I. Veteran Services

Priority of Service
Under Priority of Service, veterans and eligible spouses are given priority over non-veterans for the receipt of employment, training, and placement services provided under a qualified job training program. This means that a veteran or an eligible spouse is served first by the next available staff member and given priority to any jobs or training for which they are eligible and qualified. For more information about Priority of Service refer to the NYS Priority of Service Technical Advisory. The Veterans' Program Terms and Definitions is a resource available to assist with understanding terms including: veteran, eligible veteran, and eligible spouse.

Priority of Service for all Customers
The chart below describes the priority of service for individuals served in the WIOA Adult Program based on the requirements in WIOA Section 134(c)(3)(E), 20 CFR 680.600 and 680.640, and TEGL 10-09.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
</tr>
</thead>
</table>
| 1st Priority | Veterans and eligible spouses who are:  
  a. Low income, or  
  b. Recipients of public assistance, or  
  c. Basic skills deficient |
| 2nd Priority | Individuals (non-veterans) who are:  
  a. Low income, or  
  b. Recipients of public assistance, or  
  c. Basic skills deficient |
| 3rd Priority | Veterans and eligible spouses who are:  
  a. Not low income, or  
  b. Not recipients of public assistance, or  
  c. Not basic skills deficient |
| 4th Priority | Individuals (non-veterans) who do not meet the above priorities. |

Local Veterans’ Employment Representative (LVER) Services
All individuals who qualify for Priority of Service also receive LVER Services. LVER staff specialize in advocating on behalf of veterans and eligible spouses to promote employment and training opportunities. Additionally, they provide services for veterans and eligible spouses, including job matching, job referrals, job placements, business outreach, and participation in case conferences. LVERs collaborate with the staff members who are directly providing services to the veterans and eligible spouses in their catchment areas. Refer to the Local Veterans’ Employment Representative (LVER) Service Guide for more information.

When it is determined a veteran or eligible spouse is ready for job search services, staff members record the OSOS activity “LVER Job Matching Referral”. This activity is recorded after each subsequent appointment with a veteran or eligible spouse that is Job Search Ready.

OSOS Documentation
- LVER Job Matching Referral
Disabled Veteran Outreach Program (DVOP) Specialist

The DVOP Specialist uses a holistic approach in providing individualized career services to the veterans they serve. They conduct very personalized comprehensive assessments, provide specific labor market information, and develop individual employment plans which include customized short-term and long-term goals. DVOP Specialist’s service delivery may also include case management, outreach services, and collaboration with partners. Their goal is to move DVOP eligible veterans and spouses into long-term suitable employment.

DVOP Specialist provide individualized career services to the following populations of veterans and eligible spouses:

1. Individuals with a Significant Barrier to Employment (SBE) – see below
2. Transitioning Service Members of the Armed Forces (TSMs) who have not met career readiness standards
3. Ages 18-24 (including TSMs)
4. Active duty service members being involuntarily separated through a service reduction-in-force
5. Members of the Armed forces who are wounded, ill, or injured and receiving treatment in military treatment facilities (MTFs) or warrior transition units (WTUs)
6. Spouses or other caregivers of such wounded, ill, or injured members
7. Vietnam-Era Veterans

Significant Barrier to Employment (SBE)

A veteran or eligible spouse is determined to have a SBE if he or she attests to belonging to at least one of the following six categories:

- A special disabled or disabled veteran
- Homeless
- A recently-separated service member who has been unemployed for 27 or more weeks in the previous 12 months
- An offender who is currently incarcerated or who has been released from incarceration
- Without a high school diploma or equivalent certificate; or
- Low-income

Veterans Temporary Hiring Program Portal

The New York State Department of Civil Service Veterans Temporary Hiring Program Portal. This online service provides a centralized location for post 9/11 qualifying veterans to submit up-to-date employment and contact information to be considered by New York State agencies for temporary positions. For more information about the Veterans Temporary Hiring Program, required documents, and program eligibility requirements, refer to the website at www.cs.ny.gov/vetportal/.

All Career Center staff members serving post 9/11 veterans are expected to provide an overview of the Portal. At a minimum, staff are required to provide the veteran with the Veterans Temporary Hiring Program Customer Handout. After discussing the Portal with the veteran, record the “Referral to Veteran Portal” activity in OSOS. If assistance was provided to the veteran with registering on the Portal or if the veteran informs staff that they are registered, staff will record the “Registered with Veteran Portal” activity in OSOS.

OSOS Documentation

Activities
- Referral to Veteran Portal
- Registered with Veteran Portal
DVOP Scheduling
When characteristic information is available indicating that the veteran meets at least one of the following DVOP eligibility requirements: 18-24 years of age, having a disability, offender status, collecting Unemployment Compensation for Ex-service members (UCX), Vietnam-Era Veteran or previously determined to be DVOP eligible, the veteran will be scheduled first from the weekly download to meet with the DVOP Specialist to receive DVOP services. At the first DVOP appointment, the DVOP Specialist will review the Military Service Questionnaire with the veteran to verify DVOP eligibility.

Once DVOP scheduling is complete, the remaining customer scheduling will take place. Veterans not meeting an initial OSOS/REOS system review of DVOP eligibility will be scheduled for either RESEA or C3E services as appropriate. The Flow Chart for Scheduling Veteran Customers Receiving U.I. Benefits is a resource available to assist with the scheduling of services for veterans and eligible spouses.

RESEA and DVOP Coordinated Services
For veterans who are assigned to the RESEA program, RESEA staff will use the Military Service Questionnaire to determine DVOP eligibility at the first RESEA appointment. After the first RESEA appointment is completed, veterans that are determined eligible for DVOP services, will be referred to the DVOP Specialist for required DVOP reemployment services. These veterans will be scheduled for a first DVOP appointment within 4 weeks from the date of their first RESEA appointment and will continue to receive DVOP services only. Veterans assessed as ineligible for DVOP services, or in offices without DVOP coverage, will remain in the RESEA program only. Please refer to the RESEA Staff Service Guide for more information about serving RESEA customers.

C3E Services for Veterans
Veterans initially determined ineligible for DVOP services in the UI weekly download and not assigned to the RESEA program, will be scheduled for C3E services. Veteran C3E services must be conducted on a one-on-one basis. At the first C3E appointment, Career Center staff will use the Military Service Questionnaire to determine DVOP eligibility.

When a veteran is assessed as DVOP eligible, staff will refer the veteran to the DVOP Specialist. If the veteran is determined ineligible for DVOP services, or your Career Center does not have an available DVOP Specialist, the veteran will continue receiving one-on-one C3E services from Career Center staff. Please refer to the C3E Staff Service Guide for more information about serving C3E customers.

Walk-In or Phone Call
Career Center staff, other than DVOP Specialists and LVERs, will initially assist non-scheduled veterans and use the Military Service Questionnaire to determine DVOP eligibility. Veterans eligible for DVOP services will be referred to the DVOP Specialist, if your office has an available DVOP Specialist. Veterans determined ineligible for DVOP services, or in a Career Center where a DVOP Specialist is not available, will receive one-on-one C3E services from Career Center staff. The Flow Chart for Non-Scheduled Veteran Customers and Eligible Spouses is a resource available to assist with the scheduling of services for veterans and eligible spouses.

DVOP Service Referral
After the Military Service Questionnaire is completed and the veteran is determined DVOP eligible, staff must record the “DVOP Eligible/Service Referral” activity and a corresponding comment in OSOS.

OSOS Documentation – DVOP Eligible/ Service Referral
II. **DVOP Service Delivery Model**

Only DVOP specialists follow the DVOP service delivery model. DVOP Specialists must provide *Individualized Career Services* to all veterans and eligible spouses they serve. These services are included throughout the DVOP service delivery model.

1. **1st DVOP Appointment**
   During the first appointment (approximately two-hours in length), the DVOP Specialist will:
   - Provide an orientation to the Career Center and an overview of available services
   - Update/Create the veteran’s OSOS record. Including their OSOS employability profile and military service. Links to the OSOS guides for proper data entry of the employability profile and military service fields can be found in the Supporting Materials section of this guide.
   - Complete an Initial Assessment if one was not already done within the enrollment and determine service outcome (CDS/JSRS)
   - Conduct a Comprehensive Assessment
     - Identify barriers to employment
   - Develop an [Individual Employment Plan](#)
     - Set short-term and long-term goals
   - Provide case management services
     - Refer and/or schedule veteran for Career Center services as needed, such as career counseling, formal assessment, training, and/or workshops
     - Refer the veteran to appropriate service providers to assist with any barrier to employment and complete the [Customer Consent for Disclosure of Information](#)
     - additional services during the appointment
   - Assist the veteran in creating an email account if they do not have one
   - Review customized Labor Market Information (LMI)
   - Schedule the next appointment with veteran no later than four weeks from the first appointment

   **Unemployment Insurance (UI)**
   - Provide UI information and Work Search review for UI Claimants. Discuss UI work search requirements for continued UI eligibility (per Work Search Instructions, WS5)
   - Record attendance in REOS. Review the tab for any outstanding FTRs or Prior appointments that have not been resulted
   - Encourage the veteran to use JobZone for documenting their Work Search Record

   **JSRS Veterans**
   - Assist the veteran in creating a résumé or review and critique the veteran’s résumé
     - Refer to résumé writing services as appropriate
   - Demonstrate features of *JobZone* relevant to the veteran’s needs. Inform the veteran that their JobZone account access information is the same as their NY.Gov account login.
     - Upload the veteran’s résumé into JobZone and complete a resume-based job search. Discuss the Job Scout option with the veteran and setup a job scout for the veteran.
   
   *Veterans referred for job search assistance from VA Vocational Rehabilitation & Employment (VR&E) should not be provided job leads solely based on a JobZone résumé*
based search. Use a **keyword** search when providing job leads through JobZone or creating a job scout for these veterans. A link to the VR&E Career Center Guide can be found in the Supporting Materials section of this guide.

- Refer JSRS veterans to the Veterans Temporary Hiring Program Portal (if eligible)
- Provide JSRS veterans with suitable JobZone/OSOS and/or external job referrals
- Refer JSRS veterans to the Local Veterans’ Employment Representative (LVER) for job matching

### OSOS Documentation 1st Appointment

*OSOS and Data Element Validation (DEV) data entry must be complete prior to recording activities*

**Activities**

- DVOP Assessment Completed
- Orientation (Other)
- Assessment Interview, Initial Assessment (if not already completed)
- Initial Assessment Outcome (select one as appropriate)
  - Job Search Ready Services (JSRS)
  - Career Development Services (CDS)
- L1 Assessment – Comprehensive and Specialized Skill Levels/Service Needs
- Individual Employment Plan
- Job Search Planning
- Workforce Information Services Staff Assisted (LMI)
- Résumé Preparation Assistance
- External Job Referral or JobZone/OSOS Job Referrals (for JSRS customers)
- Referral to Veteran Portal (for JSRS)
- Registered with Veteran Portal (if applicable)
- LVER Job Matching Referral (for JSRS)
- Assigned Case Manager (Vets only Service)

**Comments**

- Use the SSAN model to record a summary of the appointment and services provided
- Document Individual Employment Plan
- Provide details of any external job referrals

### Case Management

Case Management is the facilitation and coordination of services at the community level which includes communication, follow-up and a comprehensive process of documentation. **A veteran should be assigned to Case Management when the DVOP Specialist is working with another service provider for the betterment of the veteran** (e.g. Vocational Rehabilitation and Employment [VR&E] counselors, Homeless Veterans Reintegration Program [HVRP] grantees, parole officers, homeless shelter staff, NYS Division of Veterans’ Services [DVS] counselors, Career Center Employment Counselors etc.). **DVOPs assign veterans to case management services as part of a first or follow up DVOP appointment, as appropriate.**
After exiting a veteran from case management, staff will follow up, in the form of a phone call and email, at intervals of 30 and 60 days from their last service. The follow up contact is a continuation of services to ensure the veteran is successful when exiting from case management or to reengage the veteran if additional services are needed.

<table>
<thead>
<tr>
<th>OSOS Documentation for 30 and 60 Day Follow Up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activities</td>
</tr>
<tr>
<td>✓ DVOP 30-day follow-up</td>
</tr>
<tr>
<td>✓ DVOP 60-day follow-up</td>
</tr>
<tr>
<td>✓ Any additional services provided (Job referral, Resume assistance etc.)</td>
</tr>
<tr>
<td>Comments</td>
</tr>
<tr>
<td>✓ Use the SSAN model to record a summary of the contact and services provided</td>
</tr>
</tbody>
</table>

### Case Management Outcomes
Veterans can be exited from case management services for any of the following reasons:

- ✓ The veteran has achieved the goals in his/her IEP and has been gainfully employed or secured employment with higher wages
- ✓ The veteran has become self-sufficient financially due to the receipt of disability or other income
- ✓ The veteran refuses services or repeated attempts to contact the veteran have failed
- ✓ The veteran has relocated out of state
- ✓ The veteran will be attending training or school for six months or longer
- ✓ Any reason other than those listed above

### 2. Between DVOP Appointments
DVOP Specialists continue to engage and communicate with the veteran (bi-weekly) between appointments, to provide case management services and job referrals. Staff work with the LVER and local Business Services teams to ensure that job leads are timely. Also, staff follow-up on any referrals made to community agencies/supportive services not available through the Career Center. All interactions must be documented in OSOS.

<table>
<thead>
<tr>
<th>OSOS Documentation for between DVOP Appointments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activities</td>
</tr>
<tr>
<td>✓ Contact type – Contact via Phone (Vet), Contact via Email (Vet), Contact in Person (Vet)</td>
</tr>
<tr>
<td>✓ Record any additional services provided (Job referral, Resume assistance etc.)</td>
</tr>
<tr>
<td>Comments</td>
</tr>
<tr>
<td>✓ Use the SSAN model to record a summary of the contact and services provided</td>
</tr>
</tbody>
</table>
3. Follow-up DVOP Appointments

The DVOP Specialist will continuously meet with DVOP eligible veterans every month until they are gainfully employed. During the second and subsequent appointments, (approximately one-hour in length) the DVOP Specialist will:

- Review the veteran’s IEP and progress toward meeting their goals, making any necessary adjustments
- Analyze skills and experience relative to the jobs they have applied for to determine if the veteran is applying for appropriate opportunities, including those that utilize their transferrable skills.
  - If it is determined that the veteran is not seeking jobs that utilize transferrable skills, engage in a discussion to define those skills for them and identify job titles
- Follow-up on previous job referrals and provide additional JobZone, OSOS, and/or external job referrals
- Follow-up with the veteran regarding the Veterans Temporary Hiring Program Portal (if applicable)
- Review the résumés and the veteran’s strategy regarding résumés and cover letters. Customized résumés and cover letters are extremely important
  - If the veteran is not getting interviews after sending résumés or applications, it could be for two main reasons.
    - First, they may be applying to jobs they are not qualified for
    - Second, their résumé and/or cover letter are not attractive to the business and do not demonstrate that they are suitable for the job
When the veteran is getting to the interview stage it is a good indication that the résumé and cover letter or application is working.
- Discuss job interviews and the veteran’s perceptions of interview performance
  - If they are not getting job offers after the interview, we need to determine why. If it is because of interview performance, an interviewing workshop or an appointment with a counselor for a mock interview could be helpful.
  - Provide sample interviewing questions and answers guide
- Refer veteran to appropriate workshops and services
- Review customized labor market information (LMI)
- Follow-up with community resources and providers as necessary
- Update OSOS assessment outcome if necessary
- Work with the LVER and discuss job leads the veteran has received
- Examine JobZone Job Scout results (use a key word search for VR&E referred veterans)
  - Are results appropriate for veterans’ knowledge, skills, and abilities?
  - Does the résumé need modifications to improve results?
  - Is there a skill gap that must be addressed for the veteran to be competitive?
- Provide additional assistance as needed during the appointment and/or as a next step strategy
  - Prepare for or address specific concerns for a scheduled job interview
  - Review use of social media in job search; critique LinkedIn profile
- Discuss the next follow-up service appointment. Advise the veteran that they will be scheduled for a follow-up appointment in approximately four weeks if they have not returned to work. The purpose of the appointment is to evaluate progress toward employment and adjust job search strategy if needed
Unemployment Insurance

- Review the UI eligibility requirement to expand work search efforts after 10 weeks to include jobs they can perform whether they have any experience or training.
- Record attendance in REOS. Review the tab for any outstanding FTRs or prior appointments that have not been resulted.
- Determine if the veteran’s work search efforts meet the UI eligibility requirements. (If the veteran does not present a Work Search Record, but can recreate one on paper or through JobZone, it is permissible to use the newly created records for the interview. You must advise the veteran that a written Work Search Record is a requirement for continued UI eligibility and they must be able to present one if requested.)
- If you suspect that there is a barrier to completing a Work Search Record, explore options to address it. Note in OSOS that you told the veteran that a written Work Search Record is required.
  - Review the number and types of jobs to which the veteran has applied
  - Review the methods used to search for work. Ask probing and clarifying questions to determine if assistance in applying for jobs or incorporating other relevant methods.
- If the veteran demonstrates an inadequate work search and there is no current UI Work Search Plan on file, develop a plan with the veteran during the appointment.
  - A Work Search plan: is an individual plan created with a customer that details the strategies and approaches for looking for work tailored to their specific skills, experience, training, and circumstance. It is created in OSOS (for English Speakers) and results in a document titled New York State Department of Labor UI Work Search Plan (WS2).
    - The Work Search Plan should not be confused with or contradict an individual’s next step plan, career plan, or individual employment/training plan.
    - By signature, a veteran agrees to the strategies in the plan, following specific UI eligibility criteria, and meeting continued eligibility for benefits.

OSOS Documentation for Follow-up Appointments

**Activities**

- Follow-up DVOP Services Completed
- Workforce Information Services Staff Assisted (LMI)
- Career Guidance - Individualized
- Received Case Management Services *(if previously assigned to Case Management)*
- Record any additional services provided

**Additional Services for JSRS customers**

- Job Search Planning
- Registered with Veteran Portal (if applicable)
- External Job Referral or JobZone/OSOS Job Referrals
- LVER Matching Referral

**Comments**

- Use the SSAN Model to record a summary of the appointment and services provided
- Provide details of any external job referrals
- Document next steps given to the customer
Case Conference

Case Conferences will occur after the veteran’s second appointment. At a minimum, Career Center’s should hold Case Conferences once a month to discuss all DVOP eligible veterans who recently completed their 2nd appointment whether served by the DVOP Specialist or Career Center staff. DVOP eligible veterans may be given additional Case Conferences at the discretion of the DVOP Specialist and other Career Center staff. This conference serves to inform the type and intensity of services to be delivered at subsequent appointments. The Case Conference will include, at a minimum, office manager/supervisor, veteran program staff (DVOP Specialist and LVER), and an employment counselor.

The Case Conference consists of a review of the:

- Situation, including veterans long and short-term goals
- Services provided/ actions taken
- Next Steps/ feedback

The outcome of the Case Conference is a plan of service to make the veteran more competitive in the labor market. Staff members are encouraged to use any technology available to them to conduct the meeting, i.e. video conferences, conference calls, etc.

Staff should consider conducting a Case Conference for any veteran that has been receiving services through the Career Center System for an extended period of time.

Providing continuous engagement and customer service to the job seeking veteran does not end with the Case Conference. The Case Conference is a meeting to determine what will occur in post Case Conference contacts and appointments.

OSOS Documentation for Case conference (recorded by DVOP)

Activities
✓ Case Conference

Comments
✓ Use the SSAN model to outline next steps resulting from case conference
**Writing Effective Case Notes in OSOS**

Case notes must be added to the record for each interaction you have with the veteran. Staff will find it helpful to record good case notes in OSOS for tracking a veteran's progress at each point in their employment services process. Since multiple agencies and staff members may be working with the same veteran, it is essential to write thoughtful case notes that provide a thorough and objective overview of the veteran that everyone can reference and utilize.

**SSAN: SITUATION, SUMMARY, ASSESSMENT, NEXT STEPS**

<table>
<thead>
<tr>
<th>S</th>
<th>Situation – Where are they at?</th>
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<tbody>
<tr>
<td></td>
<td>The first step in writing a case note is recording the reason why the customer is meeting with you. Present the customer's situation. Recount their story, history, present circumstances, reflections, and actions. Include the customer’s previous occupation, and occupational goal (if different), consider directly quoting customer statements. Detail any relevant information that is not collected anywhere else in OSOS (e.g., if a customer discloses a disability, you would document any regular workplace/training accommodations).</td>
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<tr>
<th>S</th>
<th>Summary – What did you do?</th>
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<tbody>
<tr>
<td></td>
<td>Detail what happened during the appointment. Provide a clear, concise, objective account (summary) of the appointment. Include specific information and resources that were discussed with the customer. Also include specific Labor Market Information you provided based on the customers past and desired occupations. Include a brief statement on resume revisions provided during the appointment. Example: revised resume, moved education to bottom, revised professional summary to include qualifications from most recent position.</td>
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<tr>
<th>A</th>
<th>Assessment – What do you think?</th>
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<tbody>
<tr>
<td></td>
<td>The assessment is ongoing and should be included in each case note. During your assessment, identify if your customer is Job Search Ready (JSRS) or has barriers to employment and is in need of Career Development Services (CDS). If the customer has barriers, include the employment barriers in the case note, explain why the customer is CDS. Example: Barriers include transportation and lack of HS Diploma. Example: Needs referral to ACCESS VR; customer lost license due to DWI. If you identify potential issues with the customer’s continued eligibility for Unemployment Insurance, you must advise the customer of the potential barrier and consequences. Document the advisory in the case notes and include whether the customer was able to remove the barrier or not.</td>
</tr>
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<tr>
<th>N</th>
<th>Next Steps – What will they do?</th>
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<tbody>
<tr>
<td></td>
<td>Outline what action(s) you and your customer will take to address challenges after the appointment. Specifically list what assignments or tasks the customer will complete between appointments. Next steps should include job referrals the customer agreed on applying to and should include any workshops or other appointments the customer was referred to.</td>
</tr>
</tbody>
</table>

To view example case notes based on the SSAN model, click here, [Before and After: Example Case Notes](#)
Supporting Materials

NYS Priority of Service Technical Advisory
Veterans’ Program Terms and Definitions
Veterans Temporary Hiring Program Customer Handout
Flow Chart for Scheduling Veteran Customers Receiving U.I. Benefits
Military Service Questionnaire (MSQ)
RESEA Career Center Service Guide
C3E Staff Service Guide
Flow Chart for Non-Scheduled Veteran Customers and Eligible Spouses
Individual Employment Plan
Customer Consent for Disclosure of Information Technical Advisory
Failure to Report Procedures
Employability Profile OSOS Guide
Military Service OSOS Guide
VR&E Career Center Guide