



NEW YORK STATE WORKFORCE DEVELOPMENT SYSTEM TECHNICAL ADVISORY

Workforce Development System Technical Advisory # 13-02

TO: Workforce Development Community

DATE: March 1, 2013

SUBJECT: Jobs for Veterans Initiative

Purpose:

To communicate information and guidance regarding New York State's Jobs for Veterans initiative. The program goal is to move 100% of veterans served in our Career Center system into employment.

Policy:

The Jobs for Veterans initiative requires all veterans who are new to our Career Center System receive a minimum of three specific service appointments. Career Center staff must maintain contact with veterans a minimum of two times between scheduled appointments. Should a veteran remain unemployed upon completion of the third appointment, staff must conduct a case conference to determine next steps.

While it is preferable for these services to be provided by a veterans program staff member, i.e. a Disabled Veterans' Outreach Program (DVOP) or Local Veterans' Employment Representative (LVER), if none are available the services must be provided by another Career Center staff member.

Exceptions:

Veterans who obtain unsubsidized employment after the initial or second appointment are not required to attend additional appointments nor attend a case conference.

Veterans who are exempt from an Unemployment Insurance (UI) work search due to temporary layoff, union membership or participation in approved training are not required to participate in these services.

Veterans who are selected to participate in the Re-employment and Eligibility Assessment (REA) program are not required to participate in the Jobs for Veterans Initiative, since they receive equivalent services through the REA program.

Procedures and Additional Information:

Career Center staff will provide all veterans, both walk in and those on UI, with specific services designed to move them into employment. These veterans will receive comprehensive job search assistance, career guidance, and job placement services through a minimum of three individual, one-to-one appointments.

All appointments for veterans who are receiving UI will take place through the Re-Employment Operating System (REOS); any single failure to report to any one of the three required appointments will result in a suspension of the veterans UI benefits.

Initial Appointment:

In order to quickly move the veteran into employment, the initial interview must identify goals, work history, skills, training, education, service needs and barriers to employment.

During the first appointment, staff will:

- Conduct an initial assessment;
- Improve or develop a resume with the veteran;
- Submit the veteran's resume to Skills Matching and Referral Technology (SMART);
- Review customized labor market information with the veteran to set expectations for work search;
- Provide the veteran with a Job Zone account to access career planning information;
- Discuss requirement to maintain a work search record;
- Provide the customer with job referrals, including those received via SMART;
- Develop a Next Steps Service Plan;
- Refer and/or schedule services not provided through the Career Center based on the needs identified during the initial assessment; and
- Discuss the option of utilizing a LinkedIn profile or review existing profile if Veteran already has established one.

At the end of their first appointments, veterans must leave with job referrals and a Next Steps Service Plan that will maximize their job search efforts and a scheduled second appointment to occur within four weeks. They must know where, how and when to look for work.

Second Appointment

This appointment will include a review of:

- Work search efforts;
- SMART job leads; and
- Steps the veteran has taken to develop job search skills.

The work search review must:

- Assess the number and types of opportunities for which the veteran applied and identify any jobs for which the veteran was called for an interview;
- Provide customized Labor Market Information;
- Discuss any interviews, including an analysis of perceived performance; and
- Analyze veteran's skills relative to opportunities applied for to determine appropriateness.

SMART matching results should be examined to determine whether:

- Matching results are appropriate for veteran's knowledge, skills, abilities and goals;
- The resume requires modification to improve results; and
- A skills gap exists that must be mitigated in order for the veteran to be competitive in the local labor market.

Review the steps the veteran has taken to develop competitive job searching skills in applying to jobs and interviewing, and provide additional assistance as needed. This may include, but would not be limited to:

- Providing individualized interviewing tips to prepare for scheduled interviews and develop/revise job search strategies;
- Developing networking skills, social networking;
- Critique of LinkedIn profile, if applicable;
- Editing and targeting of resumes;
- Scheduling for job search assistance workshops as needed; and
- Providing job referrals.

Job referrals provided by staff will be appropriate based on the individual veteran's qualifications, skills and abilities. Staff should also refer and/or schedule services not provided through the Career Center based on the needs identified during the appointment.

All veterans will leave the second appointment with a scheduled third appointment to occur within four weeks.

Third Appointment

This appointment will follow the format of the second appointment. Therefore, it will review work search efforts; SMART matching results, and efforts taken to refine job search skills. This should include perceived improvements from the second appointment.

Between Appointments

Staff will continue to engage and communicate with the veteran between appointments to provide relevant job search information, job referrals and referrals to services not provided in the Career Center. Staff will work with local Business Services teams to ensure that job leads are timely. Also, staff should follow-up on any referrals made for services not available through the Career Center. There will be a minimum of two contacts with each veteran between appointments.

Case Conference

If after the third appointment the veteran is not successful in finding a job, a staff case conference will be held to determine the job readiness of the customer in the current labor market. This case conference will occur within two weeks of the veteran's third appointment. This conference will serve 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, an employment counselor and business services staff.

The case conference will consist of a review of the:

- 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; and
- Relevance of the local labor market for the veteran.

The outcome of the conference will be a plan of service to make the veteran more competitive in the labor market. Staff are encouraged to use any technology available to them to conduct the meeting, i.e. video conferences, conference calls, etc.

Staff should consider conducting a case conference for any veteran who may not have been subject to the three appointments outlined in this Technical Advisory, but has been a customer of the Career Center System for an extended period of time. This includes any veterans who participated in the REA program.

Subsequent Appointments

The nature of the services for subsequent appointments will be outlined in the plan of service. 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 Veterans Administration Vocational Rehabilitation and Employment program.

Inquiries:

Inquiries regarding this Technical Advisory should be sent via email to: ask.vets@labor.ny.gov.

Attachments: [Veteran's Initiative Next Steps Service Plan form](#)