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TECHNICAL ASSISTANCE NOTICE #05-1 (revised)

SUBJECT: Additional Guidance Regarding Local Veterans Priority of Service Policies

DATE: February 4, 2005

Please Note: The following technical assistance notice should be viewed as an official state communication from CDLE's Workforce Development Programs Office.

PURPOSE: To provide feedback and guidance resulting from the review of draft local policies addressing veterans priority of service. To establish a **February 25, 2005**, deadline for submission of new or revised local veterans priority of service policies.

BACKGROUND: Policy Guidance Letter (PGL) 04-17-V, Implementing the Veterans' Priority of Service Provisions in Public Law 107-288, required each workforce region to develop a draft local veterans' priority of service policy and submit it to the State by December 15, 2004. Draft policies from five regions were reviewed by State Field Representatives (SFRs), the State Veterans Program Coordinator, and a representative of the State MIS Unit. Individual feedback will be provided by the region's SFR. However, this TAN provides an opportunity to summarize the findings and recommendations of the review group and make them available to all the regions. In addition, front range regions are encouraged to participate in the February 9, 2005, Veterans Priority of Services Meeting, which may identify additional topics that should be included in local policies.

RECOMMENDATIONS: Based on the review group's feedback, the following describes the minimum content needed in each region's local policy to describe its methods of implementing veterans priority of service:

A. Recruitment - Regions need to commit to the following:

1. Inclusion of information regarding veterans priority of service in printed materials targeted to customers and employers
2. Inclusion of information regarding veterans priority of service in presentations made to customers and employers
3. Addition of veterans priority of service information to local web sites
4. Pro-active recruitment of veterans by targeted contact strategies or other strategies, particularly when the region is not in compliance with veterans priority of service performance measures.

B. Awareness – In addition to A.1-4 above, regions need to commit to formal

notification of veterans through the following:

1. Addition of a veterans priority of service rights statement to the complaint procedures provided to a veteran customer; and/or
2. Addition of a veterans priority of service rights statement to the signature portion of the WIA (or other covered) program paper application.
3. Please see the attached examples provided by the Rural Consortium.

C. Intake/Enrollment – In order to utilize the formula in PGL 04-17-V for measuring a region's success in achieving veterans priority of service, regions need to address the following:

1. How it intends to establish an applicant status for those individuals who have applied for a program, but are not yet enrolled
2. At what stage of the intake and assessment process will an individual be placed in applicant status, and at what point will that individual be enrolled in a program. Specifically, what will happen in the group or individual orientation process to achieve applicant status, etc.
3. Once eligibility has been determined for an applicant, what additional assessment factors will be used in making the decision to enroll that individual

Regions should be advised that JobLink allows the user to place an individual in applicant status by not entering the enrollment date. For example, a partial Wagner-Peyser AP screen with no registration date places the person in applicant status for core services. On the WIA program enrollment screen, entry of the program code with no enrollment date also creates an applicant status. Both of these approaches require a minimum of data entry.

D. Contractors – Each region, whether or not they currently have program subcontractors, needs to provide assurances that any contract that is executed with a sub-recipient beginning in PY05 will contain the veterans priority of services requirements from PGL 04-17-V.

E. Measuring, Tracking, Reporting – Regions need to commit to the following:

1. Use of the formula in PGL 04-17-V to track success, or inclusion of a proposal to use a specific alternative to the formula
2. A clear indication of how the region will track the results, including use of the JobLink client characteristics report, or other methods.
3. Inclusion of tracking veterans priority of service in the region's internal monitoring processes
4. Preparation of a quarterly report, which will be submitted to the State Regional Director and the region's SFR. (Specific guidelines for this report will be issued at a later date.)

SFRs will include a discussion of veterans priority of service outcomes in their semi-annual technical assistance reviews and annual compliance monitoring visits.

F. Statewide Activities and Demonstration Grants – The State Veterans Program Coordinator has agreed that the veterans priority of service requirements in PGL 04-17-V will be applied to WIA and Wagner-Peyser discretionary grants beginning in PY05. These grants include services to targeted

client groups such as incumbent workers, offenders, youth, the disabled, limited English proficiency, etc. Regions need to commit to the following as relates to client-centered discretionary grants:

1. That a process to insure veterans priority of service is described in each discretionary grant proposal
2. That projects involving incumbent workers include a description of how the employers will be notified or advised of veterans priority of services requirements

G. Relationship to Adult Priority of Services Policies: Local policies should indicate how the veterans priority of service requirements will impact their adult priority of service policy, and how the adult policy will be modified or incorporated into the Veterans priority of services policy.

H. Effective Dates: Local policies should be implemented for formula programs as soon as final approval is obtained from local workforce investment boards. These policies should apply to statewide activities and demonstration grants that begin July 1, 2005, or later.

ACTION ITEM: Regions who have submitted draft policies are asked to revise their veterans priority of services policies to include all items identified above, and resubmit them **by no later than Friday, February 28, 2005**. Those who have not yet submitted draft policies are also asked to submit policies by **Friday, February 28, 2005**, to their respective SFRs.

Please address any questions you may have to your State Field Representative.