

CAPE FEAR LOCAL POLICY NO. P-WDB-002-2018

SUBJECT: CFWDB Priority of Service Policy for Adults

PURPOSE: The purpose of this policy is to ensure compliance with as it relates to Section 134(c)(3) (E) of the Workforce Innovation Opportunity Act establishes that career center staff must establish priorities for adult employment and training activities. Center staff must give priority to:

- Veterans and eligible spouses
- Public assistance recipients
- Other low-income individuals and
- Individuals who are basic skills deficient

POLICY: Individuals who are unemployed and meet the definition of a low-income individual, are underemployed, or who have a barrier to employment may also be served in the Adult program. The definition of under-employed individuals includes:

- Individuals employed less than full-time who are seeking full-time employment;
- Individuals who are employed in a position that is inadequate with respect to their skills and training;
- Individuals who are employed who meet the definition of a low-income individual in WIOA sec 3(36); and
- Individuals who are employed, but whose current earning are not sufficient compared to THEIR previous job's earning from their previous employment, per State and or local policy.

Veterans and eligible spouses continue to receive priority of service for all USDOL-funded job training programs, which include WIOA programs. However, as described in TEGL 10-09, some programs are required to provide priority to a particular group of individuals, services must be provided in the following order.

- Veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient.
- Individuals who are not veterans or eligible spouses, but are included in the groups given priority for adult services.
- Veterans and eligible spouses who are not included in WIOA's priority groups.
- Last, to non-covered persons outside the groups given priority under WIOA.

In accordance with U.S.C. 4213, military earnings are disregarded when determining eligibility.

Services shall be provided in the following order:

1. Veterans and eligible spouses who are:
 - Low income or
 - Public Assistance Recipients
 - Basic skills deficient
2. Individuals who are:
 - Low income, or
 - Public Assistance Recipients, or
 - Who are basic skills deficient
3. Veterans and eligible spouses who are:
 - Not low income, and
 - Not recipients of public assistance, and
 - Not basic skills deficient
4. Individuals who do not meet the above status who are at 200% of the federal poverty level guidelines based on family size and family income (self-sufficiency)
5. All other individuals who do not meet the above guidelines.

ACTION: Guide for Providing Policies and Procedures for Providing Services:

- Welcome the Customer in a timely and professional manner
- Determine the customer's needs and priority status
- Provide Basic Career Services to include NCWorks registration and initial assessment of needs
- If it is determined that customer needs training services, then the customer will be referred to the WIOA training staff
- If the customer is eligible for the provision of training services, then they must qualify in Priorities 1 -4
- Customers who fall into priority 5 will only receive basic career services

Further Guidance on Serving Veterans is attached as Attachment "A" in accordance with DWS Policy Statement 03-2017.

Veterans and spouses will receive priority of service under the Jobs for Veterans Act. Veterans and spouses will receive priority of services prior to non-covered persons under **any** program funded by the US Department of Labor.

If funding is not available to provide services to all qualified persons in a Career Center, the covered person will receive access to services earlier in time than the non-covered person.

EFFECTIVE DATE: June 13, 2018

EXPIRATION DATE: Indefinite

CONTACT: Cape Fear Workforce Development Board Director

DISTRIBUTION: CFWDB WIOA Providers
CFWDB Staff
NC Division of Workforce Solutions

ATTACHMENTS: **Attachment A:** PS 03-2017
Attachment B: A Protocol for Implementing Priority of Service for Veterans and Eligible Spouses