



## Veteran's Priority of Service Policy

According to Issuance 10-2016, the law defines "priority of service" as

*"...with respect to any qualified job-training program, that a covered person shall be given priority over nonveterans for the receipt of employment, training, and placement services provided under that program, notwithstanding any other provision of law. Such priority includes giving access to such services to a covered person before a noncovered person or, if resources are limited, giving access to such services to a covered person instead of a non-covered person."*

The Ozark Region follows the Public Law 107-288 and any issuances provided by the State.

## Definitions

A "veteran" is a person who served [at least one day] in the active military, naval, or air service, and who was discharged or released under any condition other than "dishonorable."<sup>5</sup> "Active service" includes full-time service in the National Guard or a Reserve component, other than full-time duty for training purposes.

A "covered person" is also the spouse, widow, or widower of:<sup>6</sup>

- Any veteran who died of a service-connected disability.
- A member of the U.S. Armed Forces on active duty who at the time of the spouse's application has been listed for more than 90 days as:
  - o missing in action; or
  - o captured in the line of duty by a hostile force; or
  - o forcibly detained or interned in the line of duty by a foreign government or power.
- Any living veteran who has a total (100%) disability rating resulting from a service-connected disability.
- Any veteran who died while a total disability was in existence.

## Process

The Ozark Region provides customers the opportunity to self-identify themselves as veterans or covered persons when they enter the Missouri Job Center (MJC). Data is collected during the registration process. Additionally, MJC staff members may also identify an individual as a veteran or covered person during the intake and assessment process.

Overall, the internal communication process in the MJC allows for an effective flow of information and process for referring veterans to on-site veterans' staff. The orientation video, which is made available to all customers, provides information regarding priority of service to veterans. There is also a consistent flow of information to and from businesses regarding opportunities available for veterans and employers alike.

The "veteran hold" placed on job orders for 24 hours, allows veterans opportunity to receive priority access. This allows veterans to view job orders prior to other job seeking candidates.



### Ozark Region

When a customer is identified as a veteran or covered person, they are provided with printed materials that details eligibility for priority of service. Signage is also posted throughout the Resource Room in the MJC to further advise them of their eligibility for priority of service.

The Region also participates in Show-Me Heroes, which is sponsored by the State of Missouri and recognized by employers across the state. It helps subsidize wages for veterans who are transitioning to work after military service. Additionally, it also provides supportive services and employment services, as well as case management and intensive services when appropriate.