



## Veterans' Priority of Service Policy

Board approval date: September 4, 2019

Effective date: September 4, 2019

### **Policy Rescission(s):**

This policy rescinds the following policies or administrative guidelines:

- Area7 WIOA Policy P7-304: Veteran Priority of Service (February 8, 2016)
- Policy aligns with WIOAPL 15-20.2

*Priority of service* is the term used in federally-funded job training programs, such as WIOA, to describe that a covered person (eligible veteran or eligible spouse) shall be given priority over a non-covered person in obtaining all employment, training, and placement services provided under the program.

### **Veterans' Priority of Service**

#### **Guidance:**

In Area 7, veterans and eligible spouses shall receive priority of service. This means that covered persons are given priority over non-covered persons for the receipt of employment, training, and placement services funded in whole or in part by USDOL, including Wagner-Peyser, Trade Adjustment Assistance (TAA), WIOA, Senior Community Service Employment Program, Migrant and Seasonal Farmworker, Indian and Native American, Workforce Innovation and other competitive grants, and national emergency grants (NEG).

#### Notification of Priority Entitlement

Veterans and eligible spouses should be notified of their entitlement to priority of service in several ways, including, at a minimum:

1. Visually, with the placement of posters and handouts in the job center and resources room, posted on the job center's website, and
2. Verbally, by job center reception and resource room staff, during orientation sessions, workshops, and customer meetings with case managers.

## Procedures

Upon registration, veteran customers will be provided the most recent copy of ODJFS Form 01863 Veteran Questionnaire. This completed and signed form will be maintained in the customer's case file and will also be made available to partner staff during referrals, as needed, and for purposes of eligibility and services for other programs.

During the intake process, staff will explore the covered person's veteran status and assess whether the covered person has a significant barrier to employment. If the covered person has at least one of the identified barriers to employment and meets the definition of eligible veteran or eligible spouse, or any other covered service group identified by the Jobs for Veterans State Grant (JVSG), as well as the time and service requirements, they will be referred to the OMJ center's assigned Disabled Veteran Outreach Program Specialist (DVOP).

ODJFS Veteran Program Managers and the local OMJ center operator share monitoring responsibilities of this intake process and should participate in regular OMJ partner meetings. Monitoring responsibilities include a review of the implementation of internal procedures and how they are in compliance with the priority of service requirements for veterans and eligible spouses.

CFIS Client tracking system contains customer registration fields mirroring those found in ODJFS Form 01863 Veteran Questionnaire. As such, some veterans and eligible spouses' registration and demographic data can be found in the reporting system CFIS Client tracking kiosk.