

	West Central Region Local Policy	
	Subject: Priority of Service Policy	Release Date: 11/20/2019
	Reference: OWD Issuance 10-2016	Revision: 1

Priority of Service for Veterans and Eligible Spouses

Priority of service is the right of eligible, covered persons to take precedence over eligible, non-covered persons in obtaining services funded, in whole or part, by the U.S. Department of Labor. This priority means:

- The covered person receives access to the service or resource earlier in time than the non-covered person; or
- If the service or resource is limited, the covered person receives access to the service or resource instead of, or before, the non-covered person.

In compliance with WIOA, the priority of provision of services in regards to veterans is established as follows:

- Veterans and eligible spouses who are recipients of public assistance or low income.
 - Veteran – an individual who served (at least one day) in active duty in the military, naval, or air service and was discharged or released under conditions other than dishonorable.
 - Active duty includes full-time National Guard service. It also includes service with a Reserve component. In both cases, this must be active duty service, rather than training.
 - Spouses of eligible veterans are entitled to priority access.
 - Priority consideration is also recognized for the spouses of eligible veterans who are missing in action, a captured POW, a detainee of a foreign power; veterans who died of a service-connected disability, any living veteran who has a total (100%) disability rating resulting from a service connected disability, and any veteran who died while a total disability was in existence.
 - Veterans and eligible spouses who are not recipients of public assistance and are not low income.

Regulations require all recipients of funds for qualified job training programs to identify covered persons at the point of entry. Point of entry may include reception through a One Stop Job Center as part of an application process for a specific program, or through any other method by which covered persons express an interest in receiving services, in person or virtually. The process also must provide the veteran or eligible spouse an opportunity to self-identify.

Individuals can self-disclose their veteran status or discuss during the intake and/or assessment processes.

Once identification has occurred, the process must provide the covered persons with the following information:



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- Their entitlement to priority of service and
- The full array of programs and services available to them under priority of service and
- Any applicable eligibility requirements for those programs and services

Signage will be posted throughout the facility to advise veterans of their priority of service status. When a customer is identified as a veteran or covered individual, printed materials are provided that detail their eligibility for and scope of available services.

For a service such as classroom training, priority of service applies to the selection procedure as follows:

- If there is a waiting list for the formation of the training class, priority of services is intended to require a veteran or eligible spouse to go to the top of that list.
- Priority of service applies up to the point at which an individual is both approved for funding and accepted or enrolled in a training class.
- Once a non-covered person has been both approved for funding and accepted/enrolled in a training class, priority of service does not allow a veteran or eligible spouse identified as a covered individual after that point of time to bump the already-enrolled non-covered person from that training class.