

NASPE ROONEY AWARD

NOMINATION

COMMONWEALTH OF KENTUCKY

PERSONNEL CABINET

VETERAN'S LIAISON PROGRAM

1. Please provide a brief description of this program.

The Commonwealth of Kentucky's Personnel Cabinet partnered with Kentucky's Department of Veterans Affairs (KDVA) to provide enhanced services to veterans. KDVA placed a Veteran's Liaison in the Personnel Cabinet's offices to assist applicants who are a veteran or have veteran status. The Liaison assists with public and private employment opportunities, state wide as well as benefits awareness and entitlements.

2. How long has this program been operational?

Began April 16, 2007

3. Why was this program created?

A need was identified to assist veterans in particular because of the difficulty in translating military experience to civilian equivalencies. The Liaison assists veterans in translating their military experience into civilian terminology so hiring managers can understand how their skills can benefit the workforce.

4. Why is the program a new and creative method?

Although the Division of Staffing Services is charged with assisting applicants and agencies with the employment process through to appointment, this program assists with much more. A veteran can now obtain dedicated services and information on the full breadth of what is offered a veteran in terms of benefits here in the Commonwealth of Kentucky.

5. What was the program's start up costs?

One Veteran's Benefits Field Representative at a salary of \$2206 plus benefits per month, utilities, supplies and office space.

6. What are the program's operational costs?

Salary and basic office supplies to include a PC.

7. How is this program funded?

The Personnel Cabinet currently funds the position for the Department of Veterans Affairs, as well as provision of the office space, utilities and supplies.

8. Did this program originate in your state?

As far as we are aware this is the first Veteran's Liaison program of this kind. Assistance is being provided for multiple employment opportunities not just state government as well as for multiple services not just employment.

9. Are you aware of similar programs in other states?

No

10. How do you measure the success of this program?

Number of Veterans receiving assistance in-person, telephone or Veteran's Live-Help. The Veterans Liaison has positively impacted the lives of all veterans he has assisted. The Cabinet has also received additional partnership activities from KDVA and the Joint Executive Council of Veterans Organizations (JECVO) of Kentucky.

11. How has the program grown and/or changed since its inception?

The growth has been through making veteran's aware of the services being offered through publications targeted to their needs. It affords a veteran a "one-stop" shop for any assistance or guidance they may need. Since inception, the Cabinet has added a "Veterans Live Help" feature which allows veterans to reach the Liaison via a web chat session.

The Veteran's Liaison program was implemented on April 16, 2007. The Department of Veterans Affairs and the Personnel Cabinet formed a partnership to support the Governor's initiatives to increase services to our veterans. The partnership continues to implement numerous changes to assist veterans in obtaining employment with the Commonwealth of Kentucky.

The Veteran's Liaison is assigned and physically located in the Department for Personnel Administration, Division of Staffing Services. The Liaison is trained in the established counseling process to enable them to assist veterans in translating their military experience to the criteria for certification to a classification, which allows the veteran to be considered for employment with an agency. This service enables an applicant who is a veteran or has veteran status to receive assistance on site at the Personnel Cabinet. The Liaison also provides training to Cabinet staff to assist with translating military skills and abilities to the civilian equivalent.

The Liaison also helps find lost military records, refers veterans to Veterans Benefits Area Field Representatives for benefits counseling and provides assistance to veteran's world wide on the Veteran's Live Help link which is on the Personnel Cabinet's website.

This program has been rewarding for the Personnel Cabinet and KDVA but more importantly the program has had a real impact on the lives of our veterans. As an example of the impact that is possible from the implementation of this program, our Liaison struck up a conversation with a security guard who was wearing a hearing aide in the office building where the Personnel Cabinet is located. Our Liaison was able to determine his hearing loss was service related. The Liaison walked the guard through the process and he is now collecting a disability check every month.