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## DEPARTMENT OF LABOR AND EMPLOYMENT

WORKFORCE DEVELOPMENT PROGRAMS

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### **TECHNICAL ASSISTANCE NOTICE 06-1**

**SUBJECT:** Documenting Veteran Status and Meeting the Veterans Priority of Service Standard for WIA Programs

**DATE:** January 16, 2006

**Please Note: The following technical assistance notice should be viewed as an official state communication from CDLE's Workforce Development Programs Office. The contents of this TAN may be incorporated into future Program Guidance Letters (PGLs) on related subjects.**

#### **PURPOSE:**

- To provide further guidance regarding the requirement to document veteran status for WIA programs (per Data Validation Program Guidance Letter [PGL] 05-15-WIA)
- To provide technical assistance for meeting the veterans priority of service standard for WIA programs (per PGL 04-17-V and TAN 05-1)

### **A. DOCUMENTING VETERAN STATUS FOR WIA PROGRAMS**

#### **1. What documents can be utilized to determine veteran status?**

The US Department of Labor (USDOL) Data Validation Handbook identifies two options for documenting veteran status. They are:

- DD214
- Cross match with veterans' data (Note: This refers to a computer match initiated by the State with a veterans organization. At this time, no such cross match system has been put in place.)

On rare occasions, the veteran may receive a DD215, which is an amendment and/or correction to the DD214. The DD215 should accompany the DD214; however, the DD214 must be used for documenting veteran status.

#### **2. What documentation can be utilized to determine "Other Eligible" status?**

CDLE has asked USDOL's national office for guidance on appropriate documentation for "Other Eligible" individuals. These individuals are spouses of certain types of veterans and members of the armed forces. (See PGL #04-17-V for the complete definition.) When definitive guidance is provided, CDLE will update this TAN with the appropriate information.

### **3. What training is available to assist staff with finding and interpreting documents used to determine veteran status?**

The State Veterans Coordinator, Tim Amthor, has asked the Local Veteran Employment Representatives (LVERs) to make training available to staff involved in the WIA intake and enrollment process. This training will cover how to review the DD214 and DD215 to determine the following:

- The character of the discharge (Honorable, General, Dishonorable, etc.)
- The length of service
- Whether a veteran is disabled
- Whether a veteran is a campaign veteran
- Any other factor that would assist in determining program eligibility or providing better service to veterans

In addition, the LVERs can explain any of the other items on the DD214, any accompanying letters, and the process for ordering a replacement DD214 at the following website:

<http://www.archives.gov/veterans/>

Initial training will be provided during the month of January 2006 and is available by request subsequent to that time.

### **4. Do regions need to obtain documentation of veteran status on currently enrolled veterans?**

Regions are required to obtain documentation on newly enrolled veterans beginning November 2, 2005, the issuance date of PGL 05-15-WIA. Regions are encouraged, but not required, to obtain documentation on veterans enrolled prior to that date.

### **5. What procedures must be followed when a veteran does not have documentation at the time of enrollment?**

Because veteran status is not an eligibility requirement for WIA, enrollment should **not** be delayed if the veteran does not have documentation. The veteran may be temporarily enrolled on the basis of self-attestation, and identified as a veteran in JobLink while the region is waiting for documentation of veteran status to be provided. However, the region must ask the veteran to obtain the paperwork; the region must provide assistance to the veteran to obtain the documentation; and the region is responsible for insuring that the appropriate document is provided and placed in the case file.

In the rare instance that a veteran is unable to obtain documentation of veteran status, the region should ask its LVER/DVOP staff for assistance. However, if no document can be produced after additional help is provided, the region must change the enrollment of the individual to a non-veteran. This is because USDOL guidelines

for WIA case file documentation do not allow self-attestation in lieu of the DD214. Also, in the rare instance that a self-identified veteran would refuse to provide the DD214, the region should work with LVER and DVOP staff to encourage the veteran to comply with the documentation requirement. Again, if this approach is unsuccessful, the region must change the enrollment of the individual to a non-veteran.

## **B. MEETING VETERANS PRIORITY OF SERVICE STANDARDS FOR WIA PROGRAMS**

CDLE has reviewed JobLink Client Characteristics reports for veterans priority of service outcomes and compiled the results to date for PY05. These reports indicate that eight of the nine regions are missing the standard for at least one program, when Trade Adjustment Assistance (TAA) is taken into consideration. To improve the veteran enrollment percentages, all regions need to consider the following action steps:

- Review the local process to identify applicant status and consider putting the veteran in applicant status when the individual demonstrates a level of commitment, not when he/she first states an interest in the WIA program. An example of commitment would be when the individual completes the WIA application and brings in eligibility documents.
- Make follow-up contacts with veterans in applicant status to encourage them to follow through with program enrollment.
- Undertake additional outreach and marketing to veterans including contacting registered UI claimants who are identified as veterans.
- Work cooperatively with Wagner-Peyser, LVER and DVOP staff to encourage additional referrals to the WIA program. Provide training on WIA requirements and keep staff informed when funds are available for additional enrollments.
- Review intake processes to streamline and shorten the time between initial contact and enrollment. Consider reducing the number of required visits to the workforce center before enrollment occurs to avoid a negative impact on the applicant's interest in pursuing WIA services.
- Contact other regions to discuss best practices in achieving veteran priority of service.

The Workforce System Specialists (WSSs) will be reviewing veteran priority of service standards as part of their quarterly progress reviews and compliance monitoring visits. They are also available to provide additional technical assistance as needed and requested.