



# OSWDI 01-2012

representatives are the preferred staff to meet with Gold Card Veterans, staff schedules and requirements may not allow this and any available center staff will then become the case manager for the veteran.

- c. Welcoming Function services will continue to be delivered to the Gold Card Veteran if this is a new client in OSL; otherwise, the usual center workflow procedures will be followed for the delivery of services for veterans already enrolled in any program(s).
  - i. The IDP (Individual Development Plan) mentioned in TEN 15-11 is the EEP (Enhanced Employment Plan) in OSL and all Gold Card Veterans must have an EEP. The EEP must be created by staff assigned to either the Job Getting Function or the Skills Enhancement Function and will follow the guidelines as indicated in the “Job Getting Function Protocols” or the “Skills Enhancement Function Protocols”, which may be downloaded at <http://www.workforceok.ou.edu/> in the Resources section.
    1. The staff person updating the Basic Employment Plan (BEP) to an EEP in the Job Getting Function or Skills Enhancement Function becomes the case manager for the Gold Card Veteran unless the center manager reassigns the veteran to other staff.
    2. Staff must add the Gold Card Veteran to their “My Cases” caseload in OSL. The veteran status column in “My Cases” will indicate what type of veteran is in a caseload including “Post 9/11 Era Veterans” or “Post 9/11 Era Campaign Veterans.”
    3. As established in the EEP guidelines staff will indicate either a plan for finding jobs in the “Job Search Strategy” section of the EEP in OSL or a strategy in the “Plan for Overcoming Identified Barriers” section.
  - ii. After the EEP has been established and appropriate services delivered (such as resume writing, job workshop, job referral, etc.,) at the initial meeting, a follow up meeting within thirty days must be scheduled in OSL and the appointment date and time given to the veteran before they leave the center.
    1. Thereafter the assigned case manager will provide services at least once every thirty days until the veteran is employed or for up to six months.
      - a. Gold Card Veterans will be contacted at least once every thirty days and a service will then be completed or scheduled and entered in OSL by the case manager.
      - b. If the veteran cannot be contacted or fails to complete the service, update the appropriate status on the service and enter a note in the “Notes” section of the service concerning why they did not complete the service.

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- c. Employment Goals listed in the EEP should be reviewed by the case manager to work with the veteran and employers for creating job development opportunities.
- iii. Reports are being modified and created in OSL as appropriate at the state level that will allow tracking of Gold Card Veterans and the services they must regularly receive.
- iv. Note that assigned case managers should be introducing veterans to the enhanced suite of online tools at [www.MyNextMove.org/vets](http://www.MyNextMove.org/vets) and [www.careeronestop.org/VetsJobs](http://www.careeronestop.org/VetsJobs) as they are delivering services. These two sites should assist case managers and veterans alike with career development and job searching strategies.
- v. Staff should offer post 9/11 veterans the option to have their Gold Card printed from the DOL website at <http://www.dol.gov/vets/goldcard.html> if they do not already have one.

Action: This guidance is effective immediately.

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