

EASTERN WASHINGTON PARTNERSHIP WORKFORCE DEVELOPMENT COUNCIL

LOCAL OPERATIONS PLAN MODIFICATION

SECTION I PLAN MODIFICATION PROCESS

A. Describe the process used in developing this plan modification

The plan is developed by the Workforce Development Council (WDC) staff in consultation with the WDC members, the Employment Security's Area Director, and the WorkSource partner organizations. Local review partners included representatives from the Department of Vocational Rehabilitation, DSHS, the Institute for Extended Learning, Walla Walla Community College, Career Path Services, AARP, Blue Mt. Action Council, Rural Resources, economic development councils in the nine-county region, and K-12 representatives. These reviewers included representatives of targeted populations such as people with disabilities, the low-income population, veterans, and youths. The public review period was from October 28, 2010 through December 28, 2010. It provided the opportunity for interested parties to comment on the document. Public notification of the availability of the plan was published in the Chewelah Independent on November 4, 2010. The modification is posted on the Eastern Washington Partnership WDC web site www.ewpartnership.org.

SECTION II ADMINISTRATION

A. Workforce Development Council

1. Briefly describe the roles and authorizing relationships between the Council, the Local Elected Officials, and the administrative entity

The Eastern Washington Partnership Workforce Development Council is a policy board that was created as a result of the Workforce Investment Act. It operates in conjunction with the Regional Board of County Commissioners which is composed of nine county commissioners, one from each of the nine counties in the workforce development area. The nine counties implemented an intergovernmental agreement that defines the Regional Board's organizational structure, its roles and responsibilities, and its legal obligations. The Regional Board authorized the creation of the Eastern Washington Partnership Workforce Development Council (WDC). It has the responsibility for appointing members to the WDC. The WDC provides leadership and oversight to the WorkSource delivery system based on the new state system policy direction.

The WDC and the Regional Board implemented a Partnership Agreement that defines the procedures for developing and monitoring the local workforce investment plan. It also defines the parameters for jointly selecting a grant recipient and administrative entity.

The WDC and Regional Board agreed to select Rural Resources Community Action as the administrative entity and grant recipient. In that role Rural Resources receives funds on behalf of the WDC and Local Elected Officials. It develops contract agreements with the WDC's service

providers. It assists the WDC in developing policies and assures that the policies are implemented as required. It provides monitoring of the WDC's subcontractors. It also staff the Council's committees and arranges the venue and meeting materials for the WDC's meetings.

The various relationships and designations were developed according to the sections of the Workforce Investment Act and its accompanying regulations.

2. Workforce Development Council Business Membership

a) Recruitment of individuals who are owners, chief executive officers, chief operating officers, or other individuals with optimum policymaking or hiring authority

As vacancies occur on the WDC, the Regional Board and the WDC follow the federal requirements and the Washington State Council certification requirements as they seek to recruit new members. Individuals are sought who are Chief Executive Officers, Chief Operating Officers, or individuals who have optimum hiring or policy-making authority on behalf of the company. Another important consideration is to identify individuals who are very interested in workforce development and who will commit the time that is necessary to actively participate on the Council.

b) List the key economic sectors currently represented on the WDC.

WIA requires WDCs to recruit members that represent businesses with employment opportunities that reflect the employment opportunities of the area. This is always a key consideration for the Council as private sector positions become open. The local workforce development area is rural and very large, geographically. Business members on the WDC represent companies involved in finance, healthcare, a utility, construction, mining, agriculture, retail, and legal services. The members reflect the cross-section of important business sectors across the nine counties that offer employment opportunities.

The manufacturing sector is not currently represented on the WDC. It has consistently been represented on the Council over the years but a manufacturing member recently resigned and was replaced by a person from the agricultural services and products sector. The WDC will likely consider recruiting from the manufacturing sector as a new position opens up.

The WDC and Regional Board are always seeking members from companies that are successful and are regarded in their communities as having good business practices.

3. Workforce Development Council Member Diversity

a) Maintaining Diversity on the WDC

The WDC has a focus on retaining a diverse membership. It is a definite consideration as openings occur and new members are recruited. The Association of Washington Business, local chambers, economic development councils, the Department of Vocational Rehabilitation and

community-based organizations can assist the WDC in identifying interested individuals that represent the diversity of the community at large.

b) Engagement of community members, including women, people of color, and individuals with disabilities in the work of the WDC

The actual membership of the Council is an important first step in ensuring that community members and advocates have input to the Council. The active participation of a diverse membership provides the opportunity for various perspectives to be brought forward. Community-based organizations are represented both on the Council and the Youth Council, and they offer local community perspectives. Likewise, the Department of Vocational Rehabilitation and the Department of Social and Health Services represent the interests of the population and communities they serve. The WDC strategic plan is widely distributed for comment prior to its issuance, and public meetings are held to provide opportunity for feedback from community members and advocacy groups.

The WDC members and the staff participate in numerous community groups and forums throughout the year that help to broaden the Council's awareness of local community interests.

B. One-Stop System Oversight

1. Discuss local integration efforts in your area as they relate to the new WorkSource Service Delivery System policies that became effective July 1, 2010.

Employment Security has issued a series of WorkSource Service Delivery System policies that are intended to increase the integration of services across the workforce delivery area. Representatives of the WDC, Regional Board, one-stop operators, Employment Security staff, and contractors have been involved in the process of policy review and developing local procedures written in response to the state policies. The WDC's current operations plan has stressed system integration since inception. Sections II.3 and II.4 of that plan directly address integration of services for business customers and job seekers, respectively. New policies that relate to coordinated business services, customer assessments, and priority of services for veterans clearly identify system-wide expectations for customer service. The area's WorkSource partners have a strong foundation in delivering these services in a consistent manner and will continue to do so as the new policies are implemented.

The one-stop operators have implemented the steps that are required in the state's front end policy. The WDC has approved the partnership's business services plan which is being implemented. The skills/employment services piece is in the process of being fully developed. Assessments such as CASAS, ProveIt!, Key Train etc. are currently being used. The procedures for training staff to administer and interpret assessment results is being developed to assure that customers are getting the full benefits of the available assessments.

2. Describe how the WDC is providing oversight of the implementation of local system integration policies.

In addition to making provider staff aware of new state and local policies and procedures, WDC staff, in partnership with ESD leadership, will assist in developing desk aids and offering trainings that will assist WorkSource staff in implementing the new policies. They will provide the information that staff needs to carry out a procedure. One example is a reference chart listing contacts for customer complaints. WDC staff will incorporate the WorkSource policy checklists into the monitoring forms it uses to assure that staff has the tools and knowledge necessary to implement the policies. Technical assistance will be offered if necessary.

The WDC will set targets for the various policies that require them. Outcomes will be measured against the targets and will be reported out by the one-stop operators to the WDC's Quality Assurance Committee. This committee then reports the results out to the entire WDC at its regularly scheduled meetings.

3. What tools can the state WorkSource Standards and Integration Division provide to assist you with the oversight process?

The WDC staff and service providers can benefit from the sharing of any oversight (monitoring) tools that have been developed at the state level. Likewise, WSID can share any best practices they come across as they review the work of other WDCs.

4. Per TEGL 10-09, Page 3, Item 5, attach local policy and procedure implementing priority of service for the local One-Stop career centers.

The WDC's local policy #207 is attached. It assures that processes are in place to ensure that veterans and eligible spouses are identified at the point of entry and given an opportunity to take advantage of their priority for WorkSource services.

SECTION III LOCAL WORKSOURCE SYSTEM

A. Provision of Core Services

1. Describe how core services are provided to job seekers

Core services for most job seekers begin with a front-end assessment. Individuals are screened for their veteran's status (for priority of services) and are provided with the WorkSource menu of services. Customer information is collected to create a basic registration in the SKIES system, and customers are engaged into the tiered customer flow model. An initial assessment is completed and recorded in SKIES. An initial assessment typically leads to the introduction of additional services and exploration of the potential need for intensive or training services. Core services that may be provided at this point include:

- Eligibility determination
- Outreach, intake, and orientation to the information and other services available through the one-stop delivery system
- Initial assessment of skill levels, aptitudes, abilities, and support service needs
- Job search, referral and placement assistance

- Provision of labor market information (e.g., job vacancy listings, information on job skills required; information on demand occupations)
- Provision of information on training / retraining opportunities including financial aid assistance, and program cost and performance information from eligible training providers
- Provision of information on the availability of support services, including child care and transportation, and referral to such services
- Provision of information regarding filing for unemployment compensation

2. Describe how core services are delivered to employers

The WorkSource Business Services Team (BST) develops the plan that identifies the roles, responsibilities and implementation strategies for providing services to businesses in the workforce development area (WDA). These services are delivered using various methods depending on the needs and requirements of the businesses. The BST identifies which member will be the primary contact for an employer. That person will make an in-person contact with an employer as appropriate and will have the main responsibility for assuring that the business has information about all of the business services that WorkSource can offer.

Delivery of core services is dependent upon the needs and location of a business. The size of the WDA is such that at times it is necessary to provide services at the business site because its location is quite distant from a WorkSource office. On the other hand, businesses that are closer to WorkSource sites can utilize space at those offices to conduct interviews and administer tests to potential employees. Job orders can be taken in-person at the business site or over the phone depending on the preference of the business. Businesses can also get assistance from WorkSource staff in learning how to post a position at Go2WorkSource.com

Staff can assist employers by providing labor market information that helps them develop job descriptions, wage and benefits information, identification of necessary skills, etc. They can also help an employer identify a job seeker's transferable skills as well as the skills he/she may be lacking for the purpose of developing on-the-job training contracts.

A significant service for businesses is the screening and referral of job applicants. Job seekers are screened for referral to available jobs based on the defined requirements of the listing employer. Staff reviews the job seeker's work history, skills, knowledge and abilities in relation to the requirements of the job order prior to determining if the customer will receive a referral. Customers who meet the requirements of the job order are advised of the application process and referred on the job order listed in SKIES. The customer is also advised of any additional pre-screening steps (assessments, skills testing, application / resume submission requirements, etc.) and scheduled to participate in any activities that are required as part of the application process.

Staff conducts career fairs, assists employers with special hiring events and uses the local media to advertise WorkSource services. Staff meets with human resource personnel from various companies to learn about upcoming hiring opportunities, to discuss workforce development issues, and to keep the companies abreast of training opportunities. Staff also provides businesses with information about retraining and incumbent worker training programs and can direct them to other business information sources (i.e., unemployment insurance, tax, fair labor standards, tax incentives and

tax credits, WARN notifications, etc.). They also provide information and referral regarding business closures or restructuring.

B. Intensive and Training Services for Adults and Dislocated Workers

1. Describe the coordinated approaches used by local partners in providing WIA intensive services, other than training, to adults and dislocated workers.

The WorkSource Centers use a customer flow model that leads customers from the initial services to the desk-side (intensive) services in an integrated manner. The front-end assessment can help to identify target populations (veterans, UI claimants, TANF recipients, individuals with disabilities, etc). Depending on their needs, referrals to various program counselors (including the WIA dislocated worker and adult program staff) may occur. Some of the customers may only be interested in job referrals when they first come into a WorkSource site. If those customers are unsuccessful in becoming employed after applying for available jobs, they may be referred to the appropriate program staff to receive intensive services. Such services can include:

- Comprehensive and specialized assessments to determine skill levels and service needs
- In-depth evaluations by staff to identify barriers to employment and to develop employment plans
- Individual career planning and counseling
- Case management
- Short-term pre-vocational services including helping jobseekers to develop the various skills that will prepare them to successfully seek, obtain, and retain unsubsidized jobs
- Basic skills and English as a second language training and GED preparation

WIA I-B counselors coordinate with other WorkSource partners to deliver intensive services. Various providers may offer specialized assessments (Key Train, Prove-It, CASAS) that can assist the WIA I-B counselors in providing services. They may share customers with the literacy program, WorkFirst, or the Department of Vocational Rehabilitation in the provision of intensive services.

2. Describe how ITA resources are leveraged with other resources, such as 5809, Pell Grants, Governor's 10 percent, Worker Retraining, etc.

Individual Training Accounts are leveraged with whatever other sources of funding are available to help individuals pay for their training. Participants must document that they have applied for financial aid through Pell prior to being issued an ITA. Resources from other programs such as WorkFirst, the Veterans program, Worker Retraining, Trade Act Assistance, Migrant and Seasonal Farmworkers, and the Department of Vocational Rehabilitation (DVR), ARRA and the 5809 program are leveraged as possible. A budget is developed to determine how much assistance the individual will need in order to engage in the training. The ITA is subject to the dollar limits described in the WDC ITA Policy.

Individuals may be co-enrolled in Trade Act or Worker Retraining that can help to fund the training program. Participants enrolled in contract training funded with 5809 monies might also be able to build on that training with additional vocational training funded through an ITA. In any case, WIA service providers work closely with other WorkSource partner programs to access the mix of resources that are necessary for individuals to successfully complete a training program. Community-based organizations can also provide support services such as energy assistance, food and housing assistance.

3. Describe the use of On-the-Job Training (OJT) in your area. With respect to training strategies, is your area anticipating a new or increased approach to the use of OJT?

OJT has proven to be very effective in many parts of the workforce development area because several counties have a scarcity of formal vocational training programs. Service providers have established working relationships with employers throughout the area that are willing to provide OJT for new employees and have the capacity to provide it effectively.

Customer skill gaps are determined using a combination of methods, including but not limited to, one-on-one interview with the participant, analysis of prior work history and job functions, and the administration of assessment tools. The employer and the career counselor develop a training plan that identifies the specific skills that need to be developed and an agreed upon training period. The employer must agree to evaluate the trainee during that period, work with the counselor and trainee if problems arise, and to retain the trainee as a regular employee at the end of a successful training period.

Service providers anticipate increasing the use of OJT by increasing the outreach efforts to businesses in the region. The WDC is receiving National Emergency Grant funds that are targeted for OJTs throughout the WDA. These funds will help to expand the number of OJT slots in the area. The Business Services Team is also anticipating a greater number of OJT placements using WIA formula funds as it increases its one-on-one contacts with businesses throughout the region.

SECTION IV IMPACT OF PY10 ALLOCATIONS AND FULL EXPENDITURE OF ARRA RESOURCES

Describe the anticipated impact the full expenditure of ARRA resources will have on your local Workforce Development area, and options being explored to lessen the impact on local programs and services to job seekers and employers.

A significant amount of the ARRA funds was spent on purchasing cohort training from Walla Walla Community College and the Institute for Extended Learning. This helped the WDC to earn some of the Governor's 10% ARRA funds as well as 5809 funds. The addition of these funds has helped to mitigate the fact that the initial ARRA funds are fully expended. Once the 5809 and Governor's ARRA 10% funds are expended, the WDC will not be able to fund additional cohort training with its WIA formula funds. There will be approximately fifteen ARRA dislocated worker participants who will be co-enrolled in WIA in order to complete their

employment plans. Seven of them may need WIA financial assistance in order to complete their vocational training.

The National Emergency Grant funding is helping to offset the loss of the ARRA funds. Likewise, it is anticipated that the Governor may designate some of the PY 10 WIA 10% funds for local training. If the WDC is successful in securing some of these funds, they will help to offset the loss of ARRA funds.

SECTION V MANAGING PERFORMANCE

Measures and Reporting

A. Describe plans to achieve the goals of the common and core measures. Include planned approaches or strategies to implement common measures through individual programs and integrated activities leading to enhanced performance.

All WorkSource partner programs have goals that are set out in their plans. With the implementation of the common measures and continuation of the state core measures, it is important for staff to understand the shared role that each may have in the outcomes of the various programs. The Workforce Board, Employment Security and the WDC will need to produce the data that can inform the WorkSource partners about these outcomes. Such reports will be reviewed by the WorkSource leadership team and the one-stop operators to determine strategies and integrated activities leading to enhanced performance. Such activities may include staff training regarding the common and core measures, staff meetings to share results and review progress, and reviews of strategies for both business and job seeker strategies to determine what is working well and what areas need to be improved.

B Describe the role of the local Board in performance oversight and review.

The WDC has a Quality Assurance Committee that has a specific responsibility for providing performance oversight and review. The Committee meets prior to each WDC meeting and reviews the performance data that is provided by the one-stop operators. Graphs and charts are reviewed and any areas of concern are noted along with what steps are being taken to address the concerns. The committee is also informed of the various successes. Minutes of these meetings are e-mailed to all WDC members prior to the WDC meeting. The Quality Assurance Committee then reports out to the Council at each of the regular meetings.

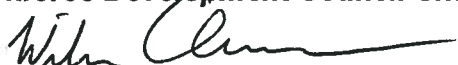
Plan Signatures

This Local Operations Plan is for the period of January 1, 2011 through June 30, 2011 in accordance with the provisions of the Workforce Investment Act Title-I-B and the Wagner-Peyser Act (as amended by Title-III of WIA).

We certify that the agencies and officials below have been designated to represent the Workforce Development Area and the Employment Security Department in the capacities indicated for the Workforce Investment Act, Title-I, and Wagner-Peyser Act grant programs. Subsequent changes in the designation of these officials will be provided to the WIA Administrative Section of the Employment Security Department when they occur.

We further certify that we will operate our Workforce Investment Act and Wagner-Peyser Act programs in accordance with this Plan, the assurances herein, and applicable federal, state and local laws, regulations, and policies.

Workforce Development Council Chair



Signature

William Clemens

Name (printed or typed)


Council Chair

Title (Council Chair)

1-19-11

Date

Chief Elected Official(s)



Signature

Dean Burton

Name (printed or typed)


Chief Local Elected Official

Title (Chief Local Elected Official)

01-15-2011

Date

Local Wagner-Peyser Representative



Signature

Jennie Weber

Name (printed or typed)

WorkSource Area Director

Title: (WorkSource Area Director)

1/19/2011

Date

State Wagner-Peyser Representative

Signature

Name (printed or typed)

Title: (Assistant Commissioner)
Employment and Career Development Division

Date

LOCAL AREA PROFILE
Eastern Washington Partnership Workforce Development Council

County or Counties Served: Asotin, Columbia, Ferry, Garfield, Lincoln, Pend Oreille, Stevens, Walla Walla, and Whitman

ONE-STOP SYSTEM

Operator(s) If an operator is a partnership, indicate the entities in the partnership.

Role of Operator (for each entity listed as an operator)

Employment Security- Overall program operations for WorkSource
Rural Resources Community Action: Overall administrative operator for the WDC including grant recipient and administrative entity

WorkSource Sites and Managing Organization(s)

Indicate the name of the site and identify the management position(s) at the site. Include positions such as One-Stop Center Operator, Site Administrator (not a designated One-Stop operator). Site Manager(s), Facility Manager(s) as locally defined.

- | | |
|--------------------------------------|----------------------------|
| • WorkSource Center(s) | Site Manager(s) |
| WorkSource Walla Walla | Doug Loney |
| WorkSource Colville | Rod Van Alyne/Kerry Burkey |
| • Affiliates | |
| Blue Mt. Action Council | Kathy Covey |
| Rural Resources | Rod Van Alyne |
| Walla Walla Community College | Clint Gabbard |
| Pullman WorkSource | Myrna Haring |
| • Other sites certified by the Board | |

WIA Service Providers

- Youth- Blue Mt. Action Council, Rural Resources Community Action
- Adult- Blue Mt. Action Council, Rural resources Community Action
- Dislocated Worker- Employment Security

EASTERN WASHINGTON PARTNERSHIP

WORKFORCE DEVELOPMENT COUNCIL

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Serving the Counties of

Asotin • Columbia • Ferry • Garfield • Lincoln • Pend Oreille • Stevens • Walla Walla • Whitman

WDC Policy #: 207
Effective Date: 12/01/03
Revision Date: 12/10/09

SUBJECT Jobs for Veterans Act Priority of Services

PURPOSE

This document provides policy for WDC service providers regarding priority of service for veterans and eligible spouses. The policy applies to all WIA Title I funded programs e.g. adult, youth, dislocated workers, 10% funded projects, and National Emergency Grant (NEG).

On December 19, 2008, the Department of Labor (DOL) issued new regulations (20 CFR 1010) implementing the Jobs for Veterans Act (JVA 2002) and the Veterans' Benefits, Health Care, and Information Technology Act (2006). The regulations went into effect on January 19, 2009 and do three basic things:

1. Set forth requirements for each "qualified" program to provide priority of service for veterans and eligible spouses and require all grantees to have policies providing priority of service whether provided on-line or in-person;
2. Require that, for purposes of implementing priority of service, the broad definition of "veteran" meaning a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable be used (38 U.S.C. 101(2)0); and
3. Add new requirements related to persons who physically access service delivery points or who access virtual service delivery programs on websites (See 20 CFR 1010.300):
 - Applicants to any "qualified" DOL programs and services must be able to learn about priority of service and to indicate whether they think they are entitled;
 - Program staff must initiate data collection for any person claiming priority at point of entry; and
 - Applicants claiming entitlement must be given the menu of programs and services to which the entitlement applies, and any additional program eligibility requirements.

POLICY

For purposes of this policy, the term ‘veterans priority of service’ means that a covered person shall be given priority over non-veterans for the receipt of employment, training, and placement services provided under that program, notwithstanding any other provision of law. Note: This does not mean that the veteran or spouse is given “bumping rights” over others who are already enrolled and/or receiving services.

Veterans and other covered persons must first meet the WIA program’s eligibility requirements. A covered person who is determined eligible for WIA services shall receive priority over non-veterans, except for the priority of service established by law for the WIA adult program. Within WIA Title I-B, the adult program is the only program to have a priority provision established by law, and therefore is considered a mandatory priority. Veterans are to be served within the context of giving priority to public assistance and low-income persons for intensive and training services. Refer to Policy No. 3640, Revision 1: “Eligibility and Priority for Services for the WIA Title I-B Adult Employment and Training” for more specific guidance and requirements for veterans priority of service under the WIA Adult program.

Other targeting provisions for any WIA Title I funded programs, whether established by the Governor or by regulation (but not by law) are considered discretionary or optional priorities. In these cases, veterans would receive priority in advance of the opportunities and services provided to the “targeted” population group.

The veterans’ priority is not intended to displace the core function of the WIA program. The exact manner in which the veterans priority will be applied may vary depending upon the construct of the program and the services offered. In a sequential service delivery model, when services are limited due to available funding, priority of services should be applied. For example, if there was only sufficient money to provide services to one individual and a veteran is in the pool, the veteran must receive priority.

Program Operational Requirements

Service providers must implement processes for the “qualified” programs they administer to allow applicants who physically or virtually access services to learn of veterans’ priority and to indicate whether or not they are entitled to priority. Timely and useful information must be provided at the point of entry, which includes reception at a WorkSource Center, on-line access, group orientations or any other method by which veterans and eligible spouses express an interest in receiving services. Programs should begin data collection at the point at which applicants indicate entitlement, although there is no requirement to verify the applicants’ claims. In addition to allowing applicants to claim entitlement to priority, applicants claiming priority are to be given a menu of programs and services to which the entitlement applies, and eligibility requirements for those programs.

Training

All front line staff in WorkSource Centers and affiliate sites must receive training on priority of service and its documentation, as well as, information on qualified programs to which the priority applies.

Notification

All applicants must be made aware of priority of service and given the opportunity to claim entitlement. If claiming entitlement, then the applicants must be given the menu of programs and services to which the priority applies. This must be done at first contact with any program or service (whether physical or virtual) funded by DOL.

Data Collection

Service providers and staff must collect, report, and retain the required data elements for covered persons when enrolling persons into the WIA Title I program regardless of the numbers of covered persons served. "Qualified" programs do not have to verify the status of an individual as a veteran or eligible spouse at the point of entry unless they immediately undergo eligibility determination and enrollment into the program (20 CFR 1010.300(a)). Data records and reports on covered participants and entrants are available at the local level and reported in SKIES.

DEFINITIONS

Qualified Job Training Program means any program or service for workforce preparation, development, or delivery that is directly funded, in whole or in part, by the Department of Labor.

Covered Persons means veterans or their eligible spouses.

Covered Entrants are covered persons who have entered a program or are receiving services.

Veteran means a person who was in active military service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2). Active service also includes full-time duty in the National Guard or a Reserve component, other than full time duty for training purposes.

Eligible Spouse as defined in section 2(a) of JVA (38 U.S.C. 4215(a)) means the spouse of any of the following:

- (1) Any veteran who died of service-connected disability;
- (2) Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days: (i) Missing in action; (ii) captured in line of duty by a hostile force; or (iii) forcibly detained or interned in line of duty by a foreign government or power;

- (3) Any veteran who has a total disability resulting from a service connected disability, as evaluated by the Department of Veterans Affairs;
- (4) Any veteran who dies while a disability, as indicated in paragraph (3) of this section, was in existence.

REFERENCES:

Jobs for Veterans Act, Public Law 107-288 (Nov. 7, 2002)

Training and Employment Guidance Letter (TEGL) No. 05-03 (Sept. 2003)

Veterans' Benefits, Health Care, and Information Technology Act (Public Law 109-461) (Dec. 22, 2006)

Priority of Service for Covered Persons (20 CFR 1010) Issued: Dec. 19, 2008; Effective Jan. 19, 2009

Washington State WorkSource System Policy Number 1009, Priority of Service for Veterans and Eligible Spouses

Washington State WorkSource System Policy Number 1009, Revision 1, Priority of Service for Veterans and Eligible Spouses, December 21, 2009

Training and Guidance Letter (TEGL) 10-09 (Nov. 10, 2009)

Veterans' Program Letter (VPL) No. 07-09 (Nov. 10, 2009)

Website: <http://www.wa.gov/esd/policies/systems.htm>