

Veteran Career Center Service Guide



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Priority of Service

Under Priority of Service, veterans and eligible spouses are given priority over non-covered persons for the receipt of employment, training, and placement services provided under a qualified job training program. Priority means that veterans and eligible spouses are entitled to precedence over non-covered persons for services. This means that a veteran or an eligible spouse either receives access to a service earlier in time than a non-covered person or, if the resource is limited, the veteran or eligible spouse receives access to the service instead of, or before, the non-covered person. 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 the following terms: veteran, eligible veteran, eligible spouse, etc.

Scheduling and Serving UI veterans under DVOP, RESEA, and C3E

Veteran customers collecting Unemployment Insurance (UI) benefits, who are not work search exempt, will be scheduled to attend individual appointments for reemployment services at the Career Center. Veteran customers will receive Disabled Veterans' Outreach Program (DVOP) services if eligible, Re-employment Services and Eligibility Assessment (RESEA) services if selected, a combination of DVOP and RESEA services if appropriate, or individual Career Center Customer Engagement (C3E) services. The [Flow Chart for Scheduling Veteran Customers Receiving U.I. Benefits](#) is a resource available to assist with understanding DVOP, RESEA, and C3E services to veterans.

DVOP Service Eligibility

The DVOP Specialist's goal is to move unemployed eligible veterans and spouses into employment and to provide services to employed eligible veterans and spouses who require such services to obtain or retain employment leading to self-sufficiency. DVOP Specialists provide intensive services to *eligible veterans* and *eligible spouses* who:

1. Meet the definition of an individual with a Significant Barrier to Employment (SBE)
2. Are ages 18-24 (including TSMs)
3. Transitioning members of the Armed Forces (TSMs) who have been identified as in need of intensive services (as documented on TSMs DD-2958)
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

Significant Barrier to Employment

An eligible 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 (refer to [Veterans' Program Terms and Definitions](#)):

1. A special disabled or disabled veteran. Special disabled and disabled veterans are those:
 - a. Who are entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensations) under laws administered by the Secretary of Veterans' Affairs; or
 - b. Were discharged or released from active duty because of a service connected disability:
2. Homeless
3. A recently-separated service member who has been unemployed for 27 or more weeks in the previous 12 months. The term *recently-separated veteran*, means any veteran released from active duty within the past three years.
4. An offender who is currently incarcerated or who has been released from incarceration
5. Without a high school diploma or equivalent certificate; or
6. Low-income

**Please refer to the Veterans' Program Terms and Definitions, Flow Chart for Scheduling Veteran Customers Receiving U.I. Benefits, Military Service Questionnaire (MSQ), MSQ instructions and Flow Chart for Non-Scheduled Veteran Customers and Eligible Spouses forms for further information.*

DVOP Services

When characteristic information is available indicating that the customer meets at least one of the following DVOP eligibility requirements: 18-24 years of age, having a disability, or offender status the veteran customer 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 should review the [Military Service Questionnaire](#) with the customer to verify DVOP eligibility.

Once DVOP scheduling is complete, the remaining customer scheduling will take place. Veteran customers not meeting an initial OSOS/REOS system review of DVOP eligibility will be scheduled for either RESEA or C3E services as appropriate.

RESEA and DVOP Coordinated Services

For veteran 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, veteran customers that are determined eligible for DVOP services, including UCX claimants (low income), will be referred to the DVOP Specialist for **required** DVOP reemployment services, if your office has DVOP coverage. 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**.

NOTE: For a seamless customer service experience, the DVOP Specialist will review the OSOS record and *Next Step Service Plan – 1st RESEA Appointment (WS 3)* prior to meeting with the RESEA referred veteran customer. The WS3 can be found electronically in the comments section of OSOS or via hard copy with the RESEA staff member who initially met with the veteran customer.

C3E Services for Veterans

Veteran customers 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 your office has DVOP coverage. Once referred and documentation is completed, no additional C3E services will be required. 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.

Walk-ins and Phone Calls

When assisting non-scheduled customers, Career Center staff (excluding DVOP Specialists and LVERs) will 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. 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 understanding the services to these veterans and eligible spouses.

DVOP Service Referral

After the *Military Service Questionnaire* is completed and regardless of the service delivery program, once the veteran is determined DVOP eligible, staff will record the “DVOP Eligible/Service Referral” activity in OSOS.

OSOS Activity – DVOP Eligible/ Service Referral

1st DVOP Appointment

During the first appointment (estimated two hour appointment), DVOP Specialists:

- Conduct an Initial Assessment (if one was not already completed within the enrollment) and determine service outcome (CDS/JSRS)
- Conduct a Comprehensive Assessment
 - Identify barriers to employment
- Review customized labor market information (LMI) to assist with developing an Individual Employment Plan (IEP)
- Work with customer in setting goals
- Develop an IEP/ My Next Steps Service Plan
- Refer the customer to appropriate service providers to assist with barriers presented
 - Provide the veteran with an ES12.75 form to sign, "Customer Consent for Disclosure of Information," for case management customers
 - Initiate contacts with community providers for veteran appointments while veteran is in the office
- Demonstrate features of JobZone relevant to the veteran's needs. Review, at a minimum, the job search tools, Résumé Builder, and Work Search Record features in JobZone. Provide the veteran with JobZone account access information.
- Assist the veteran in creating a résumé or review and critique the veteran's résumé. If the veteran does not have a résumé, use the JobZone Résumé Builder tool to create a basic résumé.
- **Once the résumé is created in JobZone (or uploaded) conduct a résumé based job search. This will simultaneously submit the résumé into NYTalent.**
- Refer the veteran to résumé writing services as appropriate to improve their résumé
- Assist the veteran in creating an email account if they do not have one
- Refer JSRS veterans to the Local Veterans' Employment Representative (LVER) for job matching
- Refer and/or schedule veteran for Career Center services as needed, such as career counseling, formal assessment, training, or workshops
- Schedule the next service appointment in REOS if customer is collecting UI. Advise the veteran of their scheduled follow-up appointment date which will take place, at a minimum, within four weeks. The purpose of the appointment is to evaluate the veteran's progress toward employment and adjust their job search strategy, IEP if needed, and provide additional services.
- Provide UI information and Work Search review for UI Claimants - For details see page 7

OSOS Data Entry for 1st Appointment

***Note, the OSOS record and DEV data entry must be complete prior to recording activities**

Activities

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

Comments

- ✓ Use the SENSE model to record a summary of the salient points of the interview and the factors that lead to the Initial Assessment determination.
- ✓ Document Individual Employment Plan and briefly describe the job search strategy

Between DVOP Appointments

DVOP Specialists continue to engage and communicate with the veteran (bi-weekly) between appointments, by phone or email, to provide relevant job search information, job referrals, and referrals to services not provided in the Career Center. 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.

LVER Job Matching Referrals

After determining a veteran is ready for job referrals, staff will record the OSOS activity, "LVER Job Matching Referral". This activity should be recorded after each subsequent appointment with a veteran that is Job Search Ready. LVERs will perform job matching and job placement functions for *all* veterans and eligible spouses in their catchment areas, regardless of the Career Center program the veteran is served under (DVOP, RESEA, C3E). LVERs will regularly communicate with Career Center staff on the progress of job matching and job development and will provide feedback to staff on the veteran's competitiveness in the job market. Feedback may include information on unmet qualifications, non-competitive résumés, status of applications, and interview outcomes.

OSOS Activity

✓ *LVER Job Matching Referral*

Follow-up DVOP Appointments

The DVOP Specialist will schedule and continuously serve eligible DVOP customers every month until the veteran is gainfully employed or in training. During the second and subsequent appointments, (approximately an hour in length) the DVOP Specialist will:

For JSRS Veterans:

- Review the veteran's IEP and progress toward meeting their goals and make adjustments to the IEP if necessary
- Upload the veteran's résumé to the JobZone Résumé Builder if not done previously
- Work with the LVER and discuss job leads the veteran has received
- Analyze the veteran's 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.
 - Review the UI eligibility requirement to expand work search efforts after 10 weeks to include jobs they are capable of performing whether or not they have any experience or training
 - 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
- Discuss responses to job applications
- Customizing résumés and cover letters is extremely important; ideally, job seekers should be revising their cover letter and résumé to highlight their relevant skills for each job application
 - 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, they are not revising their résumé and cover letter to be attractive to the business and it does not demonstrate that they can do the job
 - Review the résumé and the veteran's strategy regarding résumés and cover letters. Is the veteran sending the same cover letter and résumé to each job regardless of the title or requirements? Do they have the ability to revise cover letters and résumés to highlight their skills against the job requirements? Remind the veteran that in today's competitive market it is important to clearly spell out how they meet the job requirements.

- Discuss job interviews and the veteran's perceptions of interview performance
 - When the veteran is getting to the interview stage it is a good indication that the résumé and cover letter or application is working. However, 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
- Conduct JobZone résumé based search and review job lead results
 - 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
 - Edit or create targeted résumé/cover letter for job referral
 - Schedule the veteran for needed Career Center services or refer to community resources
- Refer veteran to appropriate workshops and services
- 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, based on a review of the veteran's Work Search Records for the two weeks prior to the appointment. Encourage the veteran to use the JobZone Work Search Record and to utilize the resources and workshops within the Career Center.

OSOS Data Entry for JSRS Follow-up Appointments

Activities

- ✓ Job Search Planning
- ✓ Workforce Information Services Staff Assisted (LMI)
- ✓ External Job Referral or JobZone/OSOS Job Referrals
- ✓ **Career Guidance - Intensive**
- ✓ LVER Job Matching Referral
- ✓ Received Case Management Services (*if previously assigned to Case Management*)
- ✓ **Follow-up DVOP Services Completed**
- ✓ *Record any additional services provided (i.e. Individual Employment Plan [if revised])*

Comments

- ✓ Use the SENSE model to record a summary of the salient points of the interview and any updates to the job search strategy

CDS Veterans:

- Review the veteran's IEP and progress toward meeting their goals and make adjustments to the IEP if necessary
 - Discuss progress toward removing/addressing barriers
 - Discuss results of formal assessments if appropriate
 - Follow-up with community resources and providers as necessary
 - Discuss results of appointments with career counselors, community advocates, etc.
 - Discuss veteran's job readiness to obtain and retain a job
 - **Veterans assessed as CDS, will *not* receive job referrals from the LVER unless otherwise communicated**

- Refer veteran to needed short-term prevocational services such as: development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training
- Update OSOS assessment outcome if necessary; If the veteran is now JSRS, record the new outcome
 - Refer the veteran to LVER job matching by recording the corresponding activity
- Record IEP again if the IEP is revised, and write a case note in Comments outlining the changes

OSOS Data Entry for CDS Follow-up Appointments

Activities

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

Comments

- ✓ Use the SENSE model to record a summary of the salient points of the interview
- ✓ Outline the changes to the IEP (if revised)

Case Management

Case Management is an effective service delivery model for the delivery of intensive services. Intensive services should be delivered following the case management framework. The Case Management approach to the delivery of intensive services includes a comprehensive process of documentation, follow-up, and the facilitation and coordination of services at the community level. ***A veteran should be assigned to Case Management when the DVOP Specialist is working with another service provider for the betterment of the veteran customer*** (e.g. VR&E counselors, HVRP grantees, parole officers, homeless shelter staff, VA staff, NYS DVA counselors, Career Center Employment Counselors etc.). It requires the DVOP Specialist to focus on the short term and long term goals the veteran has and to empower the veteran to make educated decisions about his/her future. The ultimate goal of Case Management is to support the veteran so that they secure long-term, unsubsidized, suitable employment.

Case Closure

When the veteran, DVOP Specialist and Supervisor all concur on one of the following points, the veteran's case may be ready for closure:

- ✓ The veteran has achieved the goals in his/her IEP and has been gainfully employed or secured employment with higher wages for ninety days
- ✓ 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
- ✓ The veteran is not benefiting from case management services at all (and is not in UI benefit status)

Veteran UI Claimant Requirements

The following services will be provided to DVOP eligible UI veteran customers.

- Discuss UI work search requirements for continued UI eligibility if applicable. (per Work Search Instructions, WS5)
- Determine if the veteran's work search efforts meet the UI eligibility requirements if applicable. 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 they need 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.
 - Encourage the veteran to use the JobZone Work Search Record if collecting UI.

What is a Work Search Plan?

It 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.

Failure to Report – Refer to the Failure to Report Guide located on the Intranet at:

<http://sdolintranet:81/dews/ui-customers/failure-to-report-procedures.html>

OSOS Employability Profile and Dislocated Worker Status

Career Center customers must have a complete customer record (termed Employability Profile) entered into OSOS within five business days of the Initial Assessment. The information contained in the Employability Profile enhances the customer's employment options by:

- Ensuring a proper assessment,
- Forming the basis for a quality resume, and
- Improving job matching and referral services

Profile updates include the *Reason for Leaving* section and **Dislocated Worker** status within the Work History tab of OSOS. Note: Customers profiled 50+ meet Dislocated Worker status.

Please refer to the [OSOS Employability Profile OSOS Guide](#) for more information.

Case Conference

Case Conferences will occur **after the veteran customer's second appointment**. At a minimum, Career Center's should hold Case Conferences once a month to discuss all DVOP eligible veteran customers who recently completed their 2nd appointment whether served by the DVOP Specialist or Career Center staff. DVOP eligible customers may be given additional Case Conferences at the discretion of the DVOP 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 **DVOP** will record the OSOS Case Conference activity and applicable case notes for each customer that was discussed during the Case Conference.

The Case Conference consists of a review of the:

JSRS Veterans:

- Veteran's work and education history
- Types of jobs to which the veteran was referred or matched
- Types of jobs, if any, for which the veteran received a call to interview
- Services provided to the veteran to this point
- Relevance of the local labor market for the veteran

CDS Veterans:

- IEP
- Progress towards meeting their goals
- Additional barriers or obstacles identified
- Job readiness
- Resources and service needs
- Revision of IEP and/or service strategy

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.

The **nature of the services for subsequent appointments will be outlined** in the plan of service developed at the discretion of the Career Center staff during the Case Conference. Veterans may be encouraged to attend training to enhance their skills to broaden the range of opportunities available to them. If significant employment barriers related to behavioral health are identified, veterans will be referred to appropriate local services. If vocational rehabilitation is identified as a need, veterans will be referred to the United States Department of Veterans Affairs Vocational Rehabilitation and Employment program (VR&E).

Staff should consider conducting a Case Conference for any veteran who may not have been subject to the appointments outlined in this Service Guide, but has been a veteran of the Career Center System for an extended period of time. This includes any veterans who participated in the RESEA program.

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. Please continue to serve the veteran until the veteran has secured employment or entered training and no longer needs our assistance.

OSOS Activity

✓ Case Conference

Scheduling Follow-up Appointments

The second appointment should be scheduled no later than four weeks from the first appointment. Staff schedule the second appointment with the veteran during the first appointment. The third appointment is scheduled no later than four weeks after the second appointment, and appointments should continue each month until the veteran is employed or in training.

OSOS Recording Activities

- DVOP Assessment Completed
- Follow-up DVOP Services Completed
- LVER Job Matching Referral
- DVOP Eligible/Services Referral – recorded by Career Center staff once veteran is determined eligible

These OSOS activities document the completion of the appointment. These activities are recorded for each appointment, in addition to the other services provided. Below is a summary of both of the DVOP Specialist appointment types:

OSOS Data Entry for 1st Appointment

Activities

- ✓ Assessment Interview, Initial Assessment (*if not already completed*)
- ✓ Job Search Planning
- ✓ Résumé Preparation Assistance
- ✓ Workforce Information Services Staff Assisted (LMI)
- ✓ External Job Referral or JobZone/OSOS Job Referrals (*for JSRS customers*)
- ✓ L1 Assessment – Comprehensive and Specialized Skill Levels/Service Needs
- ✓ Individual Employment Plan
- ✓ Initial Assessment Outcome (*select one as appropriate*)
 - Job Search Ready Services (JSRS)
 - Career Development Services (CDS)
- ✓ LVER Job Matching Referral (*for JSRS*)
- ✓ Enroll in Case Management Services as appropriate
 - Assigned Case Manager (Vets Only Service)
- ✓ **DVOP Assessment Completed**
- ✓ *Record any additional services provided*

Comments

- ✓ Use the SENSE model to record a summary of the salient points of the interview and the factors that lead to the Initial Assessment determination and comprehensive assessment. Document IEP and briefly describe the job search strategy.

OSOS Data Entry for Follow-up Appointments

Activities

- ✓ Job Search Planning (*for JSRS*)
- ✓ Workforce Information Services Staff Assisted (LMI)
- ✓ External Job Referral or JobZone/OSOS Job Referrals (*for JSRS customers*)
- ✓ **Career Guidance - Intensive**
- ✓ Individual Employment Plan (*if revised*)
- ✓ LVER Job Matching Referral (*for JSRS*)
- ✓ Received Case Management Services (*if previously assigned to Case Management*)
- ✓ **Follow-up DVOP Services Completed**
- ✓ *Record any additional services provided*

Comments

- ✓ Use the SENSE model to record a summary of the salient points of the interview. Outline the changes to the IEP (if revised) and any updates to the job search strategy.

Effective Case Notes

Case notes must be added to a veteran record for each interaction you have with a 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.

For case notes to be effective, they should make **SENSE**:

- **SITUATION** - The first step in writing a case note is recording the reason why the veteran is meeting with you. Case notes detail where the veteran is on his or her path to training or employment goals. They also detail any relevant information that is not collected anywhere else in OSOS (e.g., if a veteran discloses a disability, you would note in Comments any regular workplace/training accommodations). Note any updated employment services information such as job search or training progress, job leads, etc.
- **EVALUATION** - Next, record your professional evaluation/assessment of the veteran's current situation. Record what happened during your meeting. Were the meeting goals accomplished? If not, why? Be sure to outline your assessment, any results, and interpretation of these results. Make a note of any employment barriers your veteran is facing as well as their efforts, challenges, and strengths.
- **NEXT STEPS** - Write what you and your veteran will do as a result of the meeting. Set goals for what you both hope to accomplish by the next meeting and schedule a follow-up appointment and/or workshops if needed. This should follow logically from the veteran's situation and your professional evaluation.
- **SUFFICIENT INFORMATION (SAY WHAT YOU SEE)** - After completing your case notes take a moment to review that you have included enough information and that the note is objective. Assume that your case notes will be referenced by another staff member working with the veteran. Will the information you provided be helpful? Did you record pertinent details of what happened and what was accomplished, as well as your reasoning for any services provided and any suggestions or goals you have set? Include any change in employment goals, restrictions, or accommodations if needed. Remember, record only observable behavior, not personal impressions.
- **EMPLOYMENT-RELATED INFORMATION ONLY** - Take care to enter only facts and relevant information related to the veteran's training and employment goals. You should not include any unrelated information, protected health information (PHI), or any subjective personal opinions.

Supporting Materials

[Veterans' Program Terms and Definitions](#)

[Flow Chart for Scheduling Veteran Customers Receiving U.I. Benefits](#)

[Military Service Questionnaire \(MSQ\)](#)

[Military Service Questionnaire \(MSQ\) Instructions](#)

[Flow Chart for Non-Scheduled Veteran Customers and Eligible Spouses](#)

[Individual Employment Plan \(IEP\)](#)

[Customer Consent for Disclosure of Information for Employment Services](#)

[Instructions: Customer Consent for Disclosure of Information for Employment Services](#)