

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



WORKFORCE INNOVATION AND OPPORTUNITY ACT POLICY MANUAL	CHAPTER 2 – SECTION 1000
SUBJECT: Veterans Priority of Service	

1000 VETERANS PRIORITY OF SERVICE

This section contains policy and requirements for veterans priority of service for the Workforce Innovation and Opportunity Act (WIOA) Title I-B Adult, Dislocated Worker, and Youth Program Programs.

References: WIOA of 2014 (P.113-128), WIOA Final Rules 20 Code of Federal Regulations (CFR) 652.100, 20 CFR 651.10, 20 CFR 1010, US Department of Labor Training and Employment Guidance Letter 19-13.

1001 DEFINITIONS

For veterans priority of service, “covered person” includes a veteran or eligible spouse. The definitions for terms in this policy include:

- A. Veteran means a person who served in active military, naval or air service, and who was discharged or released under conditions other than dishonorable.
- B. Active Service includes full-time duty in the National Guard or a Reserve component. Active service does not include full-time duty for training programs.
- C. Eligible Spouse is a spouse of any of the following individuals:
 1. Any veteran who died on active duty or of a service-connected disability;
 2. Any member of the armed forces serving on active duty who, at the time of application for priority of service, is listed in one or more of the following categories and has been listed for a total of more than 90 days:
 - a. Missing in action;
 - b. Captured in line of duty by a hostile force; or
 - c. Forcibly detained or interned in the line of duty by a foreign government or power.

3. Any veteran who has a total (100 percent) disability resulting from service connected disability, as determined by the Department of Veteran Affairs; or
 4. Any veteran who died and had a total disability (100 percent service connected), as determined by the Department of Veteran Affairs.
- D. Non-covered means any individual who meets neither the definition of a veteran in A, or an eligible spouse in C of this section.

1002 VETERANS PRIORITY OF SERVICE

Local Workforce Development Areas (LWDA) must provide priority of service to qualified veterans or eligible spouses for the WIOA Title I-B Adult, Dislocated Worker, and Youth Programs. This means that a qualified veteran or eligible spouse receives priority over a non-veteran or non-eligible spouse for any basic career, individualized career or training services. Priority of service for veterans includes:

- A. The covered person receives access to the service or resource before the non-covered person; or
- B. If the service or resource is limited, the covered person receives access to the service or resource instead of or before the non-covered person.

1003 VETERANS PRIORITY OF SERVICE POLICY AND PROCEDURES

The Local Workforce Development Board (LWDB) must include, in their local plan, policies for the implementation of veterans priority of service at ARIZONA@WORK Job Centers and for service delivery by service and training providers. Points of entry may include intake through an ARIZONA@WORK Job Center, as part of the application process for the WIOA Title I-B Adult, Dislocated Worker, and Youth Program or through any other method by which covered persons express an interest in receiving services, either in person or virtually.

- A. The process for identifying covered persons at the point of entry must:
 1. Permit the individual to make known his or her covered person status; and

2. Permit the WIOA Title I-B Adult, Dislocated Worker, and Youth Programs to initiate data collection for covered persons at the ARIZONA@WORK Job Center point of entry or virtually through Arizona Job Connection (AJC) webpage.
- B. The process for identifying covered persons must ensure that:
1. Covered persons are identified at the point of entry to allow covered persons to take full advantage of priority of service; and
 2. Covered persons are made aware of:
 - a. Their entitlement to priority of service;
 - b. The full array of employment, training, and placement services available under priority of service; and
 - c. Any applicable eligibility requirement for the WIOA Title I-B Adult, Dislocated Worker, and Youth Programs.

1004 IMPLEMENTATION OF VETERANS PRIORITY OF SERVICE

The implementation of priority of service for veterans does not change the intended function of the WIOA Title I-B Adult, Dislocated Work and Youth Programs, or the Programs' services. Covered persons must meet all of the eligibility requirements and program requirements for participation in a specific program in order to receive priority of service. Eligibility and program requirements are included in the WIOA Title I-B Adult and Dislocated Worker policy, Section 100, and the WIOA Title I-B Youth Program Policy, Section 200.

.01 Determining covered person status

- A. At intake, LWDA staff must ask all individuals the following question: "Did you or your spouse serve in the Armed Forces?";
1. When the individual answers "no", staff must continue with the standard intake process for non-covered persons.
 2. When the individual answers "yes", staff must provide the individual both the Veterans Priority of Service (Assessment Form) (ESA-1193A) (Exhibit 1000A) and Veterans' Priority of Service brochure (ESA-1184A) (Exhibit 1000B), asking the

individual to complete and return the Assessment Form. Upon review by staff:

- When the individual answers “yes” to questions 1, 2, or 3, the individual is considered a covered person and is entitled to Veterans Priority of Service.

Note: An individual must meet at least one of the criteria listed in question 3.a, b, c, or d to be determined an eligible spouse.

- When the individual answers “yes” to one or more of questions 4 through 10, the individual is considered a veteran or eligible spouse with a significant barrier to employment. LWDA staff must refer this individual to the Disabled Veteran Outreach Program (DVOP);

- B. LWDA staff must complete and provide all individuals who are identified as a covered person the Veterans’ Priority of Service Identification Card (ESA-1184D) (Exhibit 1000C). The Veterans’ Priority of Service Identification Card is used to easily identify that individual as a covered person in future visits to the ARIZONA@WORK Job Center.

During each visit to the ARIZONA@WORK Job Center, the covered person places their Veterans’ Priority of Service Identification Card in the basket under the veterans sign on or near the front desk. This alerts LWDA staff that a covered person is present and must be seen prior to any non-covered persons present.

During each visit to the ARIZONA@WORK Job Center, the covered person places Veterans Priority of Service Identification Card in the basket under the veterans sign on the front desk. This alerts LWDA staff that covered person is present and must be seen prior to individuals who are not covered persons.

.02 Veterans Priority of Service and the WIOA Title I-B Programs Implementation

- A. For the WIOA Title I-B Adult and Dislocated Worker Program, covered persons receive the highest priority of service for the provision of basic career services. Documentation is not required to be collected prior to the provision of basic career services for the covered person to receive priority of service. However, documentation for priority of service for veterans must be collected

prior to providing the individual individualized career or training services.

- B. For the WIOA Title I-B Adult Program, WIOA establishes priority of service for individuals who are recipients of public assistance, low income, or basic skills deficient for individualized career and training services, in addition to Veterans priority of service. The WIOA Title I-B Adult and Dislocated Worker Policy, Section 102 describes the priority of service order that must be followed. Covered persons who are low income, recipients of public assistance, or basic skills deficient receive the highest level of priority of service.
- C. Both WIOA Title I-B Adult and Dislocated Worker programs focus on serving individuals with barriers to employment, as defined in WIOA 3(24). Covered persons who have at least one barrier to employment must receive a higher priority of service than non-covered individuals who have at least one barrier to employment. Non-covered individuals with a barrier to employment must receive a higher priority than non-covered individuals without a barrier to employment.
- D. The WIOA Title I-B Youth Program requires that in-school youth and out-of-school youth have a barrier to employment to be eligible for the WIOA Title I-B Youth Program. The WIOA Title I-B Youth Program also requires 75 percent of youth funds be spent on out-of-school youth. For the WIOA Title I-B Youth, the highest priority of service will be provided to covered persons who meet the definition of out-of-school youth, as defined in the WIOA Title I-B Youth Policy, Section 205.01.