

XXIII. PRIORITY OF SERVICE

Priority of Service requirements under WIOA legislations requires that American Job Centers ensure that priority for adult career and training services be given to:

- a. recipients of public assistance, other low- income individuals, and individuals who are basic-skills deficient consistent with WIOA sec. 134(c)3)(E) and § 680.600 and,
- b. Veterans Services: Each local area must develop and describe its policy for providing Veterans services and maintaining the Priority of Service as required by USDOL.

Veterans

In accordance with the veterans priority provisions of the "Jobs for Veterans Act" (PL107-288), the Union County Workforce Board of Workforce Development Board has procedures in place to offer Priority of Service* for Veterans and Eligible Spouses. Eligible persons fill out the Veterans/Eligible Spouse Priority of Service Information form to assist Triage Staff in moving forward to priority services.

* Priority of service for veterans means that if they meet minimum eligibility standards, they will move ahead of others without their priority in the processing of their application as funding is available.

The customer flow begins with customer "Triage." The American Job Center guarantees "priority of service" for adult career and training services be given to the following categories of "high needs" adults who:

- Receive public assistance
- Qualify for low income
- Are basic-skills-deficient
- Are Veterans of the US Armed Forces (or spouses of Veterans)

During the initial counseling and assessment phase, customers are screened for eligibility requirements and services are prioritized according to their level of need.

When a customer enters the One-Stop Career Center, they are greeted by designated customer service staff (Triage staff) directed by the One- Stop Operator (and his/her designee) and including partner staff from all the One-Stop program areas.

During this Orientation group session, all customers complete a brief assessment form which is review by Orientation staff, and the customer is scheduled for an appointment with a WIOA Counselor as appropriate. Once the veteran status is identified, the veteran priority of service checklist is used.

Union County Service Priority for Veterans

FIRST

First, to veterans and eligible spouses who are also included in the groups given statutory priority for WIOA adult formula funds. This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient would receive priority for services provided with WIOA adult formula funds.

SECOND

Second, to non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA adult formula funds.

THIRD

Third, to veterans and eligible spouses who are not included in WIOA's priority groups.

FOURTH

Fourth, Non-covered persons outside the groups given priority under WIOA.

Signage

Our Center includes VETERAN PRIORITY signage on the walls at both service centers [allowing veterans to self-identify and become aware of their priority of service status.](#) [Veteran Flyers describing services for veterans and their spouses are available at the front desk.](#)

Low Income / Public Assistance

In addition to the priority of service for Veterans WIOA requires that priority for career and training services be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. TRIAGE, customers, are assessed and deemed eligible for priority services.

Coordination of Priority Services with AJC Staff

If veterans' needs cannot be met at the point of intake, veterans will be referred promptly to special veteran representatives, specifically, Local Veterans Employment Representatives (LVER's) and Disabled Veterans' Outreach Program Representatives (DVOP's) partners. Access to LVER and DVOP staff will be provided through the one-stop delivery system if requested by a veteran. DVOP specialists and Local Employment Veterans Representatives (LVER) help veterans with significant barriers to employment successfully navigate the job market and receive the support they need.

Co-Location of Veteran Rep Centers in our American Job Centers

LVERs and DVOPs are stationed/co-located in our American Job Centers on a scheduled basis and will aid in finding the jobs and opportunities for which vets qualify. Veterans receive priority access to counseling at One-Stop Career Centers. County AJC staff will

work closely with State LVER/DVOP staff.

Location of Veteran Representatives:

Elizabeth

921 Elizabeth Ave.
Elizabeth, NJ 07201-2306
908-558-8000

Plainfield
200 W. Second St.
Plainfield, NJ 07060-
1595
908-412-7980

In order to stay in compliance with The Americans with Disability Act and WIOA regulations, Monmouth County

Workforce Development will continue to provide Priority of Services to Veterans. Under direction from the United States Department of Labor (USDOL), DVOPs may only meet with and provide services to Veterans who have significant barriers to employment. These barriers to employment are defined as (1) special disabled/disabled, (2) homeless, (3) recently separated with at least 27 weeks of consecutive unemployment in last 52 weeks, (4) offender released in last 12 months, (5) lacking a HS Diploma or equivalent, (6) low income as defined by WIOA and (7) veterans aged 18 to 24.

Any Veteran who does not have one or more of these significant barriers to employment will be referred to a Senior Interviewer or any other available staff available to meet with the job seeking Veteran.

“Priority of Service for Covered Persons”

A “covered person” is a person who served in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable. Active service includes full-time duty in the National Guard or Reserve, other than a full-time duty for training purposes.

Covered persons must be given Priority of Service which means they go to the front of the line for all One-Stop services including employment, training, and placement services. In some limited cases, a spouse of a veteran can be classified as a covered person and must be given Priority of Service.

Local role of LVER's

LVERs (Local Veterans Employment Representatives) who have been converted to BRs- Veterans Services in New Jersey. Some offices, generically, refer to these staff as “veteran's

representatives." The local role for LVER is to conduct Outreach to employers on behalf of veterans and organize veterans hiring/recruitment events at the One-Stop. Local Veterans' Employment Representative Veterans have highly marketable skills and experience. LVERs work with other service providers to place veterans in jobs where these skills are needed. They also advocate for employment and training opportunities for veterans with business, industry, and community-based organizations.

LVERs also assist veterans directly with employment and training needs. They are responsible for veterans programs in the local Employment Offices and offers Case Management and Counseling services to Veterans. Among specific activities, they conduct workshops on developing resumes/ and cover letters, job searches, and accessing Internet resources, among other topics.

Local role of DVOP's

Provide one-on-one, intensive services to eligible veterans with significant barriers to employment using a case management approach (follow up). Disabled Veterans' Outreach Placement Specialist DVOPs provide targeted services to special disabled veterans, disabled veterans, disadvantaged veterans and veterans with other barriers to employment. Working with a DVOP, veterans with disabilities can get a full range of employment and training services. Specifically, DVOP specialists provide Case Management, vocational guidance, and counseling services to veterans in the local employment office.

They develop job and training opportunities for Veterans, with special emphasis on Veterans with service-connected disabilities. They provide direct services to Veterans enabling them to be competitive in the labor market. Their outreach and assistance to disabled and other Veterans include promoting community and employer support for employment and training opportunities, such as apprenticeship and on-the-job training.

DVOP specialists are available to Veterans and their employers to help ensure that necessary follow-up services are provided to promote job retention. DVOP specialists work with employers, Veterans' organizations, the Department of Veterans Affairs, Department of Defense, and community-based organizations to link Veterans with appropriate jobs and training opportunities. DVOP specialists serve as case managers for Veterans enrolled in our job training programs.