Flow Chart for Non-Scheduled Veteran and Eligible Person Customers

All customers are assisted, in-person or via phone, by greeter desk staff members at the time services are requested and are asked if they are a veteran or eligible person1 Yes - Meets Priority of Service Criteria No – Not Priority of Service Customer meets with Career Any Career Center staff, other than a Disabled Veterans' Center staff for Career Outreach Program (DVOP) Specialist & Local Veteran **Center Customer Employment Representative (LVER)**, will use the *Military* Engagement (C3E) services² Service Questionnaire to determine **DVOP** eligibility **DVOP** Ineligible or DVOP no DVOP Specialist Eligible available Customer receives one-Customer meets with DVOP Specialist for 1st DVOP on-one C3E services² appointment² **DVOP Specialist schedules** follow-up appointments and continuously serves DVOP If DVOP eligible customer every month Eligible until they are gainfully employed or in training Case conference occurs after the DVOP eligible customer's second appointment to determine the type and intensity of services to be delivered at subsequent appointments

¹Under Priority of Service, veterans and eligible persons are served by the next available staff member and given priority to any jobs or training for which they are eligible and qualified.

²After determining a customer is ready for job referrals, LVERs will perform job matching and job placement functions for *all* veteran and eligible person customers in their catchment area, regardless of the Career Center program the customer is served under (DVOP, C3E, etc.).