



**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
PROGRAM POLICY NOTICE NO. 13**

EFFECTIVE DATE: JANUARY 11, 2019

SUBJECT: VETERAN SERVICE DELIVERY AND REFERRALS

PURPOSE.

The purpose of this policy is to provide guidance to WIOA service providers, the general public, and partners regarding the process involved in the Workforce Connection Center staff referring veterans with significant barriers to employment to the appropriate Veteran program services.

BACKGROUND.

Wagner-Peyser, WIOA and workforce partner staff members are required to give priority of service to "covered persons" as defined in 20 CFR 1010.110. The policy or policies are in place to ensure covered persons are identified at the point of entry and given an opportunity to take full advantage of priority of service.

POLICY.

Priority of Service must always be given to covered persons (i.e. veterans and eligible spouses, including widows and widowers) regardless of whether or not the priority of service is in place. Priority of service is required for the provision of career services and training services, including individual training accounts.

While all workforce partner staff members are required to provide priority of services to covered persons, customers are encouraged to self-identify as early in the intake/registration process as possible. Eligible veterans/spouses are provided with core services that include assistance in completing Wagner-Peyser registration and attendance to the workforce center orientation. After completing the orientation, the WP staff meets with the eligible veteran/ spouse to assess their employment needs. During this meeting the eligible veteran/spouse may attest to the WP staff for having a Significant Barrier to Employment (SBE). Based on their attestation for having a SBE, the WP may refer the eligible veteran/spouse to a DVOP Specialist.

1. Only those covered persons that meet the definition of having significant barriers to employment will be referred to the DVOP specialist (refer to VPL 03-14, VPL 04-14 or most current guidance on SBE criteria), or
2. Are members of a veteran population identified by the Secretary as eligible for DVOP services.

Monitoring of Priority of Service:

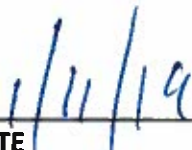
The TEG 07-09 and VPL 07-09 or most recent guidance, program operators are required to ensure that priority of service is applied throughout their respective service delivery systems, including service delivery points maintained by all sub-recipients. It is expected that program operators will monitor local service delivery operations to ensure that their internal policies and procedures result in compliance with the priority of service requirements.

This policy rescinds any previous NALWDB policy regarding subject.

INQUIRIES: Contact WIOA Program Manager, at 505-986-0363.



NALWDB CHAIR



DATE