

**OhioMeansJobs - Lorain County**  
**Workforce Area 4**  
**Priority of Service for Veterans and Eligible Spouses**

**Background:**

On November 7, 2002, the Jobs for Veterans Act (JVA), Public Law (P.L.) 107-288 was signed into law. One provision of the JVA, codified at 38 U.S.C. 4215, establishes a Priority of Service requirement for covered persons in qualified job training programs. Agencies who are in receipt of DOL funds for qualified job training programs have been required to provide this priority since 2002, the publication of 20 C.F.R. Part 1010, Priority of Service for Covered Persons; Final Rule, which took effect on January 19, 2009, signaled that agencies of DOL funds for these job training programs should review and, if necessary, enhance their current policies and procedures to ensure that adequate protocols are in place.

**Requirements:**

Priority of Service 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 DOL, including Wagner-Peyser, Trade Adjustment Assistance (TAA), Workforce Innovation and Opportunity Act (WIOA), Senior Community Service Employment Program, Indian and Native American Programs, Migrant and Seasonal Farmworkers, Workforce Innovation in Regional Economic Development Competitive Grants and National Dislocated Worker Grants.

**Procedures:**

Workforce Area 4 will ensure veterans and eligible spouses are notified of their entitlement to priority of service, the full array of employment, training, and placement services available, and applicable eligibility requirements for programs and services through a number of means that will include;

- Awareness through posters and handouts strategically placed in the OhioMeansJobs Lorain County center, including at the Front Desk and in the Job Link Resource Room that will alert covered persons of their priority of service rights.
- Notification of priority of service rights that will be shared on the OhioMeansJobs Lorain County website or other portals used by our area, including self service resources.
- Information added to the OhioMeansJobs Lorain County (OMJ LC) Orientation presentation.
- Assurances that labor exchange activities and services, including posting of and searching for resumes and jobs and job matching are completed in OhioMeansJobs.com per Workforce Innovation and Opportunity Act Policy Letter (WIOPL) No. 13-04, Mandate Use of OhioMeansJobs.com for Job Placement and Referral Activities in Ohio, and are given priority of service.
- Sharing policy and procedures with partner staff through partner meetings.

Individuals entering the OMJ LC center for the first time are required to complete a Mini-Registration form that allows for collection of basic demographical data that is entered into the local customer tracking system which is eventually uploaded into the Ohio Workforce Case Management System (OWCMS). This includes identification of individuals and/or spouses who have served in the military.

Individuals that respond that they or their spouse did serve in the military will be provided with the Veteran Questionnaire (JFS Form 01863) that will be used to gather additional details to help establish potential eligibility for services provided the Jobs for Veterans State Grant (JVSG).

Upon completion of the Veteran Questionnaire individuals will be referred to designated staff on a round-robin method that is in place. The designated staff will meet with the individual to make sure that their information is up to date in OWCMS and determine if they have 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 service group identified by JVSG they will be referred to the assigned Disabled Veteran Outreach Program Specialist (DVOPS). If the covered person does not have a significant barrier as defined by JVSG they will be scheduled for the next available OMJ LC center orientation.

It is the intention of Workforce Area 4 to co-enroll all appropriate veterans and/or their eligible spouses who are assigned to the DVOPS into the WIOA Adult or Dislocated Workers program. With this we will grant access to the local WIOA office in OWCMS to the DVOPS and will expect all case management efforts that are not confidential in nature be documented within the system, in addition to the regular case management that is happening in the Veteran office of OWCMS that is not presently available for other staff to see. This process will allow the One Stop Operator the opportunity to monitor services being offered to these individuals to ensure that there is consistency in holding staff accountable to the high customer service standards that our system is trying to achieve.

The One Stop Operator in partnership with the Ohio Department of Job and Family Services Veteran Program Manager will share in the responsibility of monitoring the local procedures which will include a review of the implementation of internal policies and procedures to ensure they are in compliance with the priority of service requirements.

#### **Programs with Statutory Priorities:**

Priority for WIOA adult funded individualized career and training services will be given to low-income individuals, recipients of public assistance and individuals who are basic skills deficient. When determining if a veteran or eligible spouse is a "low income individual" for eligibility purposes, any amounts received as military pay or allowances by any person who served active duty, and certain other benefits are not included. A low income veteran or eligible spouse takes precedence, with all other qualifying requirements being equal, over a low income non-covered person in obtaining individualized career services and training services. If there is a waiting list, the veterans or eligible spouses receive access to the service instead of or before the non-covered person on the waiting list.

Workforce Area 4 will not apply additional arbitrary or discretionary conditions or requirements above the program's statutory mandated eligibility requirements to priority of service rights. Therefore, for covered persons, priority of service will apply to discretionary targeting programs and services the same way that it applies to universal access programs (i.e. veterans and eligible spouses are served first).