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# WIOA Adult Program Priority of Service

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## PURPOSE

This policy provides guidance and establishes the procedures regarding Priority of Service for recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient served with Workforce Innovation and Opportunity Act (WIOA) Adult funds.

## BACKGROUND

The Workforce Investment Act (WIA) required that if funds allocated to a Local Area for adult employment and training activities were limited, priority of service was to be provided to recipients of public assistance and other low-income individuals for intensive services and training services.

The WIOA made several changes to the Priority of Service requirement by adding individuals who are basic skills deficient as a priority population, changing intensive services to career individualized services and removing the provision stating priority of service is only applied if funding is limited.

Veterans and eligible spouses continue to receive priority of service for all Department of Labor (DOL) funded programs amongst all participants. These requirements were not affected by the passage of the WIOA and must still be applied in accordance with guidance previously issued by the DOL and Workforce Services Directive WSD08-10.

## POLICY

### A. Priority of Service Requirement

As stated in WIOA Section 134(c)(3)(E), with respect to Individualized Career services and Training services funded with WIOA Adult funds, Priority of Service must be given to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient.

Priority of Service status is established at the time of eligibility determination and does not change during the period of participation. Priority does not apply to the Dislocated Worker population. Veterans and eligible spouses continue to receive priority of service among all eligible individuals; however, they must meet the WIOA adult program eligibility criteria and meet the criteria under WIOA Section 134(c)(3)(E).

As described in Training and Employment Guidance Letter (TEGL) 10-09, when programs are statutorily required to provide priority, such as the WIOA adult program, then the priority must be provided in the following order:

1. Veterans and eligible spouses who are also recipients of public assistance, other low income individuals, or individuals who are basic skills deficient.
2. Individuals who are the recipient of public assistance, other low income individuals, or individuals who are basic skills deficient.

3. Veterans and eligible spouses who are not included in WIOA's priority groups.
4. Other individuals not included in WIOA's priority groups but possess a barrier to employment, which includes, but is not limited to:
  - Individuals with Disabilities
  - Older Individuals (55+)
  - Ex-Offenders
  - Homeless Individuals
  - Eligible migrant and seasonal farm workers
  - Single Parents, including single pregnant women
  - Long-term Unemployed
  - Individuals who are English Learners, low levels of literacy, and facing substantial cultural barriers
  - Indians, Alaska Natives and Native Hawaiians
  - Unable to obtain consistent employment due to lack of certificates/training
  - Youth who has aged out of the foster care system
  - Other justified barriers, restriction, or circumstances preventing sustainable employment and retention

For additional guidance on providing priority of service to veterans through the America's Job Center of California (AJCC) system, please reference Workforce Services Directive WS08-10 and Pacific Gateway's Priority of Service for Veterans and Eligible Spouses policy P-WIOA-VPS-1.A.

#### B. Definitions

For the purpose of this policy, the definitions included in Attachment 1 apply.

#### C. Career and Training Services

Under WIOA, the WIA Core and Intensive services are merged into a new category entitled "Career Services." The Career Services category includes Basic Career Services, found at WIOA Section 134(c)(2)(A)(i)-(xi), and Individualized Career Services, found at WIOA Section 134(c)(2)(A)(i)-(xii). Basic Career services are not subject to the Priority of Service requirement. However, Individualized Career services and Training services are subject to the requirement (Title 20 CFR NPRM Section 680.150).

Attachment II lists the WIOA services under Basic Career, Individualized Career, or Training services.

#### D. Documentation

Attachment III lists sources of documentation that shall be used to verify whether an adult participant qualifies for priority of service under WIOA.

### REFERENCES

- Workforce Services Directive WSD 15-14, "WIOA Adult Program Priority of Service" (January 22, 2016)
- WIOA Sections 3 and 134
- WIA Section 134
- 20 CFR Sections 680.150, 680.150, 680.60, 680.610, and 680.650
- TEGl 06-14, *Program Year 2103/Fiscal Year 2014 Data Validation and Performance Reporting Requirements and Associated Timelines*, Attachment A (September, 10, 2014)
- TEGl 03-15, *Guidance on Services Provided through the Adult and Dislocated under the Workforce Innovation and Opportunity Act and Wagner Peyser, as Amended by WIOA, and Guidance for the Transition to WIOA Services* (July 1, 2015)

- Workforce Services Directive WSD08-10, “Final Rule on Priority of Service for Veterans and Eligible Spouses” (June 29, 2009)
- Priority of Service for Veterans and Eligible Spouses, P-WIOA-VPS-1.A.

## **INQUIRIES**

For questions or assistance related to this policy, please contact the Pacific Gateway Workforce Innovation Network staff at (562) 570-3748.

## **ATTACHMENT(S)**

- Definitions (Attachment I)
- WIOA Services (Attachment II)
- Documentation (Attachment III)

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## ATTACHMENT I - Definitions

Priority of Service	
Term	Definition
<b>Basic Skills Deficient</b>	<p>An Individual that is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society (WIOA Section 3[5]).</p> <p>Criteria used to determine whether an individual is basic skills deficient includes the following:</p> <ul style="list-style-type: none"> <li>• Lacks a high school diploma or high school equivalency and is not enrolled in post-secondary education.</li> <li>• Enrolled in a Title II Adult Education/Literacy program.</li> <li>• English, reading, writing, or computing skills at an 8.9 or below grade level. Determined to be Limited English Skills proficient through staff-documented observations.</li> <li>• Lacking computer literacy such as non-technical knowledge of computers and how to use them and/or familiarity and experience with computers, software, and computer systems.</li> </ul>
<b>Case Notes</b>	<p>Paper or electronic statements by the career specialist that identifies, at a minimum, (1) a participant's status for a specific data element, (2) the date on which the information was obtained, and (3) the career specialist who obtained the information. If case notes are used as a documentation source, the case notes must provide an auditable trail back to the source of information verified. The career specialist does not need to keep a hard copy of the information verified in the participant's case file.</p> <p>Example: A career specialist verifies an individual is basic skills deficient by viewing school records, specifically, enrollment in a Title II Adult Education/Literacy program. The case notes must include auditable information, such as the name of the school and the date of enrollment, which could allow an auditor/monitor to later retrieve this information. The career specialist would not need to keep a hard copy of the record in the participant's file (TEGL 06-14, Attachment A).</p>
<b>Low Income</b>	<p>An individual who meets one of the following criteria:</p> <ol style="list-style-type: none"> <li>1. Receives, or in the past six months has received, or is a member of a family that is receiving, or in the past six months has received, assistance through the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), program supplemental security income program, or state or local income-based public assistance.</li> <li>2. In a family with total family income that does not exceed the higher of the following:             <ol style="list-style-type: none"> <li>a. The poverty line.</li> <li>b. 70 percent of the Lower Living Standard Income Level (LLSIL)</li> </ol> </li> <li>3. A homeless individual</li> <li>4. An individual with a disability whose own income does not exceed the income requirement, but is a member of a family whose total income does.</li> </ol> <p><i>(Reference WIOA Section 3[36])</i></p>

<p><i>Continuation of Table I</i></p> <p><b>Public Assistance Recipient</b></p>	<p>An individual that receives federal, state, or local government cash payments for which eligibility is determined by a needs or income test (WIOA Section 3[50]).</p>
<p><b>Self-Attestation</b></p>	<p>When a participant states his or her status for a particular data element, such as low income, and then signs and dates a form acknowledging this status. The key elements for self-attestation are (1) the participant is identifying his or her status for permitted elements, and (2) signing and dating a form attesting to this self-identification. The form and signature can be on paper or in the Local Area management information system, with an electronic signature (TEGL 06-14, Attachment A).</p> <p>* Note that self-attestation is not to be used as the primary method of gathering documentation to verify data elements. Self-attestation as a documentation is only to be used when the preferred options of paper documentation or third party corroboration are not available.</p>
<p><b>Veteran</b></p>	<p>A Veteran is defined as any individual who:</p> <ol style="list-style-type: none"> <li>1. Served in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable; OR</li> <li>2. The Spouse of any of the following individuals: <ol style="list-style-type: none"> <li>a. Any Veteran who died of a service-connected disability;</li> <li>b. 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: <ol style="list-style-type: none"> <li>i. Missing in Action</li> <li>ii. Captured in the line of duty by a hostile force; or</li> <li>iii. Forcibly detained or interned in the line of duty by a foreign government or power;</li> </ol> </li> <li>c. Any Veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs;</li> <li>d. Any Veteran who died while a disability, as indicated in paragraph (c) of this section, was in existence.</li> </ol> </li> </ol>

## ATTACHMENT II – WIOA Services

WIOA CATEGORY OF SERVICES	TYPE OF SERVICES
<p><b>Basic Career Services</b></p>	<p><b>Basic career services must be made available to all individuals seeking services offered by the one-stop delivery system, and include the following:</b></p> <ul style="list-style-type: none"> <li>• Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs.</li> <li>• Outreach, intake (Including identification through the state’s Worker Profiling and Reemployment Services system of unemployment insurance (UI) claimants likely to exhaust benefits), and orientation to information and other services available through the one-stop delivery system.</li> <li>• Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs.</li> <li>• Labor exchange services, including the following: <ul style="list-style-type: none"> <li>○ Job Search and placement assistance, and, when needed by an individual, career counseling, including the following: <ul style="list-style-type: none"> <li>▪ Provision of information on in-demand industry sectors and occupations [as defined in WIOA Section 3(23)].</li> <li>▪ Provision of information on nontraditional employment [as defined in WIOA Section 3(37) of].</li> </ul> </li> </ul> </li> <li>• Provision of referrals to and coordination of activities with other programs and services, including those within the one-stop delivery system and, when appropriate, other workforce development programs.</li> <li>• Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including the following: <ul style="list-style-type: none"> <li>○ Job vacancy listings in the labor market areas</li> <li>○ Information on job skills necessary to obtain the vacant jobs listed</li> <li>○ Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs</li> </ul> </li> <li>• Provision of performance information and program cost information on eligible providers of training services by program and type of providers.</li> <li>• Provision of information about how the Local Area is performing on local performance accountability measures, as well as any additional performance information relating to the area’s one-stop delivery system.</li> <li>• Provision of information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including (1) child care, (2) child support, (3) medical or child health assistance available through the state’s Medicaid program and Children’s Health Insurance Program, (4) benefits under the SNAP, (5) assistance through the earned income tax credit, (6) housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban Development, (7) and assistance under a state TANF program, and other supportive services and transportation provided through that program.</li> </ul>

<p><i>Continuation of Table II</i></p>	<ul style="list-style-type: none"> <li>• Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.</li> <li>• Provision of information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim: <ul style="list-style-type: none"> <li>○ Meaningful assistance means providing assistance as follows: <ul style="list-style-type: none"> <li>▪ On-site using staff who are properly trained in UI claims, filing and/or the acceptance of information necessary to file a claim (note that, staff providing UI assistance may be UI, Wagner-Peyser, or other America’s Job Center of California<sup>SM</sup> (AJCC) partner staff members who have been properly trained to provide this type of assistance and service. Note that, questions, advice, or decisions that could affect a claimant’s eligibility should only be handled by UI program staff).</li> <li>▪ By phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.</li> </ul> </li> <li>○ The costs associated in providing meaningful assistance may be paid for by the state’s UI program, the WIOA adult or dislocated worker programs, the Wagner-Peyser Employment Service, or some combination thereof these funding sources.</li> </ul> </li> </ul>
<p><b>Individualized Career Services</b></p>	<p><b>Individualized career services are subject to priority of service, and consist of the following:</b></p> <ul style="list-style-type: none"> <li>• Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include the following: <ul style="list-style-type: none"> <li>○ Diagnostic testing and use of other assessment tools</li> <li>○ In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.</li> </ul> </li> <li>• Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers.</li> <li>• Group and/or individual counseling and mentoring.</li> <li>• Career planning (e.g. case management)</li> <li>• Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training, in some instances pre-apprenticeship programs may be considered as short-term pre-vocational services.</li> <li>• Internships and work experiences that are linked to careers.</li> <li>• Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment.</li> <li>• Financial literacy services.</li> <li>• Out-of-area job search assistance and relocation assistance.</li> </ul>

<i>Continuation of Table II</i>	<ul style="list-style-type: none"> <li>• English language acquisition and integrated education and training programs.</li> </ul>
<b>Training Services</b>	<p><b>Training services are subject to priority of service, and consist of the following:</b></p> <ul style="list-style-type: none"> <li>• Occupational skills training, including training for nontraditional employment</li> <li>• On-the-job training</li> <li>• Incumbent worker training</li> <li>• Programs that combine workplace training with related instruction, which may include cooperative education programs</li> <li>• Training programs operated by the private sector</li> <li>• Skill upgrading and retraining</li> <li>• Entrepreneurial training</li> <li>• Transitional jobs</li> <li>• Job readiness training provided in combination with another training service</li> <li>• Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with another training service</li> <li>• Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of training</li> </ul>

### ATTACHMENT III – Documentation

PRIORITY OF SERVICE	
Priority of Service Criteria	Acceptable Documentation <i>(Only the documentation sources listed below may be used)</i>
<b>Recipient of Public Assistance</b>	<ul style="list-style-type: none"> <li>• Cross-match with public assistance database</li> <li>• Copy of authorization to receive cash public assistance</li> <li>• Copy of public assistance check</li> <li>• Medical card showing grant status</li> <li>• Public assistance records</li> <li>• Refugee assistance records</li> </ul>
<b>Low Income</b>	<ul style="list-style-type: none"> <li>• Alimony agreement</li> <li>• Award letter from veteran’s administration</li> <li>• Bank statements</li> <li>• Compensation award letter</li> <li>• Court award letter</li> <li>• Pension statement</li> <li>• Employer statement /contact</li> <li>• Family or business financial records</li> <li>• Housing Authority verification</li> <li>• Pay stubs</li> <li>• Public assistance records</li> <li>• Quarterly estimated tax for self-employed persons</li> <li>• Social Security benefits</li> <li>• Unemployment Insurance Records</li> <li>• Self-attestation*</li> </ul>
<b>Basic Skills Deficient</b>	<ul style="list-style-type: none"> <li>• School Records               <ul style="list-style-type: none"> <li>○ A referral or records from a Title II Basic Adult Education program or English Language Learner program</li> </ul> </li> <li>• Results of academic assessment</li> <li>• Case notes*</li> <li>• Self-attestation*</li> </ul>
<b>Barrier to Employment</b>	<ul style="list-style-type: none"> <li>• Case notes*</li> <li>• Self-attestation*</li> <li>• Other approved supporting documentation</li> </ul>
<p>* Please reference <b>Attachment I – Definitions</b> for additional guidance on case notes or self-attestation being used for documentation purposes.</p>	