PRIORITY OF SERVICE FOR VETERANS AND ELIGIBLE SPOUSES

Effective
July 1, 2026

Purpose
To publish guidance for implementation of Priority of Service (POS) to veterans and eligible spouses for all DOL-funded training programs administered through Stark Tuscarawas Workforce Development Board and OhioMeansJobs Centers in Stark and Tuscarawas Counties.

Applies To
1. Stark Tuscarawas Workforce Development Board (STWDB)
2. Workforce Initiative Association (WIA)
3. All Area Subrecipients
4. OhioMeansJobs Stark Tuscarawas Center Partners

References
1. ODJFS WIOAPL 15-20.3 Priority of Service for Veterans and Eligible Spouses
2. Workforce Innovation and Opportunity Act (WIOA)
3. Jobs for Veterans Act, 38 U.S.C. §4215; 20 C.F.R. Part 1010.

Related Documents
1. The JFS 01863 Veteran Questionnaire (or local electronic equivalent)

Background
On November 7, 2002, the Jobs for Veterans Act (JVA), Public Law (P.L.) 107-288 was signed into law. One provision of the JVA, codified at 38 U.S.C. 4215, establishes a priority of service requirement for covered person in qualified job training programs. While recipients of DOL funds for qualified job training programs have been required to provide priority of service since 2002, the publication of 20 C.F.R. Part 1010, Priority of Service for Covered Persons; Final Rule, which took effect on January 19, 2009, signaled that recipients of DOL funds for these job training programs should review and, if necessary, enhance their current policies and procedures to ensure that adequate protocols are in place. Training and Employment Guidance Letter (TEGL) 03-24 updates OhioMeansJobs center staff roles with Jobs for Veterans' Grants (JVSG) and priority of service. It emphasizes statutory duties and describes staffing flexibilities available to meet their responsibilities while maximizing the integration of services and collaboration of partners in the workforce development system and OhioMeansJobs centers.

Definitions

- ***Covered person:*** A veteran or an eligible spouse.

- ***Eligible spouse:*** An individual who is one of the following: 1. The spouse of any person who died of a service-connected disability. 2. The spouse of any member of the Armed Forces serving on active duty who, at the time of application for assistance, is listed in one or more of the following categories and has been so listed for a total of more than 90 days: a. Missing in action; b. Captured in the line of duty by a hostile force; c. Forcibly detained or interned in the line of duty by a foreign government or power for a total of more than 90 days; or d. The spouse of any person who has a total (100%)

disability permanent in nature resulting from a service-connected disability or the spouse of a veteran who died while a disability was so evaluated was in existence.

- ***Family member:*** With respect to an eligible veteran, an individual who: 1. Is a member of the family of the veteran, including: a. A parent; b. A spouse; c. A child; d. A stepfamily member; and e. An extended family member; or 2. Lives with but is not a member of the family of the veteran.

- ***Priority of service:*** With respect to any qualified job training program, a covered person shall be given priority over a non-covered person in obtaining all employment, training, and placement services provided under the program.

- ***Veteran (for priority of service):*** Any person who served at least one day in the active military, naval, air, or space service, and who was discharged or released under conditions other than "dishonorable." Active service includes full-time Federal service in the National Guard or a Reserve component, other than full-time duty for training purposes.

Policy & Procedure

Notification of Priority of Service: STWDB and the OMJ operator will ensure timely and useful notification to covered persons who access services in person or online, including:

1. In-center posters/handouts in visible, accessible areas; inclusion of POS rights in orientations and workshop announcements.
2. Veteran informational screen is displayed through the overhead messaging system on large screens in the Resource Centers daily.
3. Web presence on the local website(s) that provides:
    - Links to OhioMeansVeteranJobs.com, Ohio Department of Veterans Services, U.S. Department of Veterans Affairs, and USDOL JVSG;
    - A narrative describing the State Veterans Program and resources available at OMJ/local area (without DVOP names or direct contact info);
    - Upcoming events (job fairs/hiring events, including veteran-specific);
    - Veteran success stories/testimonials; and
    - A public link to this local POS policy.

Identification at Point of Entry: The local area will identify veterans and eligible spouses at the point of entry (reception, program application, online intake, or other entry method). Staff will ask "Have you ever served in the U.S. military?" and/or "Are you a veteran or eligible spouse?" and inform customers of available programs and POS rights. The JFS 01863 Veteran Questionnaire (or local electronic equivalent) will be used to assess covered status and potential qualifying barriers when considering DVOP referral.

Applying Priority of Service in Service Delivery

1. General Access: Covered persons receive earlier or first access to services and limited resources, consistent with program rules.
2. Labor Exchange/Referrals: OMJ.com functionality identifies veterans; staff provide first consideration for referrals where qualifications are met (POS does not guarantee referral if job requirements are unmet).
3. Workshops/Resource Rooms: When capacity is limited, waitlists and scheduling will reflect POS (e.g., first openings to covered persons). Resource room procedures must ensure earlier/faster access for covered persons while maintaining equitable and ADA-compliant access for all customers.
4. Access to Computers in Resource Room – One workstation is identified in the Resource Room as reserved for covered persons. The computer may be used by the general customer, but they will be

required to move for waiting individuals who identify themselves as a covered person to use during "peak capacity times."

Screening and Referral to JVSG / DVOP Services

1. Screening & Interest: During intake, staff determine covered status and explore qualifying barriers using JFS 01863. Staff confirm customer interest in individualized career services before DVOP referral (some eligible individuals may decline DVOP).
2. Referral & Unavailability: If eligible and interested, staff will refer to DVOP. If a DVOP is unavailable, staff provide appropriate services and/or referrals to satisfy POS, offer appointment options, and document the referral; customers may opt to schedule with DVOP later even if receiving other services.
3. Coordination & Limits: STWDB/OMJ maintains effective linkages with state JVSG staff for two-way referrals documented in Ohio's ARIES case management system. JVSG-funded staff must not perform duties outside role scope (front desk coverage, pre-eligibility services, general event check-in, eligibility determinations for other programs, mixed-audience workshops, event crowd control), except for DVOP-participant-only events.

Documentation, Attestation, Verification, and Privacy

1. Attestation & Privacy: Centers may accept a participant's verbal, written, or electronic confirmation of eligibility status and barriers solely for determining eligibility and prioritization. Participation is voluntary; information is confidential; refusal has no adverse consequences; and information is used only per legal guidelines. (These disclosures mirror JFS 01863.)
2. Verification Timing: Verification is not required at the point of entry unless the individual is immediately undergoing eligibility determination and enrolling in a program that requires verification at that time. Covered persons are enrolled and provided immediate priority, with verification (e.g., DD-214, VA letter/data match) completed prior to individualized or training services where required.
3. Case Management System: Veteran/eligible spouse identifiers, services, referrals, and outcomes will be recorded in ARIES, in accordance with state guidance and TEGL 10-09.

Staff Training and Partner Awareness: The OMJ operator will ensure initial and periodic refresher training for OMJ staff on POS implementation and DVOP referral practices; partner staff at OMJ and other service points will be made aware of POS requirements through meetings, trainings, desk aids, postings/kiosks, and the OMJ MOU process. Training and partner awareness activities will be documented.

Policy Accessibility: Physical copies of this policy are maintained and publicly posted at all service delivery points, including OMJ centers. An electronic version is available on the local area and/or OMJ center website(s).

Monitoring and Oversight: POS implementation is a shared responsibility among the ODJFS program delivery managers, local area (STWDB/OMJ operator), and OMJ center staff. Local monitoring includes reviews of internal policies, procedures, files, and practice. The state's annual monitoring will review local compliance; findings are resolved through the state findings resolution process.

Data Collection and Reporting: The local area ensures complete and accurate entry of veteran/eligible spouse status, services, and outcomes into ARIES, consistent with TEGL 10-09 and state guidance. Data quality checks are part of ongoing local monitoring.

Responsible Party
Assistant Director, Stark Tuscarawas Workforce Development Board

Approving Authority
Executive Director, Stark Tuscarawas Workforce Development Board

Revision History
10-01-2003 | 02-01-2010 | 01-12-2015 | 05-04-2015 | 03-18-2016 | 05-24-2019 | 07-01-2026