Military Service OSOS Guide

10/12/2016

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PURPOSE

USDOL Employment and Training Administration and Veteran's Employment and Training Service released guidelines on the refocused roles and responsibilities for NYSDOLs Disabled Veterans' Outreach Program Specialists (DVOPs) and Local Veterans' Employment Representatives (LVERs).

The term "veteran" means a person who served in the active military, naval, or air service, and who was discharged or released with anything other than dishonorable and who served at least one day of active duty for other than training purposes.

Staff will provide priority of service to all veteran customers regardless of who sees them in the Career Center. Veterans and eligible spouses are scheduled with the next available staff person and provided a one-to-one service rather than in a group setting. It also means they are given priority over non-covered persons for the receipt of employment, training, and placement services, but do not "bump" the non-covered person. So, if a non-covered person is both

approved for funding and accepted or enrolled in a training class the veteran or eligible spouse cannot "bump" them but would be placed at the top of the list.

Career center professional staff must be proficient in accurately recording veteran status and eligibility into OSOS. Information is obtained during the initial assessment to determine a service plan and specify the next steps for the veteran. Accurate recording is crucial for federal reporting and for providing sequential and continuous service to the veteran.

DVOPs will limit their activities to providing one-on-one services to the eligible veterans and spouses who are included in at least one of the additional eligibility requirements:

- 18 to 24 years old
- A special disabled or disabled veteran
- Homeless
- A recently-separated service member, who at any point in the previous 12 months has been unemployed for 27 or more weeks
- An offender, who is currently incarcerated or has been released from incarceration
- Without a high school diploma or equivalent certificate
- Considered "Low-income"

DVOPS may also provide service to members of the armed forces who are wounded, ill, or injured and receiving treatment in military treatment facilities (MTFs) or warrior transition units (WTUs) and to the spouses or other family caregivers of such wounded, ill, or injured members.

NYS MTF:

- 1. Saratoga Navy Clinic
- 2. West Point Keller Army Community Hospital
- 3. Fort Drum Guthrie Ambulatory Health Care Clinic

NYS WTU:

- 1. Fort Drum

MILITARY SERVICE QUESTIONNAIRE (ES 50)

Career Center Staff will complete the Military Service Questionnaire (MSQ) with every customer who identifies themselves as a veteran, including those reporting for REA, C3E, walk-in and DVOP services, making sure they read the disclaimer at the top to the customer first:

The questions below are asked to give priority of services to veterans and eligible spouses. This information is requested but not required from you. Your information will be kept confidential and will be used only in accordance with the law. You have the right to refuse to provide any of the information requested below.

Staff should use professional judgment when interacting with the customer, keeping in mind the nature of the questions and the customer's individual circumstances. OSOS may answer some of these questions as you review/create the customer's file, and therefore, no need exists to ask the customer the same question repeatedly. The information gathered from the questionnaire will be important to record in OSOS and to provide quality customer service. The questionnaire will have 3 attachments to help in completing it:

- Veterans' Program Terms & Definitions,
- Income Guideline
- Military Service Questionnaire Instructions

After the assessment and all OSOS documentation is completed, the questionnaires must be submitted to your supervisor.

Military Service Questionnaire Instructions

Section I – Establish veteran status:

- If "**YES**" continue on to Section II – Determine eligible veteran status
- If "**NO**" continue on to Section IV – Other Eligible Categories

Section II – Determine eligible veteran status:

- If "**YES**" to questions 1, 2 **OR** 3 proceed to Section III – Challenges to employment
  - Note: "YES" is needed in only one of the questions in order to proceed.
- If "**NO**" to **ALL** questions; end questionnaire and non-veteran program staff will provide priority of service under C3E. If JSRS refer to LVER for job matching

Section III – Challenges to Employment:

- If "**YES**" to **ANY** question 1-7: Refer to DVOP
  - Note: **Disabled and Special Disabled status must be service connected**. See *Veterans' Program Terms and Definitions* for further clarification

Section IV – Other Eligible Categories:

- If "**YES**" to question 1, 2 **OR** 3: Refer to DVOP
  - Note: "YES" is needed in only one of the questions in order to proceed.
- If "**NO**" to **ALL** questions; end questionnaire and provide regular services.

DVOP SERVICE ELIGIBILITY:

Sections II through IV of the questionnaire help determine if the veteran is eligible to see a DVOP. The customer must answer **Yes** to at least one of the 3 questions in Section II regarding "eligible veteran" status ***AND* Yes** to any question 1 through 7 in Section III, ***OR* Yes** to any question in Section IV to be eligible for DVOP services. This questionnaire may also be used to complete or update the OSOS record.

Section II – Determine eligible veteran status		
1. Have you served on active duty for a period of more than 180 days *and* were discharged or released with any status but dishonorable?	___YES	____NO
2. Were you discharged or released from active duty because of a service-connected disability?	___YES	____NO
3. Were you a member of a reserve component: • under a Federal order to active duty, serving on active duty during a period of war; **or** • in a campaign or expedition for which a campaign badge is authorized, **AND** • were discharged or released from duty with any status but dishonorable?	___YES	____NO
Section III – Challenges to employment		
1. Are you 18 to 24 years old?	___YES	____NO
2. Are you a Disabled *or* a Special Disabled veteran - with a Veterans Administration (VA) rating of 10% or higher?	___YES	____NO
3. Are you without a fixed, regular, and adequate nighttime residence? This includes: • sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason; **or** • living in a motel, hotel, or campground; **or** • living in an emergency or transitional shelter; **or** • abandoned in a hospital; ***or*** • having a primary nighttime residence that is a public or private place such as a car, park, abandoned building, bus or train station, airport, or camping ground; **or** • an individual or family who is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions in your family or your current housing situation, including where the health and safety of children are jeopardized, and who have no other residence and lack the resources or support networks to obtain other permanent housing?	___YES	____NO
4. Have you left the service within the last 3 years and at any point in the previous 12 months been unemployed for 27 or more weeks?	___YES	____NO
5. Are you a veteran who is currently incarcerated or who has been released from incarceration?	___YES	____NO
6. Are you a veteran who: a. receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, • assistance through the supplemental nutrition assistance program (SNAP); ***or*** • assistance through the needy families program; ***or*** • assistance through the supplemental security income program; ***or*** • State or local income-based public assistance; ***or*** b. is in a family with total family income that does not exceed the higher of: • the poverty line; ***or*** • 70 percent of the lower living standard income level *(refer to attached Income Guidelines Chart)*; ***or*** c. is an individual with a disability whose own income meets the income	___YES	____NO

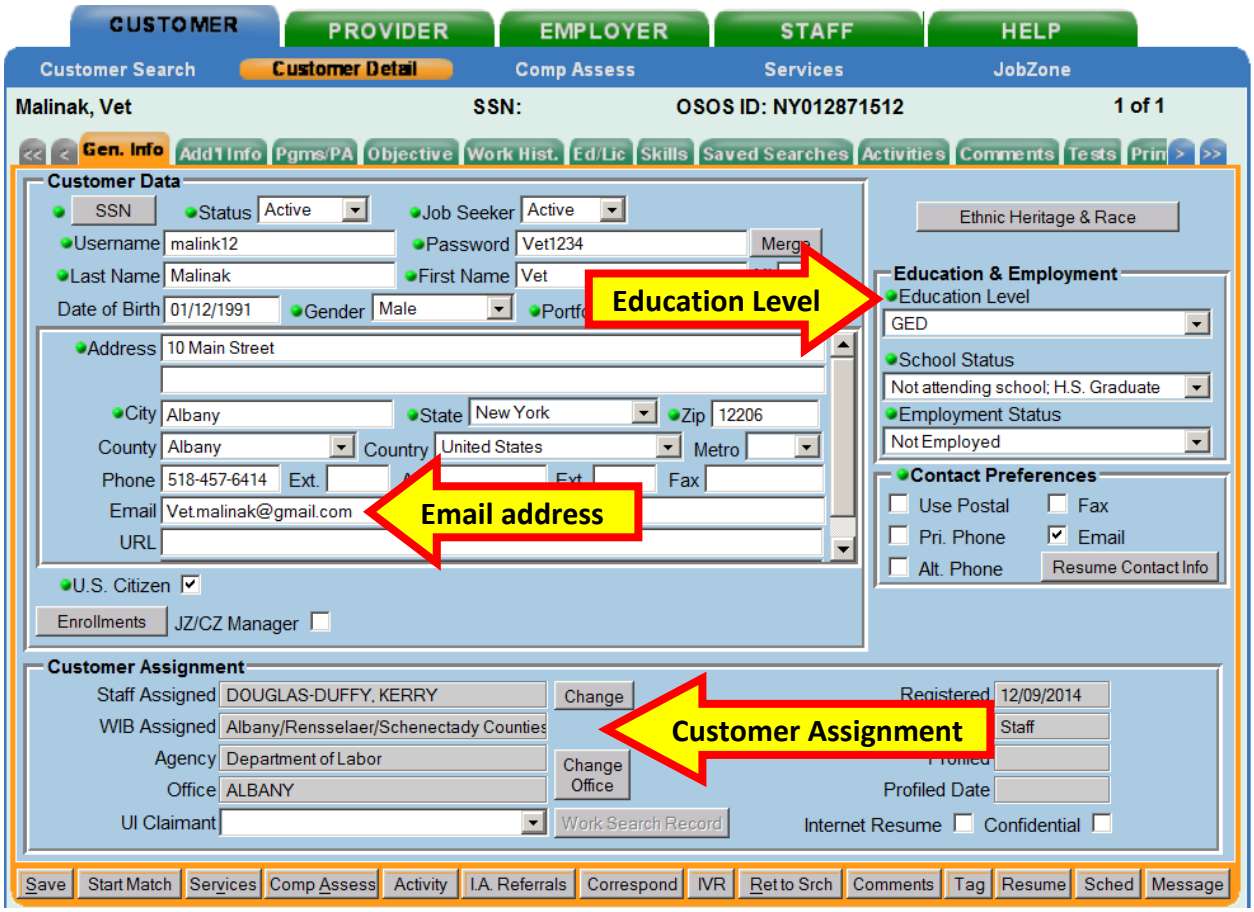
OSOS DATA ENTRY

GEN. INFO TAB

Data enter or review the information in the General Information tab with the veteran.

Record or review the customer's education level. This information may be located on a Career Center registration form or already in OSOS if the customer is scheduled from a UI download. Sometimes the education level comes in incorrectly from UI, so always verify that the information is correct.

Be sure to include an email address and revise the customer assignment section to reflect which staff and office is primarily providing service.



ADD'L INFO TAB

In the **Program** section, complete the **Income Status** to determine the customer's eligibility for DVOP and other Career Center services. Determine the customer's financial eligibility for services using either the 70% LLSIL or the 100% of Poverty Income Guidelines charts that has the higher income level. Each year poverty guidelines are updated. Refer to the Income Eligibility Guidelines located on the Programs and Tools section of the website. ***If the customer is eligible, select "Yes" from either the Lower Living Standard or the Income 70% LLSIL, but not both.*** This is very important for federal reporting.

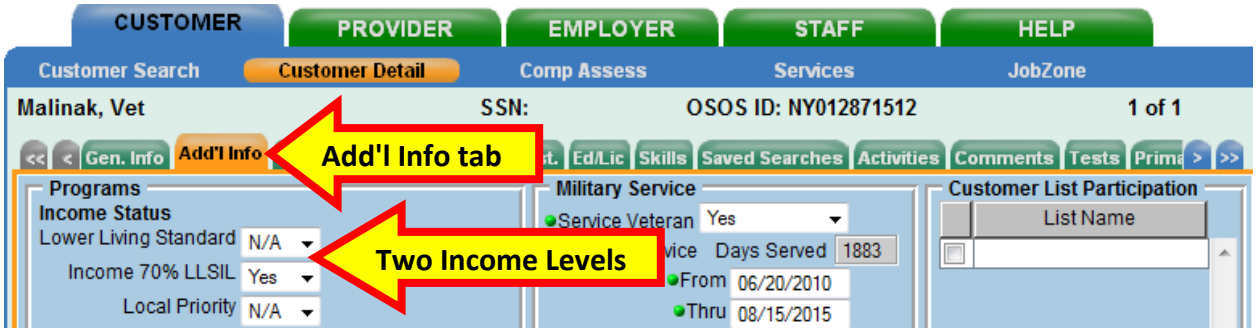
The WIOA definition for the term "low-income individual" means an individual who:

Individual receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received:

- assistance through the supplemental nutrition assistance program (SNAP); or
- assistance through the needy families program (TANF); or
- assistance through the supplemental security income program (SSI); or
- State or local income-based public assistance; or

is in a family with total family income that does not exceed the higher of (refer to Income Guidelines Chart): the poverty line; or 70 percent of the lower living standard income level; or

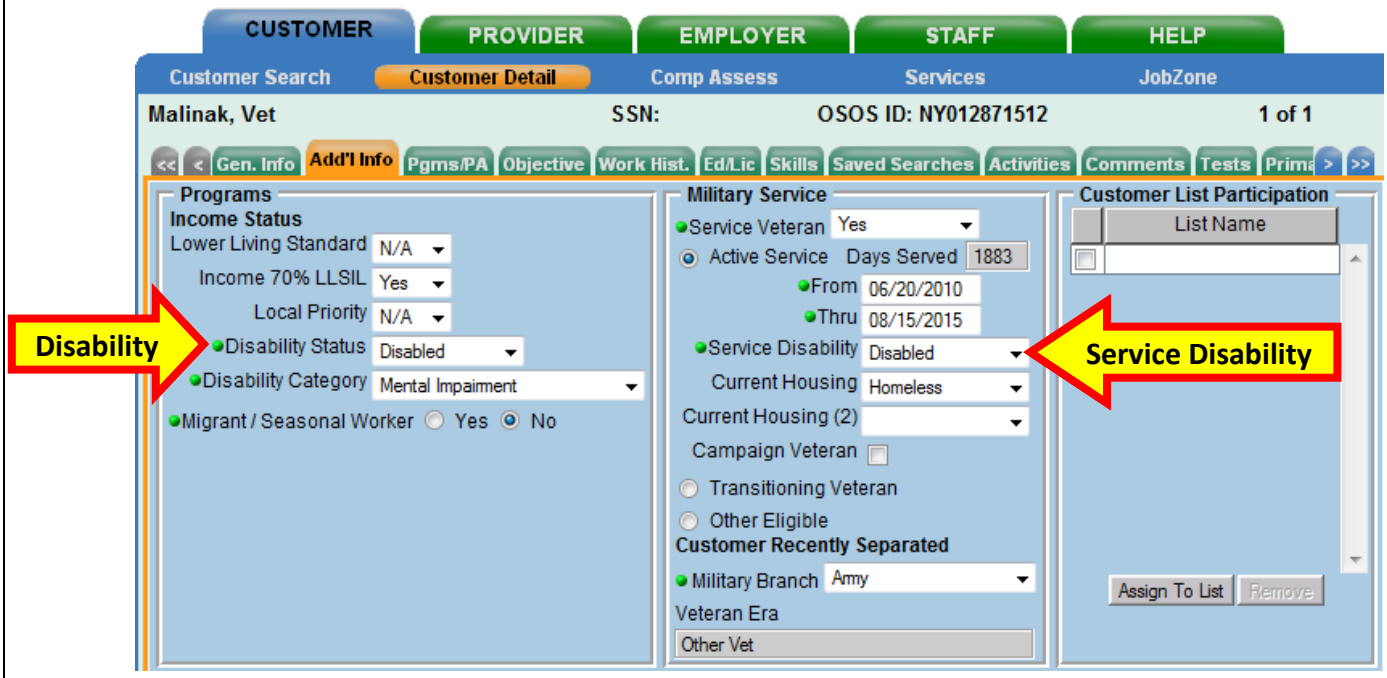
is an individual with a disability whose own income meets the income requirement of clause (b), but who is a member of a family whose income does not meet this requirement.



If the veteran considers himself/herself disabled, then the **Disability Status** must indicate **Disabled.**

If the veteran has been awarded a service connected disability, then select the appropriate **Service Disability** in the **Military Service** section.

*Note: A veteran may have a **Service Disability** in the **Military Service** section that does not affect job performance and may not qualify as **Disabled** in the **Disability Status** data field.*

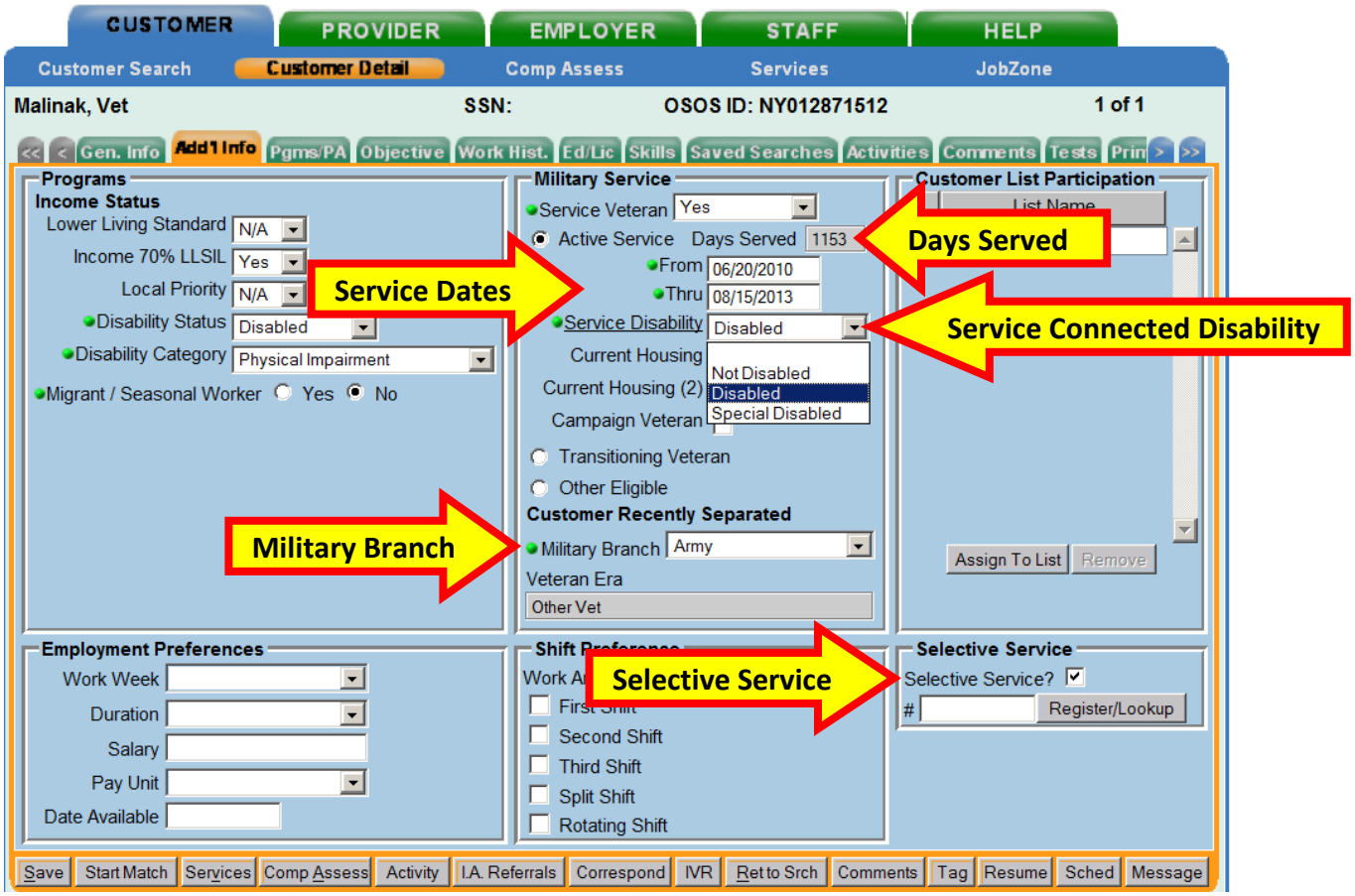


The customer's **Military Service** is captured on the additional information tab. Once "Yes" is selected to indicate the customer is a service veteran, additional data fields will appear.

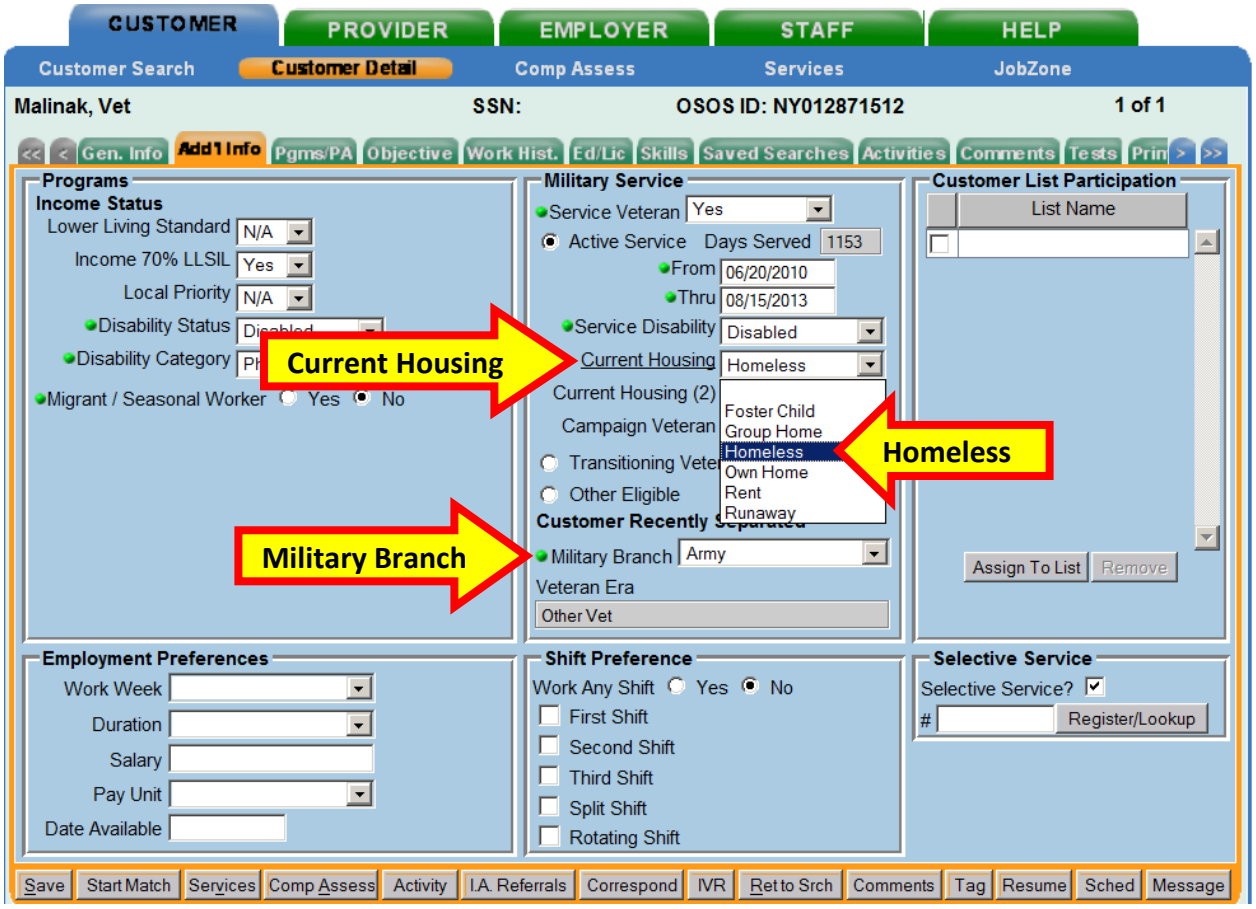
Once the **Active Service** radio button is selected, the dates of service are required. Enter the dates and the **Days Served** data field will automatically populate. The **Days Served** provides an instant computation regarding the 180+ days required to establish veteran eligibility. Confirm with the customer that these dates do not include training dates. Veteran service dates pre-populated into OSOS from UI will always default to a two year service period. Update service dates as needed.

Selective Service must be checked even though the customer is a veteran. This is necessary to create the WIOA enrollment and access WIOA funding when entering L2 level services.

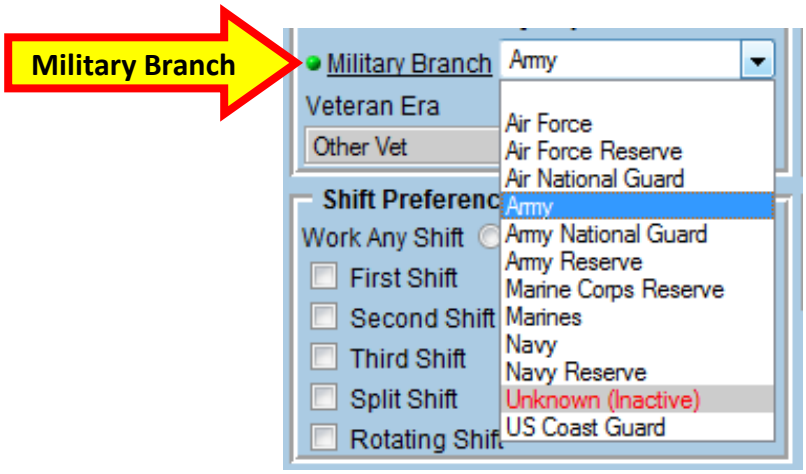
The **Service Disability** and **Military Branch** are required data fields for Active Service members.


CUSTOMER
PROVIDER
EMPLOYER
STAFF
HELP
Customer Search
Customer Detail
Comp Assess
Services
JobZone
Malinak, Vet
SSN:
OSOS ID: NY012871512
1 of 1
Gen. Info
Add'l Info
Pgms/PA
Objective
Work Hist.
Ed/Lic
Skills
Saved Searches
Activities
Comments
Tests
Programs
Income Status
Lower Living Standard N/A
Income 70% LLSIL Yes
Local Priority N/A
Disability Status Disabled
Disability Category Physical Impairment
Migrant / Seasonal Worker Yes No
Military Service
Service Veteran Yes
Active Service Days Served 1153
From 06/20/2010
Thru 08/15/2013
Service Disability Disabled
Not Disabled
Disabled
Special Disabled
Current Housing
Current Housing (2)
Campaign Veteran
Transitioning Veteran
Other Eligible
Customer Recently Separated
Military Branch Army
Veteran Era
Other Vet
Customer List Participation
List Name
Assign To List
Remove
Employment Preferences
Work Week
Duration
Salary
Pay Unit
Date Available
Shift Preference
First Shift
Second Shift
Third Shift
Split Shift
Rotating Shift
Selective Service
Selective Service?
Register/Lookup
Save
Start Match
Services
Comp Assess
Activity
I.A. Referrals
Correspond
IVR
Ret to Srch
Comments
Tag
Resume
Sched
Message
Days Served
Service Dates
Service Connected Disability
Military Branch
Selective Service

Current Housing is listed twice. Enter this eligibility category in only one of the two sections. Disregard the options in the drop down menu that are not appropriate for veteran customers such as **Foster Child** and **Runaway**. The relevant eligibility criterion is the **Homeless** option. This will need to be recorded as appropriate.

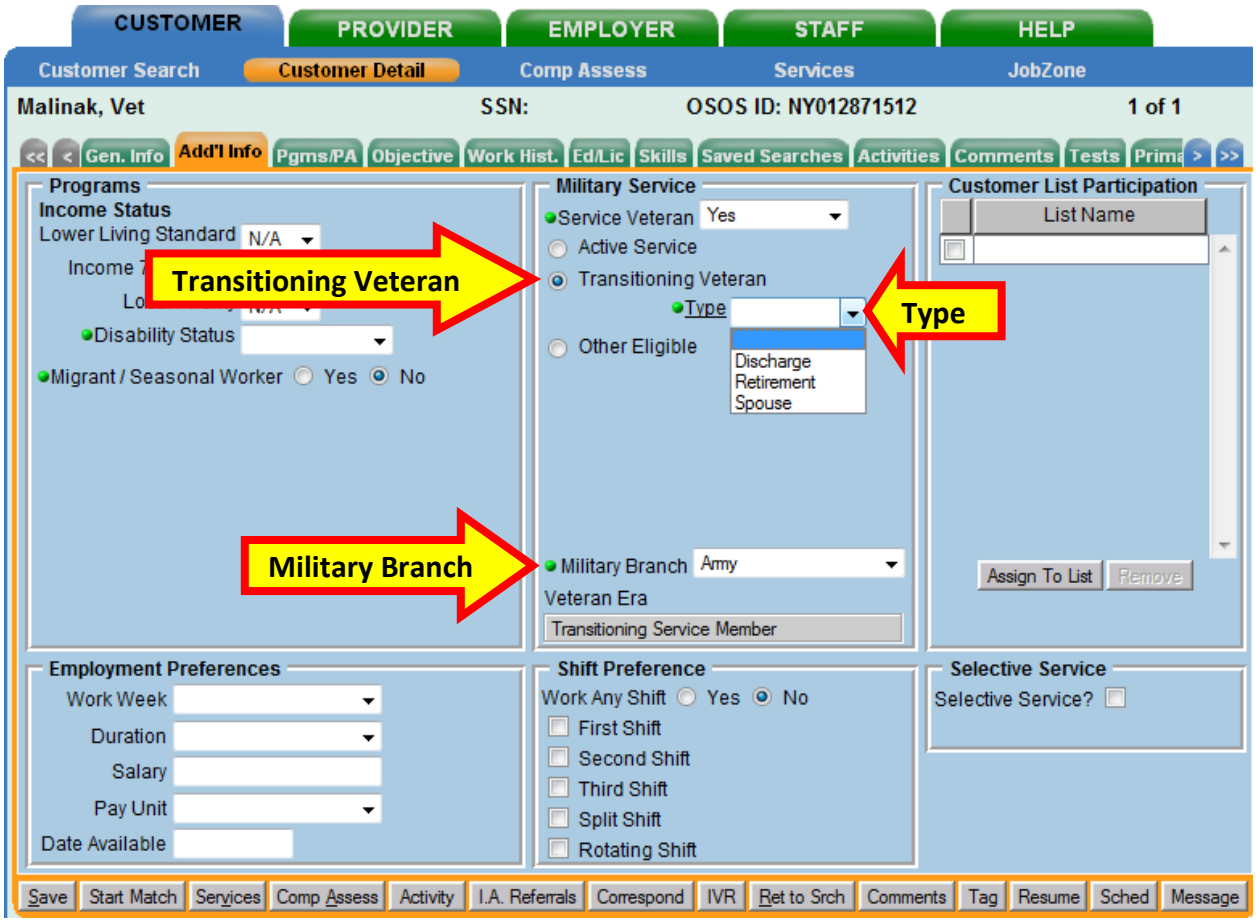


Select the appropriate **Military Branch** from the drop down menu:



When recording the customer as a **Transitioning Veteran**, highlight the radio button and select one of the three types. Select either **Discharge** or **Retirement**. Ignore the **Spouse** option.

Transitioning veterans may contact the DVOP directly as they may be coming from Warrior Transition units, military treatment facilities, or an out processing station, The Career Center may also have walk-in veterans that are on leave and are pro-actively preparing for a civilian job once they are discharged. Record the date that the veteran entered military service and the **future date** for when the veteran will be discharged.



VETERAN DISABILITY DEFINITIONS

A veteran with a 0% service connected disability rating is considered a **Disabled Veteran**, but is not eligible for DVOP services.

A **Disabled Veteran** as defined in 38 U.S.C 4211(1) and (3) is any veteran that is:

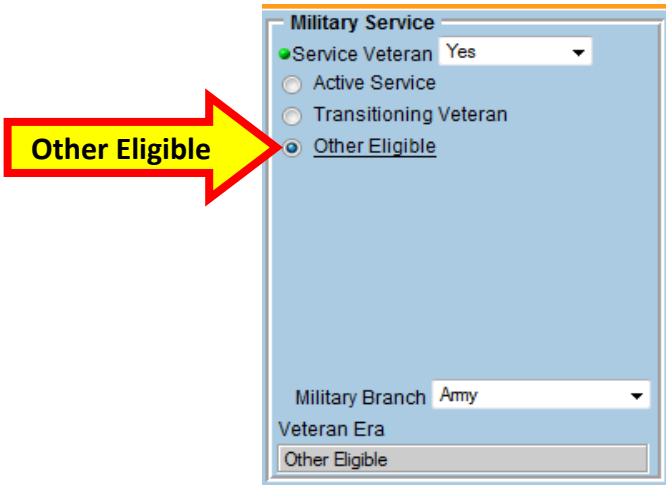
- Entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary for a disability rated at 10% or more; or
- Was discharged or released from active duty because of a service-connected disability

A **Special Disabled Veteran** as defined in 38 U.S.C 4211(1) and (3) is any veteran that is:

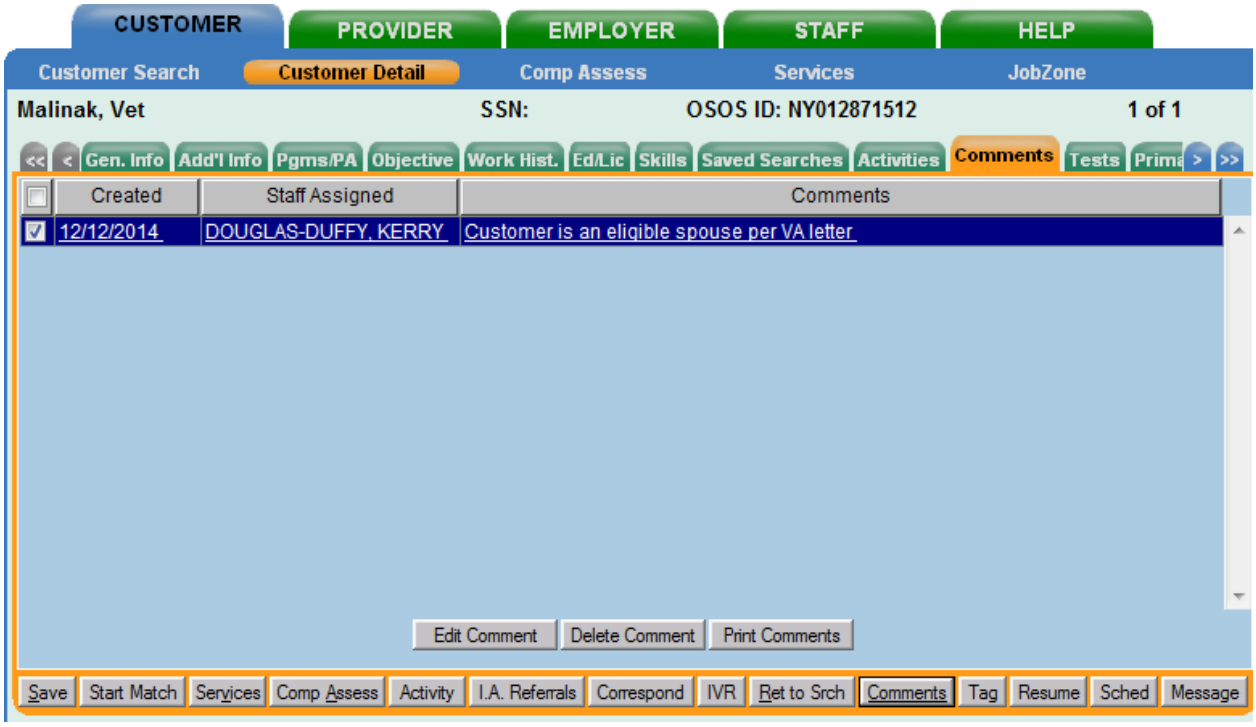
- Entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary for a disability (i) rated at 30% or more; or (ii)
- rated at 10% or 20% in the case of a veteran who has been determined under section 3106 of this title to have a serious employment handicap; or
- was discharged or released from active duty because of a service-connected disability

OTHER ELIGIBLE

The **Other Eligible** data field is used to record the additional eligible categories found on the MSQ form in section 4. The **Other Eligible** category includes the eligible spouse, wounded warrior and family caregiver of one. Record a comment in OSOS identifying the criteria used in determining the customer as **Other Eligible**.



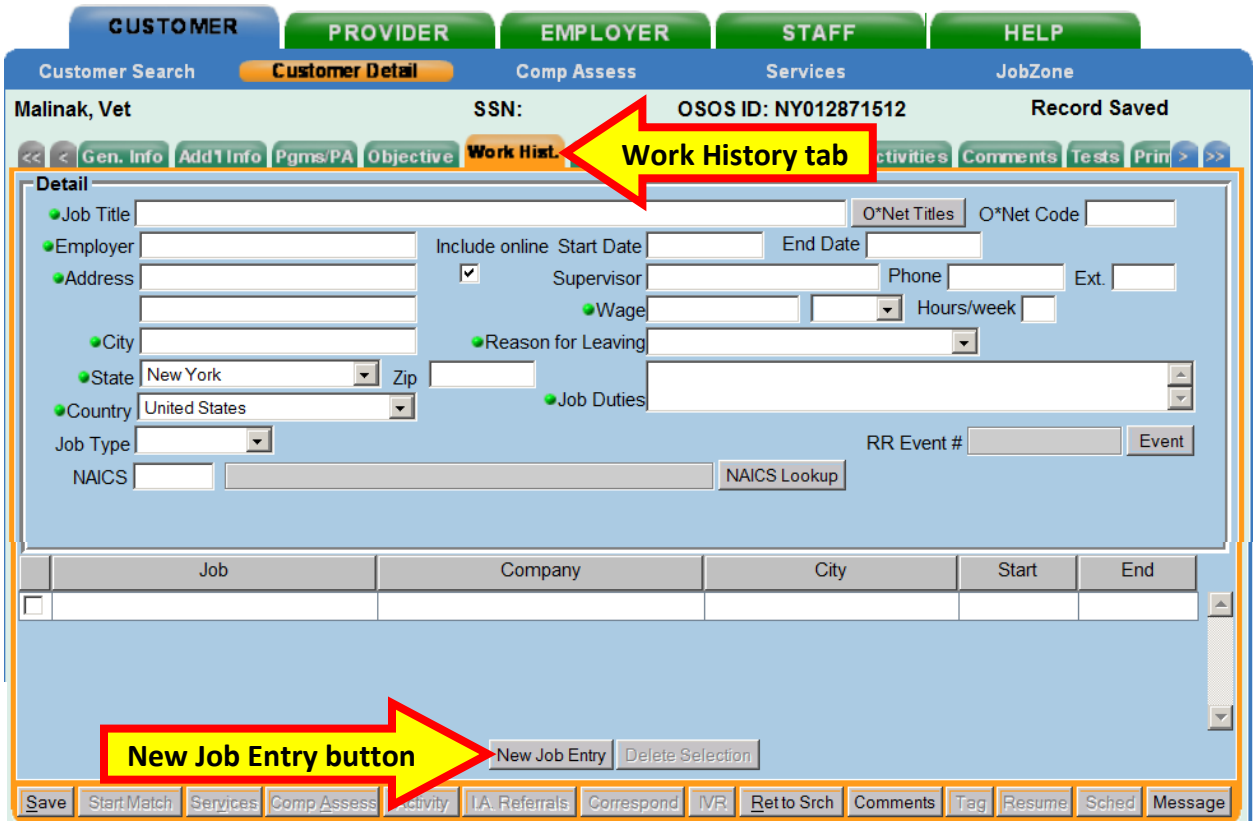
Sample Comment:



WORK HISTORY TAB

When recording work history it is best to data enter and discuss the position and duties with the customer present. This will allow for a conversation to facilitate the initial assessment of the customer's knowledge, skills, abilities, and experience.

A natural flow in the initial assessment would be to capture work history information after verifying contact information and general information from the customer. Other areas naturally flow after obtaining a work history background (Employment Objective) and additional veteran eligibility criteria may be presented as the customer discusses their previous employment. Click the **New Job Entry** button to access the work history data fields.

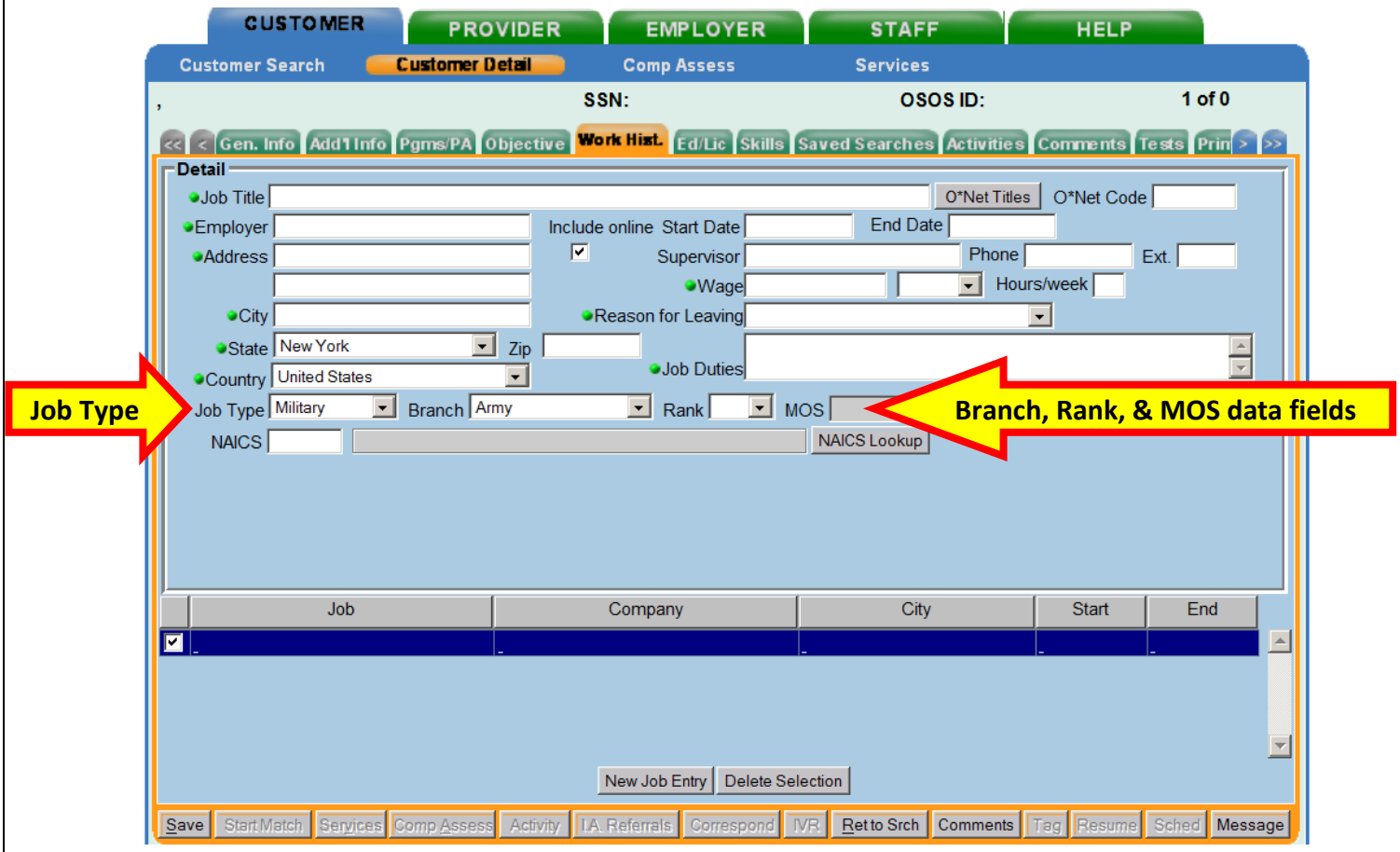


MILITARY WORK HISTORY

When recording military service it may be easier to work from the bottom of the screen up. Start by listing the **Job Type** as *Military* and then enter the **Branch** of service, which will open access to enter the **Rank**. Selecting the **Rank** will provide access to enter the military occupational classification **(MOC)**.

*Various military branches may refer to the specialty titles using terms other than **MOS**. The **MOS** data field will accept the military occupational classification code regardless of the **Branch** of service. List the numerical code in the data field labeled **MOS**.*

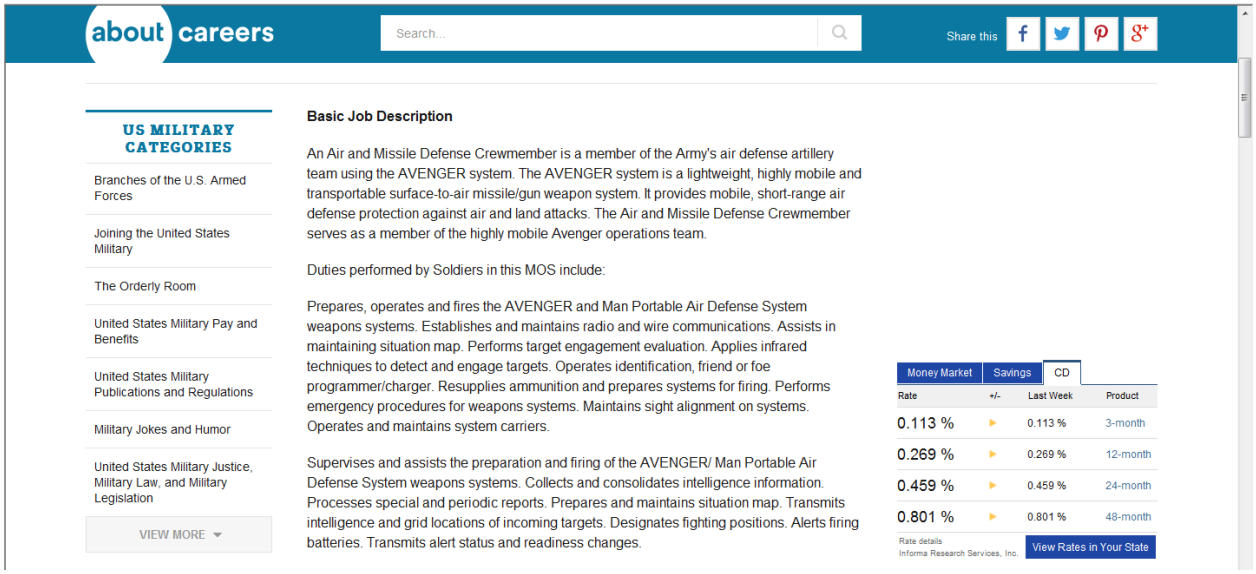
Most veterans will be able to provide information regarding their rank and MOC.



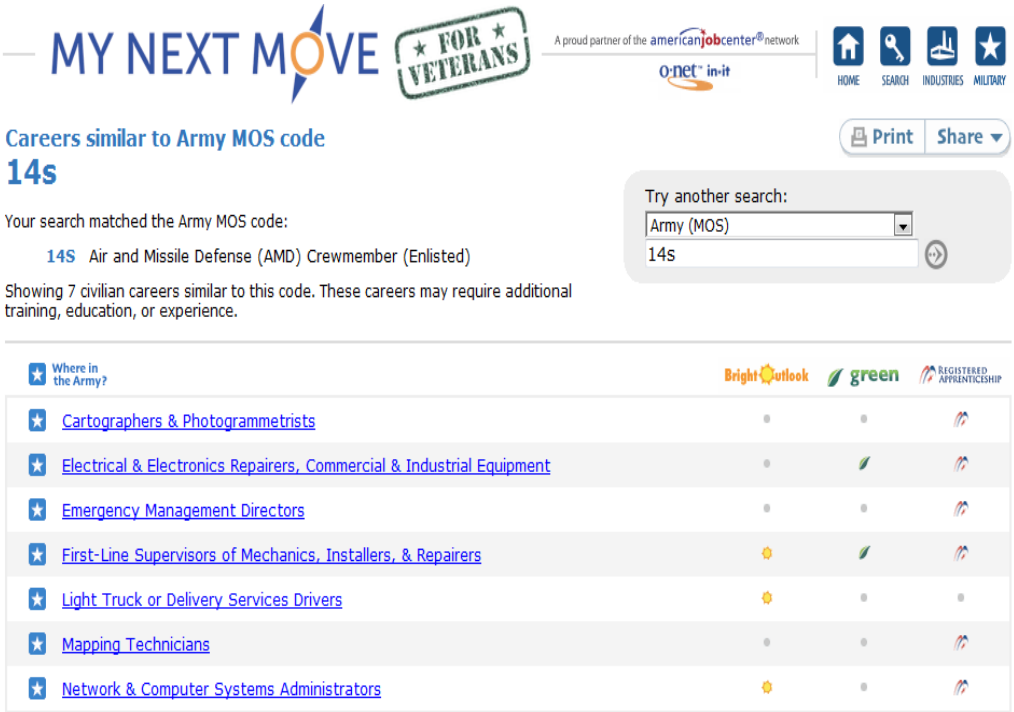
The O*Net OnLine web site, http://www.onetonline.org/crosswalk/MOC, provides a job description for various military occupational classifications (MOC). Select the branch and enter the veteran's military code or job title and click the **Go** button.

The site will provide a list of usual tasks from which the veteran may use to detail his skills.

Once the MOS (Military Occupational Specialty) has been identified, open the US Military Categories or another appropriate website to obtain more information about the veteran's duties and use O*Net online to identify a crosswalk to one or more O*Net codes. Discuss the military and O*Net tasks with the veteran to determine the customer's actual experience and enter that information into OSOS. Below is a screen shot from http://usmilitary.about.com/:

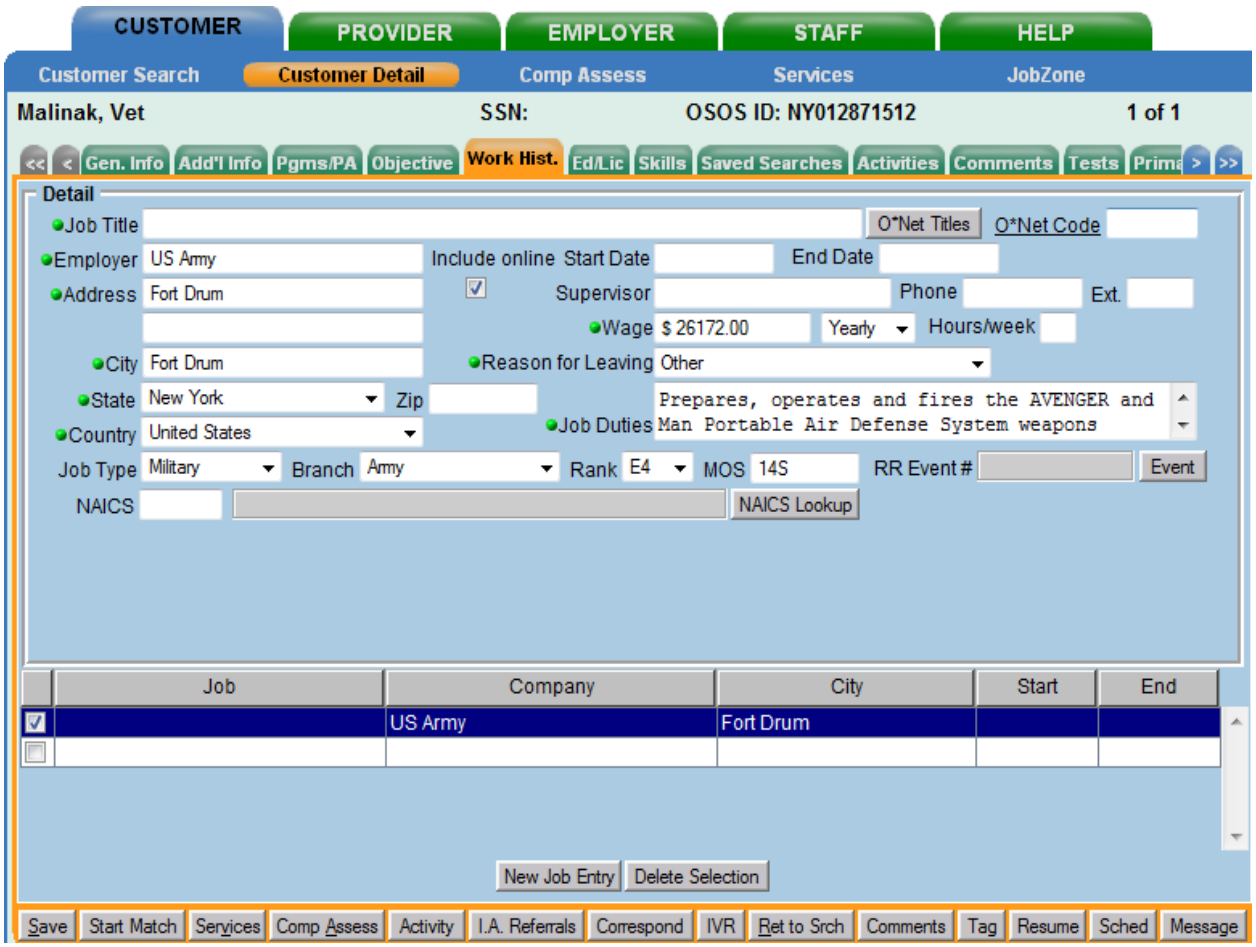


Another useful website for identifying skills and experience from military service and converting to an O*Net title is: http://www.mynextmove.org/:

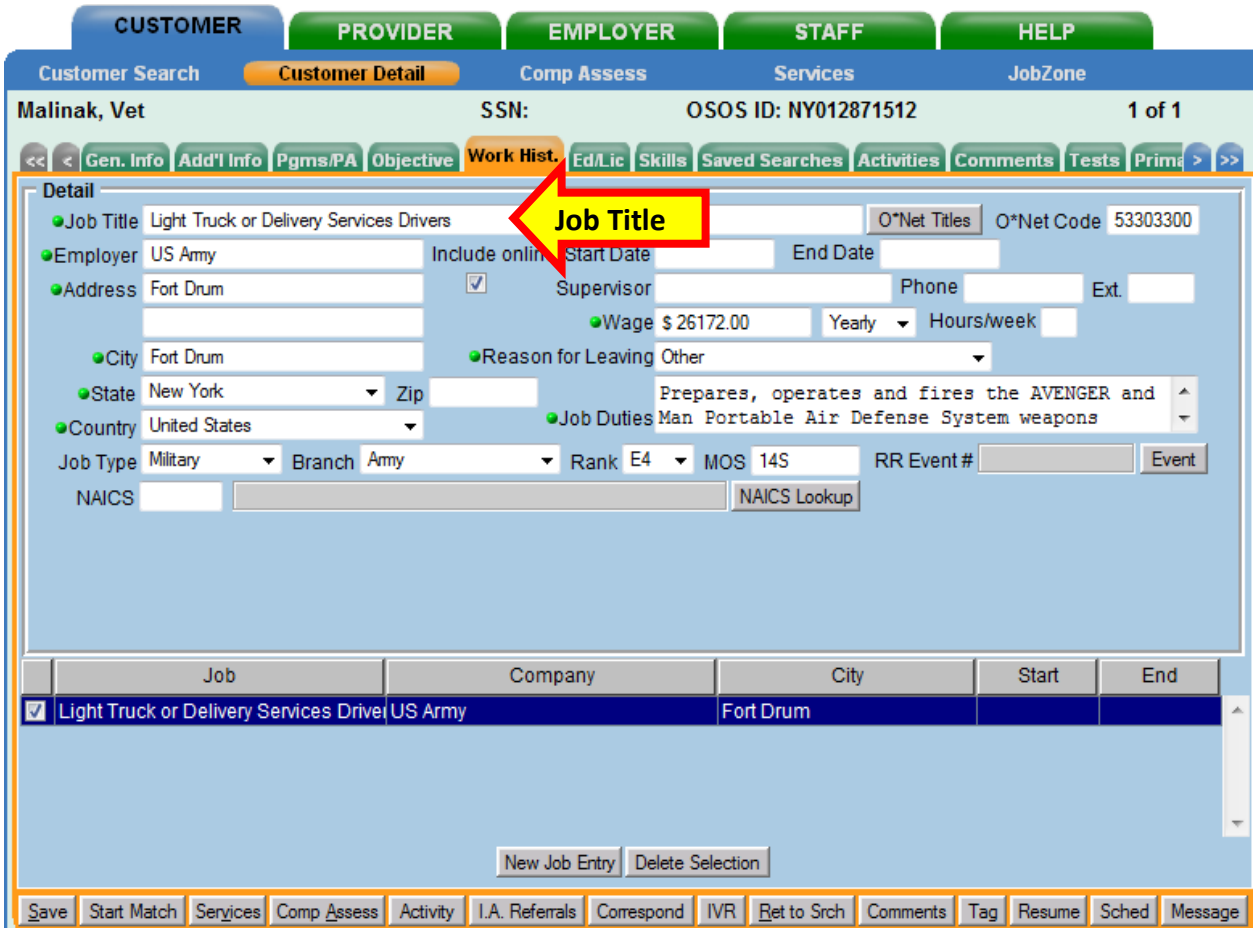


The career crosswalks may not be exact, but can add to your conversation with the customer on what they would like to do next.

As additional discussion continues regarding what the customer has done, complete the data fields towards the top of the screen and discuss what preferences exist for future employment. Refer to the O*Net descriptions for assistance, if necessary. A best practice would be to have both websites available on your desktop to toggle from one resource to the other.



If pasting the O*Net code into OSOS, be sure to delete the (–) that displays in the code. This will then record the code that was most similar to the veterans MOS. The O*Net Code will automatically populate the Job Title. It is acceptable to keep the O*Net title or enter a corresponding civilian or military Job. The screen below displays O*Net Job Title:

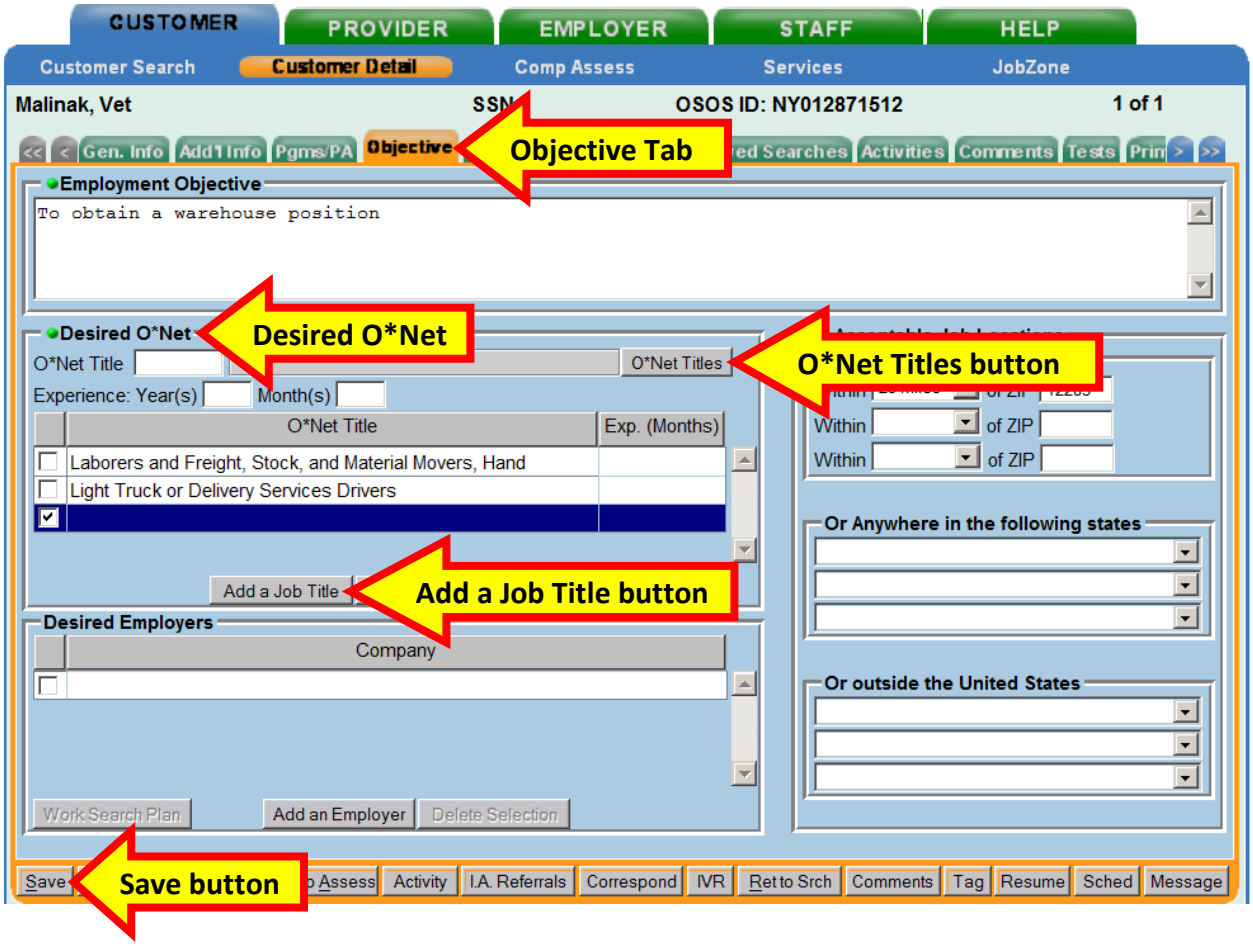


The screen below displays the customer's military title with the same O*Net Code as above:

OBJECTIVE TAB

Click the **Add a Job Title** button to enter multiple **Desired O*Net** codes and titles within the **Objective** tab. If the O*Net code is not known for a specific occupation or occupational cluster, click the **O*Net Titles** button to connect to O*Net OnLine. Enter multiple **Desired O*Net** codes and titles when appropriate to maximize the customer's opportunity to identify employment opportunities during the match process by the LVER or other staff. In accordance with the Employability Customer Service Indicator, one O*Net code should match an O*Net code from the customer's work history. The additional **Desired O*Net** titles should relate to what the customer's current objectives are.

Click the **Save** button when all the data entry in the Objective tab is complete.

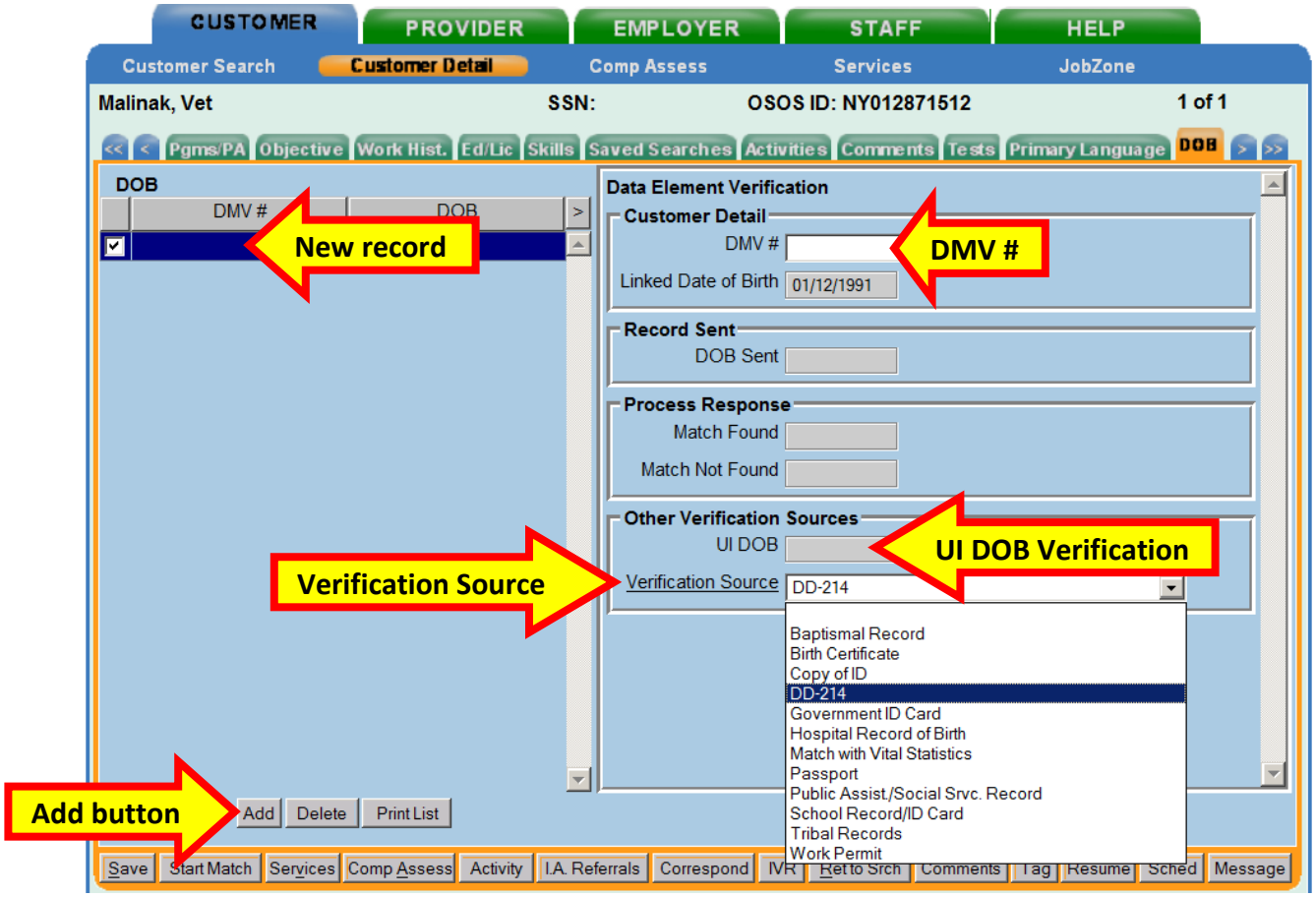


DOB TAB

*Per WIOA guidelines, Date of Birth must be verified. In the DOB tab, the veteran's date of birth will populate from the General Information tab. If the veteran is receiving unemployment insurance, their date of birth will be verified by the UI Division and the **UI DOB** date will be populated.*

If not, click the **Add** button to access the **Data Element Verification** sections and verify the birth date using the customer's motor vehicle operator's license (**DMV #**) or an **Other Verification Source**.

Click the **Save** button.



COMPREHENSIVE ASSESSMENT

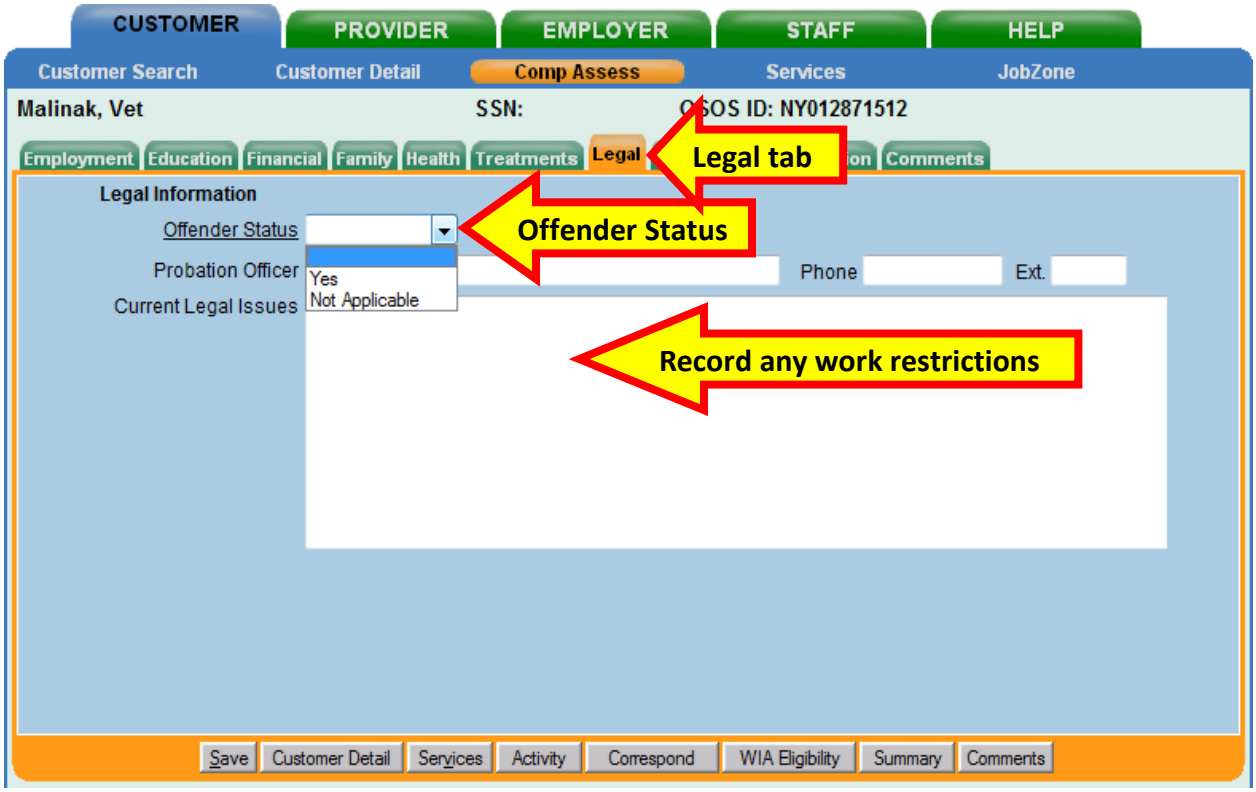
To record additional DVOP eligibility criteria in OSOS, professional staff will need access to the comprehensive assessment section in OSOS. When the comprehensive assessment section is shaded, that indicates that the user does not have the required permission to access that window and the included tabs. Access may be requested through the local OSOS security coordinator.

Additional eligibility criteria and DEV information must be recorded in the comprehensive assessment section of OSOS.

LEGAL TAB

Record if the customer is an ex-offender in the **Legal** tab. If the customer has a prior conviction, record the offender status as **Yes**.

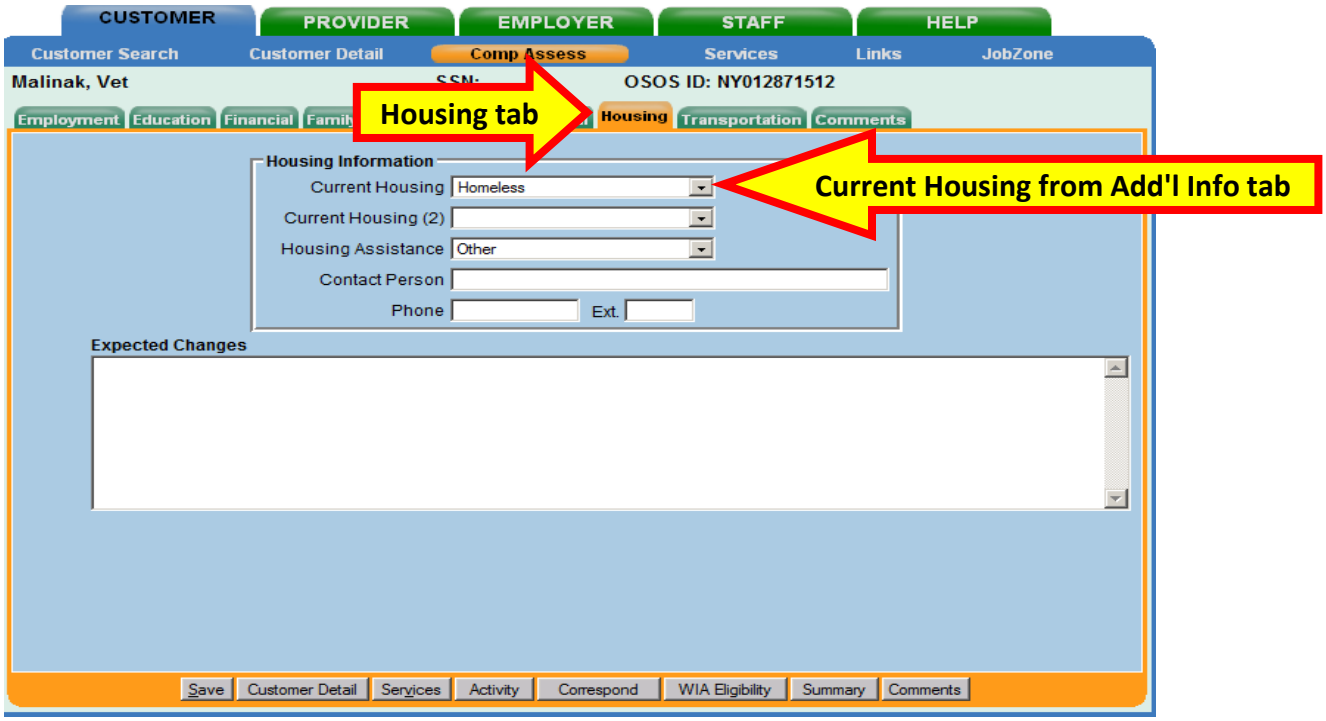
A prior conviction can be a barrier to securing employment and indicate a need to provide more intensive services for this customer. Record relevant comments in the Comprehensive Assessment Comments Tab, such as when the conviction occurred, and whether the veteran has work restrictions.



HOUSING TAB

Click the **Housing** tab. The **Current Housing** will automatically populate with data from the **Current Housing** listed in the **Additional Information** tab in the **Customer Detail** window. Update and add any additional information into the data fields.

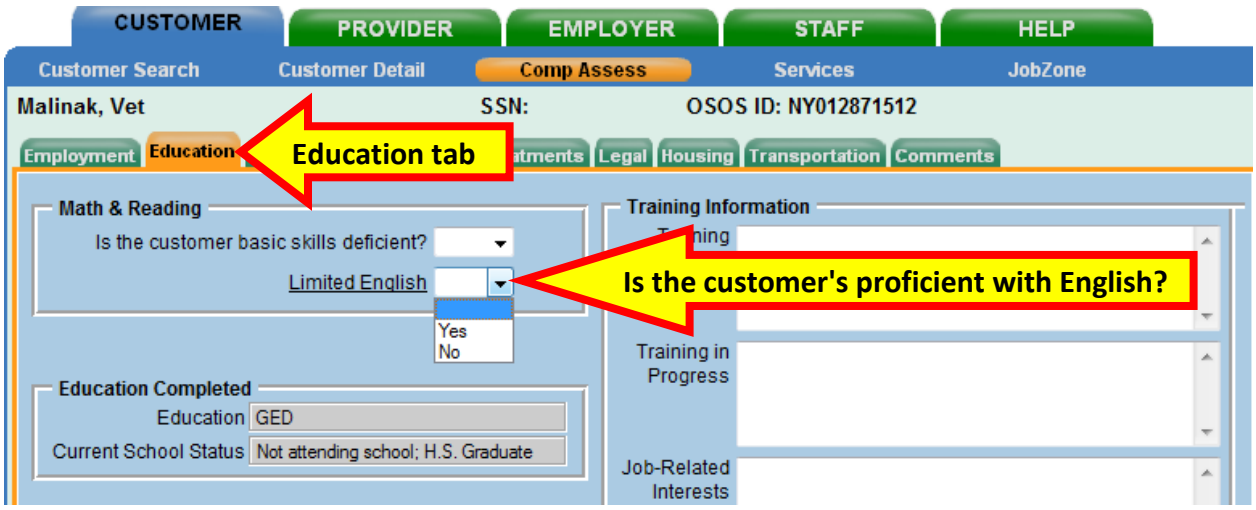
A best practice is to add the date in the Expected Changes section when updating this tab.



If housing assistance is needed, enter "other" in this section.

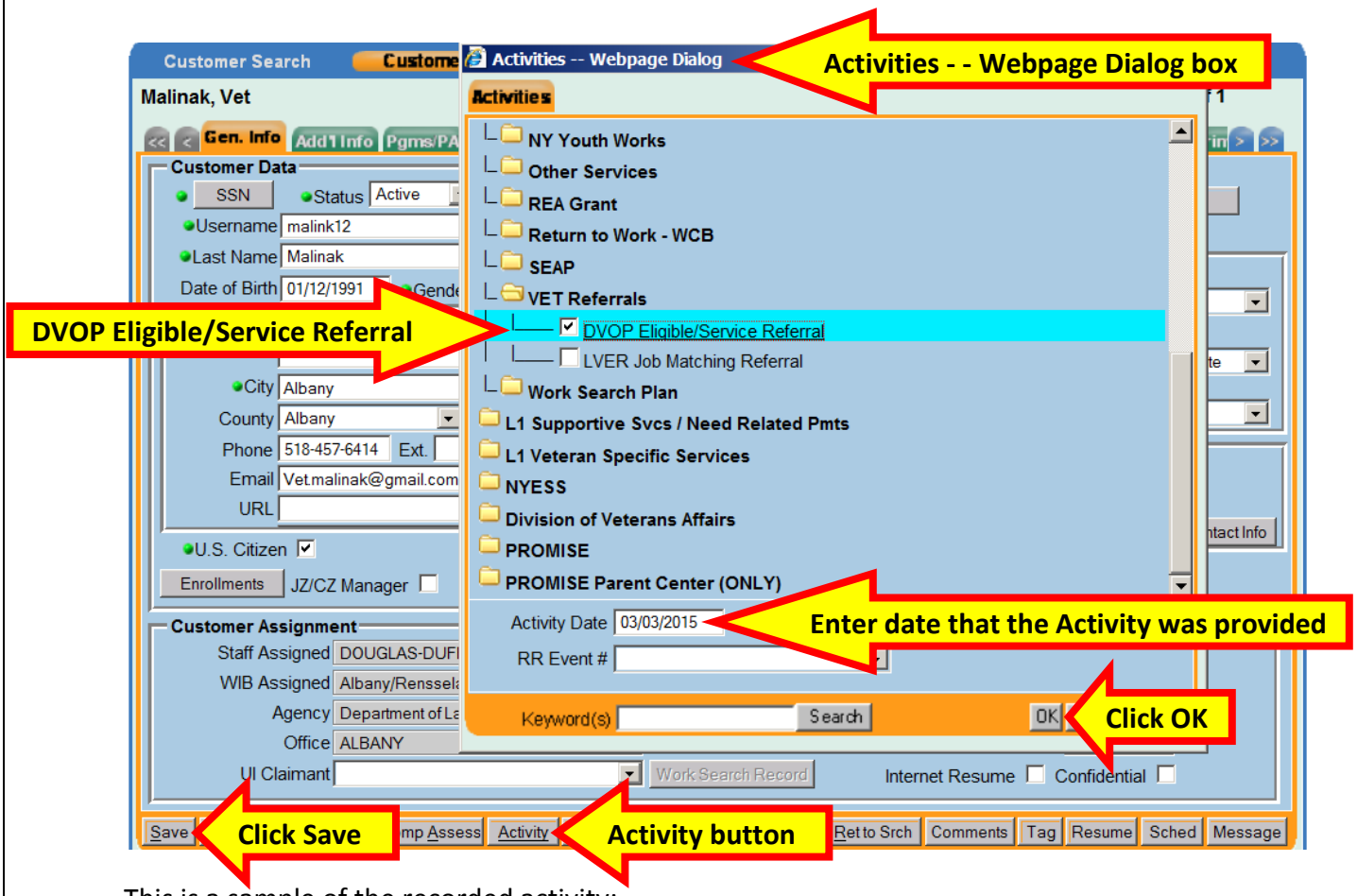
EDUCATION TAB

Although Limited English Proficiency (LEP) is not an eligibility criterion for DVOP services, staff should record this information as part of the regular DEV requirements for intensive/individualized services.

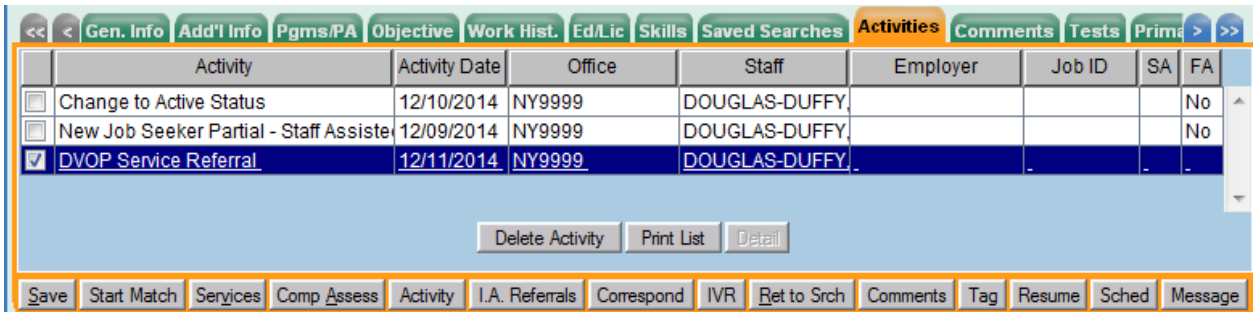


DVOP AND LVER REFERRAL ACTIVITIES

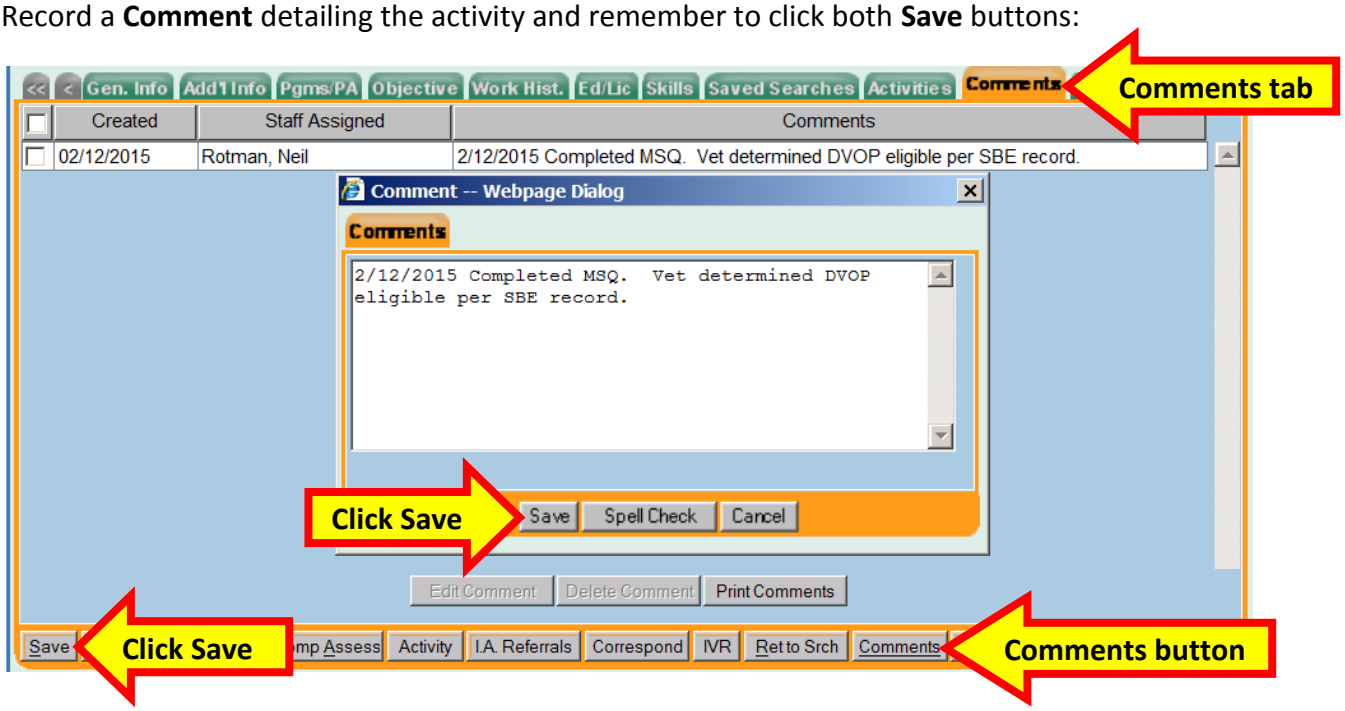
Once the customer is determined eligible for services, the activity, **DVOP Service Referral**, must be recorded in OSOS. Click the **Activity** button to access the **Activities - - Webpage Dialog** box. Click the **L1- State Specific** folder and then the **Vet Referrals** folder to select the **DVOP Eligible/Service Referral**. Enter the date that the activity was provided and click the **OK** button and then the **Save** button. After assessing the veteran and recording the activity, submit the military questionnaire to your supervisor.



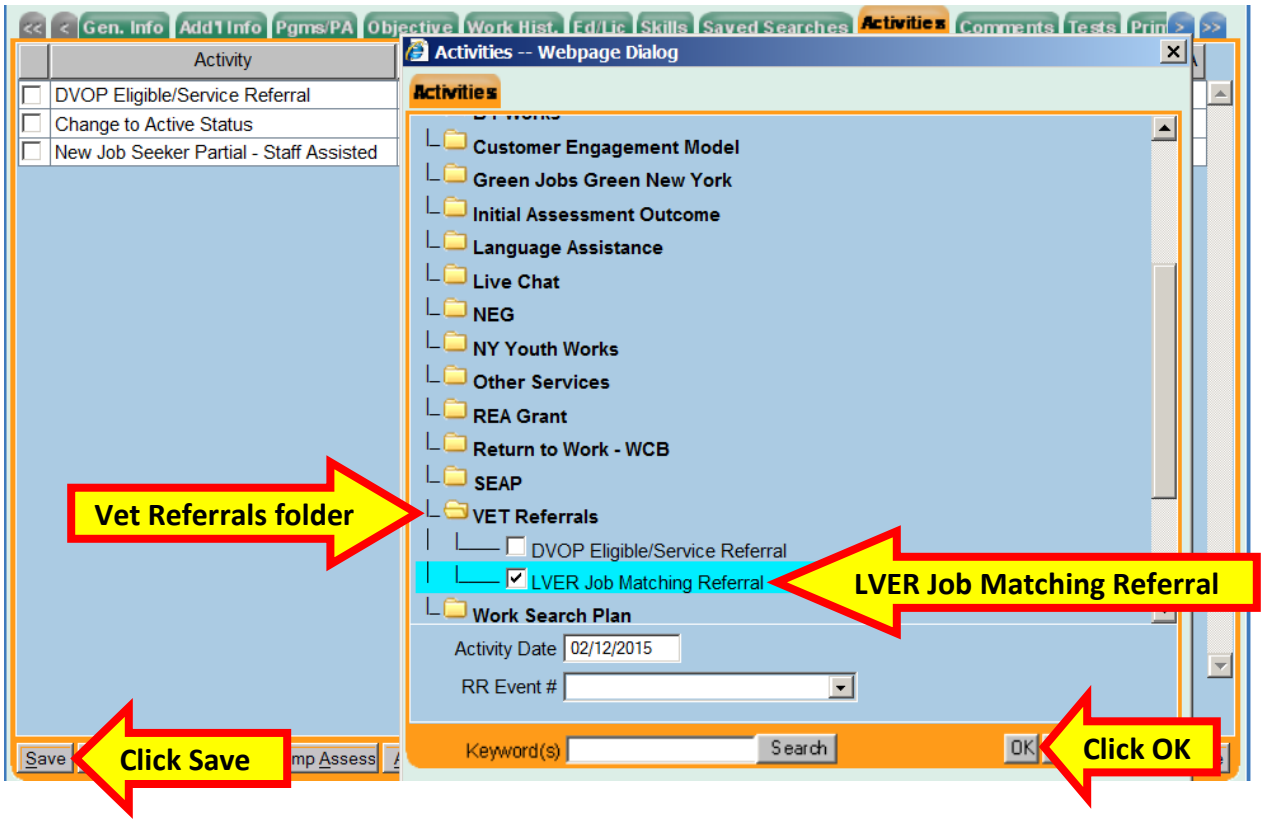
This is a sample of the recorded activity:



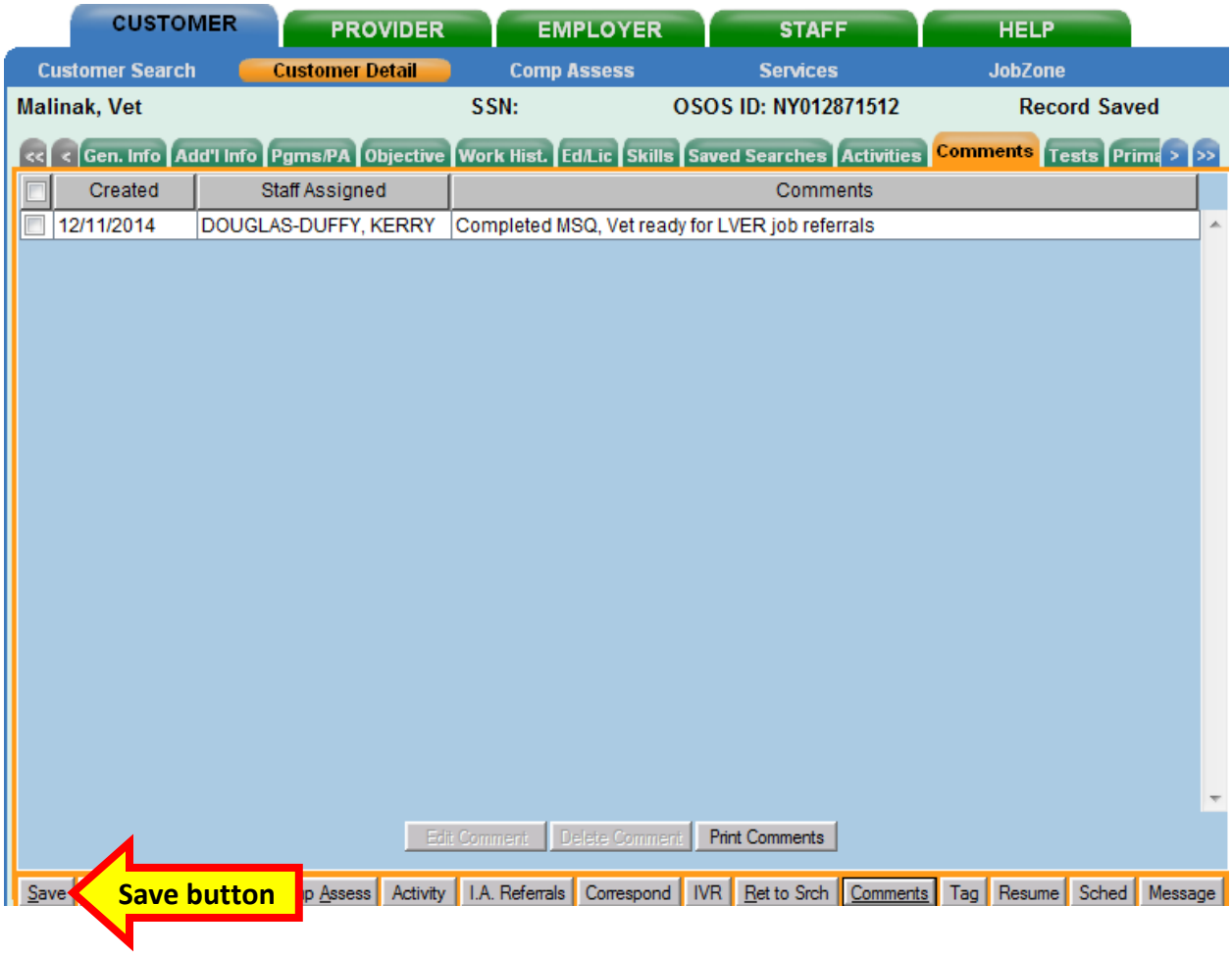
Record a **Comment** detailing the activity and remember to click both **Save** buttons:



When the veteran customer is determined ready for job referrals from the LVER, record the activity **LVER Job Matching Referral**. This pertains to all veterans including those with only a single day of active duty.



Record a **Comment** detailing the activity and remember to click both **Save** button:



RESOURCES AND ASSISTANCE

Additional program information, OSOS guides and other resources can be found at:

http://labor.ny.gov/workforcenypartners/osos.shtm

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

By email: help.osos@labor.ny.gov

TA 16-1 Poverty Income and Lower Living Standard Income Level Guidelines