



# Guidance

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COMMONWEALTH OF KENTUCKY  
DEPARTMENT OF WORKFORCE INVESTMENT  
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**GUIDANCE NAME:** Guidance for the customer flow and priority of service for Veterans

**Document Number:** 19-001

**Date of Issue:** 1/4/2019

**Effective Date:** 2/1/2019

**Applies /Of Interest to:** KCC Operators, Kentucky Career Center (KCC) Staff and Local Workforce Development Area (LWDA) staff

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**PURPOSE:**

This guidance complements TEGl 19-13 providing a description of the customer flow in a KCC to ensure veterans and eligible military spouses receive appropriate Priority of Service.

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**POLICY:**

The following is the customer flow for servicing veterans:

1. All individuals that enter the Kentucky Career Center (KCC) that self-identify as a veteran, or eligible spouse of a veteran as defined in (38 U.S.C. 4215[a]), are immediately flagged for Priority of Service (POS).

Priority of service means that veterans and eligible spouses are given priority over non-covered persons for the receipt of employment, training, and placement services provided under a qualified job training program. Priority means that veterans and eligible spouses are entitled to precedence over non-covered persons for services.

For instance, if there are other non-veterans waiting in the KCC for the same service that the veteran or eligible spouse is seeking, the veteran or eligible spouse automatically goes to the "front of the line".

2. Should an individual indicate to the receptionist that they are a veteran or eligible spouse of a veteran seeking assistance, the process is as follows:

- a. The veteran, or eligible spouse of a veteran, is placed in the front of the line (Priority of Service) to meet with a KCC employment services case manager for an individual Welcome, Orientation, and Assessment (WOA).
  - b. If no KCC case manager is available, the veteran, or eligible spouse of a veteran, is requested to register in FocusCareer while waiting for the next available KCC case manager.
  - c. During the WOA with the KCC case manager, a Veteran Intake Data Form is completed to determine if the individual qualifies to be seen by the Disabled Veterans' Outreach Program (DVOP) as outlined in VPL 03-14
  - d. If the veteran, or eligible spouse of a veteran, meets the eligibility criteria as outlined in VPL 03-14, the individual is then referred to a DVOP specialist.
3. There are instances when a veteran, or eligible spouse of veteran, enters the KCC and asks to immediately meet with a veteran's representative. The individual will be politely and professionally informed that prior to meeting with program specific staff, such as a veteran's representative, all individuals must first meet with a KCC case manager for an individualized assessment.
  4. Should a veteran, or eligible spouse of a veteran, be referred to a DVOP specialist without completing an individualized assessment with an KCC case manager:
    - a. The DVOP Specialist(s) will not assess the individual and/or plan DVOP services.
    - b. The individual will be introduced to the first available KCC case manager by the DVOP specialist to ensure that the individualized assessment, Veteran Intake Data Form, and prospective referral is completed by the KCC case manager.
    - c. The DVOP specialist(s) will inform the OET Regional Program Manager in writing of the occurrence.

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**REFERENCE: TEGL 19-13; TEN 15-10; VPL 03-14, 04-14, 07-14, 08-14**

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