

Origin & Purpose of the Map

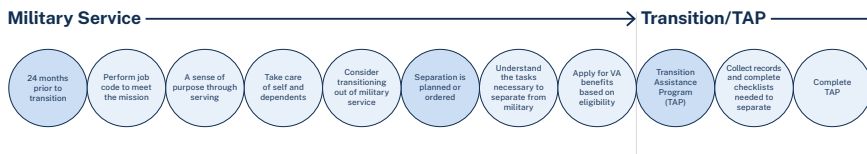
Each year, nearly 300,000 service members leave active duty and return to civilian life¹. Many of these service members struggle to find jobs in the labor market that provide financial security. Roughly 1.8 million veterans are working jobs where they earn at or less than the federal minimum wage.

In 2018, Office of Management and Budget (OMB) decided to look closer at efforts across federal agencies that support service members transitioning to the labor market. That prompted a design effort to better understand the lived experiences of service members' seeking employment and how key federal agencies step in to support them. The result of this work is the Journey Map at hand.

Key Features of the Map

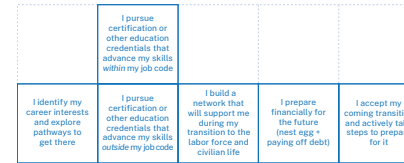
The map is based on in-depth interviews with transitioning service members, staff at six federal agencies (DoD, VA, DOL, OPM, SBA, and ED), and community groups that support service members and other subject matter experts.

The map has five key parts:

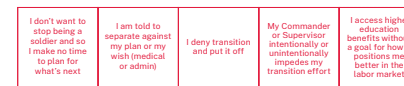


Journey line: The key moments that happen in most service members' lives as they leave military service and transition to the labor force

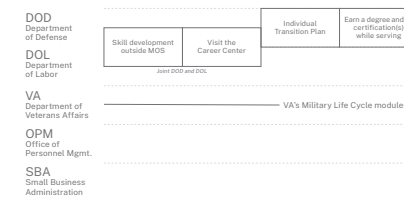
1. Source for National Center for Veteran Analysis & Statistics, Office of Data Governance and Analytics: <https://www.data.va.gov/dataset/demographic-characteristics-veterans-who-separated-2011-and-2017>



Transition building blocks: An aggregate of positive actions we learned of taken by service members who built a smooth pathway for themselves to the labor force.



Transition barriers: An aggregate of obstructions we learned that are faced by service members that affected their ability to smoothly transition to the labor force.



Federal agency supports: Programs in this section are those that were most consistently mentioned in interviews and/or are core to this journey. Many other programs, services, and informational resources likely exist.

Transition Data		Research Data/De
Transitioning service members		Qualitative interview
2017 total	290,133	Transitioned service
- Enlisted	250,000	- Branches: Army, Air F
- Officer	39,865	- Age range at separati
- Unknown	238	- 21 Enlisted and 4 Offi
- Active duty only	97,837	- Average years of serv

Perspective: Transition data from reports and project research data and demographics.

Findings & Opportunities	
Theme 1	Theme 2
Service members are often unfamiliar with the civilian work force. For many, a military career is all they know—so they may require support in learning to align their military skillset to the needs of today's civilian jobs.	Well-designed bridge pr members learn the rop workforce in a low-stak

Findings & Opportunities: Several themes emerged from our research. These themes are opportunity areas for further study and design.

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