

Administrative Policy 4: Local Veteran Priority of Service

Review/Revision Index

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WORKFORCE DEVELOPMENT BOARD, INC.
ADMINISTRATIVE POLICY 4

Subject:

Local Veteran Priority of Service Policy

I. Purpose:

This policy outlines local policy to implement priority of service to veterans and eligible spouses for all Department of Labor (DOL) funded training programs in compliance with WIAPL No. **15-20.3** Priority of Service for Veterans and Eligible Spouses.

Implementation will ensure that covered persons are given priority over non-covered persons in the receipt of employment, training and placement services funded in whole or in part by the Department of Labor (DOL). Specifically, it establishes how the local area will:

1. Ensure veterans and eligible spouses are notified of their entitlement to priority of service, the full array of employment, training, and placement services available, and applicable eligibility requirements for programs and services.
2. Assist individuals in identifying as a veteran, eligible spouse, or caregiver of a veteran in a military facility or warrior transition unit at the point of entry to the system or at the time they are determined to be eligible for priority of service.
3. Monitor the area's implementation of priority of service, including how monitoring is a shared responsibility between the Ohio Department of Job and Family Services (ODJFS) Program Delivery Managers, local area, and OhioMeansJobs Centers' Operator.

II. Effective Date:

Immediately

III. Background:

Recipients of DOL funds for qualified job training programs have been required to provide priority of service since 2002 as outlined in the Jobs for Veterans Act (JVA), Public Law (P.L.) 107-288. The publication of 20 C.F.R. Part 1010, Priority of Service for Covered Persons; Final Rule, which took effect on January 19, 2009, declares that recipients of DOL funds for these job training programs should review and, if necessary, enhance their current policies and procedures to ensure that acceptable protocols are in place. The Workforce Innovation and Opportunity Act Policy Letter No. **15-20.3** dated **December 19, 2024**, states that each local area is required to develop a priority of service policy.

IV. Definitions

Definitions can be found in WIOAPL No. **15-20.3**

V. Requirements

Priority of service means that covered persons are given priority over non-covered persons for the receipt

of employment, training, and placement services funded in whole or in part by DOL, including Wagner-Peyser, Trade Adjustment Assistance (TAA), Workforce Investment Act, Senior Community Service Employment Program, Indian and Native American Programs, Migrant and Seasonal Farmworkers, Workforce Innovation in Regional Economic Development Competitive Grants, and National Emergency Grants.

VI. Applying Priority of Service

The priority of service definition will be applied to all covered persons accessing the workforce system through the OhioMeansJobs centers. All OhioMeansJobs Center staff will receive in-service training on the implementation of priority of service for veterans and eligible spouses for accurate application of this policy.

A veteran or eligible spouse will have the right to receive precedence over non-covered persons. Precedence may mean:

- Access to service at an earlier time than a non-covered person; or
- If the service or resource is limited, receives access instead of, or, before a non-covered person.

1. Notification of Priority of Service

- Physical copies of the local Priority of Service policy will be maintained at all service delivery points, including the OhioMeansJobs comprehensive, affiliate and specialized centers, and to the extent practicable, must be posted in a way that makes it possible for members of the general public easy access to them.
- A clause pertaining to priority of service will be included in the OhioMeansJobs Centers' Memorandum of Understanding for reference by Partners.
- Notification of Priority of Service right is made at points of entry through posters and handouts. Additionally, a reference to priority of service rights is made on the homepage of the local OhioMeansJobs Centers website for individuals accessing services remotely.
- Orientations and workshops at OhioMeansJobs Centers will include a reference to priority of service rights.
- All labor exchange activities and services, including posting of and searching for resumes and jobs and job matching will be completed in [OhioMeansJobs.com](https://ohioMeansJobs.com) per Workforce Investment & Opportunity Act Policy Letter (WIAPL) No. **17-02**, Mandate Use of [OhioMeansJobs.com](https://ohioMeansJobs.com) for Job Placement and Referral Activities in Ohio, and are given priority of service. When providing staff assistance for job posting and resume searches in [OhioMeansJobs.com](https://ohioMeansJobs.com), veterans' resumes are retrieved first and forwarded to employers accordingly.
- Partner Program staff within the OhioMeansJobs Centers and at other service delivery points will be made aware of priority of service requirements at Partner meetings, i.e., One-Stop Committee, Service Delivery, Workforce Development Board meetings and co-located partner

meetings. Staff orientations and training include instruction and discussion on basic policy and updates. Modifications to procedures are distributed electronically by administrators and reviewed in meetings and training sessions.

- The **Program Delivery Manager** will provide training and updates in person, as requested, and electronically as information becomes available.

2. Identification

Individuals entering OhioMeansJobs Mahoning and Columbiana Counties will be identified at the point of entry upon completing registration in reception areas or as part of an application process for a specific program, or through any other method by which veterans and eligible spouses express an interest in receiving services.

Utilizing the Veteran Questionnaire (JFS Form 01863), an individual who is identified as a veteran or covered person will be referred through the designated workflow identified in the attached diagram. During the intake process, designated staff will further explore the covered person's veteran's status (e.g., number of days served and discharge status) and assess whether or not the covered person has a significant barrier to employment. If the covered person has at least one of the identified barriers to employment and meets the definition of eligible veteran or eligible spouse or any other service group identified by the Jobs for Veterans State Grant (JVSG) along with the time and service requirements, they will be referred to the assigned Disabled Veteran Outreach Program Specialist.

The Veteran Questionnaire also gives permission for staff and OhioMeansJobs (OMJ) partners to exchange and disclose necessary information in order for services to be provided by all programs being administered by OhioMeansJobs Mahoning and Columbiana Counties and/or other partners.

3. Monitoring

The Ohio Department of Jobs and Family Services (ODJFS) Program Delivery Manager, the ODJFS Program Delivery Supervisor and the local OhioMeansJobs Center Operator will share monitoring responsibilities through regular OhioMeansJobs Mahoning and Columbiana Counties partner meetings. Monitoring responsibilities include a review of the implementation of internal policies and procedures and how they are in compliance with the priority of service requirements.

VII. Data Collection

All appropriate information regarding identified veterans or eligible spouses will be entered into the ARIES (Advancement through Resources, Information & Employment Services) as directed in TEGL No. 10-09.

VIII. Programs with Statutory Priorities

When the local career services provider declares limited funds status, priority of service for WIA adult-funded intensive and training services is given to low-income individuals and for the recipients of public assistance. When determining if a veteran or eligible spouse is a "low-income individual" for eligibility purposes, any amounts received as military pay or allowances by any person who served active duty, and

certain other benefits are not included. A low-income veteran or eligible spouse takes precedence, with all other qualifying requirements being equal, over a low income non-covered person in obtaining intensive and training services. If there is a waiting list, the veterans or eligible spouses will receive access to the service instead of or before the non-covered person on the waiting list.

MCTA
STANDARD OPERATING PROCEDURE
OhioMeansJobs Mahoning and Columbiana Counties

Veteran Identification and Determination of Eligibility for Priority of Service

SOP Created on 4/29/2025

Date - revised

PURPOSE:

To identify the procedures taken when a customer identifies as a veteran or spouse of a veteran upon entry of the OhioMeansJobs (OMJ) center, the services they are seeking while at the OMJ center, notifying them of priority of service for veterans and eligible spouses, and if necessary, referring them to the Disabled Veterans' Outreach Program specialist (DVOP).

BACKGROUND:

To ensure that priority of service to veterans and eligible spouses is properly conveyed and veterans receive services they are seeking while at the OMJ centers.

PROCEDURES:

If a customer identifies as a veteran or eligible spouse at point of entry:

- First and foremost, we want to thank them for their service!
- Then check to see if the veteran's profile information is in CFIS, and if so, is the profile up to date?
 - If they are not found in CFIS and you are assisting with their registration, to check the veteran box, we must ask if they have served in the military.
- Next, we want to find out the reason for the veteran's visit. They could be here for basic Resource Room services or seeking more one-on-one job-seeking assistance.
- If it is the customer's first visit, provide the Veteran Orientation folder

Basic Services

If the reason for their visit can be provided via Resource Room services, i.e., copy machine, fax, job search, career exploration, assist them with the services requested. Always thank them for their service and remind/inform them of the priority of service for veterans.

If the veteran or eligible spouse expresses a need for one-on-one assistance or if you determine a need for one-on-one assistance, state the following, "in order to best meet your needs please complete the veterans questionnaire on your OhioMeansJobs account" and have them follow the steps outlined below.

One-on-One Assistance under the JVSG Program

If the individual or staff determines a need for one-on-one assistance, look in ARIES to see if the individual is already on a DVOPs caseload or if they previously completed a Veteran Questionnaire.

Step 1: Is the individual on a DVOP caseload?

Check in ARIES to see if they are currently on a Disabled Veterans' Outreach Program specialist's (DVOP) caseload.

- Start by locating the individual's account in ARIES.
 - If they have an ARIES account, go to the account profile.
 - On the CORE tab, scroll down to the Case Manager section.
 - If a DVOP's name is listed, contact DVOP.
 - If DVOP is not available, make ARIES referral to DVOP to follow up with the individual. Inform the individual a referral was made, and the DVOP will contact them.
 - If the customer is not on a DVOP caseload, continue to **Step 2**.
 - If the customer does not have an ARIES account, continue to **Step 3**.

Step 2: Has the veteran or eligible spouse previously completed a Veteran Questionnaire?

To determine if a questionnaire was previously completed:

- Go to the individual's ARIES account and navigate to the DOCUMENT tab to see if a Veteran Questionnaire was previously uploaded.
 - If yes, print and review the old questionnaire with the individual for any changes.
 - If appropriate, send a customer referral to the co-located DVOP.
 - If not appropriate, send the customer to the Resource Room for assistance.
 - If there is no questionnaire, go to the VETERAN INFORMATION tab to see if the individual completed the questionnaire in their OMJ.com account.
 - If yes, and older than a year
 - Reset the form and have the customer log into their OMJ.com account and redo the questionnaire.
 - To redo, they complete the Veteran Questionnaire in the "Your Tasks" area.
 - Inform the individual that someone will be contacting them via phone call.

- If no questionnaire at all:
 - Show the individual where they can complete the questionnaire on their OhioMeansJobs.com registered account or on the Military Service page.
 - In their OMJ account, they need to go to “My Info” and edit their Military Service under the Basic Information section.
 - They can also be given the OhioMeansJobs Centers “Serve Veterans First” rack card (JFS 01954), which may be in their folder, and they can scan QR code from there.
 - Inform the individual someone will be contacting them via phone call.
 - If the individual does not want to complete the Veteran Questionnaire electronically, provide them with the paper form of the questionnaire (JFS 01863 Rev.9/2024).
 - You will need to make sure they have an account in ARIES.
 - If not, you need to make one.
 - Once you have located or created the ARIES account, upload the paper document under the DOCUMENTS tab and make a referral to the appropriate partner.

Step 3: They do not have an ARIES account

If the individual does not have an ARIES account:

- Encourage them to complete the Veteran Questionnaire in their OhioMeansJobs.com account.
 - This will create an ARIES account and assign the completed Veteran Questionnaire to that account.
 - The appropriate ODJFS/DVOP staff will automatically be notified.
 - Inform the individual that someone will be contacting them via phone call.
- If they do not want to create an OhioMeansJobs.com account:
 - Show them where to go on the Military Service page of OhioMeansJobs.com to complete the Veteran Questionnaire under the One-on-One Assistance widget.
- If they insist on completing the paper form, you will need to create their ARIES account and upload the completed form to the DOCUMENTS tab.
 - Then make a referral in ARIES to the appropriate partner.