

POLICY

CATEGORY: Program Operations No: 4.0.117.03
TITLE: Priority of Service and Data Collection
SUPERSEDES: Policy # 4.0.117.02 dtd October 25, 2007
EFFECTIVE: June 16, 2017
BOARD APPROVAL: June 15, 2017
REVIEW: June 7, 2017

I. PURPOSE:

This policy establishes the priority of service criteria and data collection for customers using workforce programs and services within the Coastal Bend region.

II. DEFINITIONS:

Eligible Foster Youth - Includes:

- i. Current foster youth: A youth, age fourteen (14) or older, who is receiving substitute care services under the managing conservatorship of the Texas Department of Family and Protective Services (DFPS), including youth residing in private foster homes, group homes, residential treatment centers, juvenile correctional institutions, and relative care; or
- ii. Former foster youth: A youth up to twenty-three (23) years of age, who formerly was under the managing conservatorship of DFPS, until:
 - a. A court transferred the conservatorship;
 - b. The youth was legally emancipated (i.e. the youth's minority status was removed by a court); or
 - c. The youth attained eighteen (18) years of age

Eligible Veteran—Includes:

- i. Federal/state qualified veteran—a person who served in the active military, naval, or air service, and who was discharged or released therefrom under conditions other than dishonorable as specified at 38 U.S.C. 101(2). Active services include full-time duty in the National Guard or a Reserve component, other than full-time for training purposes. [*Note: This definition does not apply to eligibility for services provided by Disabled Veterans' Outreach Program/Local Veterans' Employment Representatives.*]
- ii. Federal qualified spouse—the spouse of:
 - a. any veteran who died of a service-connected disability;
 - b. any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - i. missing in action;
 - ii. captured in line of duty by a hostile force; or

- iii. forcibly detained or interned in line of duty by a foreign government or power;
- c. any veteran who has a total disability resulting from a service-connected disability, as evaluated by the U.S. Department of Veterans Affairs;
- d. any veteran who died while a disability, as indicated in paragraph (3) of this section, was in existence.

Be aware that the spouse of a living veteran or service member (definitions b or c above) will lose his or her eligibility if the veteran or service member loses the status that is the basis for eligibility. For example, the spouse of a veteran with a total service-connected disability will not be eligible if the veteran's disability is revised to a lower level. Similarly, a spouse whose eligibility is derived from a living veteran or service member will lose his or her eligibility upon divorce from the veteran or service member.

- iii. State qualified spouse—a spouse:
 - (1) who meets the definition of federal qualified spouse; or
 - (2) of any member of the armed forces who died while serving on active military, naval, or air service.

Point of Entry--- may include reception through a Workforce Solutions office, as part of an application process for a specific program, or through any other method by which eligible veterans express interest in receiving services, either in person, online, or phone.

III. POLICY STATEMENT:

For all Workforce Solutions of the Coastal Bend (WFSCB) programs and services, and as directed by Workforce Innovation and Opportunity Act (WIOA) Veterans and eligible spouses will continue to receive priority of services; In addition, Individualized career services and training services must be given on a priority basis, regardless of funding levels to: Public Assistance recipients, other low-income adults and individuals who are basic skill deficient.. Detailed guidance regarding applicability of priority of service, identifying and informing eligible veterans, priority order, priority of service for support service, required documentation, and data collection is provided in WD Letter 25-15 "Applying Priority of Service and Identifying and Documenting Eligible Veterans and Transitioning Service Members. And WD Letter 43-11, "Priority of Service for Eligible Foster Youth" and Texas Workforce Commission Technical Assistance Bulletin 274-Coordination of Services to Foster Youth

WFSCB Career Center staff will ensure appropriate identification of eligible priority of service customers are documented in all relevant customer information systems.

Workforce Investment Act (WIOA)

Workforce Solutions of the Coastal Bend is no longer required to make a declaration of restricted or unrestricted funds. Under WIOA, priority access to services and programs applies automatically.

IV. PROCEDURES:

All WFSCB Career Centers will incorporate a method of identifying priority groups at their point of

entry. Career Center Professionals will make eligible priority groups aware of their right to priority of service, the full array of programs and services available to them, and applicable eligibility requirements for those programs and services.

If use of a self-attestation is necessary, as detailed in WD Letter 35-11, WFSCB staff will utilize WD Letter 35-11, Attachment 1, and Self-Attestation Form

In Summary the Priority for services and programs must be provided in the following order:

1. Eligible Veterans and Eligible Spouses-who are also recipients of public assistance, low-income, or basic skill deficient.
2. Foster youth and former foster youth- as defined in WD Letter 43-11- who are also recipients of public assistance, low-income, or basic skills deficient.
3. All other individuals who are recipients of public assistance, low-income, or basic skills deficient.
4. All other eligible veterans and eligible spouses
5. All other foster youth and former foster youth

V. RELATED POLICY INFORMATION:

Workforce Investment Act of 1998 1998 TWC Rule 801.31

TWC WD Letter 35-11, Priority of Service for Eligible Veterans, dtd November 3, 2011, and Attachment 1, Self-Attestation Form

TWC WD Letter 43-11, Priority of Service for Eligible Foster Youth dtd November 3, 2011

TWC Technical Assistance Bulletin 274-Coordination of Services to Foster Youth, issued March 28, 2016.

TWC- WIOA "Guidelines for Adults, Dislocated and Youth" issued, September 26, 2016.

TWC- WD letter 25-15, Applying Priority of Services and Identifying Documenting Eligible Veterans and Transitioning Service Member, issued October 26, 2015.

VI. RESPONSIBILITIES:

Designated Board staff shall ensure that all WFSCB Workforce Career Center Service Providers are informed of and comply with this policy.

WFSCB Workforce Career Center Service Providers shall establish procedures to ensure that identification, outreach, recruitment, and enrollment into program services are targeted to the above groups.

Service Provider staff shall assure all staff are apprised of and follow this policy.

VII. FORMS AND INSTRUCTIONS:

Self-Attestation form and Guidance, TWC WD Letter 35-11, Attachment 1

VIII. DISTRIBUTION:

Board of Directors Board Professionals Service Provider Professionals

IX. SIGNATURES:



Reviewed by EO Officer



Date



President/CEO



Date