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New York State
Workforce Development System
Technical Advisory #11-15.1
January 28, 2015

To: **Workforce Development Community**

Subject: **Gold Card Services for Post- 9/11 Veterans**

Purpose

To communicate New York State Department of Labor (NYSDOL) guidance regarding the new "Gold Card" initiative available to Post-9/11 Era Veterans.

Please note: TA#11-15.1 rescinds and replaces TA#11-15.

Policy

Career Center staff must offer all qualifying Post-9/11 Era veterans a "Gold Card," thereby making them eligible to receive in-person Gold Card services. Post-9/11 Era veterans are defined as any veteran with active military service after September 11, 2001.

Staff must continue to ensure veterans' priority of service for all Department of Labor funded programs.

Additional Information and Procedures:
Topics covered under this section include:

I. Gold Card Services
II. Roles and Responsibilities Of Career Center Staff

I. Gold Card Services

As of November 7, 2011, all qualifying Post-9/11 veterans are eligible to receive a "Gold Card." Information on this new initiative can be found on the United States Department of Labor (USDOL) website at http://www.dol.gov/vets/goldcard.html. Here veterans will be able to print a Gold Card, see Attachment A, and get information on how to access available services.

Once eligible veterans have obtained their Gold Card, they can present it at any local Career Center to receive intensive services, including six months of case management. The in-person intensive services may include:

- Job readiness assessment, including interviews and testing;
- Development of an Individual Employment Plan (IEP);
- Career guidance through group or individual counseling that helps veterans in making training and career decisions;
- Provision of labor market, occupational, and skill transferability information that inform educational, training and occupational decisions;
- Referral to job banks, job portals and job openings;
- Referral to employers and registered apprenticeship sponsors;
- Referral to training by WIOA-funded or third party service providers; and
- Monthly case management by an assigned case manager (CM) for six months.

In addition, a suite of on-line tools for veterans has been launched as part of this initiative. These tools can be found on My Next Move for Veterans at www.mynextmove.org/vets. Here veterans will find a simple and quick search engine where they enter their prior military experience and link to information they need to explore civilian careers and related training, including information they can use to write resumes that highlight related civilian skills. Additionally, the site contains a link to an online assessment, the O*NET Interest Profiler, which provide results comparable to the Strong Interest Inventory being used in the new Transition Assistance Program (TAP). There is a link to the interest assessment available for those veterans who have not received an assessment as part of TAP.

In addition to My Next Move for Veterans, dedicated veterans' resources can be found on the Career Center website at www.careeronestop.org/VetsJobs. The tools found here will help veterans quickly identify civilian job openings related to their prior military experiences, locate training and identify benefits and other assistance after military service. These tools can be accessed directly or with the assistance of Career Center staff.

II. Roles and Responsibilities of Career Center Staff

Intake staff should inform any veteran inquiring about Gold Card services or who may be Gold Card eligible, of the services available. Intake staff will determine veteran status as they currently do but will also have to determine post-9/11 status. Once Gold Card eligibility is determined, the veteran should then be scheduled, ensuring priority of service, for an initial appointment with a Career Center staff.

Post-9/11 era veterans will meet with their assigned CM (Case Manager), preferably a DVOP, if they are eligible to receive services from a DVOP (see Attachments B and C for DVOP eligibility), or an Employment Counselor, and complete appropriate

enrollment documents and receive an Initial Assessment (as is NYSDOL policy for all new customers) to receive intensive services. The CM will provide the appropriate comprehensive assessments and career guidance to prepare an IEP with the customer. Based on the needs identified during the assessments, the CM will provide the customer with appropriate services, such as resume development, referral for training, and job referrals. The final step during the initial meeting should be to confirm an appointment date and time for another case management meeting within 30 days. At the conclusion of the meeting the CM must properly data enter all service information into the One Stop Operating System (OSOS) as outlined in the http://labor.ny.gov/workforcenypartners/osos/osos-guide-gold-card-services.pdf. The CM must also make an OSOS comment containing all pertinent information on the client's occupational goals that will then be used for employer outreach to develop job opportunities. The CM is encouraged to utilize the services and expertise of other staff to deliver the necessary services. The CM must provide case management services at least once every thirty days for six months or until the client is employed.

References

USDOL/ETA, Training and Employment Notice No. 15-11, Gold Card Initiative, November 4, 2011

USDOL/VETS, Veterans' Program Letter No. 01-12, Gold Card Initiative, November 4, 2011

Inquiries

Questions regarding this Technical Advisory should be directed to your VETS Program Representative.

Attachments

A. United States Department of Labor Gold Card; http://www.dol.gov/vets/goldcard.html

B. Veterans' Program Letter No. 03-14, Jobs for Veterans State Grants (JVSG) Program Reforms and Roles Responsibilities of American Job (AJC) Staff Serving Veterans; http://www.dol.gov/vets/VMS/VPLs/VPL-03-14.pdf

C. Veterans' Program Letter No. 04-14, Designation for Additional Population of Veterans Eligible for Services from Disabled Veterans Outreach Program Specialist – Veterans Ages 18-24; http://www.dol.gov/vets/VMS/VPLs/VPL-04-14.pdf