

Meeting Veterans Priority of Service Standards for WIA Programs

The following action steps are recommended to improve veterans' enrollment percentages:

- Each region is expected to actively participate in the Colorado Veterans Employment and Training (CVET) Committee, to improve veterans' enrollment percentages and share best practices in Priority of Service efforts statewide.
- 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, Regional Veteran's Employment Representatives (RVERs) and Disabled Veterans Outreach Program (DVOP) specialists 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 State Veterans Coordinator and Regional Liaisons can provide further technical assistance as needed.