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PRIORITY OF SERVICE POLICY

Revision 2, 3 October 2017



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1.00. GENERAL

1.00. References:

WD Letter 43-11, November 3, 2011, Subject Priority of Service for Eligible Foster Youth

WD Letter 25-15, October 26, 2015, Subject: Applying Priority of Services and Identifying and Documenting Eligible Veterans and Transitioning Service Members

WIOA Guidelines 15, September 26, 2016

1.02. **Purpose:** This policy outlines how priority of service is applied to customers of Workforce Solutions of Central Texas.

1.03. **Disclaimer:** Policies, procedures, and/or benefits summarized in this and all other WSCT policy and procedures manuals and policy letters are not contractual in nature. Workforce Solutions of Central Texas reserves the right to change, modify, add, or delete any policy at any time with or without prior employee or customer notification or approval.

1.04. **Discrimination:** persons claiming priority under this policy will not be discriminated against by reasons of race, age, religion, color, disability, national origin, gender, political affiliation, beliefs, genetic tests and information, citizenship, and for beneficiaries only, citizenship or participation in any WIOA financially assisted program.

2.00 DEFINITIONS

2.01. **Federal/State Qualified Veteran:** a person who served in active military service and who was discharged or released under any condition except dishonorable. Active service includes full-time duty in the National Guard or Reserve component for other than training purposes.

2.02. **Federal Qualified Spouse:** the spouse of any of the following:

- 2.02.01. Any veteran who dies of a service-connected disability;

2.02.02. A member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed for more than 90 days in one or more of the following categories:

Missing in action;

Captured in line of duty by a hostile force; or
Forcibly detained or interred in line of duty by a foreign government or power;

2.02.03. Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Bureau of Veterans Affairs;

2.02.04. Any veteran who died while a disability, as indicated in paragraph 3 of this section, was in existence.

Note: The spouse of a living veteran or service member will lose their eligibility status if the veteran or service member loses their status that is the basis for the eligibility for priority.

2.03. State Qualified Spouse: A spouse who meets the definition of federal qualified spouse or is the spouse of any member of the US Armed Forces who dies while on active military service.

2.04. Non-Eligible Person: an individual who does not meet the definition of qualified veteran or spouse, or of an eligible foster youth.

2.05. Point of Entry: the first point of contact in a center or WSCT place of business, including on-line and telephone contacts. Points of entry include an office, reception desk, part of an application process, or any other method by which veterans express an interest in receiving services, either in-person, on-line, or by telephone.

2.06. Eligible Foster Youth:

2.06.01. Current Foster Youth: A youth 14 years of age or older who is receiving substitute care under the Texas Department of Family and Protective Services (DFPS) including youth residing in private foster homes, group homes, residential treatment centers, juvenile correctional institutions, and relative care: or

2.06.02. Former Foster Youth: a youth up to 23 years of age who formerly was under the managing conservatorship of DFPS until:

A court transferred the conservatorship;

The youth attained legal emancipation; or

The youth attained 18 years of age.

2.07. Priority of Services: is the right of eligible customers to take precedence over non-eligible customers for the purpose of obtaining workforce services.

2.08. Taking Precedence: can mean that:

2.08.01. Eligible customers will receive access to workforce services before non-eligible customers or;

2.08.02. If workforce services are limited, eligible customers receive access instead of non-eligible customers.

3.00 POLICY

3.01. **Priority:** Individualized career services and training services shall be provided in the following order [see WIOA 134(c)(3)(E) and 680.600, Final Regulations]:

3.01.01. Eligible veterans and eligible spouses (as defined in WD Letter 25-15) who are a state or federal-qualified veteran or are a state or federal-qualified spouse who are also recipients of public assistance, low income, or basic skills deficient (WIOA Guidelines 15, Sep 26 2016).

3.01.02. Foster youth and former foster youth (defined in WD Letter 43-11, Nov 3, 2011) who are also recipients of public assistance, low income, or basic skills deficient.

3.01.03. All other individuals who are recipients of public assistance, low income, or basic skills deficient.

3.01.04. All other eligible veterans and eligible spouses

3.01.05. All other foster youth and former foster youth

3.01.06. All other individuals, including local Board priority groups as applicable.

3.02. Point of Entry: WSCT staff will identify eligible veterans and spouses at the point of entry through self-identification such as a sign-in sheet or the Workforce Center Customer Tracking system (WCCT). At any point of entry, eligible customers shall be informed of the full array of employment, training, and placement services available under priority of service and the eligibility requirements for each of these services.

3.03. Individuals must be informed of the penalties associated with proclaiming eligible veteran status and/or the use of military records that are fraudulent or fictitious, or have been revoked. Information shall be posted at all points of entry as to the penalties for claiming eligibility under false and fraudulent circumstances.

3.04. WSCT welcome and information packets used for Rapid Response and other WSCT outreach and marketing activities will contain point of entry information in flyer or electronic format along with a menu of services available to qualified customers.

3.05. Eligible spouses shall lose their right to priority if the service member loses their right to priority through death, divorce, or loss of the condition (disability) that made the spouse eligible.

3.06. Documentation: certain federal and state-funded initiatives or projects require veterans and transitioning service members to document their military service and type

of discharge. A TWC Sample Self-Attestation Form (attached) may be used if the resources of proof enumerated below are not available.

3.06.01. Acceptable documents for veterans and transitioning service members include the following:

DD-214 or DD 215 associated with a DD 214,

Enlisted Records or Officer Records Brief,

Air Force Flight Record,

Navy and Marine Corps Electronic Service Record,

State of Service Letter with service dates and character of service,

Memo for Record from person's unit commander stating service dates and character of service,

National Guard Bureau form 22,

Military orders detailing the service member's termination of service or change of duty station (may include ETS, end of active duty, or retirement orders).

Department of Veteran Affairs Service Verification Letter,

Texas DPS Driver License or a concealed handgun license with "veteran" annotated thereon

A retired service member military ID card

3.06.02. To be considered a Qualified Spouse, the spouse must show the one of the following documents to show spousal relationship:

Marriage License, or

Military orders with spouse listed as a family member thereon, or

A current military dependent ID card, or

Show proof of the veteran's status with a US Department of Veteran Affairs Verification Letter, a US Department of Defense Letter, or an obituary.

3.07. Priority for Vocational Training: will be given to veterans once ability to benefit has been established. They will not, however, displace a customer who is already receiving

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training services. For example, persons, not eligible for priority of services under this policy who have been both approved for training and accepted or enrolled into a training program, will not have their place taken by an eligible veteran, spouse, or foster youth.

3.08. Priority for Support Services for eligible veterans, spouses, and eligible foster youth:

3.08.01. With the possible exception of Child Care Services (see below), eligible veterans will receive support services priority over all other equally qualified individuals. If support services are limited, eligible veterans will receive access to the services instead of or prior to non-eligible persons.

3.08.02. Child care for eligible veterans and foster youth is contingent upon availability of child care funding. TWC Rule 809.43 assures that care for transitional, CHOICES, TANF, and SNAPE&T customers are not subject to a waiting list. Eligible veterans and foster youth may not have priority at any time over populations that are not subject to the child care waiting list.

3.08.03. TWC Rule 809.43 establishes the following priorities for child care, subject to availability of funds:

Children requiring protective services care

Children of a qualified veteran

Children of an eligible foster youth

Children of teen parents

Transitional child care

Attachment 1
TWC SELF-ATTESTATION FORM

Please check one of the following that appropriately describes your classification.

☐ **FEDERAL/STATE QUALIFIED 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 as specified at 38 U.S.C. 101(2). Active services include full-time duty in the National Guard or a Reserve component, other than full time for training purposes.

☐ **FEDERAL QUALIFIED SPOUSE**—the spouse of:

- 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 so listed for a total of more than 90 days:
 - (i) Missing in action;
 - (ii) Captured in line of duty by a hostile force; or
 - (iii) Forcibly detained or interned in 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;
- Any veteran, who died while a disability, as previously indicated, was in existence.

☐ **STATE QUALIFIED SPOUSE**—a spouse:

- who meets the definition of federal qualified spouse; or
- Of any member of the armed forces who died while serving on active military, naval, or air service.

I _____ ATTEST THAT I MEET THE
(Print Name)

DEFINITION MARKED ABOVE AND THE ASSOCIATED ELIGIBILITY CRITERIA. I CERTIFY THE INFORMATION STATED ABOVE IS TRUE AND ACCURATE TO THE BEST OF MY KNOWLEDGE, AND I UNDERSTAND THAT IF I HAVE MISREPRESENTED MYSELF, THERE MAY BE GROUNDS FOR IMMEDIATE TERMINATION OF SERVICES AND/OR PENALTIES AS SPECIFIED BY LAW.

INDIVIDUAL'S SIGNATURE and DATE

CERTIFICATION

I certify that the information recorded on this form was provided by the individual whose signature appears above.

Workforce Solutions Staff Signature

Print Name

Date