruitment to retirement or separation and forever thereafter, a Soldier is a Soldier for Life!