

WIOA-2016-002 ADMINISTRATIVE MEMORANDUM

PROCEDURE AND PUBLIC POLICY FOR SERVICES AND PRIORITY OF SERVICE TO UNITED STATES MILITARY VETERANS AND ELIGIBLE SPOUSES OF VETERANS

REVISED 05/2025

I. INTRODUCTION

The Jobs for Veterans Act (JVA), Public Law 107-288, enacted on November 7, 2002, establishes that programs operating under the Workforce Investment Act (WIA) and, since 2014, its successor, the Workforce Innovation and Opportunity Act (WIOA), must provide priority of service to individuals classified as veterans and their eligible spouses (widows and widowers) through the services available under these laws.

II. PURPOSE AND AMENDMENT

To establish, as required, processes that ensure veterans and their eligible spouses are identified at the point of entry for services within the Local Area and/or the One-Stop Career Center, and are provided the opportunity to receive priority access to the full array of services made available through WIOA-funded programs.

III. LEGAL BASIS

- Jobs for Veterans Act (JVA) of 2002, Public Law 107-288, Section 2(a), 38 USC 4215.
- Title 10, USC, Section 101(d)(1).
- Training and Employment Guidance Letter (TEGL) No. 10-09: Implementing Priority of Service of Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in Whole or in Part by the U.S. Department of Labor (DOL).
- Workforce Innovation and Opportunity Act (WIOA) of 2014, Section 3, 63(A)(B).
- Workforce Innovation and Opportunity Act (WIOA) Final Regulations, 20 CFR Parts 603, 651, 652 et al., Section 680.650.

IV. APPLICABLE DEFINITIONS

1. Veteran: means a person who served at least one (1) day of active duty in the military, naval, or air service and who was discharged or released from service under conditions other than dishonorable, as specified in 38 USC 101(2). Active service includes full-time federal service in the National Guard or Reserve Components of the United States Armed Forces.

2. Recently Separated Veteran: means any veteran who applies for participation under WIOA within forty-eight (48) months of being discharged or released from active military, naval, or air service in the United States Armed Forces.

3. Eligible Spouse: Section 2(a) of the Jobs for Veterans Act (JVA) defines an eligible spouse as the spouse of any of the following:

- a. Any veteran who died because of a service-connected disability.
- b. Any member of the Armed Forces serving on active duty who, at the time priority of service is applied, is listed in one of the following categories:
 - I. Missing in Action (MIA).
 - II. Captured in the line of duty by a hostile force.
 - III. Forcibly detained or interned in the line of duty by a foreign government or power.
- c. Any veteran who has a total service-connected disability, as determined by the Department of Veterans Affairs (VA).
- d. Any veteran who died while a total service-connected disability existed.

A spouse whose eligibility is derived from a living veteran or active-duty service member (categories b or c above) shall lose eligibility if the veteran or service member loses the status that provided the basis for eligibility (for example, a veteran's service-connected disability status). Likewise, a spouse whose eligibility is derived from a veteran or active-duty service member loses eligibility upon divorce from that veteran or service member.

V. PUBLIC POLICY

Individuals classified as veterans or eligible spouses shall receive priority over all other applicants in determining the availability of employment-related Career Services, Training Services, and Placement Services available through WIOA programs. The Local Area shall also designate a Veterans Services Liaison to facilitate services to veterans.

VI. PROCEDURES

Identification of Eligible Individuals

- 1. Every military veteran or spouse of a veteran applying for or seeking services under WIOA shall identify themselves to receive priority of service for available programs and services.
- 2. The One-Stop Career Center (OSC) shall display notices informing customers of the priority of service available to veterans and eligible spouses.
- 3. One-Stop Career Center staff shall provide information regarding:

- Their rights to priority of service.
- Available referral, job placement, employment, and training services under WIOA.
- Documentation Eligibility Requirements Applicable to Available Programs and Services.

Meaning of Priority of Service

1. Priority of Service: Means that a veteran or eligible spouse will be given precedence over other individuals who are also eligible for the Program when accessing available employment and training services.
2. Program Eligibility: The veteran or eligible spouse must meet the eligibility requirements of the applicable WIOA Program to receive priority of service for available services.
3. Selection Process: Priority of Service applies to the selection of participants for a program activity. For example:
 - If a waiting list exists for an activity such as Occupational Skills Training, the veteran shall be placed at the top of the waiting list.

Follow-Up of Services to Veterans

The Local Area shall establish mechanisms for tracking and verifying services provided to veterans through its monitoring processes and management information systems.

VII. LIAISON

The Local Area shall designate a Program staff member to serve as a liaison with all agencies providing services to veterans. The duties and responsibilities of the Liaison Officer designated by the Executive Director and approved by the Local Board shall include, but not be limited to, the following:

1. Maintain a record for each eligible veteran who visits our facilities seeking services. The record shall include the applicant's name; the type, date, and time of the request; and the outcome.
2. Attend workshops, conferences, and seminars conducted by Federal, State, and Local agencies where veterans' rights are discussed, to develop and maintain an optimal level of expertise in matters affecting veterans.

3. Coordinate efforts with the Program Information Coordinator to ensure that statistical data regarding services provided to veterans is properly captured and maintained within the computerized information system of the Local Workforce Development Area.
4. When feasible, serve as a member of the advisory groups associated with the Local Workforce Development Board so that, together with the Veterans' Representative, a Veterans Advisory Committee may be formed within that body.
5. Be available to represent the Program at any forum, meeting, or event whenever requested by the Executive Director.

VIII. APPROVAL AND EFFECTIVE DATE

This Amended Public Policy shall become effective on the date of its approval, December 1, 2021.



Eliud M. Díaz González

Chairman

Bayamón-Comerío Local Workforce Development Board (LWDB)