

NYS DOL Career Center Services for Veterans and Eligible Persons

Veterans' services in New York State (NYS) are delivered throughout the Career Center system under Priority of Service and through the Jobs for Veterans State Grant (JVSG). Disabled Veterans' Outreach Program Specialists (DVOPs) and Local Veterans Employment Representatives (LVERs), funded by the JVSG, are located in New York State's Career Centers across the state.

Priority of Service

Under Priority of Service, veterans and eligible persons are given priority over non-covered persons for the receipt of employment, training, and placement services provided under a qualified job training program. This means that a veteran or an eligible person 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 covered persons.

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 persons to promote employment and training opportunities. Additionally, they provide services for these customers, 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 persons 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 person 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 person that is Job Search Ready.

Disabled Veteran Outreach Program (DVOP) Specialist

The DVOP Specialist uses a case management approach in providing **individualized career services** to eligible veterans and eligible persons with employment barriers, transitioning service members, or other populations as defined by the Secretary of Labor. They conduct 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 outreach services and collaboration with partners. Their goal is to move DVOP eligible customers into long-term suitable employment. Refer to the [Disabled Veterans Outreach Specialist \(DVOP\) Service Delivery Guide](#) for more information.

DVOP Scheduling

When characteristic information is available in the weekly download indicating that the customer meets DVOP eligibility requirements, they will be scheduled to meet with the DVOP Specialist. At the first DVOP appointment, the DVOP Specialist will review the [Veteran Services Eligibility Form](#) with the customer to verify DVOP eligibility. Customers in the download not meeting an initial system review of DVOP eligibility will be assigned to the RESEA program. The [Flow Chart for Scheduled Veteran and](#)

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[Eligible Person Customers](#) is a resource available to assist with the delivery of services for these customers.

RESEA and DVOP Coordinated Services

For veteran and eligible person customers who are assigned to the RESEA program, RESEA staff will use the [Veteran Services Eligibility Form](#) to determine DVOP eligibility at the first RESEA appointment. After the first RESEA appointment is completed, customers that are determined eligible for DVOP services, will be referred to the DVOP Specialist for **required** DVOP reemployment services. These customers 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**. Veteran and eligible person customers 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

Walk-In or Non-scheduled Customers

Career Center staff, other than DVOP Specialists and LVERs, will initially assist non-scheduled veteran and eligible person customers and use the [Veteran Services Eligibility Form](#) to determine eligibility for all our Career Center veteran services – including Veteran and Eligible Person Priority of Service, Local Veteran Employment Representative (LVER) Services and Disabled Veteran Outreach Program Specialist (DVOP) services. Customers eligible for DVOP services will be referred to the DVOP Specialist if the office has an available DVOP Specialist. Veteran and eligible person customers determined ineligible for DVOP services, or in a Career Center where a DVOP Specialist is not available, will receive one-on-one services from other Career Center staff. The [Flow Chart for Non-scheduled Veteran and Eligible Person Customers](#) is a resource available to assist with the delivery of services for these customers.

DVOP Service Referral

After the [Veteran Services Eligibility Form](#) is completed and the customer is determined DVOP eligible, staff must record the “**DVOP Eligible/Service Referral**” activity and a corresponding comment in OSOS.

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