SMART Workforce Center
Veteran Priority of Service
Policy

SMART Workforce Center will follow NoRTEC's WIOA Adult and Dislocated Worker Programs Policy, which establishes Priority of Services for these program. To ensure SMART is identifying participants which meet the priority of service criteria SMART will follow the process listed below.

SMART's America's Job Centers of California (AJCC) will have posters that encourage veterans and their eligible spouses to inquire about priority of services. These posters are to be strategically placed in public viewing areas within the AJCC in locations that have high visibility for all visitors that come into the AJCC.

When a new visitor checks in to the AJCC, SMART will request they complete an assessment form. The visitor has the option to decline to complete the form and they will still have access to self-service activities in the AJCC. This form will have a question that asks about past military service for the individual and their spouse. If the answer indicates the individual may be a priority of service as a veteran or eligible spouse, a SMART staff member will meet with the individual to further explain priority of services and the services that SMART has to offer, including basic career services, individualized career services and training services. During this in-depth interview and assessment process, if the individual expresses they are interested in enrolled services they will be referred to a Career Advisor for further assessment to make the determination if they meet the criteria of priority of services. Documentation to show proof of priority of service will not be required until the Career Advisor completes this assessment and is gathering eligibility documentation for the intake process.

If the individual is eligible and suitable to continue with enrolled services, SMART will assist the individual immediately. If SMART is not able to provide enrolled services immediately, a waitlist will be established. This waitlist will have information that indicates if the participant may meet veteran priority of service or other priority of service populations as outlined in categories 1-4 listed below.

1. Veterans and eligible spouses (also known as "covered persons") who meet the mandatory priorities (public assistance recipient, other low-income individuals, and individuals who are basic skills deficient) must receive the highest level of priority for WIOA programs and services.

2. Non-covered persons who are part the Adult program's priority of service groups (public assistance recipients, other low income individuals, and individuals who are basic skills deficient) receive the second level of priority for WIOA programs and services.

3. Veterans and eligible spouses ("covered persons") who are not public assistance recipients, low income, or basic skills deficient, receive the third level of priority for WIOA programs and services.

4. Non-covered persons who are not part of the Adult program's priority of service groups (public assistance recipients, other low income individuals, and individuals who are basic skills deficient) receive the fourth level of priority for WIOA programs and services.

When contacting waitlist individuals, those that meet priority 1 will be given first consideration, priority 2 second consideration and so on.

Partner agencies can complete an online referral for individuals they want to refer to SMART services. The online referral form will have a question that asks about past military service for the individual and their spouse. When SMART receives a referral that indicates the participant may be a veteran priority of service, a SMART staff member will get in contact with the referred individual to discuss priority of service and follow the same step outlined above for walk in visitors.

This policy will be posted on SMART's website where the public can access the information. It will also be posted to the SMART intranet. All SMART staff will have access to this policy. If a customer requests a hard copy of the policy SMART will print out the policy and provide it to them.