

Gold Card Services for Post 9/11 Veterans OSOS Guide

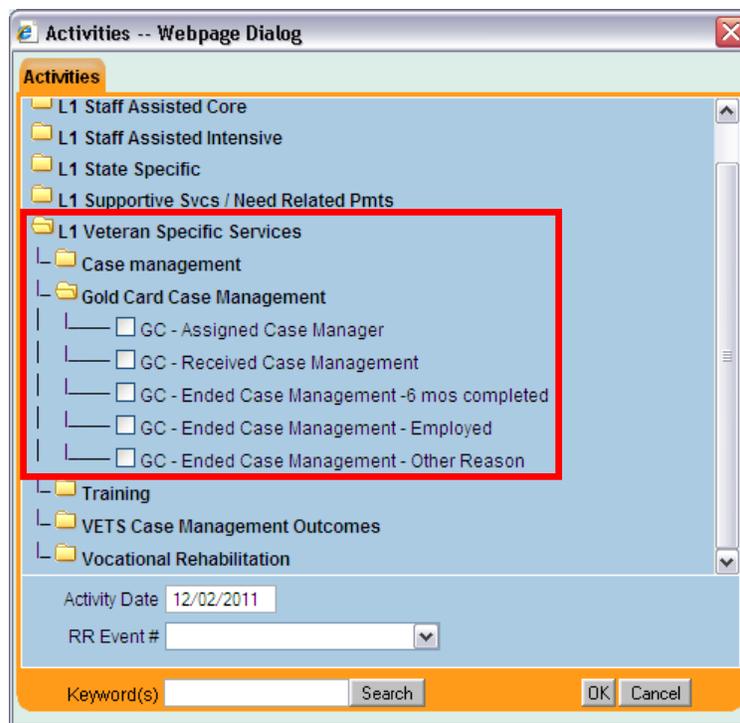


PURPOSE

As of November 7, 2011, all qualifying Post-9/11 veterans are eligible to receive a “Gold Card.” Veterans are able to print a Gold Card online. Once eligible veterans have obtained their Gold Card, they can present it at any local One-Stop Career Center to receive intensive services, including six months of case management.

OSOS DATA ENTRY

To record Gold Card Case Management-related activities, five new Level 1 (L1) activities have been created in OSOS. These activities are located in the **L1 Veteran Specific Services** folder, under **Gold Card Case Management**.



Activities should be entered on a customer record using the **Activity** button in the **Customer Detail** window. The Gold Card Case Management activities do not create or extend an enrollment.

FIRST MEETING WITH THE CUSTOMER

Per [TA 11-15.1](#), entitled customers should be assigned a case manager, preferably a DVOP, if eligible. When entering data for the initial meeting, the case manager must enter the **GC - Assigned Case Manager** activity to indicate that the case manager has been assigned as the customer’s case manager. This activity must be entered by the case manager to indicate who the customer’s assigned case manager is. If the customer is also receiving VR&E Case Management, these activities must also be entered.



SUBSEQUENT MEETINGS WITH THE CUSTOMER

The GC - Received Case Management activity must be entered whenever the customer and the case manager discuss the customer's case, either in person or by phone. This activity must also be entered for the first appointment, as well as any others during the period of case management. All other data entry should be completed normally.

Customers must be contacted at least once every thirty days. In addition to any services provided at the time, use this activity to record any follow-up. Every time the customer receives case management, a case note must also be entered using the **Comments** button in the **Customer Detail** window summarizing the appointment or phone call. Remember to enter case notes in a timely manner as they cannot be backdated.

Take a look at these examples of good case management case notes:

Telephone call to GC Veteran. Vet states he will be graduating with a Bachelor's Degree (online) in Criminal Justice from Empire State College. Veteran stated 40% SCD and has already applied for 55C. Veteran looking at civil service. Staff asked about county exams and vet has signed up for caseworker exam with local county. Vet interested in other counties as well and staff explained how to find Personnel offices for the other counties in NY. Staff also emailed hyperlink to veteran: <http://www.cs.state.ny.us/jobseeker/local/map.cfm> and encouraged him to apply with other counties also. Veteran states he has also been applying for jobs out of state.

Staff met with vet on this date. Vet is interested in going back to school (college). Vet informed staff he has already went through NTTS for CDL and is currently driving a truck for a local lumber company but he doesn't want to "break his back" for the rest of his life. Staff discussed options, showed him HESC website and printed it out. Staff asked what he wants to go to college for? Business Administration. Vet has a "sleeve tattoo" down the entire length of his left arm which may present a barrier to employment once he gets a degree. Staff counseled vet on possibility of barrier and suggested he research the BA field more. Staff told vet it may be that he will be faced with de facto discrimination because of the tattoo and suggested he consider all options for a Bachelors degree, possibly one which doesn't include working with the public. Staff also discussed apprenticeship program and Helmets to Hardhats and showed him the website. Vet is originally from Texas and vet stated he has two uncles which could get him a job and his father could also get him a job. Staff suggested he think about moving back to Texas if he is certain there is a job waiting for him back home. Vet states he doesn't plan on remaining in NY.

ENDING CASE MANAGEMENT

AFTER SIX MONTHS

The customer is entitled to six months of case management. After six months, the Gold Card Case Management needs to be ended in the system. To do this, enter the **GC - Ended Case Management - 6 mos completed** activity.

ONCE THE CUSTOMER IS EMPLOYED

If the customer becomes employed before the six months of case management have passed, this needs to be entered in OSOS by adding the **GC - Ended Case Management - Employed** activity. Remember, once a customer reports employment, it's important to change the customer's job seeker status to "Inactive."

FOR ANY OTHER REASON

If, for any other reason, the customer chooses not to continue with the Gold Card Case Management, the **GC - Ended Case Management – Other Reason** activity should be entered. In addition, a case note should be entered indicating the reason for discontinuing the Gold Card Case Management using the **Comments** button.

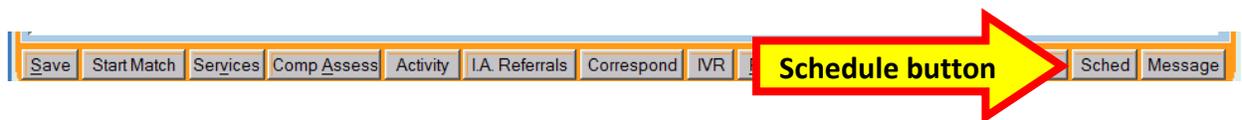
EXITING

These three activities designating the end to Gold Card case management will not create a hard exit. Do not hard exit any veteran when ending case management. Allow the system to soft exit in 90 days if the veteran does not receive any further service.

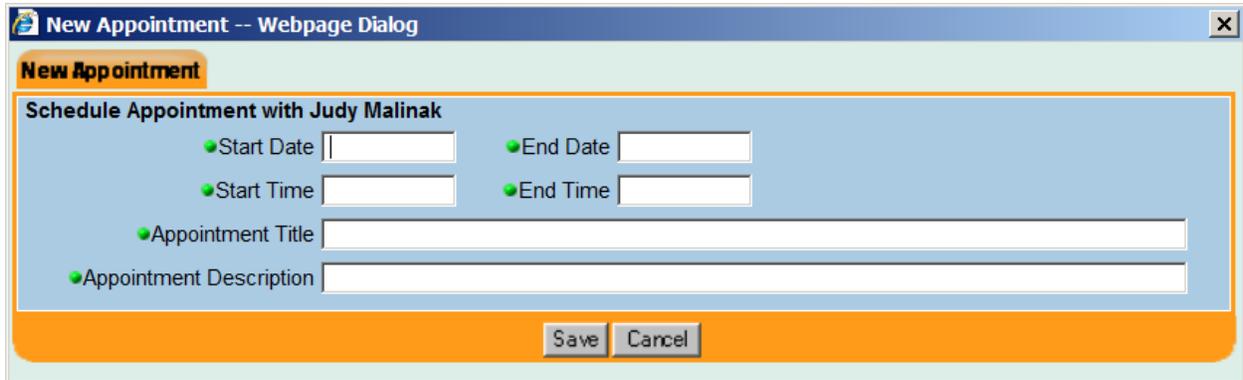
SCHEDULING APPOINTMENT AND CONTACT REMINDERS

Because the case manager is required to contact the customer at least once every 30 days, it may be useful to schedule a reminder for an appointment or a phone call. OSOS includes a scheduling feature that can help.

When viewing a customer record in the **Customer Detail** window, in the lower right-hand corner, there is a **Schedule** button.

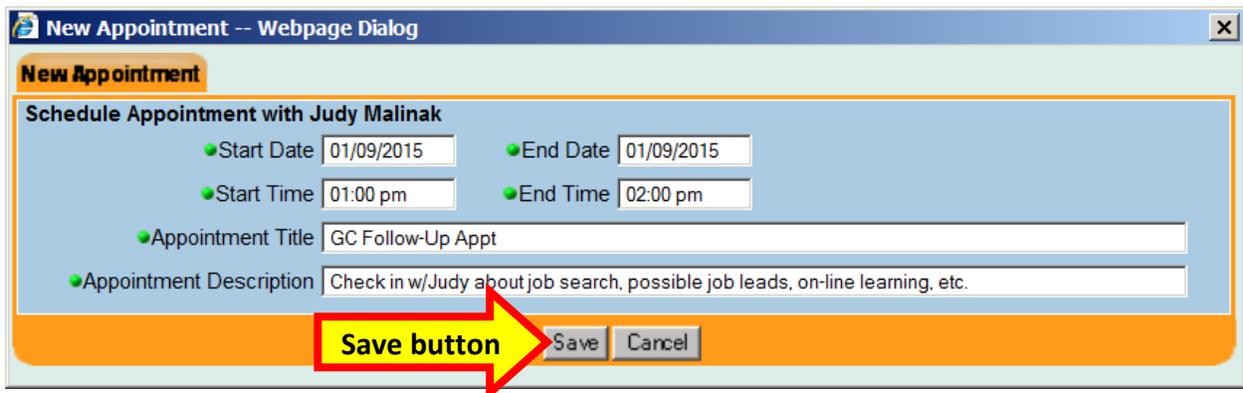


This button brings up the **New Appointment Webpage Dialog**. In this box, enter the date and time for the reminder, appointment or phone call.



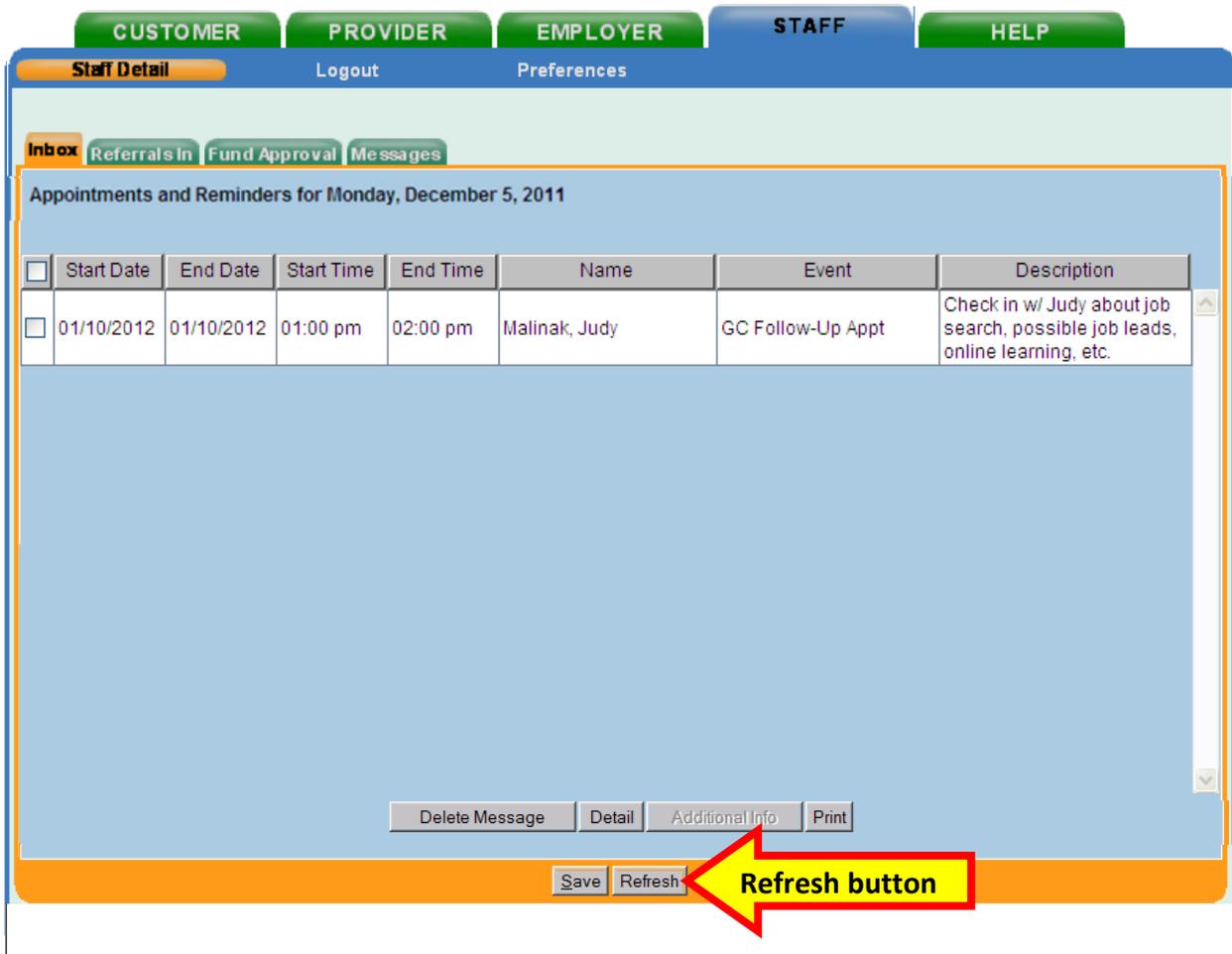
The screenshot shows a dialog box titled "New Appointment -- Webpage Dialog". Inside, there is a section titled "New Appointment" and a sub-section "Schedule Appointment with Judy Malinak". The form contains several input fields: "Start Date", "End Date", "Start Time", "End Time", "Appointment Title", and "Appointment Description". All these fields are currently empty. At the bottom of the dialog, there are "Save" and "Cancel" buttons.

In this case, the customer will be coming in for an appointment on January 9th at 1pm. Enter enough information to adequately remind you about what the appointment, phone call or reminder is. There is no need to enter the customer's name or NY number, as it will be linked with the customer record. Once the information has been entered, click **Save**.



This screenshot shows the same dialog box as above, but with the input fields filled out. The "Start Date" is "01/09/2015", "End Date" is "01/09/2015", "Start Time" is "01:00 pm", and "End Time" is "02:00 pm". The "Appointment Title" is "GC Follow-Up Appt" and the "Appointment Description" is "Check in w/Judy about job search, possible job leads, on-line learning, etc.". A red arrow points to the "Save" button, which is labeled "Save button" in a yellow box.

The appointment will now appear in the **Staff Inbox**, along with other reminders. If the new appointment does not appear immediately, the inbox may need to be refreshed. To do this, click the **Refresh** button.



The screenshot shows the OSOS Staff Detail page. At the top, there are navigation tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are links for Staff Detail, Logout, and Preferences. The main content area is titled 'Inbox' and contains sub-tabs for Referrals In, Fund Approval, and Messages. A section titled 'Appointments and Reminders for Monday, December 5, 2011' contains a table with the following data:

<input type="checkbox"/>	Start Date	End Date	Start Time	End Time	Name	Event	Description
<input type="checkbox"/>	01/10/2012	01/10/2012	01:00 pm	02:00 pm	Malinak, Judy	GC Follow-Up Appt	Check in w/ Judy about job search, possible job leads, online learning, etc.

Below the table are buttons for Delete Message, Detail, Additional Info, and Print. At the bottom of the page, there are buttons for Save and Refresh. A red arrow points to the Refresh button with the text 'Refresh button'.



*Remember to delete expired and obsolete reminders from your staff inbox by placing a check in the box next to the reminder and clicking **Delete Message**. Then click **Save**.*



RESOURCES AND ASSISTANCE

TA 11-15.1: Gold Card Services for Post- 9/11 Veterans

<http://labor.ny.gov/workforcenypartners/ta/TA11-15.pdf>

United States Department of Labor Veterans Website

<http://www.dol.gov/vets/goldcard.html>

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

<http://labor.ny.gov/workforcenypartners/tools.shtm>

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

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