

Priority of Services for Veterans and Eligible Spouses



Training Delivery Design: Group

Why Are We Here?



- **Clarify the Policy**
- **Discuss WorkSource Operational Process**
- **Answer Questions**



Learning Objectives

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You will be able to:

- Define 'Veteran' and 'Eligible Spouse'
- Define Priority of Service (POS)
- Define programs eligible for priority of service
- Understand the difference between Priority of Service and Preferential Service
- Understand that Priority of Service takes precedence over state and local level targeting
- Know documentation requirements

Background



December 19, 2008, DOL issued new regulations implementing the Jobs for Veterans Act and Veterans' Benefits, Health Care, and Information Technology Act

- Took effect on Jan. 1, 2009
- Require WorkSource sites have a policy in place to ensure Priority of Service to Veterans and Eligible Spouses



WorkSource System Delivery Policy

We have a local policy in place to cover all the requirements of the Acts!

- Our local policy is in compliance with:
 - ✦ WorkSource System Policies
 - ✦ South Central Workforce Development Council Policy, and
 - ✦ State/Federal Policies

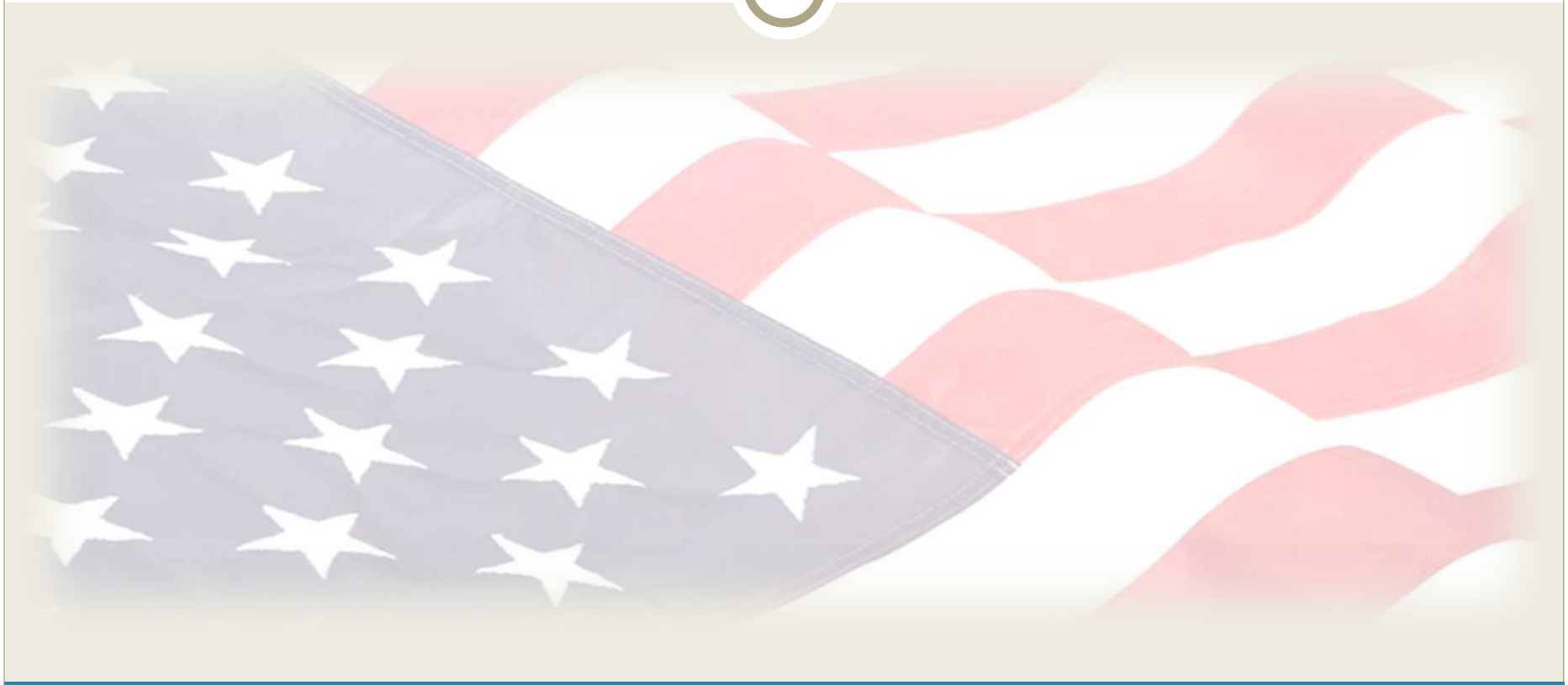
Policy Purpose



The purpose of this policy is to ensure that Veterans and Eligible Spouses who access services physically or virtually at WorkSource Centers are notified of Priority of Service and are given earlier access to services before other customers.



Definitions



What is a Veteran?



For the purposes of Priority of Service, the broad definition of Veteran is:

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.



What is an Eligible Spouse?



For the purposes of the Priority of Service, Eligible Spouse means the spouse of any of the following:

- Any veteran who died of a service-connected disability;
- Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days: (i) missing in action; (ii) captured in line of duty by a hostile force; or (iii) forcibly detained or interned in line of duty by a foreign government or power;
- Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Dept. of Veterans Affairs;
- Any veteran who died while in disability status.

What is an Eligible Program?



Eligible Programs are impacted by the Priority of Service Policy. Eligible programs have specific eligibility requirements and U.S. Department of Labor funding. Eligible Programs include:

- WIA Adult
- WIA Dislocated Workers
- National Emergency Grants
- Wagner-Peyser
- Trade Adjustment Assistance
- Senior Community Service Employment Program
- DVOP (Disabled Veteran Outreach Program)
- LVER (Local Veteran Employment Representative)

How Does Priority of Service Impact Eligible Programs?

- **Priority of Service means Veterans or Eligible Spouses are given enrollment or services earlier in time than others who are waiting for the same assistance.**
- **If program/service resources are limited, then the Veteran or Eligible Spouse is given access instead of others.**
 - *This does not mean that the veteran or spouse is given “bumping rights” over others already enrolled/receiving services.*

Priority vs. Preferential



Priority

The state or quality of being earlier in time, occurrence, etc.

The right to precede others in order, rank, privilege, etc.; precedence.

Prefer

To set or hold before or above other persons or things in estimation; like better; choose rather than: to prefer beef to chicken.

Definitions courtesy of dictionary.com



Our WorkSource Operational Process

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The following 5 steps outline WorkSource site operational process.

**The Desk Aid also illustrates these steps.
Please use it to follow along.**

Step 1



At first contact clarify if the customer is a Veteran or Eligible Spouse.

- Like all customers, Veteran or Eligible Spouse will be informed of the full array of employment, training, and placement services available (this is the Menu of Jobseeker Services)

NOTE: The Front-desk assigned staff person will ask if the customer is a Veteran or Eligible Spouse only if he/she is not entered in SKIES. If the customer is in SKIES their Veteran Status has already been identified.

Always Ask About Veteran Status

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- Greeters will ask each customer if they are a Veteran or Spouse of an eligible Veteran
- Veteran or Eligible Spouse will be informed of the full array of employment, training, and placement services available
- Veteran or Eligible Spouse indicators will be located on all printed registration information
- Clear signage is posted in the greeter and/or resource area to ensure notification of Priority of Service

Step 2



Veterans and Eligible Spouses are made aware of their entitlement to Priority of Service if they are applying to eligible programs.

Upon Disclosure of Veteran or Eligible Spouse status, either:

- Greeters or other appropriate staff will explain the entitlement to POS

OR

- The customer will be provided with handouts listing information about the entitlement and directed to staff who can provide more information if the customer chooses

Step 3



Information will be provided to the Veteran or Eligible Spouse on the full array of eligible programs and any applicable eligibility requirements for those programs or services.

- Refer to the Priority of Service handout
- Refer to list of Eligible Services in your Desk Aid

Step 4



Once Veteran or Eligible Spouse indicates they want to claim veteran status for an eligible program:

- Proof must be provided
- Priority of Service is then provided

NOTE:

- At this point the Disabled Veterans Outreach and WIA programs verify eligibility.
- Front-desk assigned staff do not determine eligibility.

Step 5



Collect, Report, and Maintain Data

- When working with a Veteran or Eligible Spouse, collect and report data using SKIES (or other local tracking system). SKIES and SSMS are used to ensure all Veterans/Eligible Spouses are recorded.



Note on Training

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All frontline staff and providers must receive training on Priority of Service, documentation requirements, as well as information on eligible programs to which it applies. (Why we're here today!)

- To reach this goal quarterly Priority of Service trainings will be provided to all staff.
- It's a performance expectation that staff will be trained on this policy and that documentation of that training will be kept on site.

Discussion

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How does the Priority of Service Policy relate to Veterans' Programs?

- Priority of Service is something that has been in place since 2009.
- Not all Veterans or Eligible Spouses need to be referred directly to the Veterans' programs.



Quiz



Q. What is the broad definition of “Veteran”?

A. 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.

Q. When people are waiting in line for service, can Veterans jump the line?

A. No. POS doesn't mean disrupting the customer flow. The intent is to ensure that all customers receive the assistance they need during that business day.

True or False

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1. A Veteran or Eligible Spouse must be given “bumping rights” over others who are already enrolled and/or receiving services.

False: A Veteran or Eligible Spouse is not given “bumping rights” over others already enrolled/receiving services.

2. “Eligible” programs do not have to prove/document the status of an individual as a Veteran or Eligible Spouse at the point of entry unless they immediately undergo eligibility determination and enrollment into the program.

True

3. Only ESD Veterans program staff can assist Veterans?

False: Any ESD staff can assist a Veteran.

Your Desk Aid



Click [HERE](#) to access the Desk Aid.

Additional Vet Resource Info:

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

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- The **Gold Card** provides unemployed post-9/11 era veterans with the intensive and follow-up services they need to succeed in today's job market. The Gold Card initiative is a joint effort of the Department of Labor's Employment and Training Administration (ETA) and the Veterans' Employment and Training Service (VETS).
- An eligible veteran can present the Gold Card at his/her local One-Stop Career Center to receive enhanced intensive services including up to six months of follow-up.

Additional Vet Resource Info:

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The enhanced in-person services available for Gold Card holders at local One-Stop Career Centers may include:

- Job readiness assessment, including interviews and testing;
- Development of an Individual Development Plan (IDP);
- Career guidance through group or individual counseling that helps veterans in making training and career decisions;
- Provision of labor market, occupational, and skills transferability information that inform educational, training, and occupational decisions;
- Referral to job banks, job portals, and job openings;
- Referral to employers and registered apprenticeship sponsors;
- Referral to training by WIA-funded or third party service providers; and
- Monthly follow-up by an assigned case manager for up to six months.
- **Eligible veterans can print a Gold Card here.**

Thank You!



Thanks for your time and thoughtful responses today!

These policies are in place to promote consistency among all of the partners.

One more slide ...

Documentation Time!



- Please go to the Survey Monkey survey created to document your participation in this training.
- <https://www.surveymonkey.com/s/RF8CNMX>
- The survey provides you an opportunity to provide us with feedback about the training while also providing your WorkSource Center the required documentation of staff training.