



Veterans' Employment
and Training Service

How to Leverage AI

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Presenters



John Quichocho

National Association of State Workforce Agencies (NASWA)



Victor Cardenas

Arizona Jobs for Veterans State Grant Coordinator

Presenters, continued



Chris Mills

MassHire JVSG Program Coordinator



Jerome Billups

North Dakota State Program Coordinator

Overview

- What is AI and Why it Matters
- AI Promising Practices and Responsible Use
- Practical Use Cases
- Continuous Learning
- Human Advantage

What is AI and Why it Matters

Definition – Artificial Intelligence (AI)

“Technology that enables computers and machines to simulate human learning, comprehension, problem solving, decision making, creativity, and autonomy.” ([Stryker & Kavlakoglu](#))

AI Is...

- A tool that helps you work more efficiently
- Able to generate text, summarize information, and brainstorm ideas
- Useful for drafting, organizing, and improving content
- Good at recognizing patterns and processing large amounts of information
- Most effective when given clear instructions/prompts

AI Is Not...

- A replacement for human judgement or expertise
- Always accurate – makes mistakes or “hallucinates”
- Source of truth – always verify!
- Substitute for empathy, relationship building, or professional experience
- A decision-maker
- Appropriate for entering sensitive, confidential, or personally identifiable information, unless approved by your organization

AI's Evolution

1950's

Artificial Intelligence

Machines begin to exhibit human intelligence

1980's

Machine Learning

AI systems learn from data to facilitate analyzing, categorization, etc.

2010's

Deep Learning

Machine learning models that imitate human brain function

2020's

Generative AI

Deep learning models create original content

How AI Learns and Adapts to Your Needs

AI Learns From...

- Patterns in data
- Your prompts
- Context you provide
- Feedback during your conversation

Provide AI With...

- Who it is
- Your goal
- Your audience
- Your organization's style
- Examples
- Feedback

Example

You are a veteran employment specialist. Write a follow-up email to an employer after a hiring event. Use a professional, encouraging tone, keep it under 200 words, and include a call to action. Match the style of the attached email template

Strengths and Weaknesses



Strengths

- Saves time on repetitive tasks
- Drafts emails, reports, etc. quickly
- Converts technical language into plain language
- Brainstorms ideas and provides multiple options
- Helps organize information and prioritize tasks



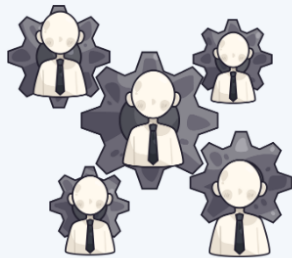
Weaknesses

- Can generate inaccurate or fabricated information (“hallucinations”)
- May miss context, nuance, or organizational priorities
- Cannot verify facts or determine what is true without human review
- Cannot replace professional judgement or decision-making
- May produce biased or incomplete responses
- Cannot build relationships, demonstrate empathy, or understand emotions like a human

Why AI Matters for Veteran Service Providers (VSPs)



Help work be more efficient
- human touch and
expertise is irreplaceable



Changing workforce
development
and career services



Balance technology/AI
with the human touch



AI Tools and Platforms

Platform	Best For	Strengths
 Microsoft Copilot	Workplace productivity	Integrates with Microsoft 365
 Google Gemini	Google ecosystem tasks	- Strong integration with Google Workspace - Helpful for research and web-based connected tasks
 ChatGPT	General purpose AI assistant	- All-around assistant for writing, brainstorming, and problem solving - Supports custom GPTs
 Claude	Writing and document analysis	- Produces natural writing and handles long documents well - Offers thoughtful and nuanced responses

Similarities

- Answer questions and explain concepts
- Summarize lengthy texts
- Brainstorm ideas
- Rewrite content in different tones
- Translate or simplify complex information
- Assist with planning and organization
- Draft emails, reports, and other documents
- Include both free and paid subscriptions

AI Promising Practices and Responsible Use

Promising Practices



Always follow your state or organization's data security and AI use policies

Ethical Considerations

Privacy and Confidentiality

- Avoid entering personally identifiable information (PII) or confidential client information unless authorized

Human Oversight

- Use AI to support, not replace professional judgement
- Make final decisions based on expertise, policies, and veteran needs
- AI cannot replace empathy, trust, or meaningful conversation

Accuracy and Appropriateness

- Always fact-check responses before using or sharing them
- Review content to ensure it is appropriate

Transparency

- When appropriate disclose AI assistance in creating content
- Take responsibility for everything you submit or communicate

When to Avoid AI

Sensitive or Confidential Information

Avoid entering PII or protected health information; sensitive employer or agency information

Decisions Requiring Human Judgement

Don't rely on AI to determine eligibility for services, make case management decisions, interpret policy, make hiring or employment decisions, or provide legal advice

Providing Official Guidance

Avoid using AI as the sole source for benefits eligibility, compliance determinations, or official communication without review

During Sensitive Conversations

Avoid using AI while meeting with a veteran or employer, in crisis or emotionally sensitive situations or as a substitute for active listening or counseling

When Accuracy is Critical

Don't rely on AI without verification for statistics/research; program requirements; dates/deadlines or funding information, or quotes from source documents

Against Organizational Policy

Always follow your state or organization's AI governance policies, data security requirements, privacy standards, and records management procedures

Common AI Mistakes

Common Mistakes

- Accepting AI's first response without reviewing it
- Using AI as the final authority
- Writing vague prompts
- Using AI to make decisions
- Copy AI output word-for-word
- Assuming AI understands your organization's policies
- Overlooking preconception in AI-generated content

Examples

- Staff member asks AI to explain a VPL. AI confidently cites a policy requirement that doesn't exist
- Staff member pastes a veteran's full case notes into a public AI tool to summarize them
- AI creates a polished resume for a veteran but exaggerates accomplishments and adds certifications they never earned

Practical Use Cases

Administration Efficiency



Reviewing case notes for compliance

Communication and Content Development



Draft and refine routine communications

Supporting Veterans in Career Services



Translate military experience into civilian opportunities

A		B		C		D		E		F		G	
1	Branch	MOC Code	Military Focus		Rank/Tier		Corporate Level & Skill Scaling		Corporate Pathway & Jargon Translation		Hard Skills		
2	US Army	01B	Aviation/Infantry/Armor/Military Intelligence		Enlisted (Technical Specialist)		Direct Field Troubleshooting, and Quality Control. Amplifies Soft Skills to Team Supervision, Real-Time Crisis Management, and Peer Mentorship.		Execution to Agile Delivery: Translates 'tactical execution under SOP' to 'operational SLA adherence and process compliance'. 'Flight safety checklists' translate to 'High-Reliability Organizing (HRO) and strict QA/QC compliance'.		Operations Management, Process Improvement, Leadership, Safety Compliance, Technical Documentation, Quality Assurance, Cross-Functional Communication		
3	US Army	09R	Simultaneous Membership Program Participant (BC)		Enlisted (Technical Specialist)		Frontline Lead to Mid-Level Manager Amplifies Hard Skills to Hands-On Operational Excellence, Direct Field Troubleshooting, and Quality Control. Amplifies Soft Skills to Team Supervision, Real-Time Crisis Management, and Peer Mentorship.		Execution to Agile Delivery: Translates 'tactical execution under SOP' to 'operational SLA adherence and process compliance'. 'Squad leadership' translates to 'Frontline team supervision, direct workflow scheduling, and operational safety compliance'.		Operations Management, Process Improvement, Leadership, Safety Compliance, Technical Documentation, Quality Assurance, Cross-Functional Communication		
4	US Army	10	Infantry, Gun Crews, and Seamanship Specialists		Enlisted (Technical Specialist)		Frontline Lead to Mid-Level Manager Amplifies Hard Skills to Hands-On Operational Excellence, Direct Field Troubleshooting, and Quality Control. Amplifies Soft Skills to Team Supervision, Real-Time Crisis Management, and Peer Mentorship.		Execution to Agile Delivery: Translates 'tactical execution under SOP' to 'operational SLA adherence and process compliance'. 'Squad leadership' translates to 'Frontline team supervision, direct workflow scheduling, and operational safety compliance'.		Heavy Equipment Operation, Logistics & Supply Handling, Technical Manual Interpretation, Precision Measurement & Calibration, Safety Protocol Enforcement, Ordnance Handling, Tactical Communication		
5	US Army	10DA	Multilingual Utility Helicopter Pilot		Enlisted (Technical Specialist)		Frontline Lead to Mid-Level Manager Amplifies Hard Skills to Hands-On Operational Excellence, Direct Field Troubleshooting, and Quality Control. Amplifies Soft Skills to Team Supervision, Real-Time Crisis Management, and Peer Mentorship.		Execution to Agile Delivery: Translates 'tactical execution under SOP' to 'operational SLA adherence and process compliance'. 'Flight safety checklists' translate to 'High-Reliability Organizing (HRO) and strict QA/QC compliance'.		Aircraft Operation, Navigation Systems, Flight Protocols, Avionics Troubleshooting, Mission Performance, Aerodynamics Application, Emergency Response Procedures		
<	>	Original Data	Admin_HR_Training	Aviation_Maritime_Platforms	Engineering_Tech_Logistics	Intel_Cyber	++	+	+				

Example

Program and Policy Support



JVSG Narrative Report
Incentive Award

Continuous Learning

AI Learning

Online Courses

- Coursera
- DataBricks
- Udemy
- LinkedIn Learning

Tip!

Daily or weekly, ask AI to teach you one new thing it can do:

Example Prompt: What is something new AI can do for me today?

Human Advantage

What AI Can't Replace

AI



Speed
Automation
Organization
Drafting
Summarization

YOU



Empathy
Judgement
Relationships
Trust
Experience

**Better outcomes for
veterans**



Thank you!
