PRIORITY SERVICE FOR VETERANS AND ELIGIBLE SPOUSES PROCEDURE

EFFECTIVE DATE: July 1, 2010

REFERENCE: State Policy #1009, Local One Stop Guidance #10-01

PURPOSE: To ensure Veterans and eligible spouses Veterans are notified they receive priority for services over non-covered persons in accessing services in "qualified" programs administered by WorkSource Central Basin including, but not limited to, Wagner-Peyser, Trade Act, Workforce Investment Act and any other program funded by the Department of Labor. WorkSource Central Basin center staff will understand and implement Veteran's prioritization procedures.

PROCEDURE:

- WorkSource customers receive information regarding Veteran's priority service at first point of program entry (orientations/front desk) through oral presentation, power point and/or Priority of Service flyer. The WorkSource Central Basin center offers several programs and each gives orientation information regarding Priority of Service for Eligible Veterans and Eligible Spouses.
- New customers to the WorkSource Central Basin are asked to complete a registration form. The customer is asked to indicate whether they are a Veteran or Spouse of an Eligible Veteran. If the customer indicates "yes" they are given the WorkSource Priority of Service for Veterans flyer.
- The WorkSource Priority of Service for Veterans flyer is visible to customers and posted at the front desk.
- Eligible veterans or the spouse of an eligible veteran who qualify for any program at the WorkSource Central Basin center are advanced to the top of any pool or wait list for that program and receive priority of service.

Training

WorkSource staff will be trained on procedures by managers and or supervisors using the following:

- Priority Services for Veterans and Eligible Spouses State Policy #1009
- Local One Stop Guidance #10-01
- Priority Services for Veterans and Eligible Spouses Procedure
- Priority of Service Flyer

Managers and/or supervisors will document staff trainings with meeting agenda and minutes indicating staff members present at training.

Priority of Service

WorkSource Priority of Service for Veterans

At WorkSource we always ask—

"Have you ever served in the military ?
Or, are you the spouse of a veteran ?"

One very important reason we ask is that federal law requires priority of service for veterans and eligible spouses in several employment and training programs offered through WorkSource.

If you are a Vet, or the spouse of a Vet, then we'd like to say—

"Thank you, for serving our Country!"

Now, WorkSource is here to serve you

- WorkSource Centers offer veterans and their eligible spouses priority of service in employment and training programs (certain conditions apply).
- WorkSource helps about 24,000 veterans each year, including disabled veterans, find jobs and improve their skills in Washington.
- On most days, we have more than 12,000 Washington job listings. As a veteran, you may have priority referrals to those jobs and other services over non-veteran job seekers.
- Most WorkSource offices have staff who are veterans assigned to help eligible veterans with employment-related needs. Staff may assess your skills and interests, put together an employment plan that's right for you, and refer you to other valuable services.

Turn this card over for more valuable information about priority of service for veterans

WorkSource is an equal-opportunity partnership of organizations that provide employment and training services. Auxiliary aids and services are available upon request to people with disabilities.

Priority of Service

WorkSource Priority of Service for Veterans

Jobs for Veterans Act definition of a veteran or eligible spouse

- You must have exited active duty U.S. Military service with a discharge of other than dishonorable (Members of the Reserves or National Guard who were activated to federal service under Title 10 qualify); or
- You are the spouse of a U.S. Military veteran who:
  - died as the result of a service-connected disability; or
  - is reported as MIA, a POW, or is forcibly detained or interned in the line of duty by a foreign government or power for more than 90 days; or
  - has a total disability, permanent in nature, resulting from a service-connected disability, or has died while a disability so evaluated was in existence.

Veterans and eligible spouses receive priority in these and other programs:

WorkSource employment services—job referrals, employment counseling, job search workshops, referrals to training programs and more. Eligibility—open to all eligible U.S workers. Abled or disabled veterans who served more than 180 days on active duty and received a military discharge that was other than dishonorable are eligible for specialized assistance from WorkSource veterans' representatives.

WIA training programs—WorkSource provides referrals to veterans and eligible spouses who may be eligible for Workforce Investment Act training programs. If approved, limited vocational training is provided without cost. Eligibility—low income adults qualify for the WIA Adult program; veterans transitioning from the military are often considered dislocated and may be eligible for training under the WIA Dislocated Worker program.

Trade Adjustment Assistance (TAA) – Veterans who lost their job due to foreign trade or shifts in production can be certified under TAA. Valuable services may include retraining, health care tax credits, subsistence payments and other benefits. Eligibility—must be certified for TAA.

Senior Community Service Employment Program (SCSEP)—Senior veterans can receive priority for specialized assistance to gain suitable employment through the SCSEP program. Placement in temporary service positions with community organizations can lead to more permanent employment. Eligibility—low-income seniors over 55.

Veterans' Priority of Service is an entitlement to qualified veterans and spouses under the Jobs for Veterans Act. WorkSource is required to provide the opportunity for covered veterans and spouses to identify their status for receiving priority service. Some employment and training programs are not entitlement programs and have limited funding. Under the law, there are certain circumstances which dictate veterans will have priority to receive earlier service which may include obtaining funding for training or support services when applicable