



Priority of Service Adult and Dislocated Worker

I. Service Priority for Individualized Services and Training Services

Priority of service is not an eligibility criterion, but rather a means to ensure emphasis on providing services to populations.

Priority or 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 of service applies regardless of the amount of funding available. 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.

Per 20 CFR 681.290, An individual who is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society satisfies the basic skills deficient requirement for WIOA adult services. In assessing basic skills, Boards must use assessment instruments that are valid and appropriate for the target population and must provide reasonable accommodation in the assessment process, if necessary, for individuals with disabilities.

For an adult, a participant is basic skills deficient if they:

- A. Lack a high school diploma or high school equivalency and is not enrolled in any secondary education; or
- B. Are enrolled in a Title II Adult Education and Family Literacy Act (AEFLA) program authorized by WIOA and administered by the Education Department (ED); or
- C. Are reading or writing English at or below an 8.9 grade level, according to a TABE assessment.

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 19-16 references TEGL 10-09 regarding order of priority for veterans and eligible spouses. Priority must be provided in the following order:

- First, to veterans and eligible spouses who are also recipients of public assistance, are 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, ex-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 WIA 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.

- Services 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.