

POLICY

CATEGORY:	Program Operations	No: 4.0.117.02
TITLE:	Priority of Service and Data Collection	
SUPERSEDES:	Policy # 4.0.117.01 dtd October 25, 2007	
EFFECTIVE:	December 12, 2014	
BOARD APPROVAL:	December 11, 2014	
DATE OF LAST REVIEW:	November 13, 2014	

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

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 or online.

III. POLICY STATEMENT:

For all Workforce Solutions of the Coastal Bend (WFSCB) programs and services, priority will be given to qualified veterans, qualified spouses of veterans, and eligible foster youth as per Texas Workforce Commission (TWC) Rule 801.31. 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 35-11, "Priority of Service for Eligible Veterans" and WD Letter 43-11, "Priority of Service for Eligible 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 (WIA)

Workforce Solutions of the Coastal Bend shall periodically declare whether WIA Adult funds are limited or sufficient to serve the local area.

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 the 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, Self Attestation Form.

WIA

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If WIA funds are insufficient to meet the anticipated request for services (limited), individuals determined eligible under the "Low Income" category will receive priority for services funded with WIA adult funds.

If the Workforce Development Board has established that funds are sufficient to meet the anticipated request for services (not limited) , 20% of the WIA Adult participants may consist of individuals who are eligible for intensive and training services according to locally defined criteria, but who are **NOT** low-income individuals. Locally defined criteria established are as follows:

- Individuals who are basic skills deficient
- Individuals who are school dropouts
- Individuals who are offenders;
- Individuals with disabilities;
- Individuals who require additional assistance to complete an educational program or to secure and hold employment. (Requires approval of Workforce Career Center management).

Individuals falling within the twenty percent (20%) window must not have an income that is more than two (2) times the Lower Living Standard Income Level based on family size.

V. RELATED POLICY INFORMATION:

Workforce Investment Act of 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

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