



**State of Tennessee
State Workforce Development Board**

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**State Workforce Board Policy:
Referral Process for Serving Veterans and Other Eligible
Persons by American Job Center Staff**

Effective Date: February 28, 2025

Expiration Date: Automatic Annual Renewal

I. Purpose

The purpose of this policy is to provide guidance regarding referral of services to veterans and other eligible persons, including eligible spouses, widows, and widowers, throughout the One-Stop Center network.

II. Background

JVSG program legislation requires that JVSG staff be integrated in states' workforce delivery systems, and WIOA includes JVSG as a required partner program. Cross-program collaboration and integration leads to the most effective and efficient service delivery to both jobseekers and employers.

Veterans and other eligible persons receive Priority of Service (POS) for qualifying employment and training programs throughout Tennessee's One-Stop System.¹ It is the responsibility of the state workforce system to establish processes to ensure veterans and eligible individuals are identified at the point of entry and given an opportunity to take full advantage of priority of service. The purpose of these processes is to ensure that veterans and other covered persons are aware of their entitlement to priority of service, the full array of employment,

¹ 38 USC Section 4215; 20 CFR Part 1010; 20 CFR Part 680.650

For definition of qualifying employment and training program see 20 CFR 1010.110.

training, and placement services available under priority of service, and any applicable eligibility requirements for those programs and/or services.

This policy differentiates US Department of Labor Priority of Service from WIOA Priority of Service, as required by the US Department of Labor. For more information on WIOA Priority of Service, please see Workforce Services Policy- Priority of Services for Adults, Veterans, and Eligible Spouses.

III. One-Stop Center Staff Services to Veterans

One-Stop Center intake staff determine the needs of incoming customers, screen for eligibility, and refer to appropriate program staff for services. Intake staff must refer veterans—and covered persons who are not eligible for, or who do not want or need, Disabled Veteran Outreach Program (DVOP) specialist services to other workforce programs, as appropriate. POS is the responsibility of each staff member within the one-stop center.

IV. Screening and Referring Customers

Prior to referring a customer to a DVOP specialist, intake staff must:

- Determine whether a customer meets eligibility criteria²
- Affirm the customer's interest in receiving one or more DVOP-provided individualized career services

If a DVOP specialist is not immediately available³ staff should provide appropriate services and referrals to meet the needs of the individual and to satisfy priority of service requirements.⁴ One-Stop Centers will use the state's online system to screen customers for eligibility for DVOP services and to refer those who are eligible.

V. References

- A. TEGL 10-09, Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in whole or in part by the U.S. Department of Labor (DOL), dated November 10, 2009
- B. TEGL 07-09, Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in Whole or in Part by the U.S. Department of Labor, dated November 10, 2009
- C. Workforce Services Policy - Priority of Service for Adults, Veterans, and Eligible Spouses

² Eligibility criteria described in Section VI.A of VPL 05-24 and TEGL 03-24, Section f.

³ For information on what is considered "unavailable" see TEGL 03-24.

⁴ For priority of service requirements see VPL 07-09 and TEGL 10-09.

VI. Automatic Annual Renewal

All policies approved by the State Workforce Development Board will be automatically renewed, on an annual basis, July 1 of every year. A list of policies that will be automatically renewed are submitted to the State Workforce Development Board during the meeting prior to July 1 every year. If a policy requires any type of substantial change, the policy will be resubmitted to the State Workforce Development Board for a new approval and will not be subject to the annual renewal process.

Contact

For any questions related to this policy, please contact the State Workforce Development Board at Workforce.Board@tn.gov.



Tim Berry, State Workforce Development Board Chair