

## PRIORITY OF SERVICE POLICY *Veterans, Eligible Spouses and Adults*

Policy# 15-10

Revision #3

Effective Date: 10/15/18

**Replaced Policy #15-09**

### Background

Section 680.600 of the Workforce Innovation and Opportunity Act (WIOA) Final Rules and Regulations and Virginia Workforce Letter (VWL) #18-04 require that statutory priority for Individualized Career and Training Services under the WIOA Adult Funding Stream be given to otherwise eligible individuals who are also Recipients of Public Assistance, Low Income and/or Basic Skills Deficient (the WIOA Priority Groups). Under WIOA, this priority applies to the Adult Funding Stream, only, and is afforded automatically to the group of individuals. For this Policy, "Basic Skills Deficient" is defined as an individual 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 individual's family, or in society, as stipulated under Section 3(5)(B) of WIOA. Public Assistance and Low Income are defined under WIOA Sections 3(50) and 3(36), respectively, and in VWL #18-04. WIOA services may be provided to other individuals who are not members of the Priority Group after priority has been provided, if such services have been determined appropriate for the individuals by Virginia Career Works Center Staff.

A "Veteran" defined under WIOA Section 3(63)(A) and 38 U.S. Code 101 as an individual who served in the active military, naval or air service and who was discharged or released wherefrom under conditions other than dishonorable, and who also meets the statutory Adult Funding Stream Priority Group requirements, is to receive First Priority for services. In addition, a Spouse of any Veteran who died of a service connected disability; of any Veteran who has a total disability resulting from a service connected disability; of any Veteran who died while a disability so evaluated was in existence; or, any member of the armed forces serving on active duty who, at the time of application for assistance, has been listed for a total of ninety (90) or more days as either missing in action, captured in the line of duty by a hostile force or forcibly detained or interned in the line of duty by a foreign government or power, is to be considered as an Eligible Spouse, and if such individual meets the above Adult Funding Stream Priority Group requirements, is also to receive First Priority.

As referenced under Section 680.650 of the WIOA Final Rules and Regulations, The Jobs for Veterans Act of 2002, Virginia Board of Workforce Development Policy #600-01, VWL #18-04 and Department of Labor (DOL) Training and Employment Guidance Letter (TEGL) #19-16, any Veteran or Eligible Spouse who otherwise meets the program eligibility/priority qualifications for a Department of Labor funded program must receive First Priority.

### Priority of Service

Priority of Service applies to the selection of individuals for enrollment into WIOA Individualized Career and/or Training Services. If there is a waiting list for services, an individual in a Priority Group must go to the top of that list. Once an individual outside of any Priority Group has been approved for funding and accepted/enrolled into a training program, Priority of Service does not allow another individual in a Priority Group to “bump” that individual from their training program. This Policy has been provided to all Virginia Career Works Center Staff and is posted in the Centers in order to inform individuals of their respective rights.

Virginia Career Works Center Staff will complete the WIOA Priority of Service Status Form to document each individual's Priority of Service Category and maintain such completed Form in the individual's physical file. The Form is attached to this Policy.

### Practice

First Priority for the receipt of services under the Adult Funding Stream will be given to Veterans and Eligible Spouses who meet the specific program eligibility/priority criteria.

Second Priority will be given to non-covered individuals (that is, individuals who are not Veterans or Eligible Spouses) who are otherwise eligible Public Assistance Recipients, Low Income individuals and/or individuals who are assessed to be Basic Skills Deficient.

Third Priority will be given to otherwise eligible Veterans and Eligible Spouses who are not included in the WIOA Priority Groups.

Last Priority will be given to otherwise eligible non-covered individuals outside of the WIOA Priority Groups.

Note: The Governor of the Commonwealth of Virginia and Opportunity Inc. of Hampton Roads have not identified any other Priority Groups.

### WIOA Dislocated Worker Funding Stream

Otherwise eligible Veterans and Eligible Spouses will have First Priority for services funded under the WIOA Dislocated Worker Funding Stream. There is no other priority requirement for that funding stream.

## Process

Virginia Career Works Center Staff will determine and document the specific eligibility qualifications for the Priority of Service populations for DOL Funded Programs administered by Opportunity Inc. of Hampton Roads. Such will be determined and documented in accordance with the prescribed WIOA requirements. Priority status for individuals seeking to receive WIOA Basic Career Services may be identified through self-attestation. Priority status to receive Individualized Career and/or Training Services must be verified. Services for priority populations will be tracked on the Virginia Career Works Center Case Management Log on an ongoing basis. With regard to Training Services, funding sources other than those available under WIOA will be considered to the fullest degree possible, based on availability to the individual.

Virginia Career Works Center Management Staff will monitor adherence to this Policy on an ongoing basis, in consultation with the Opportunity Inc. Workforce Services Officer. Ongoing outreach and recruitment activities will be conducted by Virginia Career Works Center Staff to identify individuals for whom Priority of Service is required, to make them aware of the services, resources and activities available through the Virginia Career Works-Hampton Roads Region System. Outreach and recruitment activities will be primarily directed at those organizations within the local community that serve the priority target populations. In addition, outreach and recruitment activities will be conducted with all System Partner Organizations.

## Attachment:

- WIOA Priority of Service Status Form

# VIRGINIA CAREER WORKS – HAMPTON ROADS REGION

## WIOA PRIORITY OF SERVICE STATUS FORM

**Purpose:** This Form is to be used to document the Priority of Service Category of a Workforce Innovation and Opportunity Act (WIOA) Title I Adult Funding Stream participant.

**Participant's Name:** \_\_\_\_\_

**State ID:** \_\_\_\_\_

**Participation Date:** \_\_\_\_\_

### **PRIORITY OF SERVICE CATEGORY: (CHECK 1 OF THE FOLLOWING):**

**A. Veteran or Eligible Spouse:**

- a. Veteran: Yes \_\_\_ No \_\_\_
- b. Eligible Spouse: Yes \_\_\_ No \_\_\_
- c. Meets Adult Priority Criteria:
  - i. Is currently receiving public assistance: Yes \_\_\_ No \_\_\_ or
  - ii. Is low income: Yes \_\_\_ No \_\_\_ or
  - iii. Is basic skills deficient: Yes \_\_\_ No \_\_\_

**B. A non-covered individual who:**

- a. Meets Adult Priority Criteria:
  - i. Is currently receiving public assistance: Yes \_\_\_ No \_\_\_ or
  - ii. Is low income: Yes \_\_\_ No \_\_\_ or
  - iii. Is basic skills deficient: Yes \_\_\_ No \_\_\_

**C. A veteran or eligible spouse of a veteran who is not included in WIOA priority groups:**

- a. Yes \_\_\_
- b. No \_\_\_

**D. A non-veteran who is not included in WIOA priority groups:**

- a. Yes \_\_\_
- b. No \_\_\_

**Note: Verification documentation is required for WIOA Individualized and Training Service participants.**

**E. Other priority groups identified by the Governor or the Local Workforce Development Board. Any priority group identified must have been included in the Combined State Plan or the Local Workforce Development Area Plan. **The Governor of the Commonwealth of Virginia and Opportunity Inc. of Hampton Roads have not identified any other Priority of Service Groups****

**Center Staff:** \_\_\_\_\_

**Date Completed:** \_\_\_\_\_

**Note: This Form is to be maintained in the participant's file**