

Implementation Date: September 1, 2016 Review date: September 2017 Responsibility: Arapahoe/Douglas Works! Workforce Development Board	Subject: WIOA Priority of Service for Title I Adult Programs	Policy Number: AD-03-2015
	Summary: This policy establishes protocol for priority of service for WIOA Title I Adult Programs	
	Scope: All Arapahoe/Douglas Works! Employees	
Category(ies):	Workforce Innovation and Opportunity Act	

The Arapahoe/Douglas Workforce Board has designated Arapahoe/Douglas Works! as the one-stop operator, and thereby the facilitator of the following approved policy and associated language contained herein.

References:

- [Title I of the Workforce Innovation and Opportunity Act](#) (WIOA) of 2014, Sections 3, 134(c)(3)(E).
- [TEGL 3-15](#): Guidance on Services Provided through the Adult and Dislocated Worker Program under the Workforce Innovation and Opportunity Act (WIOA or Opportunity Act) and Wagner Peyser, as Amended by WIOA, and Guidance for the Transition to WIOA Services.
- [TEGL 26-13](#): Impact of the U.S. Supreme Court's Decision in United States v. Windsor on Eligibility and Services Provided Under Workforce Grants Administered by the Employment and Training Administration.
- [PGL 14-07-V](#), Priority of Service for Veterans and Eligible Spouses.
- [PGL 15-09-WIOA](#), WIOA Title I Eligibility
- [PGL 15-12-WIOA](#), Priority of Service for Title I Adult Programs

Background:

The Workforce Innovation and Opportunity Act (WIOA) requires priority be given to public assistance recipients, other low-income individuals, and individuals who are basic skills deficient, when providing individualized career services and training services using WIOA Title I Adult program funds. In addition, Training and Employment Guidance Letter (TEGL) 3-15 specifies that priority should also be applied to individuals that are both underemployed and low-income. WIOA provides a focus on serving individuals with barriers to employment, and the intent of this priority in the law is to ensure access to these populations on a priority basis. Under WIA, priority was required for public assistance recipients and other low-income individuals when funds were limited. Under WIOA, priority of service is required regardless of the funding levels and also is expanded to include individuals who are basic skills deficient.

Definitions:

- A. **“Individuals with barriers to employment”** includes: displaced homemakers; low-income individuals; Indians, Alaska Natives, and Native Hawaiians; individuals with disabilities; older individuals; ex-offenders; homeless individuals; young adults who are in or have aged out of the foster care system; individuals who are English learners, have low literacy levels, or face substantial cultural barriers; eligible Migrant Seasonal Farm Workers; individuals within 2 years of exhausting lifetime eligibility under TANF; single parents

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(including pregnant women); long-term unemployed individuals; and members of other groups identified by the Governor (WIOA, Sec. 3(24)).

- B. **“Individualized career services”** includes: comprehensive and specialized assessments, development of an individual employment plan, group and individual counseling, career planning, short-term prevocational services, internships and work experiences, workforce preparation activities, financial literacy services, out-of-area job search and relocation assistance, and English language acquisition and integrated education and training programs.

There are four (4) groups of individuals targeted for priority when providing individualized career services and training services in the Title I Adult program:

1. Public Assistance Recipients;
2. Other Low-Income Individuals;
3. Individuals who are Basic Skills Deficient;
4. Individuals who are Both Underemployed and Low Income.

“Recipients of public assistance” includes: individuals who receive, or in the past 6 months have received, or are a member of a family that is receiving or in the past 6 months has received, assistance through one or more of the following:

- a. Supplemental Nutrition Assistance Program (SNAP);
- b. Temporary Assistance for Needy Families (TANF) program;
- c. Supplemental Security Income (SSI) program; or
- d. State or local income-based public assistance.

“Low-income” includes:

- a. Recipients of public assistance (defined above);
- b. Individuals in a family with total income below 70% of the lower living standard income level;
- c. Homeless;
- d. Foster youth; and/or
- e. Individuals with disabilities with individual income below 70% of the lower living standard income level.

A young adult 18 or older, who was determined low-income for the WIOA Title I Young Adult Program, may be co-enrolled in the Title I Adult Program without an eligibility redetermination, and be counted as an individual who meets Adult priority of service, if the original determination was made no more than 6 months prior to the date of co-enrollment.

“Basic skills deficient” is defined as an adult who is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the participant’s family, or in society. An adult may be assessed as basic skills deficient through case manager observations and documented in case notes. For example, the case manager may observe that the adult is not able to read or fill out an application form, or does not have basic computer literacy. A case manager may also document basic skills deficient with one of the following:

- a. Basic skills assessment questions or test results
- b. School records
- c. Referral or records from a Title II Adult Basic Education program
- d. Referral or records from an English Language Learner program

Note: A young adult 18 or older, who was determined basic skills deficient for the WIOA Young Adult Program, may be co-enrolled in the Adult Program without an eligibility redetermination,

and be counted as an individual who meets Adult priority of service, if the original determination was made no more than 6 months prior to the date of co-enrollment.

“Underemployed” individuals are employed full- or part-time and must also meet the definition of a low-income individual in order to be eligible for the Adult priority.

Meaning of Priority of Service:

Priority of service means that individuals in the targeted groups (public assistance recipients, other low-income individuals, individuals who are basic skills deficient and underemployed who are also low-income) are given priority over other individuals for receipt of individualized career services and training services funded by the Title I Adult program. Veterans within these groups receive priority over non-veterans. Adult priority is determined for the targeted groups during eligibility and enrollment.

Order of Priority of Service:

In accordance with PGL 15-09-WIOA Eligibility for Title I Programs, Arapahoe/Douglas Works! has established the Adult Priority of Service Policy to provide priority for “individualized” career services and training services to Individuals with barriers to employment that include recipients of public assistance, other low-income individuals, individuals who are basic skills deficient, and those who are underemployed and low income. The local priority of service policy for the WIOA Adult Program, along with Veterans priority of service for enrollment, will be implemented in the following order for the four priority categories defined in the law:

1. Veterans or eligible spouses who are eligible for the program and meet Adult priority of service requirements
2. Non-veterans (not veterans or eligible spouses) who are eligible for the program and meet Adult priority of service requirements
3. Veterans or eligible spouses who are eligible for the program, but do NOT meet Adult priority of service requirements
4. Non-veterans (not veterans or eligible spouses) who are eligible for the program, but do NOT meet Adult priority of service requirements

Local Discretionary Priority:

Arapahoe/Douglas Works! has identified one new priority of service category. In alignment with current regional demographic needs, Arapahoe/Douglas Works will include “older workers” as a priority of service category. This determination is based on customer-reported demographic analysis of total customers served within Arapahoe and Douglas Counties from July 1, 2014 through June 30, 2015; the mature worker demographic comprised nearly 30% of total customers served. This data was obtained via the Connecting Colorado Workforce Volume report supporting total customers served 50 years and older.

The Workforce Innovation and Opportunity Act defines “older worker” as an individual 55 years and older. Documentation required from an individual to determine this local discretionary priority will be captured from WIOA initial intake paperwork.

Interaction of the Adult Priority and Veterans’ Priority of Service

The priority of service for veterans and eligible spouses (as defined in PGL 14-07- V) always applies across all qualified employment and training programs. The priority of service for public assistance recipients, other low-income individuals, and individuals who are basic skills deficient

is a **statutory** priority that applies only to the receipt of individualized career services and training services in the WIOA Title I Adult program. With regard to the priority of service for veterans and eligible spouses, priority of service for the Title I Adult program must be applied in the following order:

1. Veterans and eligible spouses who meet the statutory priority (public assistance recipient, other low-income individuals including the underemployed, or basic skills deficient) and Adult program eligibility must receive the highest level of priority for services;
2. Other individuals (not veterans or eligible spouses) who meet the statutory priority (public assistance recipient, other low-income individuals including underemployed, or basic skills deficient) and Adult program eligibility then receive the second level of priority for services;
3. All other veterans and eligible spouses who meet Adult program eligibility, then receive the third level of priority for services;
4. Other individuals (not veterans or eligible spouses) who do not meet the statutory priority (public assistance recipient, other low-income individuals including underemployed, or basic skills deficient), but do meet a local discretionary priority and Adult program eligibility, then receive the fourth level of priority for services.
5. Other individuals (not veterans or eligible spouses) who do not meet the statutory priority (public assistance recipient, other low-income individuals including underemployed, or basic skills deficient) and do not meet the local discretionary priority, but do meet Adult program eligibility, then receive the fifth level of priority for services.

Identifying Veterans and Eligible Spouses:

Veterans and eligible spouses that identify themselves at the point of entry to the system or program are provided the opportunity to take full advantage of the priority. Arapahoe/Douglas Works! employees will ensure that veterans and eligible spouses are made aware of the following:

- Their entitlement to priority of service;
- The full array of employment, training and placement services available; and
- Applicable eligibility requirements for programs and services

Point of entry includes but not limited to physically entering a Workforce Center as part of an application process for a specific program, or through any other method by which veterans and eligible spouses express an interest in receiving services, either in-person or virtually.

During intake, if two customers arrive in the reception area at the same time, the covered person shall be given priority attention over a non-covered individual.

Performance Goals

Arapahoe/Douglas Works! will align outreach efforts and internal monitoring procedures to ensure that the individuals served from the four statutory priority targeted groups (plus the local discretionary priority group of mature workers), enrolled in the Adult program is at or exceeding 51%. Internal monitoring procedures include frequent analysis of Connecting Colorado reports such as the Characteristics Report as well as any other applicable reports.