

## **NYS DOL Career Center Services for Veterans and Eligible Persons**

Veterans' services in New York State (NYS) are delivered through the Career Centers either under priority of service or through the Jobs for Veterans State Grant (JVSG). Disabled Veterans' Outreach Program Specialists (DVOPs) and Local Veterans Employment Representatives (LVERs), funded through the JVSG, are located in Career Centers throughout NYS.

### **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 holistic approach in providing *individualized career services* to the customers that they serve. 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 case management, outreach services, and collaboration with partners. Their goal is to move DVOP eligible customers into long-term suitable employment. DVOP Specialist provide **individualized career services** to the following populations of veterans and eligible persons:

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

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

**Significant Barrier to Employment (SBE)**

- 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

**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 [Military Service Questionnaire](#) with the customer to verify DVOP eligibility. Customers in the download not meeting an initial OSOS/REOS system review of DVOP eligibility will be assigned to the RESEA program. The [Flow Chart for Scheduled Veteran and 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 *Military Service Questionnaire* 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 Phone Call**

Career Center staff, other than DVOP Specialists and LVERs, will initially assist non-scheduled veteran and eligible person customers and use the *Military Service Questionnaire* to determine DVOP eligibility. 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 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 *Military Service Questionnaire* 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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