

Department of Economic Security

Veterans' Priority of Service



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Objectives

- Participants will be able to:
 - Describe Veteran's Priority of Service (VPOS)
 - Identify a veteran or eligible spouse
 - Describe changes to policy
 - Locate policy and guidance letters
 - Recall office procedures for implementation
 - Recall staff responsibilities
 - Locate VPOS forms in DES digital library

Structure

Philosophy

- Definition
- Requirements
- Who's Covered

Policy

- Employment Service (ES) Policy
- Workforce Investment Act (WIA) Policy
- Location

Process

- Tools
- Procedures
- Responsibilities
- Reporting

Philosophy

- Definition
- Requirements
- Who's Covered

Veterans' Priority of Service



Putting Veterans First

Program Requirements

Philosophy

- Identify covered person at point of entry
 - In office
 - On Website www.azjobconnection.gov (AJC)
- Inform covered person of right to priority of service at point of entry
- Provide services to covered person earlier in time than to non-covered person

Every Department of Labor Employment & Training (DOL E&T) program must implement Veterans' Priority of Service

Who's Covered?

Definition of a covered person

- Veteran
- Eligible spouse



True or False ?

- Veterans' Priority of Service requires you to inform all covered persons of their right to priority of service. This includes their right to services earlier in time than an otherwise eligible non-covered person.



Policy

- ES Policy
- WIA Policy
- Location

ES and WIA Policy Location

Policy

Employment Administration Policies and Procedures - Windows Internet Explorer

http://deswebpro.azdes.gov/cms400min/main.aspx?menu=452&id=3226

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DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

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**Employment Administration (EA)
Policy/Procedures/Bulletins**

Bulletins:

- [Bulletins from the EA Administrator](#)

Employment Service:

- [Employment Service \(Wagner-Peyser\) Policy Manual \(468 KB PDF\)](#)
- [IB 27-040 - Processing Weekly UI Certifications](#)
- [Instruction Memo - Resolving Established Unemployment Issues](#)
- [Reminder - Provide Services to UI Claimants with VOS Auto-Registration](#)
- [PB 26-307 - Veterans Priority Services \(DD214\)](#)
- [PB-27-023 UI Forms Received in ES Office](#)
- [PB 27-025 - Process for Job Orders Related to Foreign Labor Certification](#)
- [PB-27-041 Job Service Name Change to Employment Service](#)
- [PB-09-020 Entering and/or Approving Job Orders and All Referrals to Job Orders](#)
- [PB-09-035 Veterans' Priority of Service](#)
- [PB 09-040R Additional Procedures for Referrals Requiring E-Verify](#)

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ES Policy Changes

Policy

- Definition of a covered person
- Informing covered person of rights
- Reporting requirements

ES Policy Reference

Policy

- Jobs for Veterans Act 2002 (Public Law 107-288)
- Code of Federal Regulations (Title 20-CFR Part 1010)
- Training and Employment Guidance Letter (TEGL 05-03).

WIA Policy Changes

Policy

- Program requirements
 - Develop and implement a Veterans' Priority of Service policy
 - Develop procedures
 - Data collection
 - Monitoring of Veterans' Priority of Service

WIA Policy References

Policy

- The WIA Guidance Letter (WGL) #09-08 dated June 1, 2009 on Veterans' Priority of Service was issued
- WGL explains the changes to the law



Process

- Tools
- Procedures
- Responsibilities
- Reporting

VPOS Toolbox

- Lobby Poster
- Brochure
- Screening Form
- Front Desk Staff - Desk Aid
- Veterans' Priority of Service ID Card
- Collection Point Sign
- General Procedures Document

Veterans' Priority of Service Brochure

Process

- Design matches the poster
- Provides useful website addresses
- Explains what Veterans' Priority of Service is
- Provides definition of covered persons
- Lists types of services you can get

Brochure (Outside)

Process

Here are some resources that may assist you with your current needs:

For locations:

Arizona One-Stop Centers —
www.arizonavirtualonestop.com

Employment Service —
www.arizonaworkforceconnection.com

Additional Resources:

Career One-Stop —
www.careeronestop.org

Department of Veterans Affairs —
www.va.gov

U.S. Department of Labor, Employment and Training Program for Veterans —
<http://www.dol.gov/vets>

U.S. Office of Personnel Management —
<http://www.opm.gov/veterans>

For more information, please see any of our staff.



Equal Opportunity Employer/Program. ♦ Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI and VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, the Department prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex, national origin, age, and disability. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. Auxiliary aids and services are available upon request to individuals with disabilities. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, contact your local office manager TTY/TDD Services: 7-1-1. Disponible en español en su oficina local o en línea.

ESA-1184A PAMNA (2-10)

We counted on you...



You can count on us!

**Veterans'
Priority of Service**

Brochure (Inside)

What is Veterans' Priority of Service?

Priority of Service is the right of an eligible "covered person" to be given priority of service over an eligible non-covered person for the receipt of employment, training and placement services, not withstanding other provisions of the law.

Covered persons take precedence over non-covered persons in obtaining services and shall receive access to services and resources earlier in time than a non-covered person. If services or resources are limited, the covered person receives access instead of or before the non-covered person.



You are a "covered person" and are entitled to Priority of Service if:

You served in the military or air service, were discharged or released under conditions other than dishonorable as specified in 38 U.S.C 101(2). Active service includes full time National Guard or a Reserve component, other than full-time duty for training.

Or

You are the spouse of: Any veteran that died of a service connected disability; or

Any member of the armed forces serving on active duty who, at the time of application for the priority, is listed as one or more of the following categories and has been so listed a total of more than 90 days:

- ★ Missing In Action;
- ★ Captured in line of duty by a hostile force;
- ★ Forcibly detained or interned in the line of duty by a foreign government.

Any veteran who has a total disability resulting from a service connected disability, as evaluated by the Veterans Administration,

Any veteran who died and a total disability (service connected), as evaluated by the Department of Veteran Affairs, was in existence.

Arizona's One-Stop partners provide access to employment and training services.

These services include:

- ★ Resource center self-service;
- ★ Career development;
- ★ Resume writing;
- ★ Job fair information;
- ★ Equipment such as printers, copiers, computers, internet access, word processing software, telephones, fax machines, and more.

Professional Development Workshops

- ★ Self-assessment and job search strategies;
- ★ Telephone and interview techniques;
- ★ Resume assistance, and more.

Other services could include:

- ★ Training opportunities;
- ★ Aptitude, interest inventory and skill tests;
- ★ Self-assessment tools;
- ★ Provide career guidance;
- ★ Information and referrals to other programs and services;
- ★ Referrals to job openings;
- ★ Labor market information;
- ★ Unemployment insurance benefit information.

Screening Guide

ESA-1195A FORM A (2-10) ARIZONA DEPARTMENT OF ECONOMIC SECURITY
Employment Administration

VETERANS' PRIORITY OF SERVICE
(Screening Form)

**If you think you may qualify to receive Veterans' Priority of Service,
COMPLETE this form and place it in the collection point and LISTEN for your name to be called.**

Client Name: _____

Veterans' Priority of Service Definitions: (You must meet at least one definition below to qualify)

Veteran: A person who served in the active military, naval or air service, and who was discharged or released under conditions other than dishonorable. Active service includes full-time duty in the National Guard or a Reserve component, other than full-time duty for training programs.

Spouse: A spouse of any one of the following individuals:

- 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 listed for a total of more than 90 days:
 - Missing In Action;
 - Captured in line of duty by a hostile force; or
 - Forcibly detained or interned in the 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 Department of Veterans Affairs; or
- Any veteran who died and a total disability (service connected), as evaluated by the Department of Veterans Affairs, was in existence.

Yes No Are you a veteran?
 Yes No Are you married to a veteran?
 Yes No Are you the surviving spouse of a veteran?

Note: If you answered "Yes" to any of these questions, complete the Service Screening section below:

Service Screening:

- Recently separated from the military? 12 months or less 12 months or more Eligible spouse
- Are you requesting service or help with: (check all that apply)

<input type="checkbox"/> Registering for employment services	<input type="checkbox"/> Applying for Unemployment Insurance
<input type="checkbox"/> Seeking referrals to job openings	<input type="checkbox"/> Seeking labor market information
<input type="checkbox"/> Need questions answered	<input type="checkbox"/> Other _____
- Additional services needed: (check all that apply)

<input type="checkbox"/> Career guidance assistance	<input type="checkbox"/> Retraining assistance and information	<input type="checkbox"/> Shelter/housing referral & information
<input type="checkbox"/> Job development assistance	<input type="checkbox"/> Request for community assistance	<input type="checkbox"/> Request for military documents

Remember, put your completed form in the collection point and listen for your name to be called.

Equal Opportunity Employer/Program * Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI and VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, the Department prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex, national origin, age, and disability. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. Auxiliary aids and services are available upon request to individual with disabilities. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, contact your local office manager; TTY/TDD Services: 7-1-1. Español al reverso.

Screening Guide Desk Aid

Process

- Two-sided, in color and laminated
- Explains how to determine which staff to refer the covered person to
- Includes the definitions from the screening guide, the 3 questions, and an indication of which type of worker to refer the covered person to

Desk Aid

ESA-1200A FORNA (2-10)

ARIZONA DEPARTMENT OF ECONOMIC SECURITY
Employment Administration

Veterans' Priority of Service Front Desk Staff - Desk Aid

It is our responsibility to ensure that covered persons are made aware of and afforded priority of service. A covered person is defined as a veteran or an eligible spouse of a veteran.

Customers will place the completed screening forms in the designated collection point at the front desk.

Note: When there are multiple completed forms (*multiple customers waiting*) pull from the bottom of the pile to ensure first-come first serve.

Screening and Referral to Core Services - Priority of service should be the primary consideration when determining which program and program staff to refer the covered person to.

- When the veteran is newly separated (*12 months or less*) refer them to the veteran staff;
- When the covered person needs core services only (*question 2 of the screening form*) refer them to an employment specialist; or
- When the covered person needs intensive services (*question 3 of the screening form*) refer them to veteran staff.

Note: When veteran staff is not available, the veteran and eligible spouse of a veteran should be referred to an employment specialist for services.

Ask ALL customers in line whether they are a veteran or a veteran's spouse – Some customers will not have noticed the poster and screening form. You are required to inform them of their right to priority of service.

- When customers answer yes, give them the Veterans' Priority of Service brochure and screening form. Instruct the customer to read the brochure, complete the form and return it to the designated collection point, without waiting in line.
- If the customer meets at least one of the definitions for a covered person they qualify to receive priority. Based on their answers to the screening form questions, determine which program would be appropriate and inform the program staff that they have a covered person that is in need of services. Give the screening document to the appropriate program staff.
- Add the customer's name to the sign-in sheet (if available), and indicate veteran or eligible spouse.

Return Visits of Covered Persons – Inform covered persons that each time they visit the site for services they should present the ID card to receive priority. When they need assistance they should place their ID card in the designated collection point.

- The covered persons that have placed their ID cards in the designated collection point **must** receive priority of service over non-covered customers.
- Determine the reason for the visit and refer them to the appropriate program staff.

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ESA-1200A FORNA (2-10) – Page 2

Veterans' Priority of Service Definitions

Veteran: A person who served in the active military, naval or air service, and who was discharged or released there from under conditions other than dishonorable. Active service includes full-time duty in the National Guard or a Reserve component, other than full-time duty for training programs.

Spouse: A spouse of any one of the following individuals:

1. Any veteran who died of a service-connected disability;
2. 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 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 disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or
4. Any veteran who died and a total disability (*service connected*), as evaluated by the Department of Veteran Affairs was in existence.

If the customer completes the Veterans' Priority of Service Screening form and answers 'Yes' to the following three questions, use the answer key below to determine whom will provide priority services (i.e., Resource Room, ES staff, WIA staff, Veteran staff).

- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | Are you a veteran? |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | Are you married to a veteran? |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | Are you the surviving spouse of a veteran? |

Service Screening:

1. **Recently separated?**
 - 12 months or less (Veteran staff service)
 - 12 months or more (WP/WIA staff service)
 - Eligible spouse (Veteran staff service)
2. **WP/WIA staff (or Resource Room) if seeking services for:**
 - Registering for employment services
 - Need questions answered
 - Applying for Unemployment Insurance
 - Seeking job referrals to job openings
 - Seeking labor market information
 - Other _____
3. **Veteran staff if additional services needed for:**
 - Career guidance assistance
 - Retraining assistance and information
 - Shelter/housing referral & information
 - Request for military documents
 - Job development assistance
 - Referral to community assistance

Collection Point Sign

Process

Veterans' Priority of Service Prioridad de Servicio para Veteranos



Please place your
“completed”
Screening Form
or Veterans’
Priority of Service
ID card in the
collection point
and wait to be
called.



Por favor ponga
su Formulario
de Evaluación
“llenado” o tarjeta
de identidad de
Prioridad de
Servicio para
Veteranos en el
punto de colección
y espere la
llamada.

ESA-1184C POSHA (2-10)

Responsibilities and Procedures

General Procedures Document

- Front desk responsibilities
 - Entrance
 - Return visits
 - Screening and referral to core services
- Program Staff Responsibilities
 - Initial one on one assessment
 - Providing services to covered persons
 - Documenting provision of Veterans' Priority of Service

General Procedures

ESA-1201A FORNA (2-10)

ARIZONA DEPARTMENT OF ECONOMIC SECURITY
Employment Administration

General Procedures for Veterans' Priority of Service

Federal regulation (20 CFR 1010) mandates the implementation of priority of service in all qualified job training programs. It is our responsibility to ensure that covered persons are made aware of and afforded priority of service.

A. Entrants – Front Desk Responsibilities

1. Each site will hang the Veterans' Priority of Service posters and prominently display the Veterans' Priority of Service screening forms and brochures so that customers entering the facility can view them. The screening form will direct customers to complete the form and place it in the designated collection point at the front desk.
2. Front desk staff will ask ALL customers whether they are a veteran or eligible spouse of a veteran (covered person). For those who answer yes, staff will give the customer the Veterans' Priority of Service brochure and screening form to complete. After completion, the customer will return the form to the designated collection point. Customers qualify to receive priority if they meet at least one of the definitions listed in the brochure. Customers that do not meet the definition of a covered person will receive workforce development services according to Department of Labor policy.
3. Based on the customer's responses to the screening questions, the front desk staff and/or program staff will determine which program would be appropriate and inform the program that they have a veteran or eligible spouse of a veteran that is in need of services. The screening document will be routed to the appropriate program staff.
4. The front desk staff will add the customer's name to the sign-in sheet (if available) and indicate veteran or eligible spouse status.

B. Initial One-on-One Assessment - Program Staff Responsibilities

1. Complete an in-depth assessment to determine the level of services needed.
2. Ensure the veteran or eligible spouse of a veteran is registered in Arizona's Virtual One Stop (VOS).
3. The program staff will give the veteran/eligible spouse a Veterans' Priority of Services ID card. The program staff will explain to the veteran/eligible spouse that they are to present the ID card during each of their visits to alert the staff of their priority.

C. Return Visits – Front Desk Responsibilities

1. Each time a covered person visits the site for services they should present their ID card so that staff can identify them and continue to provide priority of service, or
2. When the covered person requires assistance from program staff they should place their ID card in the designated collection point. The program staff will identify the covered persons' need and refer them to the appropriate staff.

See page 2 for BOE/ADA disclosure

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D. Screening and Referral to Core Services – Front Desk Responsibilities

1. Priority of service should be the primary consideration when determining which program and staff to refer the covered person to.
2. Using the information on the screening form the staff will determine which program to refer the covered person to:
 - a) Newly separated (12 months or less) covered persons should be referred to veteran staff.
 - b) Covered persons needing only core services (services within question 2 of the screening form) can be served by an Employment Specialist.
 - c) Covered persons needing intensive services (services within question 3 of the screening form) should be seen by veteran staff.

Note: Remember, covered persons must receive services prior to non-covered persons. When veteran staff is not available the covered person should be referred to an employment specialist for services.

E. Providing Services to Covered Persons – Program Staff Responsibilities

1. The employment specialist or veteran staff will review any services that are available to the covered person, complete appropriate referrals and record services in VOS.
2. Services are based on the needs of the covered person and may include core services, intensive services or training services, and/or assistance with eliminating barriers to employment when appropriate.
3. Covered persons referred for qualified services will receive priority over other customers (non-covered persons) waiting to receive the same service. The referral for services should identify the customer as a covered person in order to alert the staff to provide priority.
 - a) Covered persons should be served prior to providing services to non-covered persons waiting for services.
 - b) Covered persons should be encouraged to identify themselves as soon as possible in order to receive priority of service.
 - c) When choosing which customer to serve first, a covered person should be served prior to any non-covered person regardless of who requested the service first.
 - d) When there is a waiting list for any activities or services, the covered person will be placed on the list above all non-covered persons.

F. Documentation of Veterans' Priority of Service – Program Staff Responsibilities

1. Staff must document Veterans' Priority of Service qualifying category of covered persons and service requested from the screening form, in VOS case notes. An example of VOS case notes for a covered person would be: 'Client is a spouse of a veteran who died of a service connected disability needing career guidance and shelter information.'
2. After VOS case notes have been documented, the screening form is to be destroyed.

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Process Steps

- Sign posted in lobby/reception area
- Brochures & screening forms placed nearby
- Collection point with sign located at front desk/reception for
 - Completed screening forms
 - Veterans' Priority of Service ID cards

Process



Veterans' Priority of Service
Prioridad de Servicio para Veteranos

Please place your "completed" screening form or Priority of Service ID in the basket and wait to be called.

Por favor ponga su formulario de evaluación "llenado" o tarjeta de identidad de Prioridad de Servicio y espere la

ORIENTATION ROOM

YOUR OFFICE



Arizona Workforce Connection



Process



Scenario # 1

- Individual comes into lobby
- Sees poster
- Reads pamphlet
- Completes screening form and places in collection point
- Front desk staff reviews contents of collection point to ensure covered persons are served before non-covered persons
 - Screening forms
 - ID cards

Scenario # 2

- Individual comes into lobby
- Sees line and gets in line
- Front desk staff will ask everyone if they are a veteran or a veterans' eligible spouse
- Front desk staff distributes the pamphlet and screening form
- Veteran /eligible spouse reads the pamphlet
- Veteran/eligible spouse completes screening form and places in collection point
- Front desk staff reviews contents of collection point to ensure covered persons are served before non-covered persons
 - Screening forms
 - ID cards

Reporting

Programs will be required to

- Implement reporting on covered entrants
- Apply the new definitions for veterans and eligible spouses in their existing reporting on covered participants.

New Reports

- Not yet defined
- New possibilities for reports
 - Percentage of services to non-veterans (non-covered persons) –vs.- percentage of services to veterans and eligible spouses (covered persons)
 - Time between registration and service given

Percentage Served

- Example:
 - You served 100 non-covered persons and gave 50 of them job referrals.
 - You served 10 covered persons and gave 6 of them job referrals.
 - You have now given 60% of the covered persons a job referral -vs.- 50% of non-covered persons.
 - This is **GOOD!**

Percentage Served

- Example:
 - You served 10 non-covered persons and 8 of them were enrolled in training.
 - You served 10 covered persons and 4 of them were enrolled in training.
 - You have now enrolled 40% of the covered persons in training vs. 80% of non-covered persons.
 - This is **NOT GOOD**

Question

All Veterans' Priority of Service documents will be available

- A. In AJC
- B. In the Digital Library on the DES Intranet
- C. None of the above
- D. All of the above

Please mark A, B, C or D in the feedback section of the screen.

Key Points

Philosophy

- Definition
- Requirements
- Who's Covered

Policy

- ES Policy
- WIA Policy
- Location

Process

- Tools
- Procedures
- Responsibilities
- Reporting

Remember

Veterans and eligible persons have
priority over non-covered
persons!

