



TWS 09-06

May 4, 2009

To: All Contractors
From: Rodney Bradshaw
Mike Temple
Subject: Priority for Veterans

Purpose

Issue guidance on priority in service for eligible veterans

Background

We always work diligently to give each of our customers the service she wants for a successful work life.

We want to make sure that military families know what resources we have to help them and that they know we put them at the top of the list for our financial aid.

We are revising some of our office processes to make sure we notify veterans and their spouses of our service and their priority.

New Procedures

- To encourage veterans to let us know who they are, we're installing large, standing posters at the entry way of each office.
 - We do not ask every customer to tell us if she or he is a veteran or a spouse of a veteran.
- When a customer does say she is a veteran, as with every customer, the Greeter gives her the service she requests or takes her to the first available staff member for that service.
 - The Greeter also gives a customer who identifies him or herself as a veteran or veteran's spouse our information card on preference.
- When a veteran or veteran's spouse tells us she wants an expanded service or financial aid, she must sign our addendum, which attests to and documents her status as an "eligible veteran" or a "federal qualified spouse".
 - We have a new addendum with a second page for veterans. It is attached to this issuance and is available through <http://wrksolutions.com> at the Basic Service

section of Policies and Procedures in Staff Resources. Instructions for using the addendum are also on the web. New applications with updated addendum are in the COIN.

- If there is no financial aid application, file the completed addendum as usual.
 - If there is a financial aid application, keep a completed addendum attesting to veteran status in the file with the financial aid application.
 - Mark the customer veteran status in TWIST.
- The veteran or qualified spouse must check the appropriate boxes on the addendum and sign the form to receive priority. The veteran or qualified spouse does not have to provide other documents to be eligible for the service priority.
 - A veteran must still meet funding stream eligibility requirements. When the resources for financial aid are limited, veterans receive them before other customers.
 - The payment office will keep a list of customers waiting for financial aid if we do not have enough money for scholarships, child care financial aid or other funds. The payment office will make sure veterans are at the top of the list.

Remember!

- Make sure our new poster is prominently displayed at the front of your office.
- Give a customer who tells you he is a veteran (or a spouse of a veteran) our information card on veteran's priority as you help him get the service he wants today.
- Make sure you have a completed addendum documenting status if the veteran wants an expanded service or financial aid.

Posters and Information Cards

The new posters and information cards will be ready for you to pick up and use after May 7, 2009.

Action Required

1. Please make sure all staff at every level are aware of the information provided here.
2. Make sure the veteran posters are at the office entry and that someone is responsible for making sure they are always well maintained.
3. Make sure all staff know the new procedures for veteran priority and that they apply them.
4. Use the new addendum immediately.

Questions

Staff should first ask questions of their managers or supervisors. Direct questions for Board staff to the staff web Q&A at <http://wrksolutions.com> in the Staff Resources/Policies and Procedures section .

The revised Work Addendum and Work Addendum Instructions are also available online at <http://wrksolutions.com> in Staff Resources/Policies and Procedures under the Basic Service section.

Attachments

1. Revised Work Addendum
2. Revised Work Addendum Instructions
3. Picture of poster
4. Picture of information card