

Policy: **Priority of Service for Veterans and Eligible Spouses**

Policy Number: **1009 – 2** **Revision 1 (9/2/10)**

Effective Date: **July 1, 2010**

SUBJECT: PRIORITY OF SERVICE FOR VETERANS AND ELIGIBLE SPOUSES

PURPOSE: To provide guidance for the application of Priority of Service for ‘qualified’ programs administered by the Workforce Development Council and by the Employment Security Department (ESD) that receive funding from the Department of Labor. They include, but are not limited to, Wagner-Peyser, Trade Act, and the Workforce Investment Act (WIA) of 1998.

REFERENCES:

State WorkSource System Policy #1009, Revision 1 and all references incorporated therein.
WIA Eligibility Technical Assistance Guide (TAG) IV and all references incorporated therein.

LOCALLY IMPOSED

REQUIREMENTS: N/A

BACKGROUND: On December 19, 2008, the Department of Labor (DOL) issued regulations (20 CFR 1010) implementing the Jobs for Veterans Act (JVA 2002) and the Veterans’ Benefits, Health Care, and Information Technology Act (2006). The regulations, effective January 19, 2009, do three basic things:

1. Set forth requirements for each “qualified” program to provide priority of service for veterans and eligible spouses and require all grantees to have policies providing priority of service whether provided on-line or in-person;
2. Require that, for purposes of implementing priority of service, the broad definition of “veteran” meaning a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable be used (38 U.S.C. 101(2)(A)); and
3. Add new requirements related to all persons who physically access service delivery points or who access virtual service delivery programs on websites (See 20 CFR 1010.300):
 - Applicants to any “qualified” DOL programs and services must be able to learn about priority of service and to indicate whether they are veterans etc.;
 - Program staff must initiate data collection for any person claiming priority at point of entry; and
 - Applicants who are veterans must be given the menu of programs and services to which the priority applies, and any additional program eligibility requirements.

POLICY:

Adopt the State of Washington Employment Security Department Workforce Investment Act Policies and Procedures, Priority of Service for Veterans and Eligible Spouses Policy #1009 Rev. 1 December 21, 2009 incorporated herein by reference. This policy can be found at www.nwboard.org.

This policy shall be conducted with 100% of the individuals, accessing any one stop career center and/or its affiliated site(s), and 100% of individuals accessing the region's website, www.worksourcenorthwest.com.

WorkSource processes shall be identified and maintained to ensure ongoing compliance with this policy. As processes undergo continuous improvements and are subject to change, the Council's current procedures for WorkSource are attached herewith as Addendum A.

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Addendum A: **WorkSource Processes September 1, 2010**
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WorkSource Career Centers and their affiliated site(s) shall ensure all covered persons are:

- Identified at the point of entry so they can take advantage of priority of service;
- Made aware of their entitlement to priority of service; and
- Provided information on the full array of employment, training and placement services available; and any applicable eligibility requirements for those programs or services.
through the following processes:

- Priority of Service ‘notification sheet’ is provided at entrance and at each front end help desk during initial customer contacts
- Veteran services is projected on flat screen TV slide show (where available)
- Veteran services are incorporated into Daily Event postings (space permitting)
- Veteran services and priority of service is mentioned in orientations
- Veteran status inquired in Front End Assessments and Initial Assessments
- Veteran services are highlighted in www.TourWorkSource.com
- Veteran priority of service is highlighted on Job Seeker front page of regional website, www.WorkSourceNorthWest.com
- Policy measures incorporated into One Stop Operator’s Quarterly WorkSource System Performance Report