

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

Policy Number: **1009 – 2**      **Revision 2 (3/16/15)**

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 2 and all references incorporated therein.  
WIA Eligibility Technical Assistance Guide (TAG) IV and all references incorporated therein.

**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)0); 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.;
  - Staff of qualified programs 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 WorkSource System Policy, Priority of Service for Veterans and Eligible Spouses Policy #1009 Rev. 2, originally published December 21, 2009, second revision March 13, 2015, incorporated herein by reference. This policy can be found at [www.nwboard.org](http://www.nwboard.org).

This policy shall be conducted with 100% of the individuals, accessing any WorkSource (one-stop) Career Center and/or its affiliated site(s) or any electronic entry point(s) to the WorkSource Center system operated or overseen by Northwest Workforce Council's One-Stop Operator.

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.

**SUPERCEDES:**

Northwest Workforce Council WorkSource System Policy 1009-2, Revision 1, July 1, 2010.

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Addendum A: **WorkSource Processes**

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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 “qualified” programs or services through, but not limited to, the following processes:
  - Priority of Service ‘notification sheet’ is provided at entrance and at each front end help desk during initial customer contacts
  - Priority of Service ‘notification sheet’ is available at WorkSource sponsored hiring events and qualified programs’ recruitment events (e.g. orientations, engagement sessions, community outreach events, etc.)
  - As a part of a qualified job training program-specific application process
  - 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