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To: WIOA Adult and Dislocated Worker Staff

Purpose: This policy outlines priorities for those who are provided service in the Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker programs career and training activities. This policy implements the requirements of Florida Workforce Policy P111 - Services for Veterans, Members of the Military, and Spouses, and ensures veterans, military service members, and their families receive prioritized access to high quality WIOA services. This does not apply to anyone enrolling in Adult Basic Career Services.

Reference:

- WIOA Section 3(24)
- WIOA Section 134(c)(3)(E)
- 20 CFR 680.650
- 38 U.S.C 101(2)
- U.S. Department of Labor, Employment and Training Administration Advisory System, Training and Employment Guidance Letter No. 19-16
- Training and Employment Guidance Letter (TEGL) No. 03-24
- FloridaCommerce Technical Assistance Letter 25-01
- Florida Workforce Policy P111 - Services for Veterans, Members of the Military, and Spouses
- PL-16-002.1 Underemployment Policy
- PL-18-012 WIOA Adult, Dislocated Worker, and Youth Eligibility Policy

Background

WIOA provides a focus on serving "individuals with barriers to employment," defined in WIOA Section 3(24) and seeks to ensure access to these populations on a priority basis. Under WIOA, priority must be provided regardless of the level of funds. Section 134(c)(3)(E) of WIOA establishes a priority requirement with respect to funds allocated to a local area for adult employment and training activities. This policy outlines the CareerSource North Florida Workforce Development Board's strategy for implementing this priority among its customers in the Adult and Dislocated Worker programs and ensures compliance with federal priority of service requirements for veterans and eligible spouses.

Content

SECTION I: DEFINITIONS

Covered Persons - Veterans and eligible spouses who receive priority of service for all USDOL-funded job training programs, including WIOA programs.

Veteran - A person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C 101(2). Active service includes full-time Federal service in the National Guard or a Reserve component. It does not include full-time duty performed strictly for training purposes, nor does it include full-time active duty performed by National Guard personnel who are mobilized by state rather than federal authorities.

Eligible Spouse - The spouse of:

1. A veteran who died of a service-connected disability;
2. A member of the Armed Forces serving on active duty who, at the time of application for priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - Missing in action
 - Captured in the line of duty by a hostile force
 - Forcibly detained or interned in the line of duty by a foreign government or power
3. A veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or
4. A veteran who died while a total, service-connected disability was in existence.

Service-connected disability - A death or disability that resulted from a disability incurred or aggravated in the line of duty in active military service.

SECTION II: INTAKE AND IDENTIFICATION PROCEDURES

A. Veteran Identification at Entry

CareerSource North Florida staff must identify veterans and eligible spouses at the point of entry into WIOA Adult and Dislocated Worker services through the following methods:

1. **Staff Inquiry** - Staff must ask all WIOA Adult and Dislocated Worker applicants: "Have you or your spouse served in the U.S. military?"
2. **Employ Florida Verification** - Staff must verify veteran status using the Employ Florida veteran flag icon during the intake process.
3. **Electronic Kiosks** - Electronic kiosks at career centers allow self-identification of veteran status.
4. **Signage** - Prominent signage is posted at all CareerSource North Florida career center locations to encourage self-identification of veteran and military spouse status.

B. Screening for Enhanced Services

When a veteran or eligible spouse is identified during WIOA intake:

1. **Initial Screening** - Intake must be conducted by non-JVSG staff trained in career center services. Wagner-Peyser/career center staff conduct this initial screening.
2. **Eligibility Determination** - Eligibility for DVOP enhanced services must be determined consistently with requirements in Training and Employment Guidance Letter (TEGL) 03-24 and FloridaCommerce Technical Assistance Letter 25-01.
3. **DVOP Referral Process:**
 - a. Staff will complete the DVOP intake form

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- b. Document the referral in Employ Florida case notes
 - c. Send an immediate email referral to the appropriate DVOP specialist (Madison or Live Oak location)
 - d. The DVOP specialist has up to two business days to connect with the eligible person
- 4. If DVOP Services are Declined** - If the eligible person declines DVOP services, staff must record a proper case note in Employ Florida documenting:
- a. That DVOP services were offered
 - b. That the individual declined services
 - c. The date of the declination
- 5. If DVOP Specialist is Unavailable** - If the DVOP specialist is unavailable to serve the eligible person within two business days:
- a. The next qualified WIOA staff member must provide services without delay
 - b. The DVOP referral must remain active
 - c. This interim service provision must be documented in case notes
 - d. The DVOP specialist will follow up when available

C. Eligibility for WIOA Programs

Covered persons must first meet WIOA program eligibility requirements (per PL-18-012 WIOA Eligibility Policy) and any statutory priority criteria to receive priority for participation in the program and receipt of services. Consideration of eligibility for WIOA must be documented in Employ Florida.

SECTION III: PRIORITY TIERS FOR WIOA ADULT AND DISLOCATED WORKER SERVICES

TEGL 19-16 clearly lays out the priority populations for job seekers accessing WIOA career and training services:

1st Priority: Covered persons (veterans and eligible spouses) who are low income (including underemployed), recipients of public assistance, or who are basic skills deficient.

2nd Priority: Non-covered (non-veteran or their eligible spouse) persons who are low income (including underemployed), recipients of public assistance, or who are basic skills deficient.

3rd Priority: Veterans and eligible spouses who are not low income, not recipients of public assistance, and not basic skills deficient.

4th Priority: Individuals (non-covered persons) who do not meet the above priorities. On an exception basis, WIOA eligible individuals (non-covered persons) who do not meet the WIOA Program eligibility for priorities 1, 2 or 3 may be served under the 4th priority. The request for 4th Priority must be documented in an individual's file or case notes. The WIOA eligible adult must meet one or more of the following categories of an individual with a barrier to employment:

- displaced homemakers;
- non-self-sufficient individuals;
- individuals with disabilities;

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- older individuals;
- lacking training in desired occupation;
- ex-offenders;
- homeless individuals;
- single parents (including single pregnant women);
- individual lacking post-secondary training in demand/targeted occupations and industries within the local area;
- long-term unemployed individuals.

Priority determination must be documented in Employ Florida for all WIOA Adult and Dislocated Worker participants at the time of enrollment.

All persons requesting services should be vetted through this policy to ensure the neediest persons are served first. If no one is awaiting services in the next tier up, then service may be provided to a WIOA program applicant in a lower tier. For example, if no one who has been categorized as Level 1 or 2 is awaiting services, staff may enroll a Level 3 participant. Additionally, in the realm of training services, it should be noted that while a higher-level applicant is waiting for their first "wait" semester to pass, a lower Level applicant may be served.

SECTION IV: CO-ENROLLMENT

CareerSource North Florida encourages co-enrollment of qualifying veterans and military family members across WIOA programs to maximize employment and training outcomes.

A. When to Consider Co-Enrollment

When a veteran or eligible spouse is eligible for multiple WIOA programs (Adult, Dislocated Worker), staff should:

- Assess which program(s) best meet the individual's needs and circumstances
- Consider co-enrollment when it would leverage funding and services more effectively
- Evaluate whether co-enrollment would maximize training and employment outcomes
- Document co-enrollment decisions and rationale in Employ Florida case notes

B. Co-Enrollment Coordination

When veterans or eligible spouses are co-enrolled:

- Coordinate services across programs to avoid duplication
- Ensure all program eligibility and priority requirements are met for each program
- Document services under the appropriate program funding source
- Maintain clear case notes regarding which program is funding which services

SECTION V: DOCUMENTATION REQUIREMENTS

All veteran-related activities for WIOA Adult and Dislocated Worker participants must be documented in Employ Florida. Required documentation includes:

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A. At Intake:

- Veteran status inquiry (asked about military service)
- Employ Florida veteran flag icon verification
- Priority of service determination (1st, 2nd, 3rd, or 4th priority)
- WIOA program eligibility determination

B. For DVOP Referrals:

- DVOP intake form completion
- Referral date and method (email to which DVOP specialist)
- Staff member making referral
- DVOP connection within 2 business days (tracked by designated staff)

C. If Services Declined:

- Documentation that DVOP services were offered
- Documentation that individual declined services
- Date of declination

D. If DVOP Unavailable:

- Documentation of interim services provided
- Staff member providing services
- Notation that DVOP referral remains active
- Follow-up by DVOP specialist when available

E. Ongoing Services:

- All services provided with appropriate service codes
- Co-enrollment decisions and rationale
- Coordination between programs (if co-enrolled)
- Progress toward goals and outcomes

F. Upload Requirements:

Staff must upload all documentation, including that associated with veteran status verification, priority determination, and eligibility, to Employ Florida.

SECTION VI: TRAINING REQUIREMENTS

A. Annual Staff Training

CareerSource North Florida provides annual training to all WIOA Adult and Dislocated Worker career center staff regarding priority of service and services to veterans and covered persons.

Training includes:

- Priority of service requirements for veterans and eligible spouses
- Veteran and military family member services available
- DVOP referral procedures and requirements
- Documentation requirements in Employ Florida

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- Two-business-day connection requirements
- Procedures when DVOP specialist is unavailable
- Co-enrollment guidance

B. Training Schedule and Tracking

- Training is provided by CareerSource North Florida veteran services staff
- Training is conducted annually (typically in January)
- Completion is tracked via sign-in sheets
- All WIOA Adult and Dislocated Worker staff must attend

C. New Staff Training

New WIOA staff must receive priority of service training within 30 days of beginning work with WIOA participants.

SECTION VII: ROLES AND RESPONSIBILITIES

A. Wagner-Peyser/Career Center Staff

Staff conducting WIOA Adult and Dislocated Worker intake are responsible for:

- Asking all applicants about military service (self and spouse)
- Verifying veteran status using Employ Florida flag icon
- Conducting initial DVOP eligibility screening
- Completing DVOP intake form when applicable
- Making email referrals to appropriate DVOP specialist
- Documenting all activities in Employ Florida case notes
- Providing interim services when DVOP specialist is unavailable
- Determining priority tier for each WIOA participant
- Following up on declined DVOP services with appropriate documentation

B. DVOP Specialists (Consolidated Positions - Madison and Live Oak)

DVOP specialists are responsible for:

- Responding to referrals within two business days
- Connecting with eligible veterans and spouses
- Providing enhanced services to eligible individuals
- Coordinating with WIOA staff on co-enrollment opportunities
- Providing annual priority of service training to career center staff
- Documenting services in Employ Florida

C. DVOP Referral Tracking

Designated staff are responsible for:

- Tracking DVOP referrals
- Monitoring two-day connection compliance

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- Coordinating veteran services across programs

D. WIOA Program Staff

WIOA program staff are responsible for:

- Providing priority access to services for covered persons
- Coordinating services for co-enrolled veterans
- Ensuring appropriate service codes are used
- Maintaining documentation in Employ Florida
- Participating in annual training

SECTION VIII: STAFF PARTICIPATION IN WIOA

The North Florida Workforce Development Board understands a CSNF employee may want to further their career, either with or beyond their current employer. In order to build their skill level, an employee may consider entering into training. If the occupation they are considering is on the Targeted Occupations List, the employee may look to WIOA services offered by NFWDB as a viable means to request funding for their training, as long as all other eligibility and suitability requirements for the program are met.

- Prior to requesting assistance through any level of WIOA service (individualized career or training), the employee should seek approval from their supervisor, as well as the Executive Director, to enroll in a training program and/or WIOA services.
- The employee should apply using the current application steps and complete all assessments as would be done by any other applicant for the program.
- After completing the application process for WIOA services, the Career Consultant will meet with the employee. After the appointment, the Career Consultant will make a determination of how WIOA services may assist the employee in their pursuit of training and self-sufficiency, without regard to the organization with which they are currently employed.
- In all situations, the Career Consultant or WIOA Director should not base decisions and activities in the program on the current employer of the employee.
- All program records should be maintained exclusive of employee records.

This policy also applies to immediate family members of a current CSNF employee.

Should CSNF at any time operate under Priority of Service, an employee and/or family member should be screened and determined eligible based on the priorities laid out in the Priority of Service policy, just like any other candidate for services. However, when given two identical candidates, the employee would not be the priority job seeker.

SECTION IX: MONITORING

CareerSource North Florida maintains local monitoring procedures to ensure compliance with priority of service requirements. Monitoring includes verification that:

- Covered persons are informed of their rights to priority of service at point of entry

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- Veterans and eligible spouses are identified through staff inquiry, kiosks, and signage
- Employ Florida veteran flag verification is completed
- DVOP referrals are made appropriately
- Two-business-day connection timeline is met
- Documentation is complete and accurate in Employ Florida
- Annual training is provided and attendance is tracked
- Priority of service is provided in accordance with established tiers

Monitoring results are reviewed and any corrective actions are implemented promptly.

Action

For immediate implementation in WIOA career and training services. Program managers will provide operational guidance; staff will utilize them in determining eligibility and enrollment. All staff must comply with intake, identification, referral, and documentation procedures outlined in this policy.

Timeline

This policy is effective until further notice. It should be reviewed annually or upon update to referred guidance.

CareerSource North Florida is an Equal Opportunity Program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this website may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

