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**Capital Area Michigan Works! (CAMW!)
POLICY ISSUANCE (PI): 13-00, Change 4**

Date: February 28, 2018

To: Capital Area Michigan Works! Program Sub-Recipients

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 Innovation and Opportunity Act (WIOA), Trade Adjustment Assistance (TAA), National Dislocated Worker Grants (DWGs) (formerly National Emergency Grants), Welfare Reform Programs, Wagner-Peyser

Background: Veterans Priority of Service means the right of eligible covered persons to take precedence over eligible non-covered persons in obtaining services. Examples include a covered person receives access to the service, resource or training earlier in time than the non-covered person, or if the service, resource, or training is limited, the covered person receives access to the service or resource before the non-covered person.

The Jobs for Veterans Act affords Priority of Service to cover veterans and eligible spouses over non-covered persons for the receipt of employment, training, and placement services provided under new or existing job training programs funded in whole or in part, by the USDOL.

It is the responsibility of all program and sub-recipient staff to ensure that Priority of Service is carried out and all issues are reported to their management team should instances occur in which Priority of Service is not adhered to appropriately.

Reference:

- Jobs for Veterans Act , P.L. 107-288
- Veterans Opportunity to Work to Hire Heroes Act of 2011 (VOW Act, Title II of Public Law 112-56)
- The USDOL, Training and Employment Guidance Letter (TEGL) No.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 USDOL, November 10, 2009*
- The USDOL, TEGL No.19-13, *Jobs for Veterans' State Grants Program Reforms and Roles and Responsibilities of American Job Center Staff Serving Veterans, April 10, 2014*
- The USDOL, Training and Employment Notice (TEN) No. 15-10, *Protocol for Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in whole or in part by the USDOL, November 10, 2010*
- Title 38 U.S.C. Sections 4101 and 4211
- WIOA of 2014, Public Law 1133-128, as amended
- Talent Investment Act, State of Michigan (TIA) Wagner-Peyser Employment Services Manual

Policy:

It is the responsibility of the Capital Area Michigan Works! (CAMW!) and CAMW! Sub-recipients to provide Priority of Service to all eligible covered persons and eligible spouses.

All eligible covered individuals and eligible spouses will be notified of Priority of Service by:

- Signs posted at all service delivery points in the service center identifying covered priority populations;
- Documentation on the CAMW! website to make individuals aware of the Priority of Service policy; and
- Applicants identified as a covered person or eligible spouse through the intake process and then referred to the Local Veteran Career Advisor (VCA) representative as applicable who makes the individual aware of the services available and reinforces the priority status.

Eligibility

To be eligible for Priority of Service, an individual must meet the following definition as a Covered Person:

Veteran: A person who served in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable.

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Eligible Spouse: The spouse of any of the following individuals:

- Any veteran who died of a service-connected disability.
- Any veteran who has a total disability resulting from a service-connected disability.
- Any veteran who died while a disability so evaluated was in existence.
- Any member of the Armed Forces serving on active duty who, at the time of application for assistance under this section, is listed, pursuant to 37 United States Code 556 and regulations issued by the Secretary concerned, 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 the line of duty by a hostile force
 - Forcibly detained or interned in line of duty by a foreign government or power

The following are important federal definitions that will be helpful in assisting veterans at CAMW!:

Active Duty is defined as full-time duty in the Armed Forces

Disabled Veteran is defined as either:

- A veteran who is entitled to compensation or for the receipt of military retirement pay, would be entitled to compensation under the laws administered by the Department of Veterans Affairs, and who is not classified as a special disabled veteran, **or**
- A veteran who was discharged or released from active duty because of a service-connected disability.

Eligible Veteran is defined as either:

- A person who served on active duty for a period of more than 180 days and was discharged or released from service with other than a dishonorable discharge, **or**
- A person who was discharged or released from active duty because of a Service-connected disability.

Other Covered Veteran is defined as any other veteran who served on active duty during a war or in a campaign or expedition for which a campaign badge was authorized. Examples include Afghanistan and Iraq.

Other Eligible Person is defined as the spouse of any person who has a total disability that is permanent in nature resulting from a service-connected disability.

Recently Separated Veteran is defined as a veteran whose date of discharge was within 12 months of the date when services were requested.

Special Disabled Veteran is defined as a veteran entitled to disability compensation, or as one who would be entitled to disability compensation, except for the receipt of military retirement pay, under the laws administered by the Department of Veterans Affairs, for a disability rated in one of the following ways:

- 30% or more
- 10% or 20% in the case of a veteran who has been determined under U.S.C. Title 38 Code of Federal Regulation (CFR) to have a serious employment disability.
- A service-connected disability that resulted in a release or discharge from active duty.

Veteran is defined as any of the following:

- A person who served on active duty for a period of more than 180 days and was discharged or released from service with any discharge other than a dishonorable discharge. Discharge examples that are **acceptable** include: Honorable Discharge and General Discharge Under Honorable Conditions. Discharge examples that are **not acceptable** include Other than Honorable, Bad Conduct Discharge, Dishonorable Discharge, and Entry-level Separation.
- A person who was discharged or released from active duty because of a service-connected disability. In this case, there is no duration of service requirement.
- A person who served on active duty during a period of war, or in a campaign for which a campaign badge was authorized, and was discharged or released from such duty with other than a dishonorable discharge.

Identification and Implementation of Priority of Service Locally

All veterans and eligible spouses will be identified at the point of entry in all American Job Centers (AJCs). At a minimum, this identification will be accomplished by encouraging veterans and eligible spouses to self-identify. Staff may also ask customers if they are a veteran or an eligible spouse. Point of entry at CAMW! AJCs 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 services.

The following practices will be utilized locally to assist in implementing Priority of Service for veterans and eligible spouses in all qualified programs.

1. Attached is language that is posted on the CAMW! website and posted at all service delivery points in the AJCs to inform veterans and eligible spouses of their rights.

2. Eligible applicants identified through the process outlined below will be informed of the availability of more intensive services available with the local TIA Veterans Career Advisor (VCA) 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 being shared with veterans and eligible spouses.
4. If applications are collected on behalf of an employer, CAMW! will place the applications of veterans and eligible spouses on top of any other applications. This practice ensures that the applications of a covered person 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.

Process for Referral to VCA

CAMW! ES staff will formally refer veterans or eligible spouses to a VCA while continuing to provide them with the appropriate services and programs in accordance with the requirements of Priority of Service.

A. Identifying Veterans and Eligible Spouses

Staff must immediately notify all customers who self-identify as veterans or eligible spouses that they may be qualified to receive additional services from a VCA. This notification must include all of the following:

- As a veteran or eligible spouse, the customer is entitled to receive Priority of Service,
- As a veteran or eligible spouse, the customer may be eligible to receive additional personalized employment services from a VCA,
- VCA services are in addition to other AJC services

If a veteran or eligible spouse customer is interested in pursuing VCA services, the MWA staff must immediately provide the customer with a copy of the Military Service Questionnaire. If not, staff will continue to provide the customer with all other appropriate services and programs as with any other customer, and in accordance with the requirements of Priority of Service.

B. Provide the Military Service Questionnaire

If a veteran or eligible spouse customer is interested in pursuing veteran career services, in addition to ES services, ES staff must immediately provide that customer with a copy of the Military Service Questionnaire included in the TIA ES Manual. The form should be completed immediately by the customer, and promptly returned to staff.

When the Military Service Questionnaire is provided to the customer, ES staff must notify the customer of the following:

- The information is being requested on a voluntary basis,
- Completing the form is a requirement for VCA staff services,
- The information will be kept confidential,
- Refusal to provide the information will not subject the customer to any adverse treatment, but may not be eligible for VCA services,
- The information will be used only in accordance with the law,
- Were to return the completed form.

C. Review the Military Service Questionnaire

CAMW! ES staff must immediately review all completed Military Service Questionnaires received to determine qualification to receive VCA services in alignment with TIA policy outlined in the ES Manual. Once a determination is made, the ES staff who reviewed the questionnaire must complete the “For Staff Use Only” section of the Military Service Questionnaire as required.

D. Data Entry

All customers referred to a VCA are to be entered into the One-Stop Management System in accordance with the TIA ES Manual policy

The ES staff will notify the VCA of a referral and provide the customer’s Military Service Questionnaire to the VCA. The VCA will keep the customer’s Military Service Questionnaire in accordance with all applicable privacy policies and laws.

E. Non-Qualifying Customers for VCA Services

For customers who are determined not to be qualified to receive VCA services, ES staff must immediately:

- Inform the customer they do not qualify to receive VCA services.
- Continue to provide the customer with all other appropriate services and programs as with any other customer, and in accordance with the requirements of Priority of Service
- Keep all non-qualifying customers Military Service Questionnaires on file in accordance with all applicable privacy policies and laws for a period of three (3) years.

PATH Priority of Service

PATH service providers will follow the guidelines in this policy to implement Priority of Service for covered persons 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 Department of Health and Human Services (DHHS) reflects the appropriate 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 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: Sub-recipients 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 (P.L. 107-288), Capital Area Michigan Works! offers **Priority of Service** to veterans and eligible spouses.

A veteran is defined in any of the following ways:

- A person who served on active duty for a period of more than 180 days and was discharged or released from service with any discharge other than a dishonorable discharge.
- A person who was discharged or released from active duty because of a service-connected disability.
- A person who served on active duty during a period of war, or in a campaign for which a campaign badge was authorized, and was discharged or released from such duty with other than a dishonorable discharge.

An eligible spouse is the spouse of any of the following individuals:

- Any veteran who died of a service-connected disability.
- Any veteran who has a total disability resulting from a service-connected disability.
- Any veteran who died while a disability so evaluated was in existence.
- Any member of the Armed Forces serving on active duty who, at the time of application for assistance 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 the line of duty by a hostile force, forcibly detained or interned in line of duty by a foreign government or power

Priority of Service includes service by the next available staff member and being given first priority to obtaining employment and training services.

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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