

**Fulton, Montgomery and Schoharie Counties
Workforce Development Board, Inc.
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**Local Adult Program Priority of Service Policy and Procedures
BY-2015-10**

Determining Customer Priority to Receive WIOA Individualized Career and WIOA Training Services

1. Priority of Service for Veterans and Eligible Spouses

- (a) Veterans and eligible spouses must be given priority for registration for WIOA Individualized Career Services and Training Services.
- (b) Priority means that veterans and eligible spouses are entitled to precedence over non-covered persons for services. This means that a veteran or an eligible spouse either receives access to a service earlier in time than a non-covered person or, if the resource is limited, the veteran or eligible spouse receives access to the service instead of or before the non-covered person.
- (c) The WIOA Services Program will comply with the priority of service for Veterans and Eligible Spouses requirements in USDOL TEGE 10-09 and any updated requirements.

2. Priority of Service for the WIOA Adult Program

- (a) Priority for WIOA Individualized Career Services and Training Services is given to adults who are recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.
- (b) When two or more individuals are requesting a service within the same time frame, this means an eligible, priority individual receives access to a service earlier than other individuals, or, if the resource is limited, the priority individual receives access to the services instead of or before other program eligible individuals.
- (c) All customers (who are 18 or older) who have appropriate documentation as public assistance recipients or low-income will meet this priority.
- (d) The WIOA Adult Program definition of “basic skills deficient” is: “the individual 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”

- (1) Examples of adults who meet this priority for “basic skills deficient” are those who:
 - Have no High School Diploma or High School Equivalency;
 - Are enrolled in a Title II Adult Education/Literacy Program
 - Are determined by Assessment to Have English Reading, Writing, or Computing Skills at an 8.9 or Below Grade Level;
 - Are determined by the Workforce Advisor and/or through customer self-attestation that s/he is an English Language Learner;
 - are determined by the Workforce Advisor to be “basic skills deficient” through observation and the initial assessment interview

- (e) WIOA Workforce Advisors will include the determination of this priority in the customer’s file with appropriate case notes.

- (f) Veterans and eligible spouses who are eligible for the WIOA Adult Program continue to receive priority for service among all eligible individuals and within the Adult Program priority of service

- (g) Priority of service will be applied in the following order when two or more individuals are requesting a service within the same time frame:
 - (1) First, to veterans and eligible spouses who are also included in the groups given statutory priority for WIOA adult formula funds. This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient would receive first priority for services provided with WIOA adult formula funds.

 - (2) Second, to non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA adult formula funds.

 - (3) Third, to veterans and eligible spouses who are not included in WIOA’s priority groups.

 - (4) Last, to non-covered persons outside the groups given priority under WIOA.