

Military Service OSOS Guide



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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.

<u>Section II – Determine eligible veteran status</u>		
1. Have you served on active duty for a period of more than 180 days <u>and</u> were discharged or released with any status <u>but</u> dishonorable?	<u>___</u> YES	<u>___</u> NO
2. Were you discharged or released from active duty because of a service-connected disability?	<u>___</u> YES	<u>___</u> NO
3. Were you a member of a reserve component: <ul style="list-style-type: none"> • under a Federal order to active duty, serving on active duty during a period of war; <u>or</u> • <u>in a campaign or expedition for which a campaign badge is authorized.</u> <u>AND</u> • <u>were</u> discharged or released from duty with any status <u>but</u> dishonorable? 	<u>___</u> YES	<u>___</u> NO
<u>Section III – Challenges to employment</u>		
1. <u>Are you 18 to 24 years old?</u>	<u>___</u> YES	<u>___</u> NO
2. <u>Are you a Disabled or a Special Disabled veteran - with a Veterans Administration (VA) rating of 10% or higher?</u>	<u>___</u> YES	<u>___</u> NO
3. Are you without a fixed, regular, and adequate nighttime residence? This includes: <ul style="list-style-type: none"> • sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason; <u>or</u> • living in a motel, hotel, or campground; <u>or</u> • living in an emergency or transitional shelter; <u>or</u> • abandoned in a hospital; <u>or</u> • 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; <u>or</u> • 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? 	<u>___</u> YES	<u>___</u> NO
4. <u>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?</u>	<u>___</u> YES	<u>___</u> NO
5. <u>Are you a veteran who is currently incarcerated or who has been released from incarceration?</u>	<u>___</u> YES	<u>___</u> NO
6. Are you a veteran who: <ul style="list-style-type: none"> a. <u>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,</u> <ul style="list-style-type: none"> • assistance through the supplemental nutrition assistance program (SNAP); <u>or</u> • assistance through the needy families program; <u>or</u> • assistance through the supplemental security income program; <u>or</u> • State or local income-based public assistance; <u>or</u> b. <u>is in a family with total family income that does not exceed the higher of:</u> <ul style="list-style-type: none"> • the poverty line; <u>or</u> • 70 percent of the lower living standard income level (<i>refer to attached Income Guidelines Chart</i>); <u>or</u> c. <u>is an individual with a disability whose own income meets the income</u> 	<u>___</u> YES	<u>___</u> NO

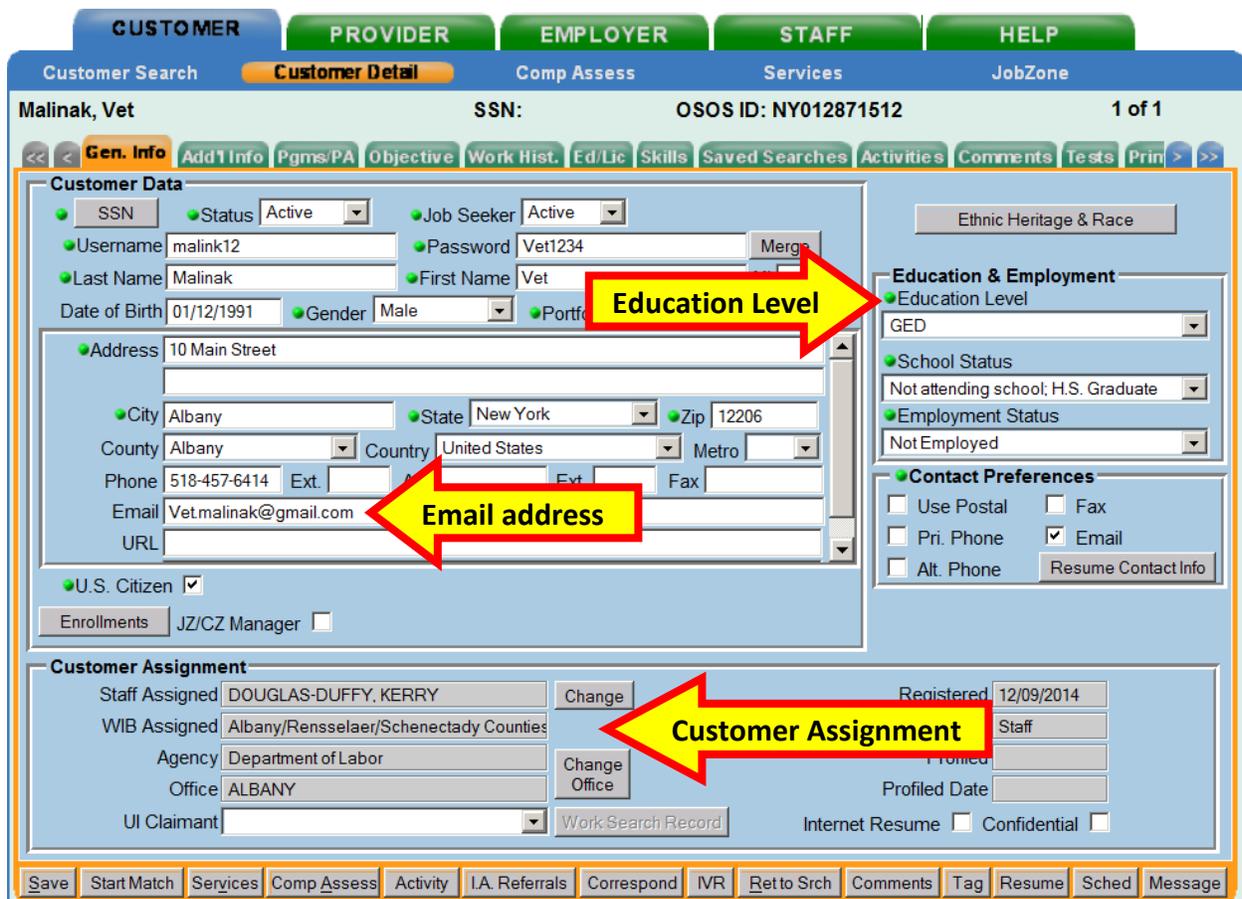
OSOS DATA ENTRY

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.



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 Print >>

Customer Data

- SSN
- Status: Active
- Job Seeker: Active
- Username: malink12
- Password: Vet1234
- Last Name: Malinak
- First Name: Vet
- Date of Birth: 01/12/1991
- Gender: Male
- Address: 10 Main Street
- City: Albany
- State: New York
- Zip: 12206
- County: Albany
- Country: United States
- Phone: 518-457-6414
- Email: Vetmalinak@gmail.com
- U.S. Citizen:

Education & Employment

- Education Level: GED
- School Status: Not attending school; H.S. Graduate
- Employment Status: Not Employed

Contact Preferences

- Use Postal:
- Pri. Phone:
- Alt. Phone:
- Fax:
- Email:

Customer Assignment

- Staff Assigned: DOUGLAS-DUFFY, KERRY
- WIB Assigned: Albany/Rensselaer/Schenectady Counties
- Agency: Department of Labor
- Office: ALBANY
- UI Claimant: [Dropdown]
- Registered: 12/09/2014
- Staff: [Dropdown]
- Profiled Date: [Dropdown]
- Internet Resume:
- Confidential:

Save Start Match Services Comp Assess Activity I.A. Referrals Correspond IVR Ret to Srch Comments Tag Resume Sched Message

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.



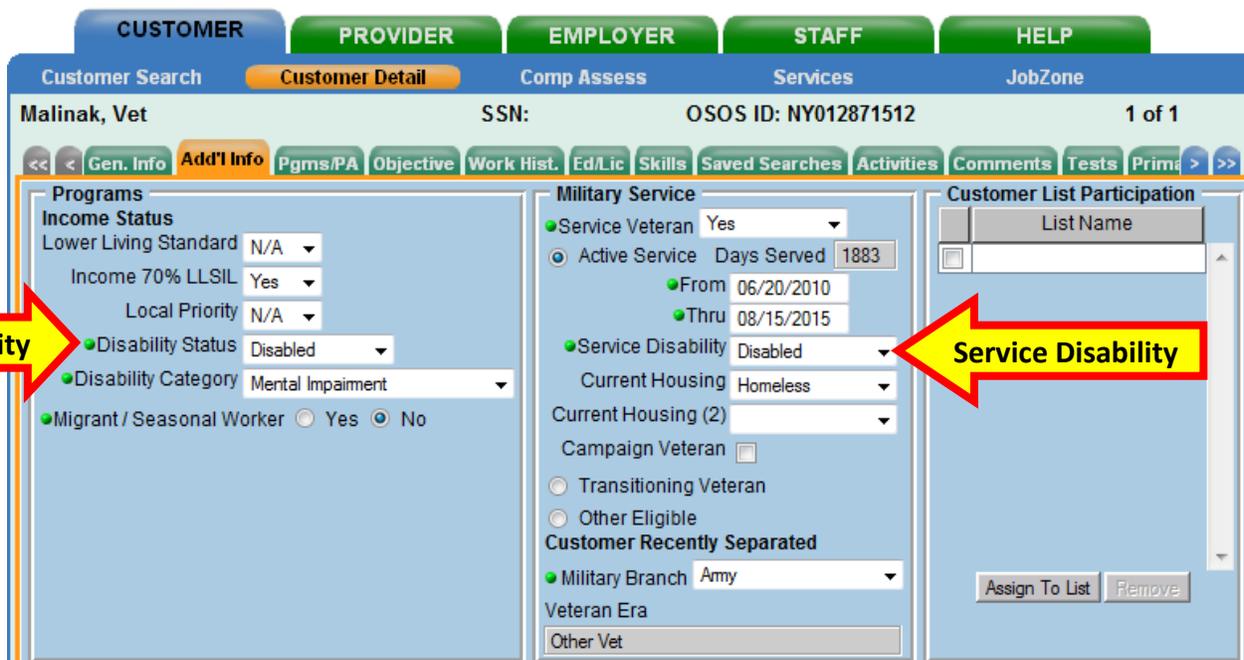
The screenshot shows the OSOS Customer Detail page for a customer named Malinak, Vet. The page has several tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The main navigation bar includes Customer Search, Customer Detail (selected), Comp Assess, Services, and JobZone. The customer's name is Malinak, Vet, SSN is [redacted], and OSOS ID is NY012871512. The 'Add'l Info' tab is highlighted with a red arrow and labeled 'Add'l Info tab'. Below this, the 'Income Status' section shows 'Lower Living Standard' as 'N/A' and 'Income 70% LLSIL' as 'Yes', with a red arrow pointing to these two options labeled 'Two Income Levels'. Other sections include 'Military Service' (Service Veteran: Yes, Days Served: 1883, From: 06/20/2010, Thru: 08/15/2015) and 'Customer List Participation'.

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 screenshot displays the OSOS Customer Detail page for Malinak, Vet. The page is divided into several sections:

- Customer Information:** Malinak, Vet; SSN: [redacted]; OSOS ID: NY012871512; 1 of 1.
- Navigation Tabs:** Gen. Info, Add'l Info, Pgms/PA, Objective, Work Hist., Ed/Lic, Skills, Saved Searches, Activities, Comments, Tests, Prim.
- Programs Section:**
 - Income Status: Lower Living Standard (N/A), Income 70% LLSIL (Yes), Local Priority (N/A).
 - Disability Status: Disabled (selected).
 - Disability Category: Mental Impairment.
 - Migrant / Seasonal Worker: No (selected).
- Military Service Section:**
 - Service Veteran: Yes (selected).
 - Active Service: Days Served 1883; From 06/20/2010; Thru 08/15/2015.
 - Service Disability: Disabled (selected).
 - Current Housing: Homeless.
 - Current Housing (2): [redacted].
 - Campaign Veteran: [checkbox].
 - Transitioning Veteran: [radio].
 - Other Eligible: [radio].
 - Customer Recently Separated: [checkbox].
 - Military Branch: Army.
 - Veteran Era: [redacted].
 - Other Vet: [redacted].
- Customer List Participation Section:** List Name [redacted]; Assign To List; Remove.

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.

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 1 Info Pgms/PA Objective Work Hist. Ed/Lic Skills Saved Searches Activities Comments Tests Print

Programs

Income Status

Lower Living Standard N/A

Income 70% LLSIL Yes **Income**

Local Priority N/A

Disability Status Disabled **Disability**

Disability Category Physical Impairment

Migrant / Seasonal Worker Yes No

Military Service

Service Veteran Yes **Military Service**

Active Service Days Served 1153

From 06/20/2010

Thru 08/15/2013

Service Disability Disabled **Service Connected Disability**

Current Housing Homeless

Current Housing (2)

Campaign Veteran

Transitioning Veteran

Other Eligible

Customer List Participation

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 Add1 Info Pgms/PA Objective Work Hist. Ed/Lic Skills Saved Searches Activities Comments Tests Prin >>

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

Current Housing: Not Disabled Disabled Special Disabled

Current Housing (2): Disabled

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

Work A: []

First Shift: []

Second Shift: []

Third Shift: []

Split Shift: []

Rotating Shift: []

Selective Service

Selective Service?: [x]

[] Register/Lookup

Save Start Match Services Comp_Assess Activity I.A. Referrals Correspond IVR Ret to Srch Comments Tag Resume Sched Message

Service Dates

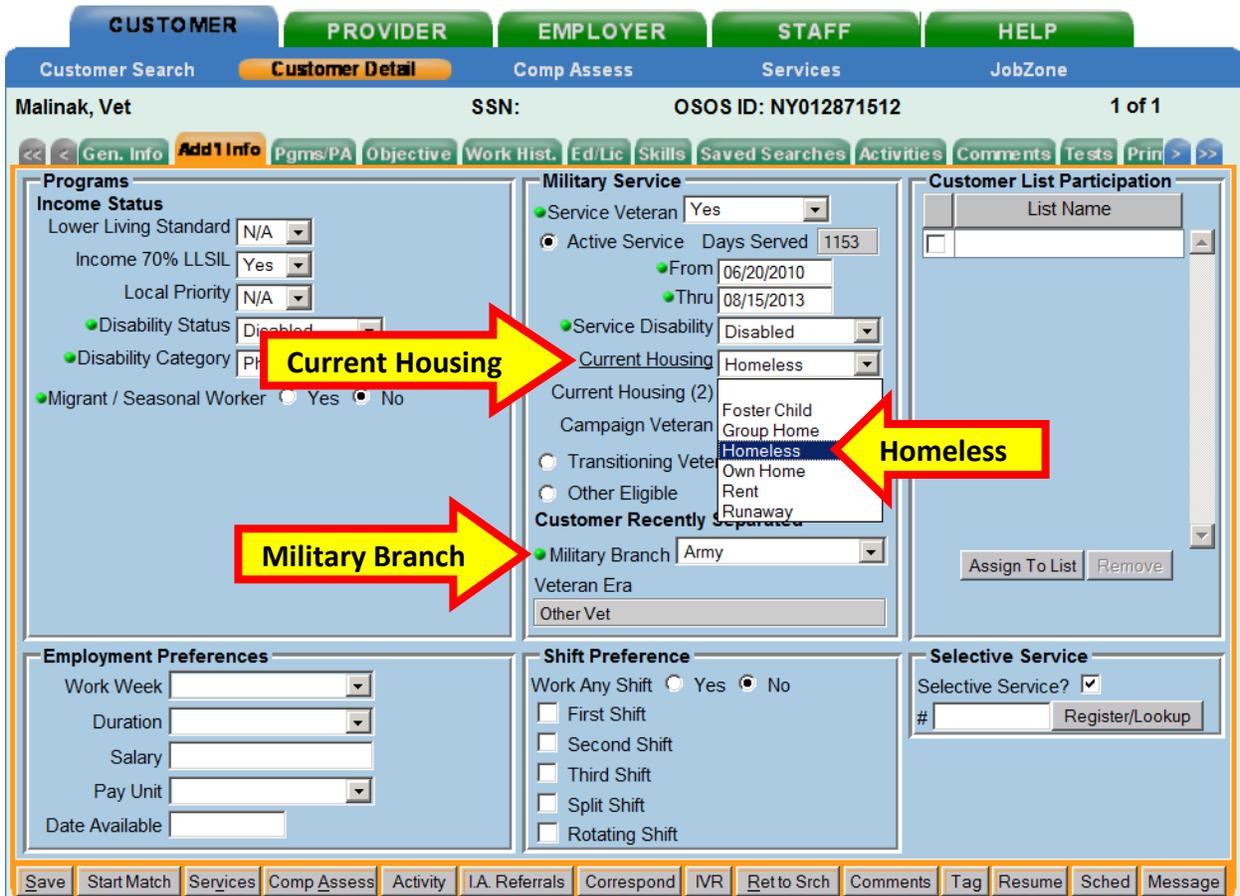
Days Served

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.

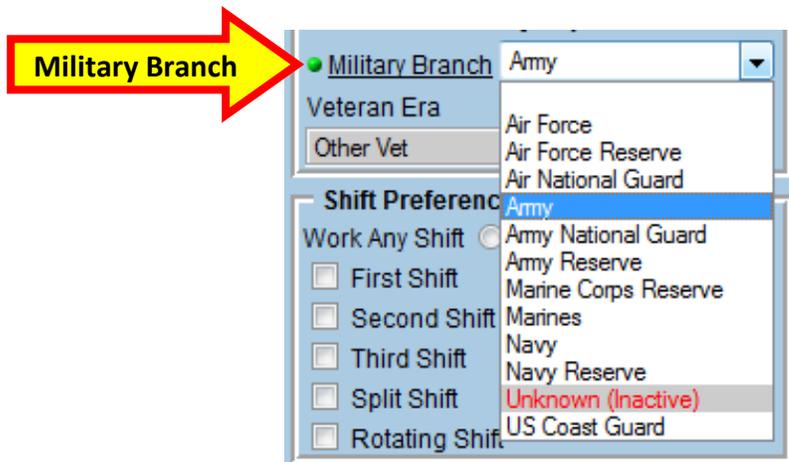


The screenshot shows the OSOS Customer Detail form for Malinak, Vet. The form is divided into several sections:

- Programs:** Includes Income Status (Lower Living Standard, Income 70% LLSIL, Local Priority), Disability Status, Disability Category, and Migrant / Seasonal Worker.
- Military Service:** Includes Service Veteran (Yes), Active Service (Days Served: 1153, From: 06/20/2010, Thru: 08/15/2013), Service Disability (Disabled), Current Housing (Homeless), Current Housing (2) (Homeless), Campaign Veteran, Transitioning Veteran, Other Eligible, and Military Branch (Army).
- Customer List Participation:** Includes a List Name dropdown and Assign To List / Remove buttons.
- Employment Preferences:** Includes Work Week, Duration, Salary, Pay Unit, and Date Available.
- Shift Preference:** Includes Work Any Shift (Yes/No), First Shift, Second Shift, Third Shift, Split Shift, and Rotating Shift.
- Selective Service:** Includes Selective Service? (checked) and Register/Lookup button.

Red arrows point to the 'Current Housing' dropdown menu, the 'Military Branch' dropdown menu, and the 'Homeless' option in the 'Current Housing (2)' dropdown menu.

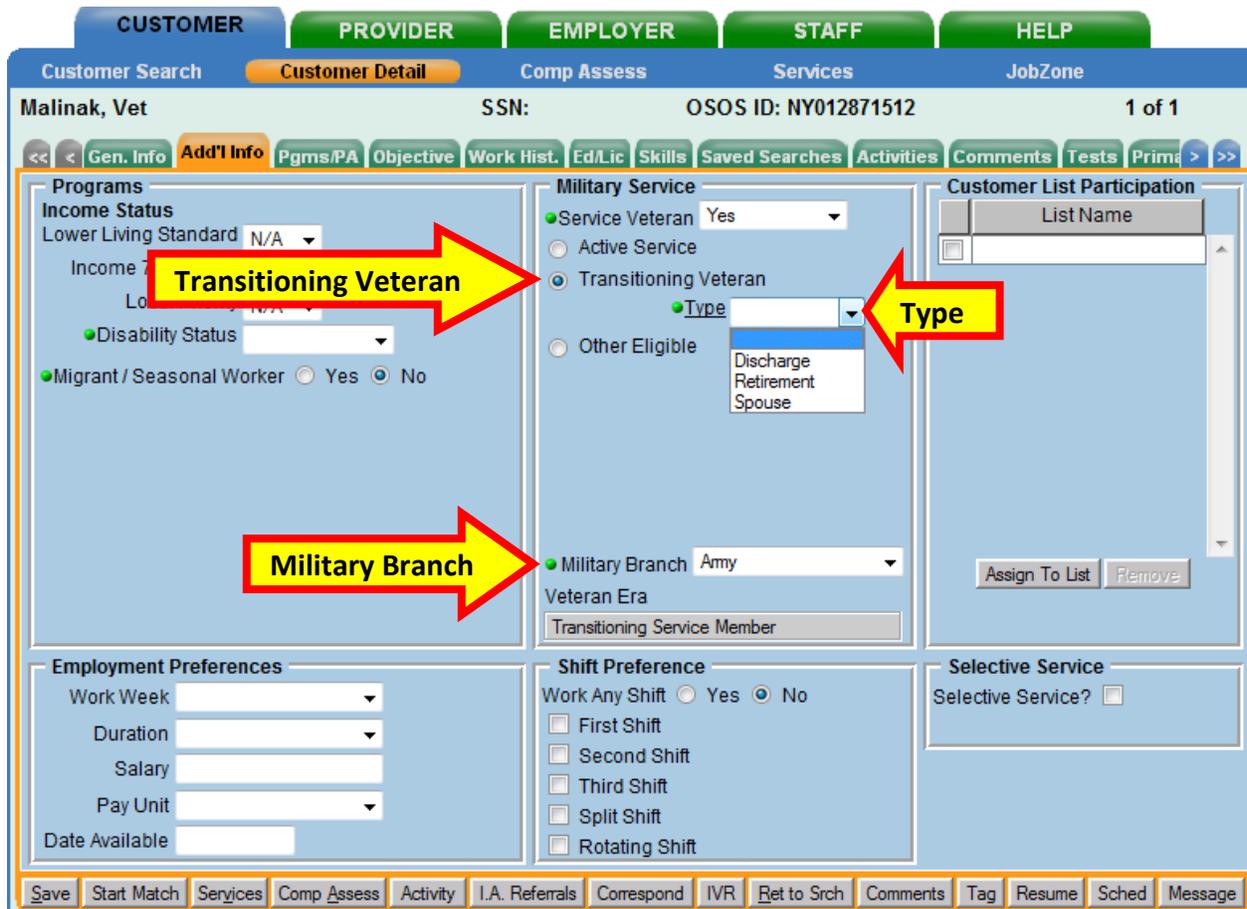
Select the appropriate **Military Branch** from the drop down menu:



The close-up screenshot shows the Military Branch dropdown menu. The menu is open, showing a list of military branches. A red arrow points to the 'Army' option.

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.



The screenshot displays the OSOS Customer Detail form for a customer named Malinak, Vet. The form is divided into several sections:

- Customer Information:** Malinak, Vet; SSN: [redacted]; OSOS ID: NY012871512; 1 of 1.
- Navigation:** Gen. Info, Add'l Info, Pgms/PA, Objective, Work Hist., Ed/Lic, Skills, Saved Searches, Activities, Comments, Tests, Print.
- Programs:** Income Status (Lower Living Standard: N/A), Income, Disability Status, Migrant / Seasonal Worker (Yes/No).
- Military Service:**
 - Service Veteran (Yes)
 - Active Service
 - Transitioning Veteran
 - Type: [Discharge, Retirement, Spouse]
 - Other Eligible
- Military Branch:** Military Branch: Army
- Veteran Era:** Transitioning Service Member
- Employment Preferences:** Work Week, Duration, Salary, Pay Unit, Date Available.
- Shift Preference:** Work Any Shift (Yes/No), First Shift, Second Shift, Third Shift, Split Shift, Rotating Shift.
- Selective Service:** Selective Service? []

Red arrows in the image point to the 'Transitioning Veteran' radio button, the 'Type' dropdown menu, and the 'Military Branch' dropdown menu.

VETERAN DISABILITY DEFINITIONS

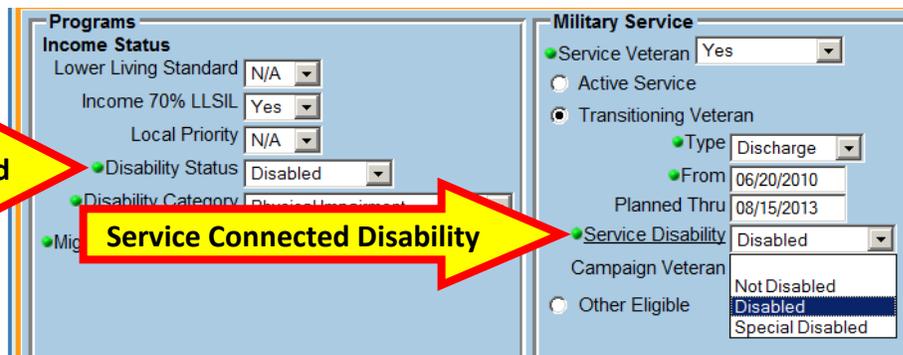
A veteran with a 0% service connected disability rating is considered a **Disabled Veteran**, but is not eligible for DVOP services.

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



The screenshot shows a web form with two main sections: "Programs" and "Military Service".

Programs Section:

- Income Status: Lower Living Standard (N/A), Income 70% LLSIL (Yes), Local Priority (N/A)
- Disability Status: Disabled
- Disability Category: Physical Handicap

Military Service Section:

- Service Veteran: Yes
- Active Service: (radio button)
- Transitioning Veteran: (radio button)
 - Type: Discharge
 - From: 06/20/2010
 - Planned Thru: 08/15/2013
- Service Disability: Disabled
- Campaign Veteran: Not Disabled, Disabled, Special Disabled
- Other Eligible: (radio button)

Annotations:

- A yellow arrow labeled "Non-Service Connected" points to the "Disability Status" dropdown menu.
- A yellow arrow labeled "Service Connected Disability" points to the "Service Disability" dropdown menu.

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**.



Military Service

- Service Veteran Yes
- Active Service
- Transitioning Veteran
- Other Eligible

Military Branch Amy

Veteran Era

Other Eligible

Sample Comment:



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 Prima

Created	Staff Assigned	Comments
<input checked="" type="checkbox"/> 12/12/2014	DOUGLAS-DUFFY, KERRY	Customer is an eligible spouse per VA letter

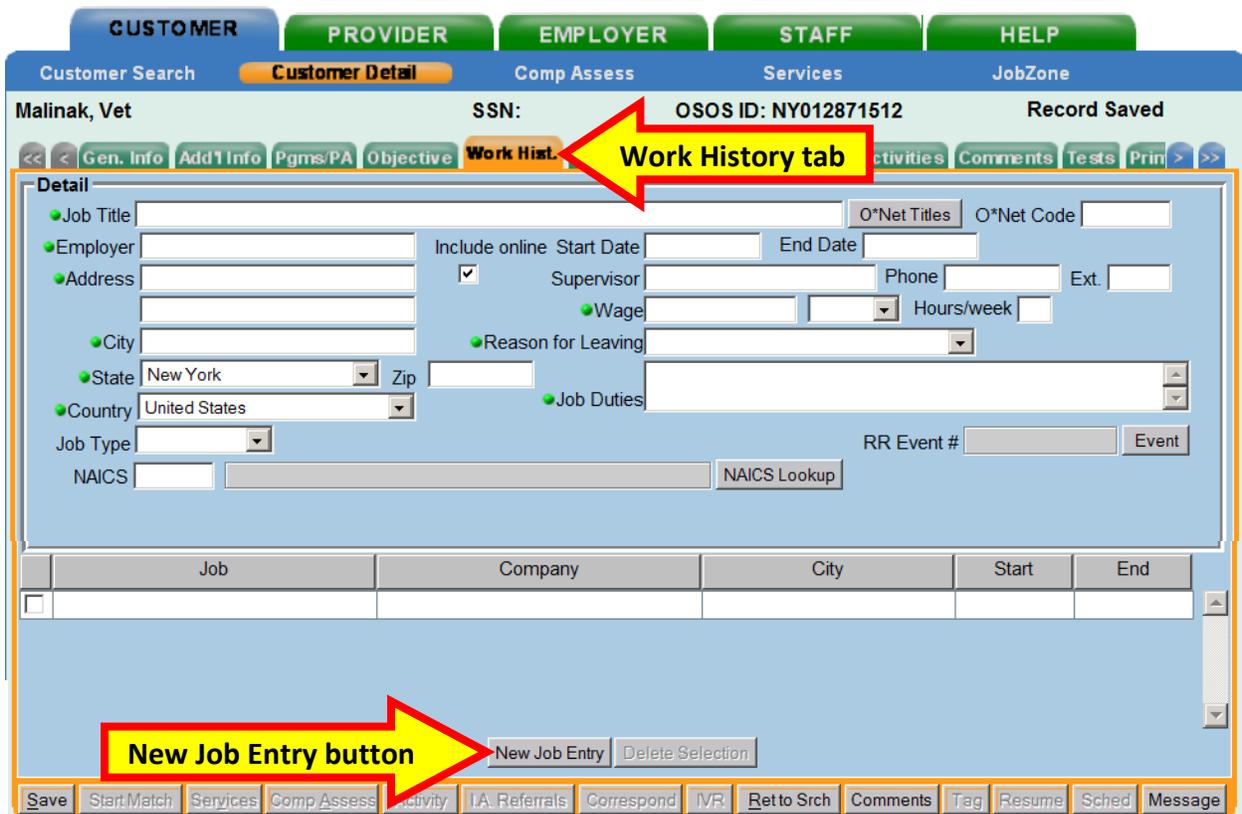
Edit Comment Delete Comment Print Comments

Save Start Match Services Comp Assess Activity I.A. Referrals Correspond IVR Ret to Srch **Comments** Tag Resume Sched Message

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.



The screenshot displays the OSOS software interface for a customer named Malinak, Vet. The interface includes navigation tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The main menu shows options like Customer Search, Customer Detail, Comp Assess, Services, and JobZone. The Work History tab is highlighted, and a yellow arrow points to it with the text "Work History tab".

The form contains the following fields:

- Job Title
- Employer
- Address
- City
- State (New York)
- Country (United States)
- Job Type
- NAICS
- Include online
- Start Date
- End Date
- Supervisor
- Phone
- Ext.
- Wage
- Hours/week
- Reason for Leaving
- Job Duties
- RR Event #
- Event
- O*Net Titles
- O*Net Code
- NAICS Lookup

At the bottom of the form, there is a table with columns for Job, Company, City, Start, and End. Below the table, a yellow arrow points to the "New Job Entry" button with the text "New Job Entry button".

The bottom navigation bar includes buttons for Save, Start/Match, Services, Comp Assess, Activity, IA Referrals, Correspond, IVR, Ret to Srch, Comments, Tag, Resume, Sched, and Message.

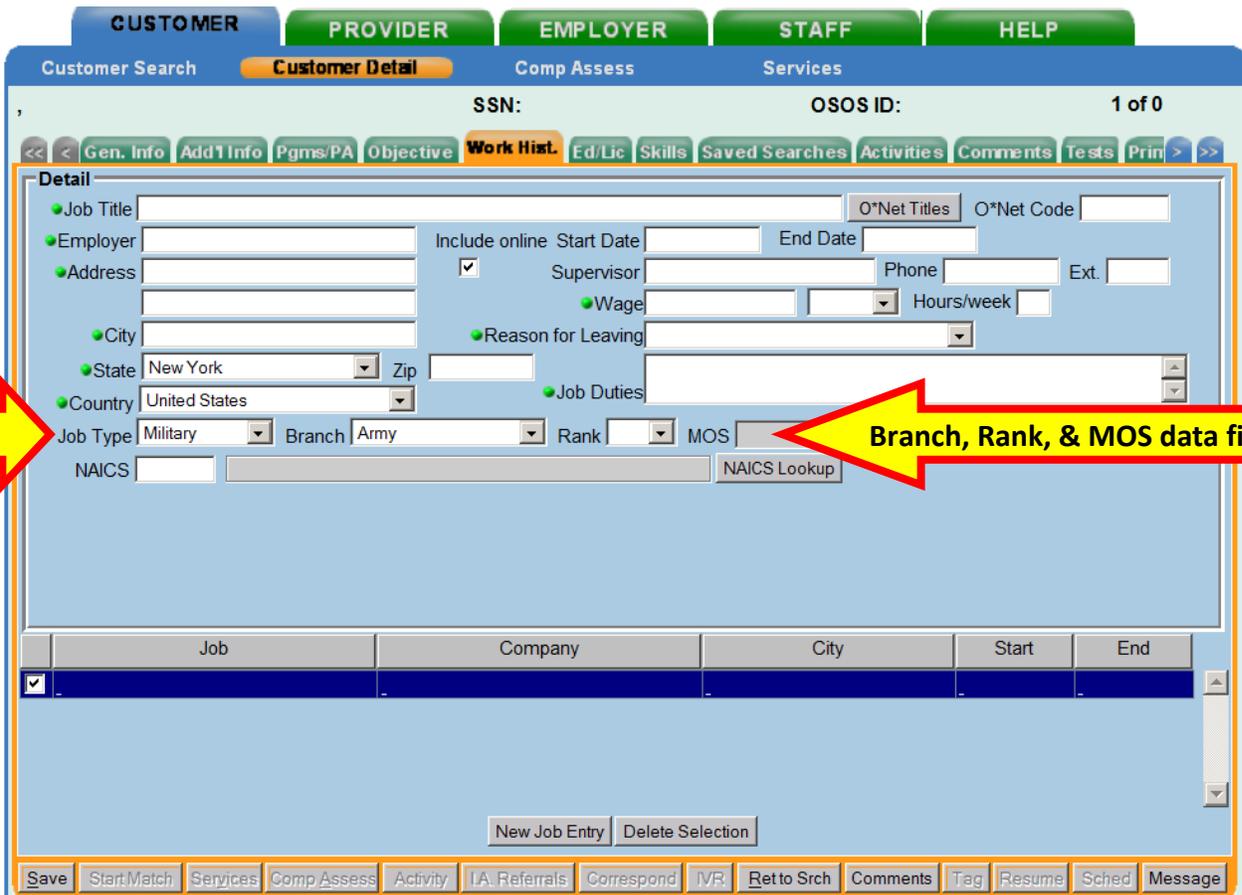
MILITARY WORK HISTORY

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 screenshot shows the OSOS Customer Detail form with the following fields and values:

- Customer Search: **Customer Detail**
- SSN: [] OSOS ID: 1 of 0
- Navigation: Gen. Info, Add'l Info, Pgms/PA, Objective, **Work Hist.**, Ed/Lic, Skills, Saved Searches, Activities, Comments, Tests, Prin
- Detail Section:
 - Job Title: [] O*Net Titles: [] O*Net Code: []
 - Employer: [] Include online: Start Date: [] End Date: []
 - Address: [] Supervisor: [] Phone: [] Ext: []
 - City: [] Wage: [] Hours/week: []
 - State: New York Zip: [] Reason for Leaving: []
 - Country: United States Job Duties: []
 - Job Type: Military Branch: Army Rank: [] MOS: []
 - NAICS: [] NAICS Lookup: []
- Table:

Job	Company	City	Start	End
<input checked="" type="checkbox"/>				
- Buttons: New Job Entry, Delete Selection
- Footer: Save, Start/Match, Services, Comp Assess, Activity, IA Referrals, Correspond, IVR, Ret to Srch, Comments, Tag, Resume, Sched, Message

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.



Military Crosswalk Search

Search codes or titles from the **Military Occupational Classification (MOC)**.

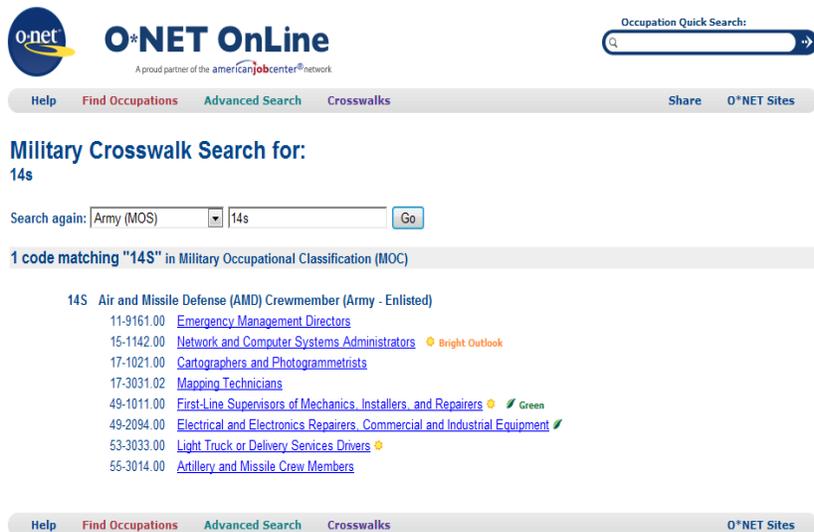
Branch →

Job Title

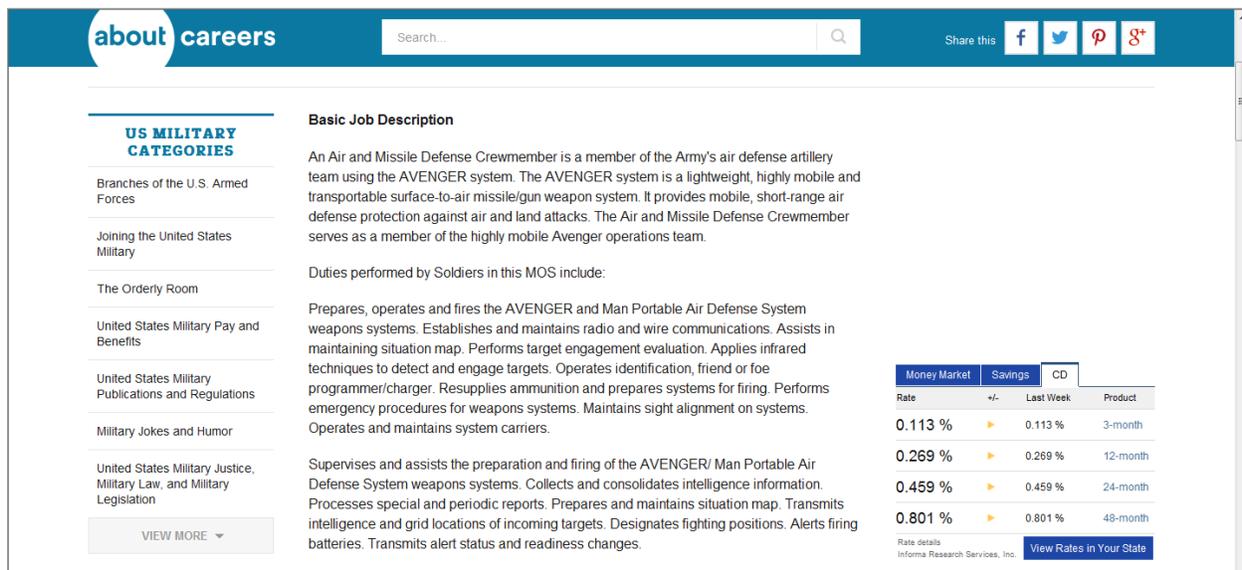
Examples: 0963, radio chief



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/>:



US MILITARY CATEGORIES

- Branches of the U.S. Armed Forces
- Joining the United States Military
- The Orderly Room
- United States Military Pay and Benefits
- United States Military Publications and Regulations
- Military Jokes and Humor
- United States Military Justice, Military Law, and Military Legislation

Basic Job Description

An Air and Missile Defense Crewmember is a member of the Army's air defense artillery team using the AVENGER system. The AVENGER system is a lightweight, highly mobile and transportable surface-to-air missile/gun weapon system. It provides mobile, short-range air defense protection against air and land attacks. The Air and Missile Defense Crewmember serves as a member of the highly mobile Avenger operations team.

Duties performed by Soldiers in this MOS include:

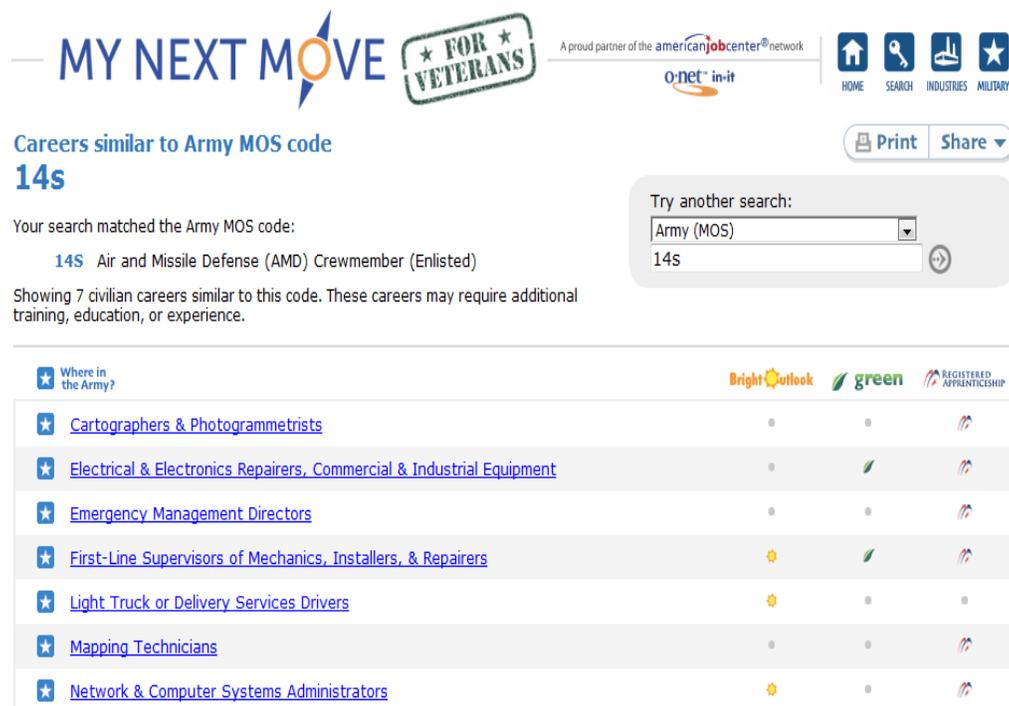
Prepares, operates and fires the AVENGER and Man Portable Air Defense System weapons systems. Establishes and maintains radio and wire communications. Assists in maintaining situation map. Performs target engagement evaluation. Applies infrared techniques to detect and engage targets. Operates identification, friend or foe programmer/charger. Resupplies ammunition and prepares systems for firing. Performs emergency procedures for weapons systems. Maintains sight alignment on systems. Operates and maintains system carriers.

Supervises and assists the preparation and firing of the AVENGER/ Man Portable Air Defense System weapons systems. Collects and consolidates intelligence information. Processes special and periodic reports. Prepares and maintains situation map. Transmits intelligence and grid locations of incoming targets. Designates fighting positions. Alerts firing batteries. Transmits alert status and readiness changes.

Rate	+/-	Last Week	Product
0.113 %	▶	0.113 %	3-month
0.269 %	▶	0.269 %	12-month
0.459 %	▶	0.459 %	24-month
0.801 %	▶	0.801 %	48-month

Rate details
Informa Research Services, Inc. [View Rates in Your State](#)

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



MY NEXT MOVE ★ FOR VETERANS

A proud partner of the [americanjobcenter](#) network

o-net in-it

HOME SEARCH INDUSTRIES MILITARY

Print Share

Try another search:

Army (MOS)
14s

Your search matched the Army MOS code:

14S Air and Missile Defense (AMD) Crewmember (Enlisted)

Showing 7 civilian careers similar to this code. These careers may require additional training, education, or experience.

Where in the Army?	Bright Outlook	green	REGISTERED APPRENTICESHIP
★ Cartographers & Photogrammetrists	●	●	●
★ Electrical & Electronics Repairers, Commercial & Industrial Equipment	●	●	●
★ Emergency Management Directors	●	●	●
★ First-Line Supervisors of Mechanics, Installers, & Repairers	●	●	●
★ Light Truck or Delivery Services Drivers	●	●	●
★ Mapping Technicians	●	●	●
★ Network & Computer Systems Administrators	●	●	●



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.

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 Print > >>

Detail

● Job Title O*Net Titles O*Net Code

● Employer US Army Include online Start Date End Date

● Address Fort Drum Supervisor Phone Ext.

● City Fort Drum ● Wage \$ 26172.00 Yearly Hours/week

● State New York Zip Reason for Leaving Other

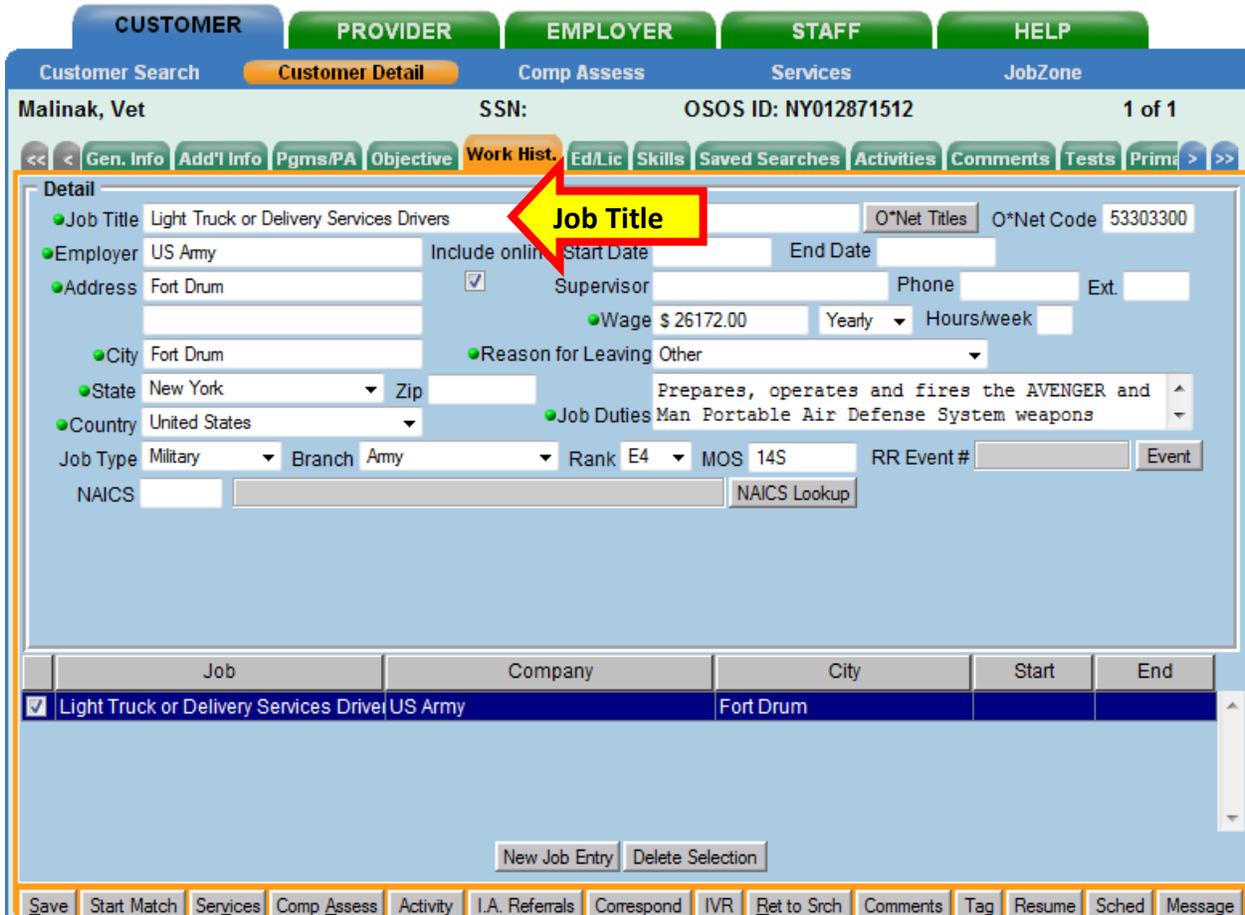
● Country United States ● Job Duties Man Portable Air Defense System weapons

Job Type Military Branch Army Rank E4 MOS 14S RR Event #

NAICS

	Job	Company	City	Start	End
<input checked="" type="checkbox"/>		US Army	Fort Drum		
<input type="checkbox"/>					

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:



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 | Prima >>

Detail

Job Title: Light Truck or Delivery Services Drivers | O*Net Titles | O*Net Code: 53303300

Employer: US Army | Include online: | Start Date: | End Date: |

Address: Fort Drum | Supervisor: | Phone: | Ext: |

City: Fort Drum | Wage: \$ 26172.00 | Yearly | Hours/week: |

State: New York | Zip: | Reason for Leaving: Other

Country: United States | Job Duties: Prepares, operates and fires the AVENGER and Man Portable Air Defense System weapons

Job Type: Military | Branch: Army | Rank: E4 | MOS: 14S | RR Event #: | Event: |

NAICS: | NAICS Lookup: |

Job	Company	City	Start	End
<input checked="" type="checkbox"/>	Light Truck or Delivery Services Drive	US Army	Fort Drum	

New Job Entry | Delete Selection

Save | Start Match | Services | Comp Assess | Activity | I.A. Referrals | Correspond | IVR | Ret to Srch | Comments | Tag | Resume | Sched | Message

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



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 | Prima >>

Detail

Job Title: Air and Missile Defense Crewmember | O*Net Titles | O*Net Code: 53303300

Employer: US Army | Include online: | Start Date: | End Date: |

Address: Fort Drum | Supervisor: | Phone: | Ext: |

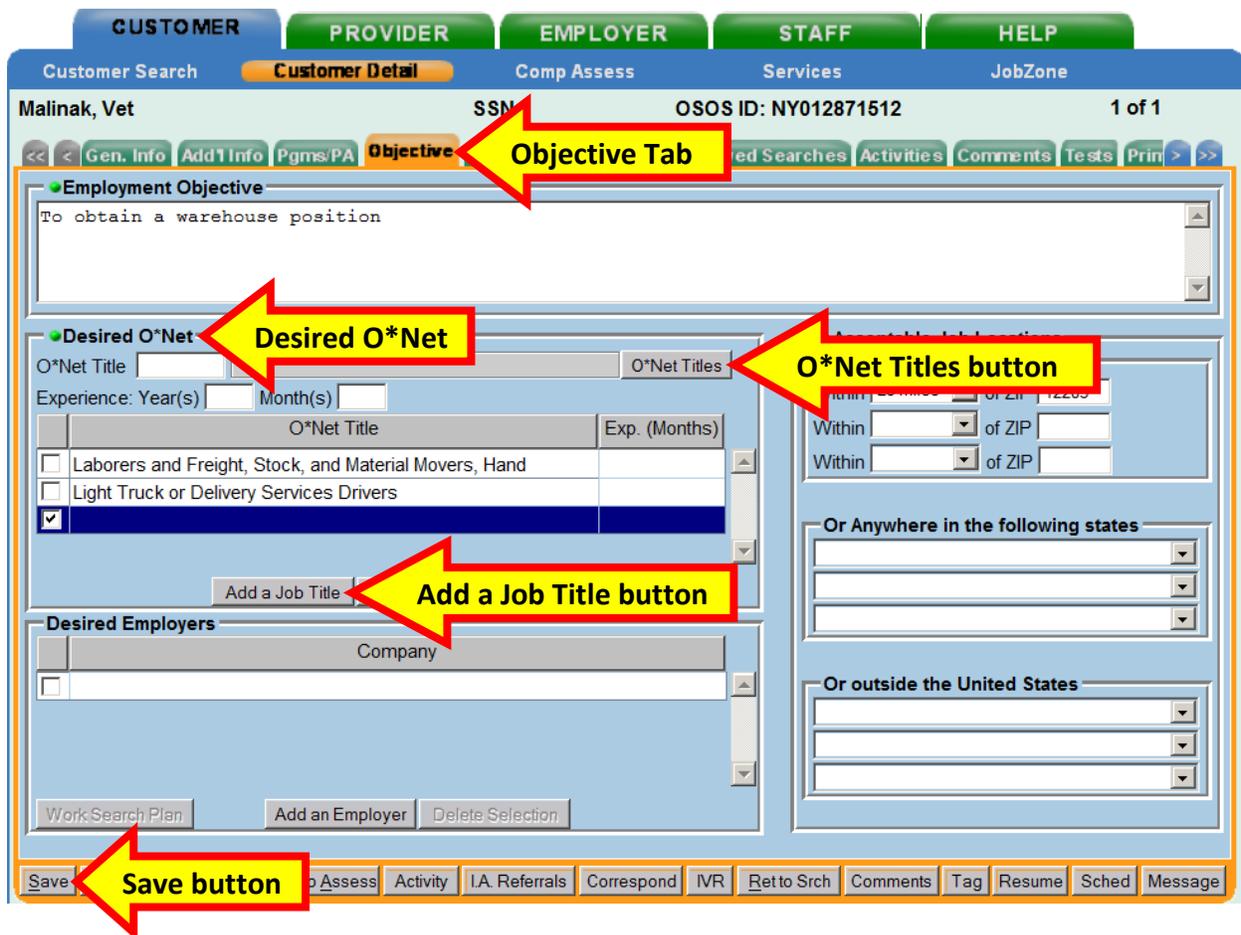
City: Fort Drum | Wage: \$ 26172.00 | Yearly | Hours/week: |

Reason for Leaving: Other

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.



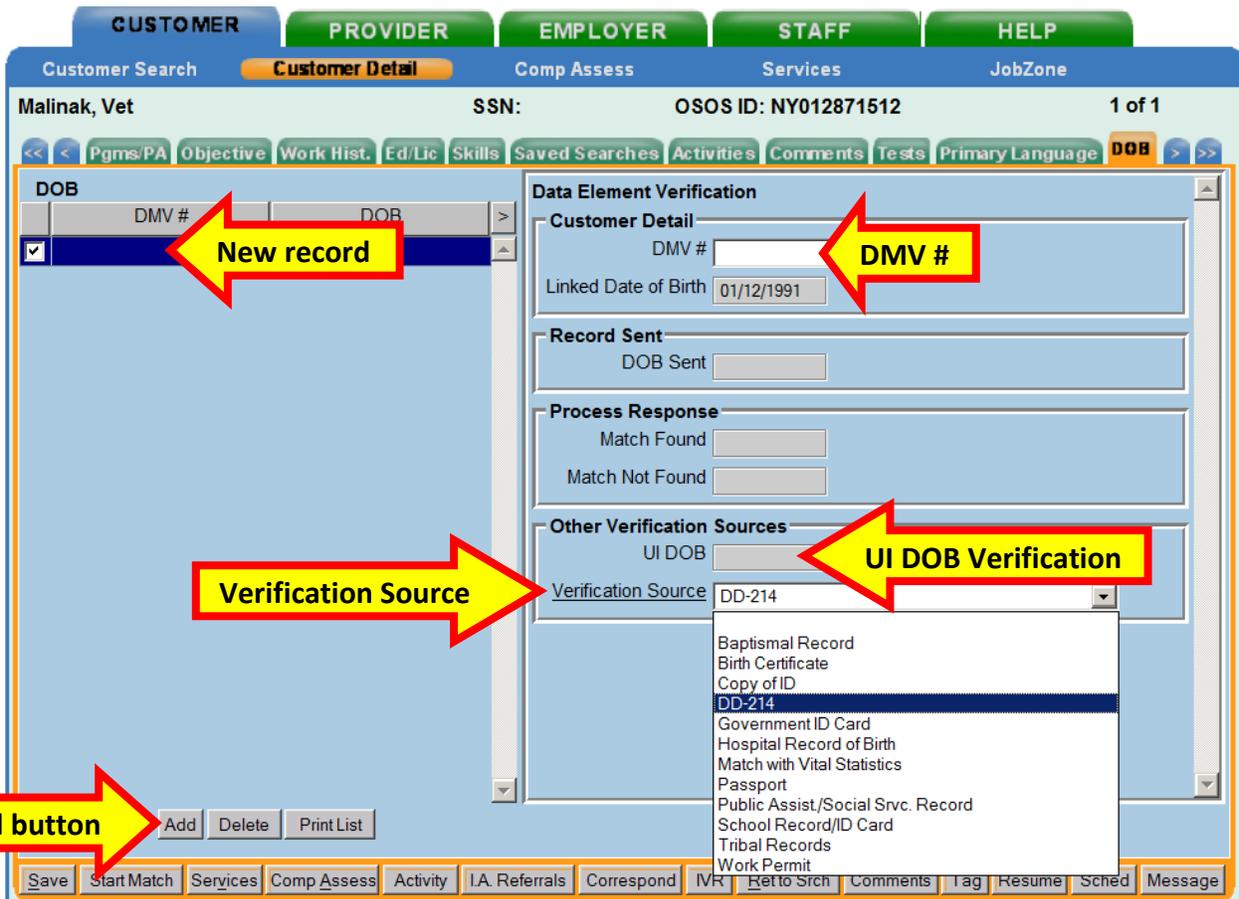
The screenshot displays the OSOS web application interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search, Customer Detail (selected), Comp Assess, Services, and JobZone. The main content area shows customer information for 'Malinak, Vet' with SSN and OSOS ID: NY012871512. The 'Objective' tab is selected, and a red arrow points to it with the label 'Objective Tab'. The 'Employment Objective' section contains the text 'To obtain a warehouse position'. The 'Desired O*Net' section features a table with columns for O*Net Title and Exp. (Months). A red arrow points to the 'Desired O*Net' label, and another points to the 'O*Net Titles' button. The table lists 'Laborers and Freight, Stock, and Material Movers, Hand' and 'Light Truck or Delivery Services Drivers', with the latter checked. A red arrow points to the 'Add a Job Title' button. The 'Desired Employers' section is empty. At the bottom, a red arrow points to the 'Save' button. Other buttons at the bottom include Assess, Activity, IA Referrals, Correspond, IVR, Ret to Srch, Comments, Tag, Resume, Sched, and Message.

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.



The screenshot displays the OSOS interface for the DOB tab. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search, Customer Detail (selected), Comp Assess, Services, and JobZone. The main header shows the customer name 'Malinak, Vet', SSN, OSOS ID: NY012871512, and '1 of 1'. A secondary navigation bar includes Pgms/PA, Objective, Work Hist., Ed/Lic, Skills, Saved Searches, Activities, Comments, Tests, Primary Language, and DOB (selected). The DOB section contains a table with columns for DMV # and DOB. A 'New record' button is highlighted with a red arrow. To the right, the 'Data Element Verification' section includes fields for DMV # (with a red arrow pointing to it), Linked Date of Birth (01/12/1991), Record Sent (DOB Sent), Process Response (Match Found, Match Not Found), and Other Verification Sources (UI DOB, Verification Source). A dropdown menu is open under 'Verification Source', listing options like DD-214, Baptismal Record, Birth Certificate, Copy of ID, Government ID Card, Hospital Record of Birth, Match with Vital Statistics, Passport, Public Assist./Social Svc. Record, School Record/ID Card, Tribal Records, and Work Permit. A red arrow points to the 'UI DOB Verification' dropdown. At the bottom, an 'Add button' is highlighted with a red arrow, along with other buttons like Save, Start Match, Services, Comp Assess, Activity, I.A. Referrals, Correspond, IVR, Ret to Srch, Comments, Tag, Resume, Sched, and Message.

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**.

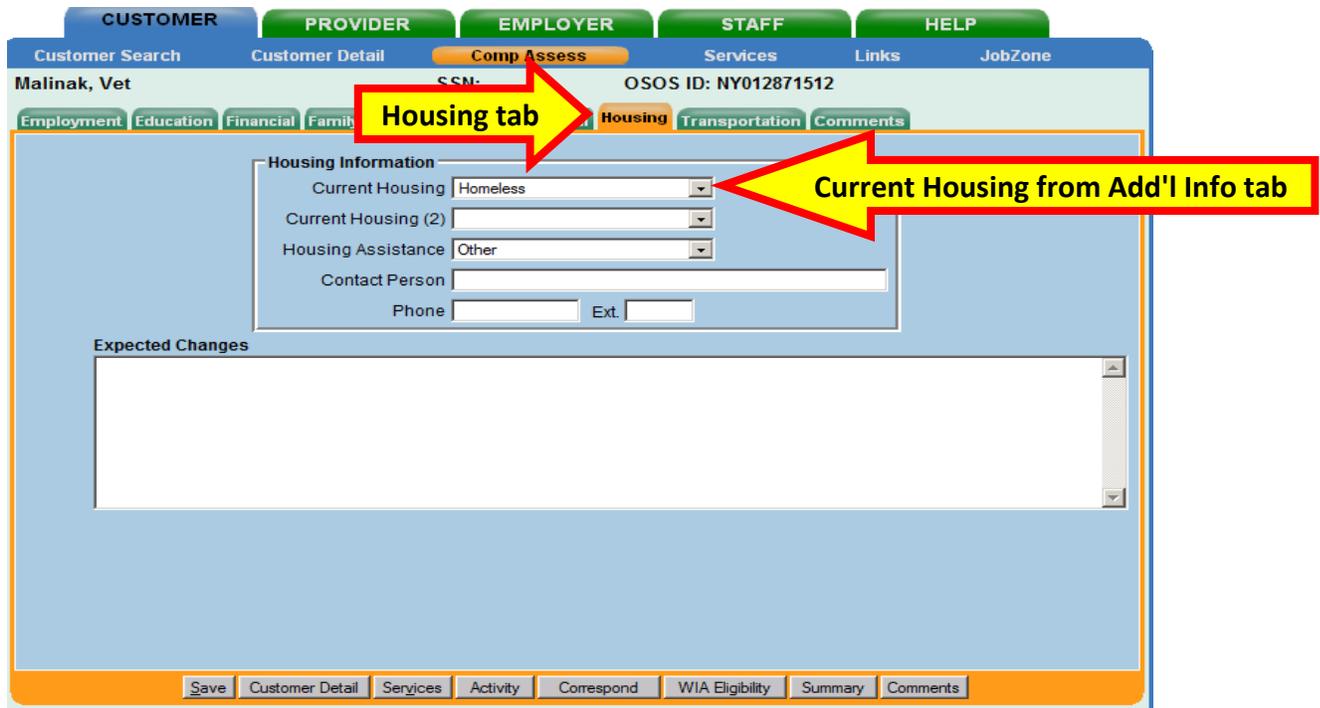
A prior conviction can be a barrier to securing employment and indicate a need to provide more intensive services for this customer. Record relevant comments in the Comprehensive Assessment Comments Tab, such as when the conviction occurred, and whether the veteran has work restrictions.



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.

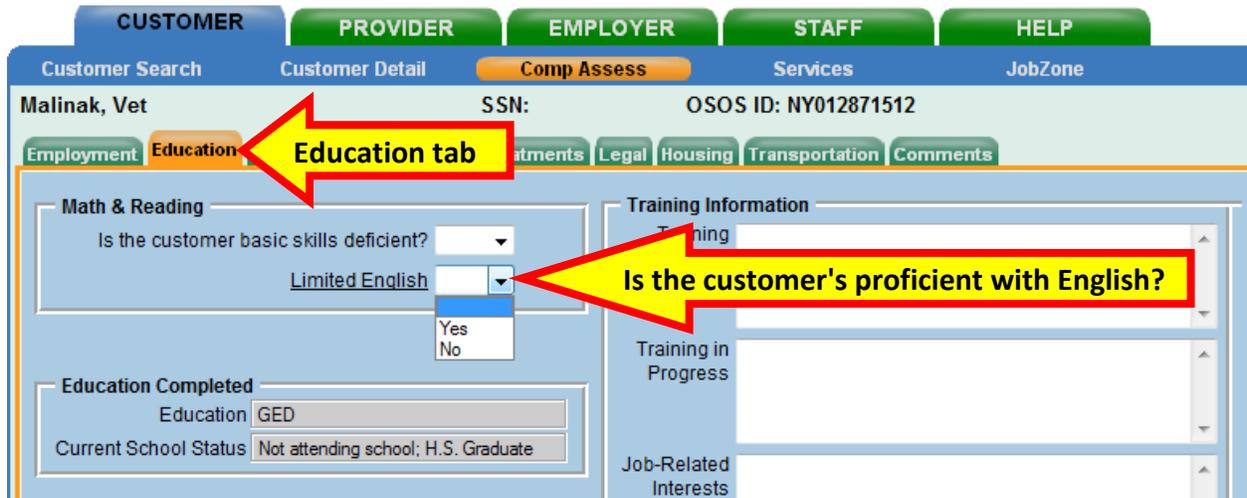


The screenshot shows the OSOS interface for a customer named Malinak, Vet. The 'Housing' tab is selected, and the 'Current Housing' dropdown menu is set to 'Homeless'. A yellow arrow points to the 'Housing' tab, and another yellow arrow points to the 'Current Housing' dropdown menu, with the text 'Current Housing from Add'l Info tab' next to it. The 'Expected Changes' section is empty. The bottom of the screen shows a navigation bar with buttons for Save, Customer Detail, Services, Activity, Correspond, WIA Eligibility, Summary, and Comments.

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.



CUSTOMER **PROVIDER** **EMPLOYER** **STAFF** **HELP**

Customer Search Customer Detail **Comp Assess** Services JobZone

Malinak, Vet SSN: OSOS ID: NY012871512

Employment **Education** Assessments Legal Housing Transportation Comments

Math & Reading
Is the customer basic skills deficient?
Limited English
Yes
No

Education Completed
Education GED
Current School Status Not attending school; H.S. Graduate

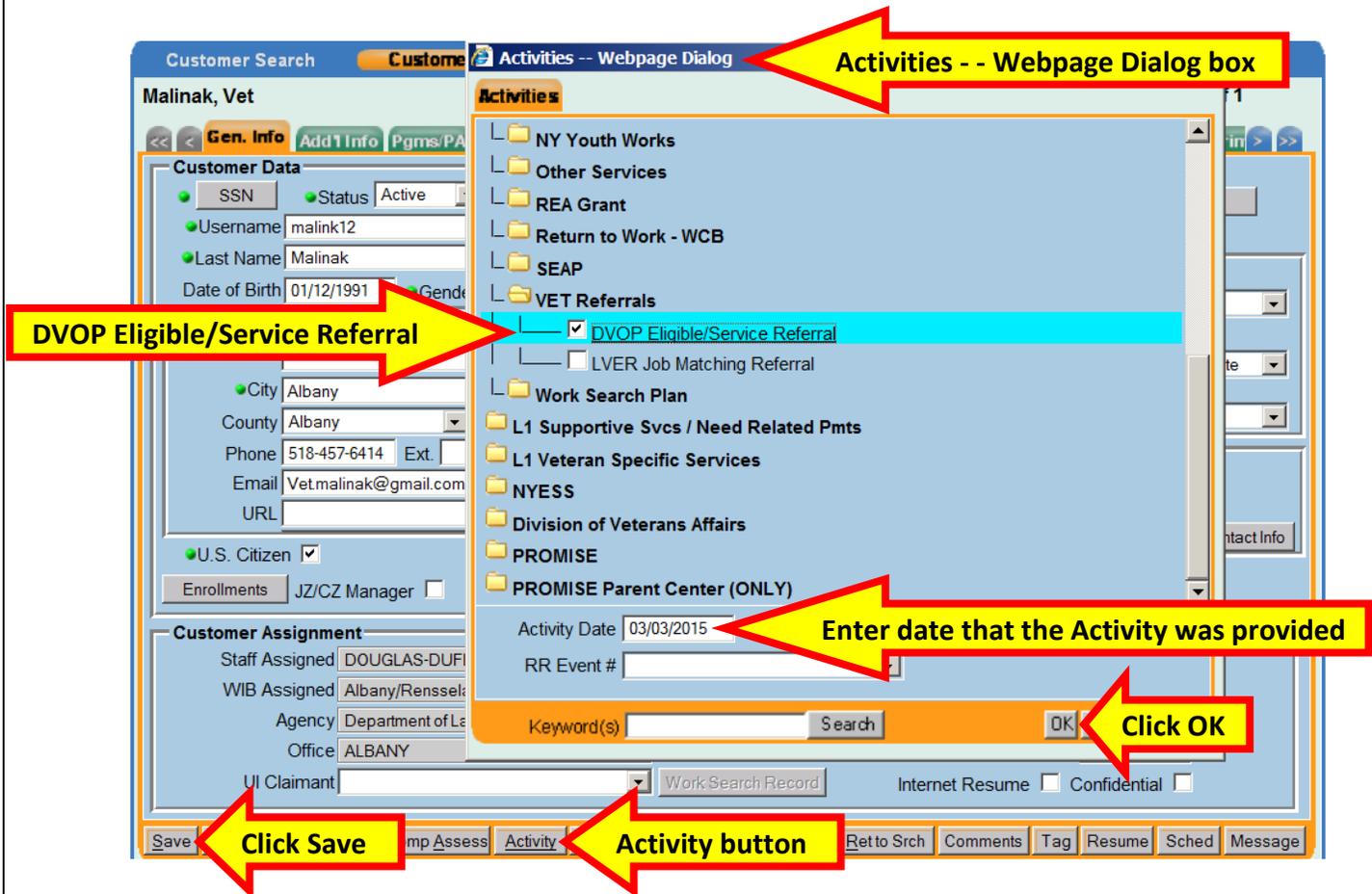
Training Information
Training
Training in Progress
Job-Related Interests

Education tab

Is the customer's proficient with English?

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.



Activities - - Webpage Dialog box

DVOP Eligible/Service Referral

Enter date that the Activity was provided

Click OK

Click Save

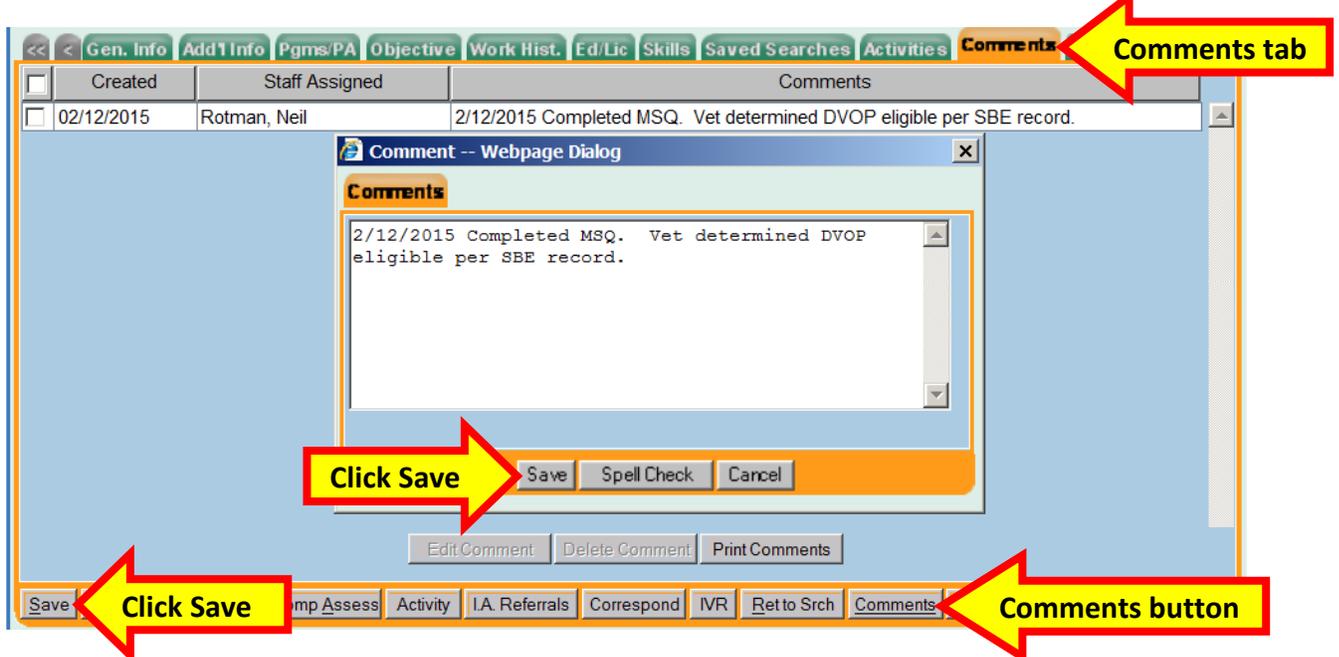
Activity button

This is a sample of the recorded activity:

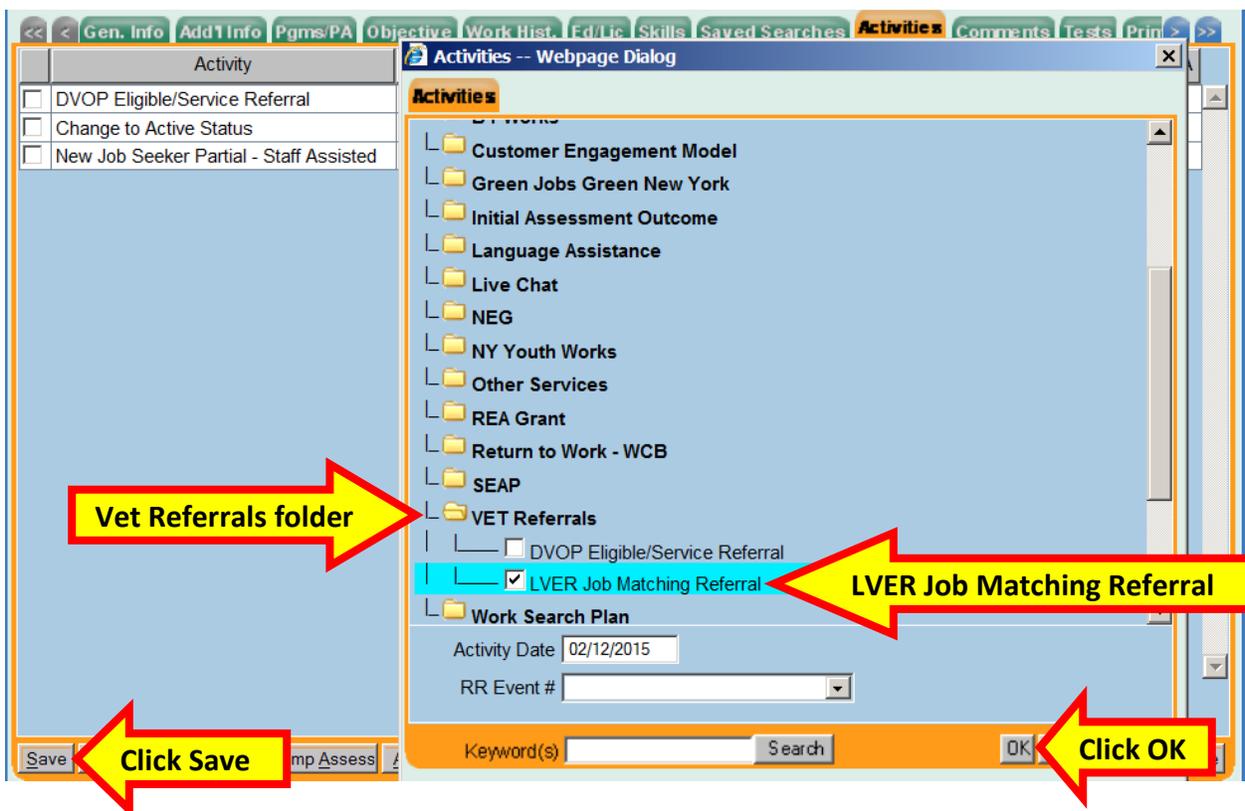
Activity	Activity Date	Office	Staff	Employer	Job ID	SA	FA
<input type="checkbox"/> Change to Active Status	12/10/2014	NY9999	DOUGLAS-DUFFY				No
<input type="checkbox"/> New Job Seeker Partial - Staff Assiste	12/09/2014	NY9999	DOUGLAS-DUFFY				No
<input checked="" type="checkbox"/> DVOP Service Referral	12/11/2014	NY9999	DOUGLAS-DUFFY				

Buttons: Delete Activity, Print List, Detail

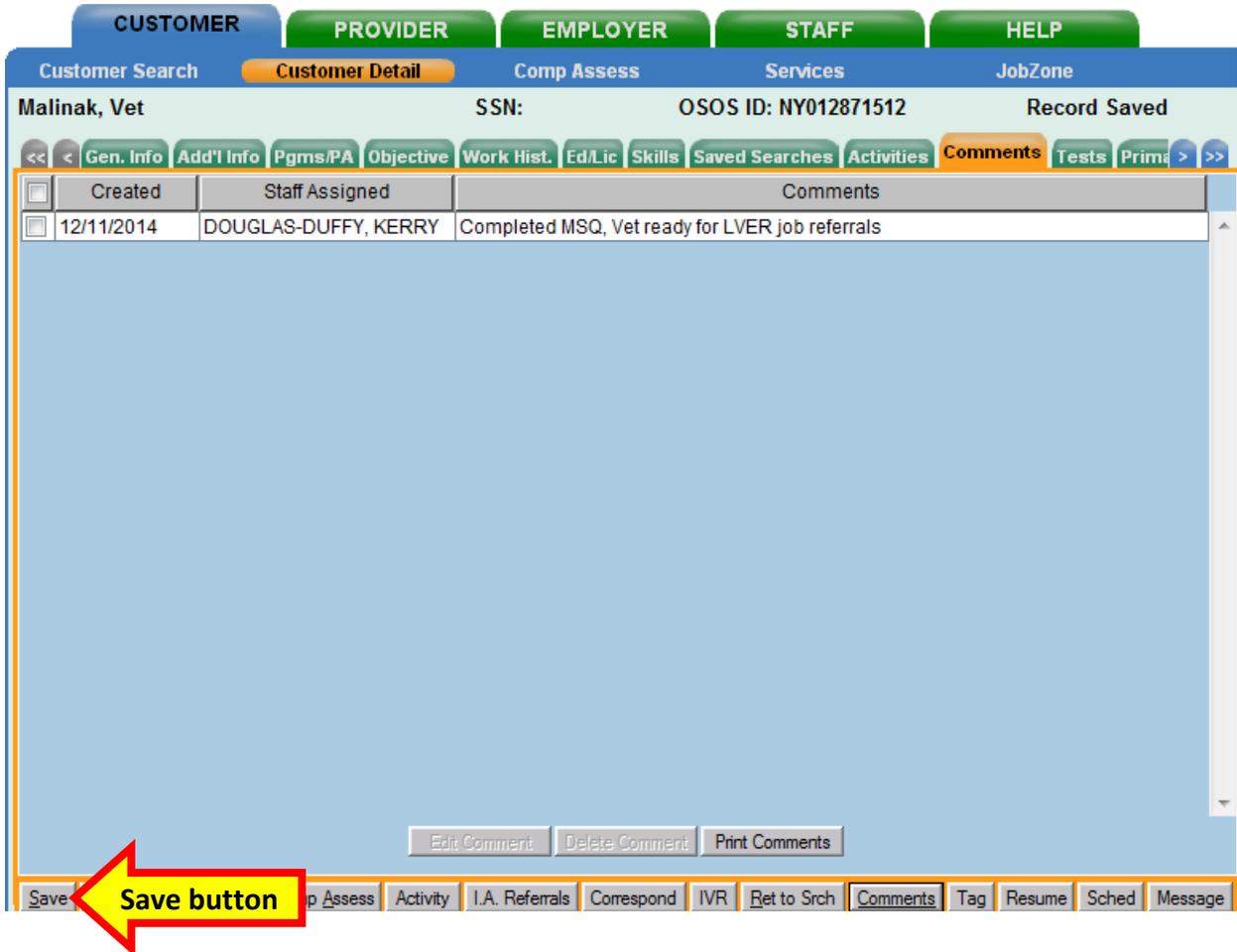
Record a **Comment** detailing the activity and remember to click both **Save** buttons:



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:



The screenshot shows the OSOS interface for a customer named Malinak, Vet. The 'Comments' tab is active, displaying a table with the following data:

Created	Staff Assigned	Comments
12/11/2014	DOUGLAS-DUFFY, KERRY	Completed MSQ, Vet ready for LVER job referrals

At the bottom of the interface, a red arrow points to the **Save** button, which is highlighted in yellow. Other buttons visible include 'Edit Comment', 'Delete Comment', 'Print Comments', 'Comp Assess', 'Activity', 'I.A. Referrals', 'Correspond', 'IVR', 'Ret to Srch', 'Comments', 'Tag', 'Resume', 'Schd', and 'Message'.



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](#)