



PARTNERING FOR PRIORITY OF SERVICE FOR VETERANS

FACILITATOR GUIDE

To be used in conjunction with delivering priority of service training to workforce partners.

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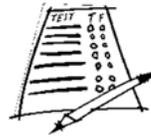
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Content: Partnering for Priority of Service

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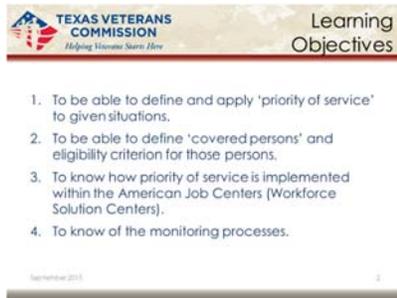


Opening Activity:



Have participants complete *Priority of Service Quiz*.

Slide 2



Review learning objectives

Slide 3



Background

Jobs for Veterans Act (JVA)

- Priority of Service for Veterans
- Priority of Service for Eligible Spouses
- Priority given for:
 - Workforce preparation or development
 - Delivery of service



September 2013

The Jobs for Veterans Act (Nov 2002) allowed for Veterans and eligible spouses to receive priority for receiving services, obtaining training and education, and similar activities provided programs that are funded in part or in whole by the Department of Labor.

Such programs may include:

- Workforce Investment Act
- Wagner-Peyer Act
- Jobs for Veterans State Grant (JVSG)

Workforce centers and the state workforce system has processes in place to

- 1) identify Veterans and eligible spouses, and
- 2) to notify covered persons of their right to take precedence in obtaining employment and training services.

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Goal

Work with partners to

- Develop and implement effective strategies
- Ensure all Veterans and eligible spouses receive services and precedence

September 2013

The goal in implementing and monitoring priority of services is to ensure we work with – and educate – our partners on eligibility criteria and developing best practices.

We want to ensure that our Veterans and their spouses receive services and priority to which they are entitled.

Slide 5



Priority of Service

| It Is | It is not |
|--|--|
| <ul style="list-style-type: none"> • Identification of covered persons • Providing services first and by the next available staff member • Providing first access to job postings and services • Receiving follow-up to services received. | <ul style="list-style-type: none"> • Immediate referral to JVSG staff • Providing services first only when money is available • Simply notifying job seekers of available of services and precedence. |

September 2013



Ask: So what is priority of service?

Collect responses

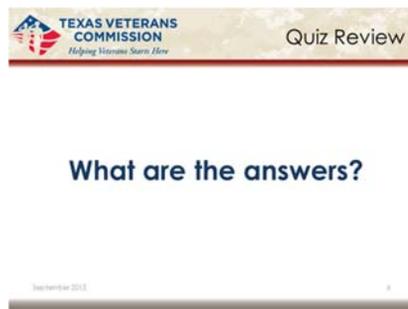
A: Right of Veterans and eligible spouses to take precedence over a non-covered person in obtaining employment and training services, or possibly to receive

those services at an earlier time than non-covered person.

(Click to review the Is and Is Not)

Priority of Service involves active communication and participation in some form (identifying, providing, following-up) It does not involve passive interactions (e.g. move them down the line to JVSG...without first triaging).

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Before we move on any further, let's look at the quiz you completed as you arrived to class.

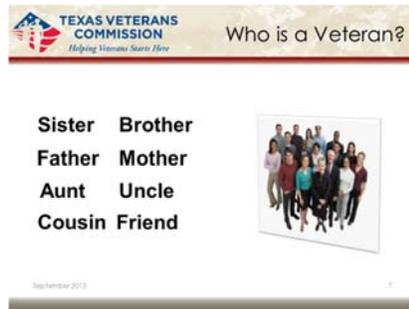
(Note: review quiz questions and answers).

As you can see, applying Priority of Service may not be as straight forward as it appears.

- Was triage completed?
- Did the Veteran self-identify as being eligible for DVOP-funded services?
- Is the Veteran eligible for other programs? If so, are the eligibility requirements the same?

As we move through this presentation, we'll address many of the items on this quiz....and you'll have the opportunity to practice what you've learned with some scenarios later in the session.

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The first thing we want to cover is the definition of covered persons.

The act states that Veterans and eligible spouses are entitled to priority of service.



Q: So who is a Veteran?

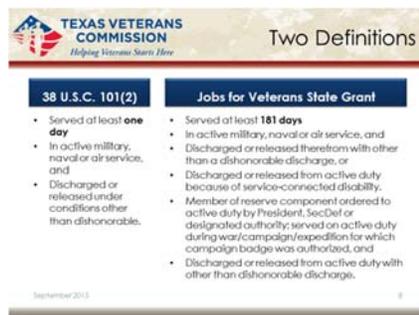
Collect responses and guide discussion

From a broad perspective, a Veteran can be anyone...a family member or a friend. But they are all people.

So, which of these Veterans are eligible for priority of service?

They all are; however, differing eligibility requirements may exist for different services.

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Definitions of Veterans

38 U.S.C. 101(2)

(2) The term “veteran” means a person who served in the active military, naval, or air service, and who was discharged or released therefrom under conditions other than dishonorable.

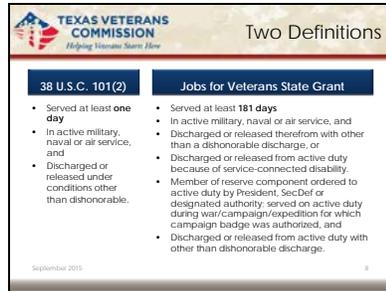
JVSG (38 U.S.C. 4211(4))

The term “eligible veteran” means a person who—

(A) served on active duty for a period of more than 180 days and was discharged or released therefrom with other than a dishonorable discharge;

(B) was discharged or released from active duty because of a service-connected disability;

(C) as a member of a reserve component under an order to active duty pursuant to



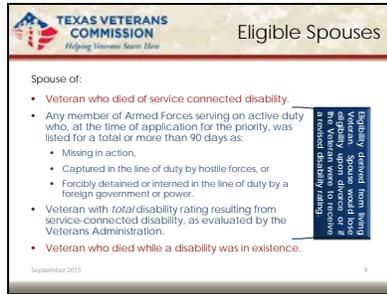
section 12301 (a), (d), or (g), 12302, or 12304 of title 10, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge; or

(D) was discharged or released from active duty by reason of a sole survivorship discharge (as that term is defined in section 1174 (i) of title 10).

Basically this what defines a Veteran can be answered in three questions:

- Did the person serve on active duty?
- Is the person still in the armed forces? (If yes, then not yet a Veteran)
- What type of discharge did the person receive? (If dishonorable, not eligible for preference; all other types qualify that person as a Veteran entitled to priority of service)
- The fourth question: "How long were they on active duty?" determines whether the Veteran is further eligible for DVOP-funded services through the JVSG program.

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Although the state defines an eligible spouse as “the spouse of any member of the Armed Forces who died while serving on active duty, naval or air service,” for the purposes of Priority of Service, and eligible spouse is defined as:

Spouse of:

Veteran who died of service connected disability.

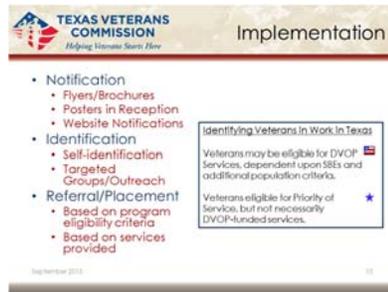
Any member of Armed Forces serving on active duty who, at the time of application for the priority, was listed for a total or more than 90 days as:

- Missing in action,
- Captured in the line of duty by hostile forces, or
- Forcibly detained or interned in the line of duty by a foreign government or power.

Veteran with *total* disability rating resulting from service-connected disability, as evaluated by the Veterans Administration. Veteran who died while a disability was in existence.

Click to highlight potential loss of spousal preference if a divorce occurs or if Veteran received a revised, lower disability rating. Note also that the red bullets refer to eligibility derived from deceased Veterans. The surviving spouse would not lose eligibility due to remarriage.

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TEXAS VETERANS COMMISSION
Helping Veterans Succeed Here

Implementation

- Notification
 - Flyers/Brochures
 - Posters in Reception
 - Website Notifications
- Identification
 - Self-identification
 - Targeted Groups/Outreach
- Referral/Placement
 - Based on program eligibility criteria
 - Based on services provided

Identifying Veterans in Work in Texas

Veterans may be eligible for DVOP Services, dependent upon SBEs and additional population criteria.

Veterans eligible for Priority of Service, but not necessarily DVOP-funded services.

September 2013

Note: Provide AJC Partners Job Descriptions handout.

This allows our partners to understand our various roles.

Implementing priority of service involves three elements: Notification, Identification, and Referral/Placement

Eligible covered persons must be identified to ensure they receive the priority to which they are entitled. This identification is done at the person's point of entry into the state workforce system.

Points of entry can include:

- Reception areas
- Resource areas
- Websites
- Work in Texas
- Self-service Kiosks and mechanisms

Workforce systems are required to notify people of their eligibility for priority of service: this can be done in a number of ways as noted above.

Covered persons must be identified: self-identification through triage, identification through specific outreach efforts (e.g. low income)

Referrals to appropriate programs and services made based on identification and program eligibility

Example: Low Income may allow for Veteran or spousal preference for DVOP-funded services, if the Veteran meets the SBE requirements of the JVSG. However, if the Veteran served less than 30 days, a referral to another workforce program is more appropriate.

Review: Identifying Veterans in Work in Texas. Remind staff that they should contact "Blue Star" Veterans to verify eligibility for DVOP services.

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Examples at Work

- Notification
 - Priority of Service information provided at time of Work in Texas Registration.
 - Priority of Service information provided at front desk.
- Identification
 - Self-identification at reception desk.
 - Self-identification at time of Work in Texas registration.
- Referral/Placement
 - Two-day Veterans preference hold on all job postings in Work in Texas.
 - Placement in training course, or head-of-line on waiting lists.

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Review examples provided on this slide.

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Partners

Veterans Employment Staff **supplement** (not supplant) the duties of the American Job Center Staff.

Simply referring Veterans and eligible spouses to Veterans Employment Staff does not meet the priority of service requirement.



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Veterans Employment Staff support the workforce center staff. Although they are employees of a different agency, they function within the workforce system as partners and resources to our AJC colleagues.

As such, a referral to VES (as you would refer someone to DARS) does not necessarily meet the priority of service requirement. Self-identification of eligibility for services provided by VES staff must be completed; if the Veteran does not qualify for DVOP-funded services, then they should be provided appropriate priority of service through alternative workforce programs.

Note: Remind center staff that LVER-funded positions (Veterans Employer Liaisons) cannot provide services to Veterans and eligible spouses, as those positions provide services to employers. Referring a Veteran to a Veterans Employer Liaison is 1) not appropriate, and 2) could delay or otherwise delay precedence and priority of services.

Center staff can refer to WD 22-14 for updated information regarding the JVSG refocusing of roles and responsibilities.

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Verifying Veteran Status

Program staff **shall not require verification** of Veteran status or eligible spouse status at point of entry.

Program staff can require verification upon eligibility determination, when that determination is

- Required by the specific program itself, and
- Eligibility determination is made after point of entry
- Eligibility determination is made concurrently with point of entry

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You cannot ask for proof of Veteran or eligible spouses status at the point of entry. Covered persons self-identify whether they are eligible for priority of service.

However, if the specific employment or training program from which they are receiving services requires proof of status as part of the enrollment process, you may then ask for that proof.

Example: Enrollment in VR&E requires proof of a claim under review or the assignment of a disability rating.

Upon initially entering the workforce system and receiving services, the covered person does not need to provide VA documents.

However, if the Veteran wants to enroll in the program, s/he will have to provide VA documents as part of the eligibility verification for those specific services.

Examples of proof of status may include:

DD-214

VA letter establishing entitlement to disability rating or compensation award
Spouse: DoD document of eligibility based on missing or detained status.

Note: may only be required if money is being spent on individual.

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Helping Veterans Start Here

Eligibility Criteria

- Identifies basic conditions for participation
- Applies to all participants
- Veterans & Eligible Spouses must meet initial criteria prior to priority of service entitlement

Example:
Senior Community Service Employment Program (SCSEP)

- Age (55 or older)
- Resident
- Low Income
- Not Job Ready

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DOL programs with Eligibility Criteria require all participants – regardless of Veteran status – meet the initial criteria before being considered for priority of service.

Click for example

In this example, if a Veteran or eligible spouse is not 55 year of age or older, that person has failed to meet the eligibility criteria for the SCSEP. Priority of service would not apply here.

However, if the Veteran or eligible spouse meets all the criteria, then that person would be eligible for priority of service.

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Helping Veterans Start Here

Programs with Eligibility Criteria

Low Income Calculations

The following pay and allowances are exempt from WIOA calculations:

- Service-connected disability or death compensation
- Dependency and indemnity compensation for death
- Educational Assistance Programs

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If the program is focused on low-income persons, or has a low-income criterion as the previous example, staff should remember that certain service-connected pay and entitlements are not to be included in the WIOA calculations.

Example: disability payments, death compensation, GI bill, etc.

Title 10 military retirement income is not exempt from the calculations regardless of whether the retirement was based on a disability.

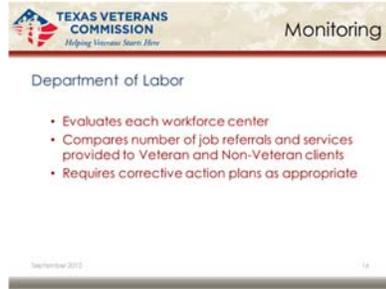
Note: Program operators cannot require Veterans or spouses to exhaust their entitlement to VA-funded training before enrolling in WIOA-funded programs.

Note: there are other program requirements as well:

Universal access allows covered persons first level of priority

Discretionary criteria allows those meet the criteria first level, otherwise third level of services.

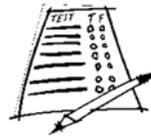
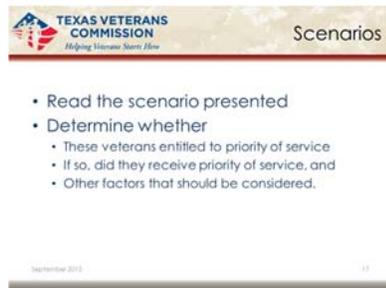
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DOL monitors all activities and decisions associated with priority of service.

VES may assist in training partners, but it does not police or otherwise penalize our partners. We function in an advisory role only.

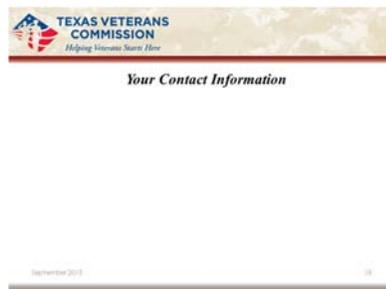
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Work on scenarios found in back of this book.

Conduct and out brief and review answers.

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Insert your contact information

Slide 19



References

- Jobs for Veterans Act –2002
- TEGL 05-03–2003
- P.L. 109-461 –2006
- Veterans Program Letter VPL NO.07-09
- Texas Workforce Letter WD 04-09 Change (3) (1/20/2010)
- Texas Workforce Letter WD 35-11 (1/1/3/2011)
- Texas Workforce Letter WD 22-14 (1/23/2015)

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Priority of Service Quiz – Participant Copy



Priority of Service – True/False Quiz

1. Veteran job seekers should immediately be sent to TVC Vet staff once they are identified. T/F
2. The blue star icon ★ in WIT indicates Veteran status and eligibility for Priority of Service. T/F
3. Veterans must use their GI Bill benefits prior to being eligible for WIOA-funded training T/F
4. Disability payments from the VA are considered income for the purpose of eligibility under WIOA. T/F
5. TVC vet staff has the sole responsibility for achieving DOL-VETS benchmarks in desk audits T/F
6. Military retiree pension pay is not exempt from “low income” calculations for a DOL funded training programs T/F
7. Work-In-Texas (WIT) services cannot be documented for transitioning personnel until officially discharged from active service. T/F
8. A veteran must have been honorably discharged in order to be considered an eligible veteran. T/F
9. To be considered an “eligible Veteran” the individual must have served overseas or in a combat zone for at least 90 days. T/F
10. Veterans and eligible spouses are not required to produce military verification documents in order to receive Priority of Service at the point of entry. T/F



Priority of Service – True/False Quiz (Facilitator Copy)

1. Veteran job seekers should immediately be sent to TVC Vet staff once they are identified. **False**
2. The blue star icon ★ in WIT indicates Veteran status and eligibility for Priority of Service. **True**
3. Veterans must use their GI Bill benefits prior to being eligible for WIOA-funded training **False**
4. Disability payments from the VA are considered income for the purpose of eligibility under WIOA. **False**
5. TVC vet staff has the sole responsibility for achieving DOL-VETS benchmarks in desk audits **False**
6. Military retiree pension pay is not exempt from “low income” calculations for a DOL funded training programs **True**
7. Work-In-Texas (WIT) services cannot be documented for transitioning personnel until officially discharged from active service. **False**
8. A veteran must have been honorably discharged in order to be considered an eligible veteran. **False**
9. To be considered an “eligible Veteran” the individual must have served overseas or in a combat zone for at least 90 days. **False**
10. Veterans and eligible spouses are not required to produce military verification documents in order to receive Priority of Service at the point of entry. **True**

Group Activity Scenario Alpha

Veteran Scenario Alpha

On October 1, 2014, Jack Shipmate entered the Bigtown One-Stop. Mr. Shipmate approached the kiosk and spoke with the front desk person. He was instructed to sign in the log and fill out the applicable information. He circled the block that he was a veteran. The front desk person instructed him to have a seat and a veterans employment representative would be with him in a few moments. Jack entered the U.S. Navy in 1984. He served for 90 days, then and opted to be discharged as a result a family hardship. He received an honorable discharge. Jack had worked as Mechanical draftsman for 19 years. He had not had any formal computer training in CAAD or any other computerized drafting software. Jack is interested in any kind of educational help that may be available. Jack met with a Veterans Employment Representative, completed his WIT application, and was counseled on Job matching in WIT, he was provided labor market information and resume assistance. Jack explained he was interested in additional computer training to help him get back to his former career as a draftsman. Jack asked if there was any educational opportunity available to veterans. The Veterans Employment Representative briefly discussed the adult WIOA program.

On October 7, 2014, Jack met with a WIOA counselor. Jack met all eligibility requirements for the WIOA training program. He was assured that he would be added to the waiting list, but cautioned that the wait time could be up to eight months.

Discussion:

Is this veterans entitled to priority of service? Explain

If eligible, did this veteran receive priority of service? Explain

What other factors should be considered? Explain

Group Activity Scenario Bravo

Veteran Scenario Bravo

On October 25, 2010 Mr. Fred Walters, a non-vet and Mr. Bobby Taylor, a veteran entered the Workforce Solutions Center seeking training as a certified plumber. During the WIA orientation both are informed that to enter training in the plumbing field there is minimum eligibility score requirement of 50 on the TABE test. When the TABE is administered, Mr. Walters scores 55 and Mr. Taylor scores 52 on the TABE. If both applicants meet all other eligibility requirements, which applicant should have priority to enter training?

Discussion:

Are these veterans entitled to priority of service? Explain

If eligible, did these veterans receive priority of service? Explain

What other factors should be considered? Explain

Group Activity Scenario Alpha – Facilitator Copy

Veteran Scenario Alpha

On October 1, 2014, Jack Shipmate entered the Bigtown One-Stop. Mr. Shipmate approached the kiosk and spoke with the front desk person. He was instructed to sign in the log and fill out the applicable information. He circled the block that he was a veteran. The front desk person instructed him to have a seat and a veterans employment representative would be with him in a few moments. Jack entered the U.S. Navy in 1984. He served for 90 days, then and opted to be discharged as a result a family hardship. He received an honorable discharge. Jack had worked as Mechanical draftsman for 19 years. He had not had any formal computer training in CAAD or any other computerized drafting software. Jack is interested in any kind of educational help that may be available. Jack met with a Veterans Employment Representative, completed his WIT application and was counseled Job matching in WIT, he was provided labor market information and resume assistance. Jack explained he was interested in additional computer training to help him get back to his former career as a draftsman. Jack asked if there was any educational opportunity available to veterans. The Veterans Employment Representative briefly discussed the adult WIA program.

On October 7, 2014, Jack met with a WIA counselor. Jack met all eligibility requirements for the WIA training program. He was assured that he would be added to the waiting list, but cautioned that the wait time could be up to eight months.

Discussion:

1. Is this veterans entitled to priority of service? Explain

Answer: Yes, eligible under 38 U.S.C 101(2), however not eligible under Title 38, chapter 41,42 JVSG did not serve more than 180 days.

2. If eligible, did this veteran receive priority of service? Explain

Answer: No, veteran was added to the WIA training list, however, was not prioritized due to his veteran status

3. What other factors should be considered? Explain

Answer: The front desk person did not properly Triage this veteran, instead contacted VER staff. VES, did not let the veteran know he was not eligible for VES services under Title 38, chapter 41,42 JVSG.

Group Activity Scenario Bravo – Facilitator Copy

Veteran scenario Bravo

On October 25, 2014 Mr. Fred Walters, a non-vet and Mr. Bobby Taylor, a veteran entered the Workforce Solutions Center seeking training as a certified plumber. During the WIOA orientation both are informed that to enter training in the plumbing field there is minimum eligibility score requirement of 50 on the TABE test. When the TABE is administered, Mr. Walters scores 55 and Mr. Taylor scores 50 on the TABE.

The following week Mr. Taylor met with the WIOA counselor and was informed that he would have to use his GI bill benefits first before being eligible for the WIOA program.

Discussion:

Are these veterans entitled to priority of service? Explain

If eligible, did these veterans receive priority of service? Explain

What other factors should be considered? Explain

Scenario Bravo:

Answer: Mr. Taylor (Veteran) did meet the minimum qualification score of the TABE test. And should not have to use the GI bill first.

ACJ Partners Job Descriptions (Handout)



Veterans Career Resource Division (VCRD) *Jobs for Veterans State Grant DVOP-Funded Positions*

The VCRD consists of all JVSG-DVOP funded positions, and is tasked with providing intensive services and creating a supply of job-ready Veterans. Emphasis and priority is given to special disabled Veterans, other disabled Veterans, and other categories of Veterans in accordance with priorities determined by the Secretary of Labor. Services provided by VCRD staff include:

- Formal Employment Planning
- Résumé / Application Assistance
- Warrior Transition Unit Briefings
- Veterans Administration Vocational Rehabilitation & Employment Orientations
- Supportive Service Referrals
- Job Searching Techniques Training
- Job Clubs
- Work Opportunity Tax Credit Pre-Certification
- Transition Assistance
- Job Posting Referrals
- Post-Employment Follow-Up

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| <p>Veterans Career Advisor (VCA)</p> | <p>The VCAs' primary responsibility is to provide intensive services to Veterans with significant barriers to employment (SBE) as defined by DOL-VETS. The objective is to assist Veterans with significant barriers to employment in overcoming these barriers to obtain and retain long-term meaningful employment.</p> |
| <p>Rural Veterans Career Advisor (RVCA)</p> | <p>The RVCAs' primary responsibility is to provide intensive services to Veterans with SBEs as defined by DOL-VET. The objective is to assist Veterans with significant barriers to employment in overcoming these barriers to obtain and retain long-term meaningful employment. In order to provide appropriate employment services to Veterans in sparsely populated areas where the assignment of multiple staff would be impractical, the RVCA has a secondary responsibility of conducting employer outreach.</p> |
| <p>Regional Outreach Coordinator (ROC)</p> | <p>The ROCs' primary responsibility is to outreach to jobseekers with SBEs that are unaware of available employment services and to create partnerships that address the needs of those who are in most need of employment services. ROCs will also conduct workshops for Veterans with SBEs and represent TVC with Veterans Courts.</p> |
| <p>Vocational Rehabilitation & Employment Coordinator (VR&E)</p> | <p>The VR&E Coordinators' primary responsibility is to coordinate proper services between the Veterans Administration (VA) partners and VES staff. Referrals are received from the VA and are based upon a disabled Veteran's completion of VA-sponsored training. VR&E Coordinators also provide training to VA staff and labor market information to disabled Veterans through VR&E Orientation activities.</p> |



TEXAS VETERANS COMMISSION

Helping Veterans Starts Here

Veterans Employment Services Staff Roles and Responsibilities

Veterans Recruitment Division (VRD)

Jobs for Veterans State Grant LVER-Funded Positions

The VRD consists of all JVSG-LVER funded positions and is tasked with facilitating employment, training, and placement services for Veterans in the State of Texas. VRD staff promote the benefits of hiring Veterans to employers, employer associations, and business groups. Services provided by VRD staff include:

- Veterans Preference Program Assistance
- Career Fairs
- Hiring Events
- Hiring Authorities' Training
- Job Posting Development
- TVC Employment Services Liaison
- Work Opportunity Tax Credit Pre-Certification

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| Veterans Employer Liaison (VEL) | The VELs' primary responsibility is to act as a liaison between businesses, contractors, employer associations, and other related entities and to encourage the hiring of qualified Veterans. VELs coordinate and develop employment opportunities for Veterans with local organizations and facilitate Veteran access to employment programs and services offered by those organizations. |
| Veterans Employer Liaison – Public Entity (VEL-PE) | The VEL-PEs' primary responsibility is to act as a liaison for state agencies and to encourage the hiring of qualified Veterans. VELs coordinate and develop hiring opportunities within public entities, focusing on state agencies, by promoting the benefits of hiring eligible Veterans. |

Family Employment Division (FED)

Texas State-Funded Positions

The FED consists of state-level funded positions and provides job coaching to spouses, family members, and caregivers of active duty service members and Veterans who are not eligible for DVOP-funded services. The FED provides the following services:

- Job Search Techniques Training
- Job Clubs
- Job Posting Referrals
- Résumé / Application Assistance
- Supportive Service Referrals
- Post-Employment Follow-Up

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| Family Career Advisor (FCA) | The FCAs' primary responsibility is to provide a full range of employment, training, placement, and outreach services to meet the needs of active duty Wounded Warrior and Veteran Military spouses and their family members. FCAs work closely with VES Veteran Career Advisors and military Family Employment Readiness offices. Priority is given to spouses and caregivers of Wounded Warriors. FCAs advocate for Military and Veteran spouses and their families for employment and training opportunities with business, industry, and community-based organizations. FCAs can work with Veterans who are 1) spouses of or 2) family members of an active duty service member or Veteran who is ineligible for VCA services. |
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