

Priority of Service

I. Service Priority for Individualized Services and Training Services

Priority for adult services must be given to recipients of public assistance or other low-income individuals; with added priorities for individuals who are basic skills deficient. Priority applies regardless of funding levels. Individualized career services and training services must be given on a priority basis, regardless of funding levels, to:

- A. Public assistance recipients, other low-income adults; and
- B. Individuals who are basic skills deficient.

Veterans under WIOA Sec. 3 (63)(A) receive priority of service as described in the Jobs for Veterans Act (38 U.S.C 4215 (2)). Veterans and eligible spouses of veterans who otherwise meet the eligibility requirements for adults programs must receive the highest priority for services. TEGL 3-15 references TEGL 10-09 regarding order of priority for veterans and eligible spouses. Priority must be provided in the following order:

- First priority will be given to veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. Military earnings are not included as income for veterans and transitioning service members.
- Second, to individuals who are not veterans or eligible spouses who meet WIOA priority criteria.
- Third, to veterans and eligible spouses who are not included in WIOA's priority groups.
- Last, to individuals outside the groups given priority under WIOA including individuals with disabilities, single parents, older individuals, long-term unemployed, offenders, individuals who lack a high school diploma or GED, individuals lacking self-sufficiency, and other groups needing assistance as long as the priorities groups are adhered to in order.

II. Veterans' Service Priority

In accordance with the Veterans' Priority Provisions of the "Jobs for Veterans Act" (PL107 288) and as specified by the Veterans' Benefits, Health Care, and Information Technology Act of 2006 the following policy and procedure is adopted by the Northwest Georgia Workforce Innovative and Opportunity Act Program.

References:

Associated Regulations (20 CFR Part 1010)

Training and Employment Guidance Letter (TEGL) 10-09

Workforce Innovative and Opportunity Act Regulations - 20 CFR Section 663.600

Definitions-

For priority of service purposes, a covered person is a:

1. Veteran - an individual who has served at least one day in active military, naval or air service, and was discharged under "other than dishonorable" conditions. This includes full-time duty in the National Guard or a Reserve component, except full-time duty for training purposes.
2. Eligible spouse - the spouse of:
 - a. any veteran who died of a service-connected disability;
 - b. any member of the Armed Forces serving on active duty who, at the time of the spouse's request for priority has been listed for at least 90 days as: missing inaction; captured in line of duty by a hostile force; or forcibly detained or interned in line of duty by a foreign government or power;
 - c. a veteran who has a total disability resulting from a

service-connected disability (as determined by the Department of Veterans Affairs); or

- d. a veteran who died while a total disability, resulting from a service-connected disability, was in existence

*Veteran, as specified at 38 U.S.C. 101(2) and under the Workforce Innovative and Opportunity Act (WIOA) and codified at 29 U.S.C. 2801(49)(A)

Identifying and Informing Covered Persons:

All covered persons will be identified at the point of entry to WIOA programs and/or services so they can take advantage of priority of service. Point of entry includes W IA physical locations, One Stop Career Centers, web sites and other virtual service delivery resources. All covered persons must be made aware of their entitlement to priority of service; the full array of programs and services available to them; and, any applicable eligibility requirements for those programs and/or services. Covered persons must be given priority of services throughout the continuum of services.

Each One Stop will have posters and brochures in use as well as the GDOL Veteran/Eligible Spouse Priority of Service Information form.

Verification of veteran status does not need to be established at point of entry except in limited circumstances.

All entities specified above must have in place policies and procedures to insure that all covered persons are quickly identified and informed of their priority to obtain services throughout the continuum of services. Compliance will be monitored as part of overall programmatic monitoring.

Implementing and Applying Priority of Service

Veterans and eligible spouses will receive priority of service.

Eligible covered persons have the right to take precedence over eligible non covered persons in obtaining services which means that the covered person receives access to the service or resource earlier in time than the non-covered person; or the covered person receives access to the service or resource instead of or before the non-covered person if the service or resource is limited. Priority of service shall be applied as stated in Section I previously.

The data to be collected includes the services provided to and the outcomes experienced by covered persons and non-covered persons receiving services.

NWGRC and the One-Stop Operator will meet on a regular basis and assist in the development and dispensing of One-Stop policies. These policies are then provided on-line at www.careerdepot.org.

All veteran's priority posters are placed near equal opportunity posters at point of entry of customers.

The One-Stops and other service providers will refer Veterans with significant barriers to employment to the Disable Veterans Outreach Program to ensure the most effective provision of services. Staff contact information will be provided to each of the One-Stops and other service providers and will be updated periodically. Contact information will also be provided at www.careerdepot.org.

NWGRC will monitor Veteran participation by on-going data collection. Veteran

participation will be encouraged through marketing and outreach efforts.

Related Definitions:

· **Basic Skills Deficient**—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. Criteria used to determine whether an individual is basic skills deficient includes the following:

- a. Enrolled in a Title II Adult Education/Literacy program in first four Educational Functioning Levels.
- b. Unable to read English or write at an 8.9 or below grade level (through TABE assessment) or assessing as appropriate using BEST Literacy any of the six Adult Educational functioning levels at or below 78 score.
- c. Unable to speak English and determined to be Limited English speaking proficient through staff-documented observations or administering Best Plus which meets any of the six Adult Education levels at or below 540 score.
- d. Being at an 8.9 or below grade level on TABE in computing skills.
- e. Other objective criteria determined to be appropriate by the local area and documented in its required policy.

· **Lacks self sufficiency**—

WIOA section 134 (a)(3)(A)(xii) and section 134 (d)(1)(A)(x) addresses state and local determinations of economic self-sufficiency standards that specify the income needs of families, by family size, number and ages of children in the family, and sub-state geographical considerations.

Under WIOA sec. 134(c)(3)(A), training services may be made available to employed and unemployed adults and dislocated workers who, among other criteria, are unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services, and are in need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment.

An individual is declared to "lack self-sufficiency" if:

- (1) An individual has a personal or family income that is at or below 175% of the Lower Living Standard Income Level (LLSIL) (Supporting documentation must be provided);
- (2) A Food stamp or TANF recipient (current or within the last six months);
- (3) A Supplemental Social Security Income recipient; or
- (4) An individual (single family of one) who is employed, but in a job earning \$10.69(Living Wage Calculator for the State of Georgia) an hour or less. (See the Living Wage Calculator Section Below) for individual counties with respective wage in Northwest Georgia.

Dislocated workers may be considered to lack self-sufficiency if they are employed, but in a job/occupation that is at a wage or skill level that is at 80% or less than the job of dislocation.

Living Wage Calculator - The living wage shown is the hourly rate that an individual must earn to support their family, if they are the sole provider and are working full-time (2080 hours per year). All values are per adult in a family unless otherwise noted. The living wage calculator estimates the living wage needed to support families of twelve different compositions: one adult families with up to three dependent children, two adult families where both adults are in the work

force with up to three dependent children, and two adult families where one adult is not in the work force with up to three dependent children.

The calculator includes estimates for single adult households, two adult households with one adult working, and two-adult households with two adults working. In two adult households with children and one adult working, the second adult is assumed to be providing child care. Working adults are assumed to be working full-time; work is assumed to be year-round, 40 hours per week for 52 weeks, per adult.

The living wage is calculated at the county, metropolitan area, state, regional, and national level. Unless otherwise noted, geographic definitions are consistent with those published by the Office of Management and Budget. Reported national values are calculated as the average (mean) state living wage.

The Living Wage Calculator at <http://livingwage.mit.edu/> will be utilized at the discretion of the Career Planner to document "lacks self-sufficiency" standards.

Underemployed All Programs

An individual who is working part time but desires full time employment or who is working in employment not commensurate with the individual's demonstrated level of educational attainment. [TEGL 14 00 Change 1.]

Service to Individuals Not Residing in the Area:

Priority for training services will be given to residents of the Northwest Georgia area for adult, youth, and dislocated worker applicants. Services for dislocated workers will also be given to employees of companies whose place of employment is/was within the Northwest Georgia service area. Informational and core services will be

universally available to all customers regardless of residence. Residents of other service areas desiring intensive and/or training services, unless dislocated workers as stated above, will be referred to the WDB in their area.