

Memorandum

To: Workforce Investment Board Directors, One-Stop Operators, and WIA Administrative Entities

From: John B. Weber, Deputy Director 

Date: January 26, 2012

Re: Gold Card Services for Post 9/11 Era Veterans

Ohio is very committed to ensuring that our returning post 9/11 era veterans receive enhanced services through our One-Stop System. Post 9/11 era veterans are defined as individuals who served in the military for one day or more after 9/10/2001. One-Stop staff should begin offering "Gold Card" services to post 9/11 veterans immediately. This memorandum describes the mandated services for these veterans that will be incorporated into new Ohio policy soon.

According to U.S. Department of Labor (DOL) Training and Employment Notice (TEN) No. 15-11, over one million service members are projected to leave the military between 2011 and 2016. DOL has designated "Gold Card" services for these veterans to help "jump start" their return to civilian life and to new jobs.

Veteran customers seeking assistance under this initiative are able to download a Gold Card from <http://www.dol.gov/vets/goldcard/revisedgoldcard5.pdf>. They are also instructed to seek out their nearest One-Stop center.

Mandated Gold Card Services

This memorandum sets forth a standard set of services that all gold card holding veterans must be offered.

A. Local One-Stop staff and/or USDOL VETS-funded program staff **must** have all post 9/11 era veterans register in Ohio Means Jobs (OMJ) at <https://ohiomeansjobs.com/omj/>. Services are specifically available to veterans through specially designed area of Ohio Means Jobs. That area can be accessed by going to the link above, clicking on job seeker, clicking on Ohio Strong in the job seeker banner and then clicking on "more".

It is critical that veterans are registered in this system as OMJ is an online job-matching tool that helps Ohio's job seekers access job openings and connects Ohio's businesses with qualified and available workers. Ohio is the first state in the country to develop and adopt such a tool through a public/private partnership and provide it free of charge. OMJ integrates local and state

workforce development efforts and creates a more effective workforce system that offers priority of service to veterans during employer searches for talent.

B. Local One-Stop offices and/or USDOL VETS-funded program staff must provide post 9/11 era veterans with up to six months of WIA core and intensive services as demonstrated by monthly contact with the veteran (documentation requirements noted at the end of this document) until they are employed. **Some veterans may not need all of these services;** however, the One-Stop staff **must offer** all of the services below.

Mandatory services based upon both an initial and comprehensive assessment include:

Core Services

1. Career counseling;
2. Eligibility determinations to receive WIA assistance;
3. Eligibility for programs and/or financial aid assistance for programs not funded by WIA;
4. Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
5. Information on supportive services, including child care and transportation;
6. Information regarding filing unemployment compensation claims;
7. Job search and placement assistance;
8. Outreach, intake (which may include worker profiling), and orientation to services available through the One-Stop delivery system;
9. Performance information and program cost information on eligible training providers;
10. Provide local, regional, and national employment statistics information on:
 - (a) job vacancy listings in the labor market area;
 - (b) information on the job skills necessary to obtain the jobs, and
 - (c) information relating to local demand occupations, earnings and skill requirements, and
11. Follow-up services, including counseling regarding the workplace, for participants who are placed in unsubsidized employment for not less than 12 months after the first day of the employment, as appropriate.

Intensive services (as applicable based upon the initial assessment)

1. Case management for participants seeking training;
2. Comprehensive and specialized assessments of the skill levels and service needs;
3. Development of an Individual Employment Plan (IEP) to identify the employment goals, achievement objectives, and the combination of services for the veteran to achieve their employment goals;
4. Diagnostic testing and use of other assessment tools;
5. Group counseling;
6. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
7. Individual counseling and career planning;
8. Internships, and work experience;
9. Literacy activities related to basic workforce readiness;

10. Out-of-area job search assistance;
11. Relocation assistance;
12. Short-term prevocational or soft-skill services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training, and
13. Unpaid or paid Work Experience which is a planned, structured learning workplace experience for a limited period of time in the private for profit sector, the non-profit sector, or the public sector.

Exclusions

The Gold Card does not change the legal provisions or basic eligibility requirements for the Workforce Investment Act (WIA) or the VETS program. Therefore, veterans will continue to follow the prescribed WIA sequence of services from core, intensive, and training if the veteran is unable to obtain employment based on proper eligibility. Additionally, the Veterans Priority of Services described in the Workforce Investment Act Policy Letter No. 10-07 applies along with the WIA law, state policies, and local board policies.

Roles and Responsibilities

If veterans present their Gold Card certificate at the One-Stop center, intake or receptionist staff must refer any veteran who is, or may be eligible for the Gold Card services to WIA staff to offer these services. After the first meeting with the veteran, the One-Stop staff should then collaborate with their local veterans' representatives on any "barriers to employment" that may make the veteran eligible for the USDOL VETS program.

Documentation

As a standard practice, One-Stop staff must document the OMJ registration and the dates of the monthly meetings in SCOTI and in each veteran's case file. DOL is still considering reporting requirements to track services delivered to veterans under this initiative and may request additional reporting requirements in the future that are retroactive in nature.

Additional questions regarding the Gold Card Initiative and assisting veterans in the One-Stop center may be answered by writing WIAQNA@jfs.ohio.gov or by calling Graig Pellman at 614-644-0677, Angelita Rice at 614-644-0525, or Paul Bounds at 614-466-9468. Please see the enclosed map for the territories they cover.