



**Department of Workforce Services
and
Arkansas Workforce Investment Board Issuance PY 06-06**

From: Artee Williams, Director
Sandra Winston, Executive Director

Date: October 13, 2006

Subject: Priority of Service to Veterans.

1. **Purpose:** To provide guidance to both DWS and WIA offices on providing priority of service to veterans while performing labor exchange activities.
2. **Background:** Title 38 USC Chapter 4215, as well as the Arkansas Workforce Center Certification Criteria 2004, directs that veterans will be given "Priority of Service" within all Department of Labor funded employment and training programs. Historically it has been DWS policy that this is implemented by placing a job order in "Vet Hold" until a search for qualified veterans can be accomplished and referred to the job order first. Once this search is conducted the job order is annotated accordingly and "released" from Vet Hold. It is then subsequently available for referral to the general public.
3. **Information:** With the advent of increasingly sophisticated electronic tools, the existing process of "Vet Hold" runs the risk of delaying the referral process and alienating employers. In order to better serve jobseeker and employers, the policy was reviewed by a team drawn from the field and updated with an eye toward expediting the entire process while still providing priority of service to veterans.
4. **Action Required:** Effective this date, the following policy/procedures will be utilized by both DWS and WIA staff engaged in any labor exchange activity. Specifically, it applies to any and all job orders received or solicited by WIA or DWS. Because it is a labor exchange activity, all Job orders are tied to a specific DWS office in AJL.

Upon receipt of a new job order by a local office, the Job Order will be published and immediately placed into hold status within AJL. All Job Orders received by WIA, or through business outreach efforts, will be posted to AJL expeditiously after coordinating with the closest supporting DWS Vet Rep. Additionally, the individual who publishes the AJL job order will notify the appropriate person (i.e., the local Office Manager, LVER/DVOP, Program Supervisor (or other individual as designated by the Office Manager)) with the authority to release the job order from Vet Hold. WIA generated job orders cannot be released from Vet Hold without the above prior coordination.

The designated staff member will review the job order and at their discretion MAY leave the job order in the Vet Hold status for a period not to exceed eight working hours in order to allow time to notify and refer veterans. Should the Vet Hold Release authority determine that there are no veterans for the job and/or that immediate release from "Hold" status would not adversely affect Veterans' Priority of Service, the job order will be so annotated and released from hold to be published to the general population. .

In order to document and standardize the "release from Veterans' Hold" status, the releasing authority will add a line in the "Staff Notes" block indicating office, date, and Station Desk number of releasing authority.

All offices will regularly monitor their job orders to ensure that none are left in a hold status for an excessive period of time (excessive is beyond 8 working hours). Implementation of these procedures will ensure that our veterans receive the federally mandated priority of service

5. **Inquiries:** Contact the Veterans Program Technician, Rex Platt at (501) 682-1544 (rex.platt@arkansas.gov) or Jim Case, Program Operations Manager, at (501) 682-1893 (jim.case@arkansas.gov).
6. **Expiration Date:** Continuing.