

# Veteran Readiness and Employment Service (VR&E) Career Center Service Guide



2022

The following information is enclosed:

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## I. Goal of the Partnership

Efficient and seamless services to veterans with disabilities is the common goal and responsibility of the New York State Department of Labor (NYSDOL) and the United States Department of Veteran Affairs (VA); particularly those who receive services through the Veteran Readiness and Employment Service (VR&E) Chapter 31 program. These veterans are seeking guidance and assistance with one of the most important aspects of their lives – finding meaningful employment in a **suitable** career field. Effective communication and coordinated efforts between NYSDOL and VR&E will ensure these veterans receive a comprehensive and professional service resulting in successful achievement of the veteran's vocational goals.

## II. Roles and Responsibilities

### ***Vocational Rehabilitation Counselor (VRC) and Career Center staff collaboration:***

#### Labor Market Information (LMI) Referral:

- The veteran initially meets the VRC at the VA office to begin services
- The veteran is then referred to the Career Center for what is typically a one-time appointment to complete a VR&E LMI Summary Report
- The VRC may meet with the veteran multiple times depending upon the veteran's needs and employment barriers until a plan is developed by the VRC and signed by the veteran
- The individual needs of the veteran determine the VRC's frequency of counseling appointments

#### Additional Career Services Referral:

- The veteran is identified as needing additional career service(s) by the VRC
- The veteran is then referred to the Career Center for what is typically a one-time visit to receive the requested service(s)
- Career Center staff submit Monthly Summary Reports until the service(s) are completed

#### Job Search Referral:

- The VRC determines that the veteran is ready to seek suitable employment
- The veteran is then referred to the Career Center for job search services which are delivered through a case management model
- Minimal counseling through the VRC should be needed at this point; if barriers begin to interfere with the veteran's effective job search, counseling appointments with the VRC resume
- Career Center staff submit Monthly Summary Reports until case management service(s) are completed
- Regular communication between the Career Center Staff and VRC is essential

### ***VRC and Career Center Staff communication:***

Direct communication between the Career Center Staff and the VA VR&E staff begins immediately when the referral is sent. The Career Center staff and the VRC continuously communicate throughout the service delivery for each referred veteran, especially when there are changes in the veteran's status. Responses to correspondences are expected within five (5) business days. The ISC will intervene if either party is unresponsive or if there is a breakdown in communication.

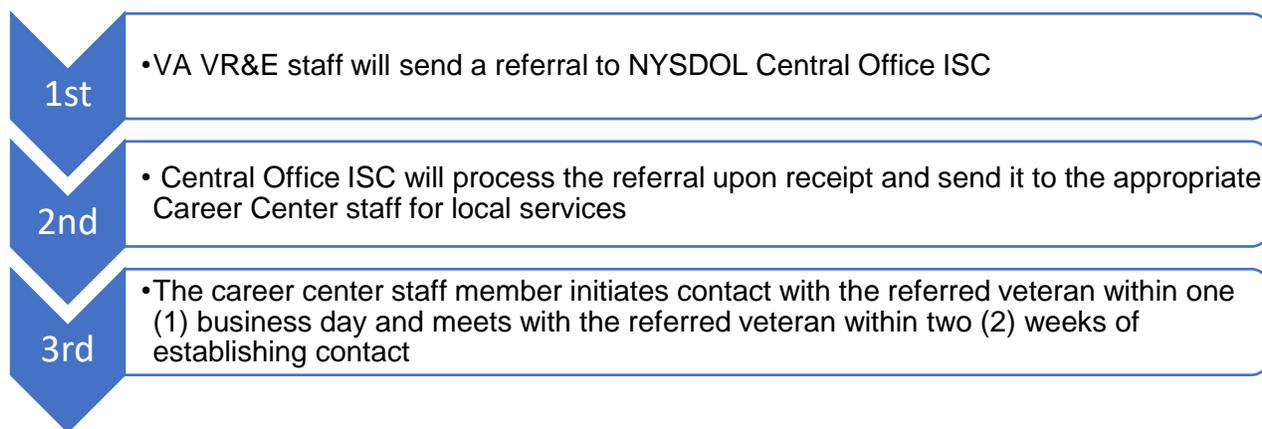
### ***Role of the NYSDOL Intensive Services Coordinator (ISC):***

- Provide guidance and direction to Career Center staff
- Facilitate open communication between the Career Center staff and the VA VR&E staff
- Ensure VR&E Monthly Summary reports are received and address any concerns
- Monitor the partnership and facilitate continuous improvement

### III. Referral Process

- The VRC informs the veteran about their referral to NYSDOL for services
- The VRC sends a referral to the ISC
- The ISC acknowledges receipt of the referral, copying their supervisor in their reply
- The ISC will send the referral to the identified Career Center staff member, including their supervisor/manager and the VRC
- The Career Center staff acknowledges receipt of the referral, replying to all
- The Career Center staff member will include their supervisor and manager in all referral correspondences with the VRC and ISC
- The Career Center staff member will initiate contact within (1) one business day, in the following order:
  - First attempt, in the form of a phone call followed up by an email
  - If no response from the veteran after (5) five business days from the 1<sup>st</sup> attempt, the **VR&E Formal Letter** with a scheduled appointment date and time must be sent (*The VR&E Formal Letter is located on the NYSDOL Veterans' Services intranet page*)
- The Career Center staff member **must** notify both the ISC and the VRC of all contact attempts and if the referred veteran is unresponsive or non-compliant

#### Referral Process Timeline



**Best Practice:**

Create a VR&E subfolder in your Outlook Inbox; save VR&E correspondences in that folder for future reference

## IV. Referrals

### Labor Market Information (LMI) Referral

The goal of this referral is to identify relevant **occupational** and **labor market information** that will assist VR&E in developing a realistic training plan for the veteran. The VRC meets initially with the Chapter 31 eligible veteran to identify preliminary occupational interests. Per VR&E, the **enhanced LMI appointment** is highly recommended for the referred veteran. The VRC will inform the veteran about the referral to the career center staff member and explain the purpose and value of the appointment.

The VRC then sends an email with referral to NYSDOL including the following information:

- Confirmation the veteran is Chapter 31 qualified
- Veteran's name and contact information (address, phone, email)
- Request for **Basic** or **Enhanced** LMI
- Preliminary vocational interest with preferred O\*Net code
- Background information on veteran
- Barriers to employment

Upon receiving the referral, career center staff will confirm receipt with the VRC, ISC, and the Career Center supervisor and manager.

For a **Basic** LMI referral an appointment with the veteran is not required.

For an **Enhanced** LMI referral an appointment is required in which assigned staff meets with the veteran.

**Best Practice:**

*Reach out to the VRC for additional information regarding the referral*

*Coordinate with local LVER and/or Business Services staff for local labor market information*

Assigned staff completes the [VR&E LMI Summary Report](#) located on the NYSDOL Veterans' Services intranet page for both types of LMI referrals. *Refer to pages 9-11 of this guide for a completed example.*

Email a copy of the completed report to the VRC, the ISC, the Career Center Supervisor/Manager, and the veteran within (5) business days. Be sure to save a copy to your computer.

**Best Practice:**

*Instruct the veteran to bring the LMI Summary Report to their next VA appointment*

### OSOS Documentation (Enhanced LMI)

- ✓ Create an OSOS record if one does not exist or update the OSOS record if one already exists
- ✓ Record only the **VA Labor Market Information (non-enrolling)** activity
- ✓ Enter detailed comments including the significant aspects and outcomes of the appointment

## Additional Career Services Referral

The goal of this referral is to assist the VR&E veteran with advancing their **job readiness** towards securing suitable employment. The VRC identifies the veteran as needing additional career service(s). Per VR&E, the additional career services appointment is highly recommended for the referred veteran. The VRC will inform the veteran about the referral to the career center staff member and explain the purpose and value of the appointment.

The VRC then sends an email with referral to NYSDOL including the following information:

- Confirmation the veteran is Chapter 31 qualified
- Veteran's name and contact information (address, phone, email)
- Additional service(s) requested
- Background information on veteran
- Barriers to employment

Upon receiving the referral, career center staff will confirm receipt with the VRC, ISC, and the Career Center supervisor and manager. The assigned staff provides the veteran with the requested assistance as indicated. Some examples include, but are not limited to:

- Resume preparation and critique
- Workshop registration
- Mock interview
- Social media profile analysis
- Internet job search for both public and private sectors

*Additionally, staff will provide:*

- An orientation to the Career Center and services available
- An overview of DVOP case management services
- Coordinated services with local LVER and/or Business Services staff

Assigned staff complete and submit Monthly Summary Reports until the service(s) are completed. See page 6 for *Monthly Summary Report instructions*.

### OSOS Documentation

- ✓ Create an OSOS record if one does not exist or update the OSOS record if one already exists
- ✓ Record only the **VA Additional Career Services (non-enrolling)** activity
- ✓ Enter detailed comments including the significant aspects and outcomes of the appointment

## Job Search Referral

The goal of this referral is to assist the veteran in obtaining **suitable employment** in accordance with the vocational goal as indicated on the referral. The VRC determines that the veteran is ready to seek suitable employment. Per VR&E, the job search services appointment is highly recommended for the referred veteran. The VRC will inform the veteran about the referral to the career center staff member and explain the purpose and value of the appointment.

The VRC then sends an email with referral to NYSDOL including the following information:

- Confirmation the veteran is Chapter 31 qualified
- Veteran's name and contact information (address, phone, email)
- Vocational goal with O\*Net code
- Background information on veteran
- Barriers to employment

Upon receiving the referral, career center staff will confirm receipt with the VRC, ISC, and the Career Center supervisor and manager. The assigned staff provides the following services in obtaining **suitable employment** to support the VR&E vocational goal:

- Enrollment into the applicable service delivery model: Disabled Veterans' Outreach Program (DVOP) specialist or Re-employment Services if your Career Center does not have a DVOP Specialist
- Coordinate with LVER and/or Business Services staff for job placement services

Refer to the [Veteran Career Center Service Guide](#) for further guidance about serving veteran customers.

*Additionally:*

- VR&E veterans who come into our system as Job Search referrals receive **case management services**
- Case management services must be provided monthly to include consistent job search assistance, job leads, and two-way communications
- Career Center staff submit Monthly Summary Reports until case management service(s) are completed
- A keyword search is used for providing job leads through Job Zone including setting up Job Scouts

### OSOS Documentation

- ✓ Create an OSOS record if one does not exist or update the OSOS record if one already exists
- ✓ Record the **Assigned Case Manager (Vets Only Service)** activity following the initial appointment
- ✓ Record the **Received Case Management Services (Vets Only Service)** activity for all follow-up appointments
- ✓ Enter all activities as required by the applicable service delivery model
- ✓ Enter detailed comments including the significant aspects and outcomes of the appointment

## V. Monthly Summary Reports

All staff members assigned with VR&E **Additional Career Services** or **Job Search** referrals are required to complete Monthly Summary Reports for each of their VR&E veteran customers.

*\*Monthly Summary Reports are not required for LMI referrals.*

The [VR&E NYSDOL Monthly Summary Report](#) is located on the NYSDOL Veterans' Services intranet page. Refer to pages 12 - 13 of this guide for a completed example. Assigned staff members can use their comments from OSOS so long as they are objective, informative, and soundly illustrate the month's activities.

A summary report for the previous month is drafted and submitted via email to the following individuals **within the first 5 business days** of each new month:

1. The Vocational Rehabilitation Counselor (VRC)
  - Individual VRC contact information found at the bottom of each VR&E referral form
2. The NYSDOL Central Office Intensive Services Coordinator (ISC)
  - Precious Chapman: [Precious.Chapman@labor.ny.gov](mailto:Precious.Chapman@labor.ny.gov)
3. The Regional VR&E representative
  - Buffalo – Employment Counselor Ramona Estrada: [Ramona.Estrada@va.gov](mailto:Ramona.Estrada@va.gov)
  - NYC – Employment Counselor: Liz Morales: [Liz.Morales@va.gov](mailto:Liz.Morales@va.gov)
4. The assigned staff member's Career Center Supervisor and Manager

These monthly reports provide all recipients with a documented record of the NYSDOL services provided to the veteran and aid us in ensuring the veteran's compliance.

### Some benefits of the Monthly Summary Reports include:

- Summarizing all NYSDOL services provided each month
- Confirming the job leads are in support of the veteran's vocational goal
- Allowing VR&E and NYSDOL staff to stay current on the veteran's progress and to better coordinate services
  - Outline all communications with the veteran (email, phone, and in-person), including unsuccessful outreach attempts or unattended appointments
  - Include any feedback from the veteran (e.g., workshops, interviews, & events attended)
- Providing a comprehensive record of **new** employment for both VR&E and NYSDOL
  - There is a separate section for employment information on the report, place **new** information in this section only

## VI. Report of Employment

Any reports of new employment for VR&E veterans must be verified by the assigned staff member with the veteran and then communicated to the Central Office ISC and the VRC.

### OSOS Documentation

- ✓ Record the **Report of New Employment** activity
- ✓ Enter detailed comments including the following information:
  - Start date
  - Employer
  - Job title
  - Hourly wage
  - Date the VRC was notified of new employment

Assigned staff members are required to verify continued employment at **30 days** and then again at **60 days**. Confirmation of continued employment can be done verbally or via email and must be recorded in OSOS comments. Monthly Summary Reports regarding these follow-up communications are required.

## VII. Closing Referrals

- A VR&E referral can be closed if a non-case managed veteran is unresponsive or non-compliant.
- A VR&E veteran can be exited from case management if the veteran: has been successfully employed for at least 60 days; identifies disability or sole source income; moves out of New York State; enters training or school; has no successful outcome; or any other reason agreed upon by NYSDOL and VR&E.

**There needs to be concurrence for the closure of a VR&E case managed referral.**

Always inform the ISC if the referral is closing or when exiting the referred veteran from case management services. The ISC can provide the assigned staff with guidance about which activity to record and the supporting comments to document.

### OSOS Documentation

- ✓ Record one of the **VETS Case Management Outcomes** activities
- ✓ Enter detailed comments fully explaining the reason for exit

## VIII. Resources

### VR&E Email Notification Referral

**U.S. Department of Veterans Affairs**  
 VA Regional office  
 Address  
**Veteran Readiness and Employment Service (VR&E) REFERRAL FORM**  
 Please Type

**This Veteran is an active Chapter 31 Participant.**

<b>VETERAN:</b>	<b>DATE:</b>
<b>HOME PHONE:</b>	<b>CELL PHONE:</b>
<b>ADDRESS:</b>	<b>EMAIL:</b>

**Service Requested:**

<input type="checkbox"/>	<b>LABOR MARKET INFORMATION - LIST EMPLOYMENT GOAL WITH O*NET CODE:</b> <input type="checkbox"/> <b>BASIC LMI</b> <input type="checkbox"/> <b>ENHANCED LMI</b>
<input type="checkbox"/>	<b>ADDITIONAL CAREER SERVICES – E.G. RESUME DEVELOPMENT, WORKSHOPS, MOCK INTERVIEW:</b>
<input type="checkbox"/>	<b>JOB SEARCH – LIST EMPLOYMENT GOAL WITH O*NET CODE:</b>

**Background Information on Veteran:**

<b>RELEVANT WORK HISTORY:</b>
<b>EDUCATION (INCLUDE GRADUATION YEAR):</b>
<b>BARRIERS TO EMPLOYMENT (NO DIAGNOSES):</b>

VA Point of Contact:

Phone:

Email:

Date of Next VA Appointment:

## VR&E LMI Summary Report (EXAMPLE)

<b>Veteran's Name (Last Name, First Name):</b> Sample, Joe	<b>OSOS ID:</b> NY987654321	<b>Date Referred:</b> 1/2/19
<b>Staff Member:</b> Jim Smith, DVOP	<b>VR&amp;E Case Manager:</b> Casey Jones, EC	
<b>Identified Occupation:</b>  <b>11-3021.00 - Computer and Information Systems Managers</b>  Plan, direct, or coordinate activities in such fields as electronic data processing, information systems, systems analysis, and computer programming.		
<b>Work Environment:</b>  Indoors, environmentally controlled, spend time sitting, typically an office environment. As network speeds increase, telecommuting is becoming more common. Although few managers can work remotely, many must supervise employees who work from home.		
<b>Work Schedule:</b>  Most computer and information systems managers work full time. If problems arise, managers may need to work more than 40 hours a week to come up with solutions. In 2016, about 1 in 3 worked more than 40 hours per week.		
<b>Qualifications:</b> (required work experience, certifications, licensure, education, etc.)  Computer and information systems managers normally have a bachelor's degree in a computer or information science related field. Many organizations require their computer and information systems managers to have a graduate degree as well.  Most jobs for computer and information systems managers require several years of experience in a related information technology (IT) job. Lower-level management positions may require only a few years of experience. Directors are more likely to need 5 to 10 years of related work experience. The number of years of experience required varies with the organization. Generally, smaller or newer companies do not require as much experience as larger or more established ones.		
<b>Job Duties:</b>  1. Analyze their organization's computer needs and recommend possible upgrades for top executives to consider 2. Plan and direct the installation and maintenance of computer hardware and software 3. Ensure the security of an organization's network and electronic documents 4. Assess the costs and benefits of new projects and justify funding on projects to top executives 5. Learn about new technology and look for ways to upgrade their organization's computer systems		

- 6. Determine short- and long-term personnel needs for their department
- 7. Plan and direct the work of other IT professionals, including computer systems analysts, software developers, information security analysts, and computer support specialists
- 8. Negotiate with vendors to get the highest level of service for the organization's technology

**Realistic Starting Salary, Benefits, and Advancement:**

OCCUPATIONAL EMPLOYMENT STATISTICS		Annual Wages (\$)			
CAPITAL Region					
	Title	Mean	Median	Entry *	Experienced**
11-3021	Computer and Information Systems Managers	\$131,870	\$123,730	\$97,890	\$148,860

**Occupational Employment Projections in Local Area: (Including current job openings)**

**NYSDOL**

**Long-Term Occupational Employment Projections, 2014-2024**

**Capital Region**

Summary Level	SOC Code 1	Title	Employment		Change		Annual Average Openings		
			2014	2024	Net	Percent	Total	Growth	Replacement
4	11-3021	Computer and Information Systems Managers	1,710	2,020	310	18.1%	50	30	20

<a href="#">Technical Resource Manager</a>	GCOM Software, Inc.	Albany, NY	03/29/2019
<a href="#">IT - Website Designer (Network Engineer / Project Manager)</a>	Alltek Energy Systems Inc	Albany, NY	03/28/2019

**Largest Employers of Occupation in Local Area: (Include up to 5)**

Company Name	City
<a href="#">New York State Library</a>	Albany
<a href="#">Trueblue Inc</a>	Albany
<a href="#">DST Systems Inc</a>	Albany
<a href="#">Linium</a>	Albany
<a href="#">Farm Family Casualty Ins Co</a>	Glenmont
<a href="#">Currier Mc Cabe &amp; Assoc</a>	Latham

**Occupations Requiring Similar Skills:**

**Related Occupations**

+ - 5 of 10 displayed

- 13-1081.01 [Logistics Engineers](#)  Green
- 15-1121.00 [Computer Systems Analysts](#)
- 15-1143.00 [Computer Network Architects](#)
- 15-1199.02 [Computer Systems Engineers/Architects](#)
- 27-2012.05 [Technical Directors/Managers](#)  Bright Outlook

**Completed by:**  
Jim Smith

**Date:**  
1/7/19

## VR&E Monthly Summary Report (EXAMPLE)

<b>Veteran's Name (Last Name, First Name):</b> Smith, John	<b>OSOS ID:</b> NY0123456789	<b>Date Referred:</b> 12/22/18
<b>Vocational Goal:</b> Environmental Engineer		
<b>Staff Member:</b> Ashley Johnson, DVOP	<b>VR&amp;E Case Manager:</b> Phillip Abernake	
<b>Overview of Monthly Services:</b>	<b>Reporting Month:</b> February 2019	
<p>2/2/19: Veteran emailed DVOP to cancel today's appointment due to a snowstorm. Rescheduled appointment for 2/9/19 at 10:30am.</p> <p>2/9/19: Met with veteran for 1<sup>st</sup> appointment – Introduction to Career Center services, enrolled into case management services, critiqued resume, reviewed LMI, and current job openings. Determined a need for assistance with completing online job applications; scheduled for workshop on 2/19/19 at 10:00am. Next appointment scheduled for 3/10/19.</p> <p>2/14/19: Emailed veteran the flyer for upcoming Veterans' Job Fair at the local Community College. Veteran replied to email stating he would attend the job fair.</p> <p>2/19/19: Attempted to meet with veteran after workshop but was with another customer. Reviewed attendance sheet to confirm workshop was attended. Called &amp; left voicemail at 4:00pm to follow-up.</p> <p>2/20/19: Veteran returned phone call about Online Job Application Workshop. He feels more comfortable with the process and will continue to increase those skills by searching for and applying to jobs online using the websites that have been recommended.</p> <p>2/27/19: Spoke with veteran via phone. Computer skills have continued to improve, and he has been applying to jobs online. Referred to Employment Counselor for a 1:1 mock interview in preparation of upcoming interview. Confirmed our next appointment for 3/10/19.</p>		

### Job Leads and Updates:

1. Career Reboot Re-Entry Program: Environmental Engineer: CDM Smith  
<https://www.cdmsmith.com/en/Careers/Reboot-Re-Entry-Program>
2. 10341BR Junior Environmental Engineer: Arcadis U.S. Inc.  
<https://newyork.usnlx.com/viewjob.asp?jobid=28210533>
3. Entry Level Environmental / Civil Engineer: Aztech Environmental Technologies

Followed up with veteran and he has applied to all 3 referrals above. Veteran has been scheduled for an interview with CDM Smith on 3/3/19.

*LVER also provided the following job referrals:*

1. Environmental Specialist: DASNY – [www.indeed.com](http://www.indeed.com)
2. Mid-level water engineer: Wendell– [www.indeed.com](http://www.indeed.com)

**\*\*Complete the next section when the veteran secures NEW employment\*\***

<b>Job Title:</b>	
<b>Start Date:</b>	<b>Hourly Wage/Salary:</b>
<b>Business Name:</b>	
<b>Business Address:</b>	
<b>Supervisor Name:</b>	
<b>Telephone Number:</b>	

<b>Employment Status (F/T, P/T, Per Diem):</b>	<b>Benefits Included (Y/N):</b>
<b>Benefits:</b>	

<b>Job Duties:</b>
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<b>Job Retention (30 day/60 day):</b>	<b>Follow-Up Date:</b>
<b>Comments:</b>	