

**Official**

**Capital Area Michigan Works! (CAMW!)  
POLICY ISSUANCE (PI): 13-00, Change 1**

**Date:** November 5, 2013

**To:** Capital Area Michigan Works! Program Contractors

**Subject:** Priority of Service for Veterans and Eligible Spouses

**Programs**

**Affected:** All U.S. Department of Labor (USDOL) Funded Programs Including, But Not Limited to: Workforce Investment Act (WIA), Trade Adjustment Assistance (TAA), National Emergency Grants (NEG), Welfare Reform Programs, Wagner-Peyser

**Background:** The Jobs for Veterans Act (JVA), PL 107-288, signed into law on November 7, 2002, requires that there be a priority of service for veterans and eligible spouses in any workforce preparation, development, or delivery program or service directly funded in whole or part, by the U.S. Department of Labor (38 U.S.C. 4215). The Priority of Service regulations, codified at 20 CFR 1010, were issued December 19, 2008 and require qualified job training programs to implement priority of service for veterans and eligible spouses, effective January 19, 2009.

**Reference:** U.S. DOL TEGL 10-09, *Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in whole or in part by the U.S. Department of Labor (DOL)*

**Policy:** It is the responsibility of the Contractor to provide priority of service to all veterans and eligible spouses who receive services under any qualified job training program funded in whole or in part by the U.S. Department of Labor (DOL).

Individuals eligible for priority of service will be notified by:

- Signs posted at all service delivery points in the service center identifying priority populations;
- Documentation on the CAMW! website to make individuals aware of the priority of service policies; and
- Applicants identified as Veterans through the intake process and then referred to the Local Veterans Employment Representative as applicable who makes the individual aware of the services available and reinforces the priority status.

A **veteran** is defined as a person who has served at least one day in active military, naval, or air service, and who was discharged or released from service under any condition other than a condition classified as dishonorable. This definition includes Reserve units and National Guard units activated for Federal Services.

In accordance with the Americans with Disabilities Act, this policy will be made available in alternative format upon special request received by Capital Area Michigan Works! Relay Center call 711 or 800-649-3777 (Voice and TDD). An Equal Opportunity Employer/Center.

An **eligible spouse** is defined as a spouse of a veteran who dies of a service connected disability, a spouse of 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 so 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 line of duty by a foreign government or power; a spouse of any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; a spouse of any veteran who died while a disability was in existence.

All veterans and eligible spouses will be identified at the point of entry in all One-Stop Service Centers. Point of entry can include Reception Area, Resource Areas, Web sites, Self Service computers, and informational bulletin boards. Veterans and eligible spouses will be informed of their entitlement to priority of service; the full array of employment, training, and placement services available under priority of service; and any applicable eligibility requirements for those programs and or services.

The following practices will be utilized to implement priority of service for veterans and eligible spouses in all qualified job training programs.

1. Attached is language that is posted on the CAMW! website and posted at all service delivery points in the Service Centers to inform Veterans and eligible spouses of their rights.
2. Applicants identified within the priority population will be informed of the availability of more intensive services available by the Local Veterans Employment Representative and referrals will be made appropriately.
3. Job postings/applications/etc. Michigan Works! will abide by the 24 hour hold on any Pure Michigan Talent Connect job posting. During the 24 hour hold, new job orders will be restricted to WDASOM Veteran's staff to be shared with veterans and eligible spouses.
4. If applications are collected on behalf of an employer – Michigan Works! will place the applications of veterans and eligible spouses on top of any other applications. This practice ensures that the applications of “covered persons” are reviewed before “non-covered persons.”
5. In the event funding is limited, covered persons will receive services before non-covered persons. If a wait list is created, covered persons will be identified on the wait list and will be served before non-covered persons.
6. Internal control procedures will be developed to ensure that priority of service policies and procedures are carried out at all program service delivery points.

## **PATH Priority of Service**

PATH service providers will follow the guidelines in this policy to implement Priority of Service for Veterans and Eligible Spouses. The procedures outlined in this section will be followed to ensure priority of service for all covered persons and for the purposes of monitoring and/or data collection.

Veterans and Eligible Spouses will self-identify at the point of entry into the PATH program. The initial assessment or service plan will include a section for covered persons to self-identify. A signature and date line will be added to the assessment or service plan which includes a statement certifying that the information provided is true and accurate.

For each PATH participant who self-identifies as a Veteran, the OSMIS will be viewed to ensure that the registration information provided by the DHS reflects Veteran status. For individuals who self-identify as the Spouse of a Veteran, the OSMIS Optional Data 1 box will be utilized as a means to identify this population.

- For each PATH participant that self-identifies as a Veteran, the *Update Welfare Registration* page on the OSMIS will be viewed to ensure that the *Veteran* box is checked “yes”.
- For each PATH participant that self-identifies as an Eligible Spouse, the *Local MWA Optional Data 1* box on the *Update Welfare Registration* page will be utilized to identify this population. The identifier “VSP” will be entered in that box.

**Action:** Contractors shall take appropriate steps to implement this policy.

**Inquiries:** Questions regarding this policy should be addressed to Edythe Hatter-Williams, Chief Executive Officer, at (517) 492-5504.

In accordance with the Americans with Disabilities Act, information contained in this policy issuance will be made available in alternative format (large type, audio tapes, etc.) upon written requests received by this office.

**Expiration**

**Date:** Ongoing

**(SIGNED)**

**Edythe Hatter-Williams**  
**Chief Executive Officer**

## **Are you a Veteran or an Eligible Spouse of a Veteran?**

In accordance with the Jobs for Veterans Act (PL 107-288), Capital Area Michigan Works! offers [Priority of Service](#) to veterans and eligible spouses.

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Priority of service includes:

- Service by the next available staff member
- Given first priority to obtaining employment and training services

When entering a Michigan Works! Service Center; please assist the staff member greeting you by indicating your status as an eligible veteran or spouse to receive these priorities of service.

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