

SOUTHERN WORKFORCE BOARD, INC.



PRIORITY OF SERVICE WIOA Adult Program

SWB – #119

Pursuant to Section 13(c) (3) (E) of WIOA

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Priority of Service for Adult & Veterans in WIOA and other DOL funded program is specified in Section 13 (c). (3). (E) of WIOA and TEGL 03-15. **This guidance is intended to be compliant with the Act, proposed rules and with state policy guidance.**

Scope of the Requirement: Recipients (and sub-recipients) of DOL funds for qualified job training programs are subject to the priority of service regulations, and are required by law to provide priority of service to veterans and eligible spouses. The Final Rule defines: a) "recipient" to mean an entity to which Federal financial assistance, in whole or in part, is awarded directly from the Department or through sub-award for any qualified job training program; and, b) "qualified job training program" to mean any program or service for workforce preparation, development, or delivery that is directly funded, in whole or in part, by the Department of Labor (20 CFR 1010.110). For the purpose of this guidance, the term "program operator" is intended to refer to a recipient or a sub-recipient of DOL funds for a qualified job training program. Agreement by a program operator to implement priority of service is a condition of receipt of DOL funds. Therefore, the requirement to provide priority of service applies to all Workforce Innovation and Opportunity Act (WIOA) and Wagner-Peyser funded activities, including technology-assisted activities; the Senior Community Service Employment Program (SCSEP); Indian and Native American Programs (INAP); National Farm worker Job Training Programs (NFJP); Trade Adjustment Assistance Programs (TAA); job training programs funded through the Women's Bureau, and any other current or future qualified job training program. Additionally, all program operators are required to ensure that priority of service is applied by all sub-recipients of DOL funds. All program activities issued or executed by program operators, regardless of how they are procured, must be administered in compliance with priority of service requirements.

Role for State and Local Areas under the Workforce Innovation and Opportunity Act (WIOA): Under the Interim Rule and WIOA planning guidelines (TEGL 03-15), the state has developed a policy for the delivery of priority of service by the State Workforce Agency or Agencies, Local Workforce Investment Boards, and Workforce Centers for all qualified job training programs delivered through the State's workforce system. This policy requires that processes are to be in place to ensure that veterans and eligible spouses are identified at the point of entry and given an opportunity to take full advantage of priority of service. The purpose of these processes is to ensure that veterans and eligible spouses are aware of: (1) their entitlement to priority of service; (2) the full array of employment, training, and placement services available under priority of service; and (3) any applicable eligibility requirements for those programs and/or services. The states' policy requires each Local Workforce Development Board to develop and include in its strategic local plan, policies and procedures implementing priority of service for the local Workforce Centers and for service delivery by local workforce preparation and training providers. Written copies of local priority of service policies should be maintained at all service delivery points and, to the extent practicable, should be posted in a way that makes it possible for members of the general public to easily access them.

Eligibility for Priority of Service: Veterans and eligible spouses, including widows and widowers as defined in the statute and regulations, are eligible for priority of service. For the purposes of implementing priority of service, the Final Rule requires that program operators use the broad definition of veteran found in 38 U.S.C. 101(2). Under this definition, the term "veteran" means a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2). Active service includes full-time Federal service in the National Guard or a Reserve component. This

definition of "active service" does not include full-time duty performed strictly for training purposes (i.e., that which often is referred to as "weekend" or "annual" training), nor does it include full-time active duty performed by National Guard personnel who are mobilized by State rather than Federal authorities (State mobilizations usually occur in response to events such as natural disasters). "Eligible spouse" as defined at section 2(a) of the JVA (38 U.S.C. 4215[a]) means the spouse of any of the following:

- 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 application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - i. Missing in action;
 - ii. Captured in the line of duty by a hostile force; or
 - iii. Forcibly detained or interned in the line of duty by a foreign government or power;
- c. Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or
- d. Any veteran who died while a disability was in existence. A spouse whose eligibility is derived from a living veteran or service member (i.e., categories b. or c. above) would lose his or her eligibility if the veteran or service member were to lose the status that is the basis for the eligibility (e.g. if a veteran with a total service-connected disability were to receive a revised disability rating at a lower level). Similarly, for a spouse whose eligibility is derived from a living veteran or service member, that eligibility would be lost upon divorce from the veteran or service member.

The priority of service regulations refer to those veterans and spouses who are eligible for priority of service as "covered persons" and refer to those not eligible for priority of service as "non-covered persons." In the interest of specificity, this guidance refers to those eligible as "veterans and eligible spouses." However, in the interest of brevity, this guidance also adopts the regulatory terminology by referring to those who are not eligible as "non-covered persons."

Understanding What it Means to Provide Priority of Service: Priority of service means that veterans and eligible spouses are given priority over non-covered persons for the receipt of employment, training, and placement services provided under a qualified job training program. 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. It is important to note that state and local program operators do not have the discretion to establish further priorities within the overall priority established by the regulations. The Jobs for Veterans Act reserves that authority to the Secretary of Labor and it was not exercised in the current regulations. For a service such as classroom training, priority of service applies to the selection procedure, as follows. First, if there is a waiting list for the formation of a training class, priority of service is intended to require a veteran or eligible spouse to go to the top of that list. Second, priority of service applies up to the point at which an individual is both: a) approved for funding; and, b) accepted or enrolled in a training class. Therefore, once a non-covered person has been both approved for funding and accepted/enrolled in a training class, priority of service is not intended to allow a veteran or eligible spouse who is identified subsequently to "bump" the non-covered person from that training class. Section 10 of this policy guidance provides additional detail regarding the ways that priority of service applies in the context of other statutory and discretionary priorities.

Identifying Veterans and Eligible Spouses: The workforce system and other program operators must enable veterans and eligible spouses to identify themselves at the point of entry to the system or program, and must be given the opportunity to take full advantage of the priority. When identifying veterans and eligible spouses, Workforce Centers and other grantees and sub-grantees must ensure that veterans and eligible spouses are made aware of:

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

Program operators will identify veterans and eligible spouses who physically access service delivery points or who access service delivery programs through the Internet in order to provide veterans and eligible spouses with timely and useful information on priority of service at the point of entry. Point of entry may include reception through 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. Section 2 of Attachment A describes the types of interactions intended to take place between those workforce programs required to provide priority of service, on the one hand, and the Jobs for Veterans State Grants Program, on the other hand.

Verifying Status: The Final Rule does not change or add to pre-existing program requirements regarding verification of the eligibility of a veteran or eligible spouse. It is neither necessary nor appropriate for program operators to require verification of the status of a veteran or eligible spouse at the point of entry, unless the individual who self-identifies as a veteran or eligible spouse: a) is to immediately undergo eligibility determination and be registered or enrolled in a program; and b) the applicable federal program rules require verification of veteran or eligible spouse status at that time. Even in those instances in which eligibility determination and enrollment occur at the point of entry, a veteran or eligible spouse should be enrolled and provided immediate priority and then be permitted to follow-up subsequently with any required verification of his or her status as a veteran or eligible spouse. For programs or services that cannot rely on self-attestation (e.g., classroom training), verification only needs to occur at the point at which a decision is made to commit outside resources to one individual over another. In contrast, the commitment of program staff effort does not require verification of status by a veteran or eligible spouse. For example, if a veteran or eligible spouse self-identifies, program staff should be permitted to deliver any appropriate intensive services, while permitting the veteran or eligible spouse to follow-up subsequently with verification of his or her status. Section 1.b of Attachment A provides supplementary information related to verification of veteran status for program eligibility purposes.

Applying Priority of Service: The application of priority of service varies by program depending on the eligibility requirements of the particular program. Qualified job training programs fall into two basic categories: universal access programs and programs that require prospective participants to meet specified eligibility criteria. The first two subsections below describe how priority of service applies to these two basic types of programs.

a. Universal access programs. For workforce programs that operate or deliver services to the public as a whole without targeting specific groups, veterans and eligible spouses must receive priority of service over all other program participants. For example, the primary universal access services are the “Basic Career Services” delivered through the One-Stop system under the Wagner-Peyser and

WIOA programs. Veterans and eligible spouses receive the first level of priority in universal access programs.

b. Programs with Eligibility Criteria. Eligibility criteria identify basic conditions that each and every participant in a specific program is required to meet. It is important to note that a veteran or eligible spouse must first meet any and all of the statutory eligibility criteria in order to be considered eligible for: a) enrollment in the program; b) receipt of priority for enrollment in the program; and c) priority for receipt of services.

In addition to the eligibility criteria that all participants are required to meet, WIOA programs also have statutory priorities that establish a rank order to be observed in enrolling or serving participants. WIOA programs are required by law to provide a priority or preference for a particular group of individuals or require the program to spend a certain portion of program funds on a particular group of persons. An example of this type of priority is the priority for low-income individuals and for recipients of public assistance for the WIOA adult formula programs. Program operators must determine the status of each individual veteran or eligible spouse and apply priority of service as described below:

- i. Veterans and eligible spouses who meet the mandatory priorities or spending requirement or limitation must receive the highest level of priority for the program or service;
- ii. Non-covered persons who meet the program's mandatory priority or spending requirement or limitation then receive the second level of priority for the program or service;
- iii. Veterans and eligible spouses outside the program-specific mandatory priority or spending requirement or limitation then receive the third level of priority for the program or service; and
- iv. Non-covered persons outside the program-specific mandatory priority or spending requirement or limitation then receive the fourth level of priority for the program or service.

In addition, Section 1.a of Attachment A which follow provides specific information about how income and benefits derived from military service relate to the statutory low-income priority that applies to certain workforce programs. Section 3 of Attachment A points out that the GI Bill and other education and training benefits administered by the Department of Veterans Affairs are not required to be coordinated with WIOA training (i.e., veterans and eligible spouses cannot be required to exhaust their VA benefits prior to gaining access to WIOA training). Section 4 of Attachment A identifies the implications of priority of service for the processes of some specific workforce programs that are impacted by this requirement.

Monitoring: Local Workforce Development Boards (LWDB) are required to ensure that priority of service is applied throughout their respective service delivery systems, including service delivery points maintained by all sub-recipients. The Southern Workforce Board Staff Monitor will monitor local service delivery operations to ensure that their internal policies and procedures result in compliance with the priority of service requirements.

ATTACHMENT A: Aspects of Workforce Programs That Relate to Priority of Service

This attachment identifies some aspects of workforce programs that are outside the direct scope of priority of service but that relate to the implementation of priority of service in an operational environment, including:

- Program eligibility and priority of service;
- Relevance of the Jobs for Veterans State Grants to priority of service;
- Exclusion of VA funded training from coordination with WIOA training; and,
- Implications of priority of service for other workforce programs and processes.

These four topics are treated in the sections that follow.

1) Program Eligibility

Two aspects of program eligibility relate to effective implementation of priority of service. The first is the exemption of military income from consideration in determining eligibility for those programs that have a statutory requirement to serve low-income individuals. The second is the verification of the status of veterans and eligible spouses that is required by some workforce programs as part of their eligibility determination and enrollment processes. Both aspects are treated below.

a) Exemption of Military Service-Related Income. Program operators responsible for programs that include income criteria in the eligibility rules or targeting policies (such as the WIOA formula programs) should note that many types of income related to military service are not to be included when determining if a covered person meets "low income" eligibility standards or targeting policies. The WIOA regulations (20 CFR 667.255) state, in accordance with 38 U.S. Code Part 4213, that "any amounts received as military pay or allowances by any person who served on active duty, and certain other specified benefits must be disregarded when determining if a person is a 'low-income individual' for eligibility purposes." All pay and/or financial allowances earned while a veteran was on active duty are exempt. Title 38 U.S.C. 4213 also exempts from inclusion in "low income" calculations any financial benefits received by a covered person under the following Chapters of Title 38 of the U.S. Code:

11. Compensation for service-connected disability or death.
13. Dependency and indemnity compensation for service-connected deaths.
30. All-volunteer force educational assistance program.
31. Training and rehabilitation for veterans with service-connected disabilities.
35. Survivors' and dependents' educational assistance.
36. Administration of educational benefits

Also excluded from "low income" calculations are benefits received under Chapter 106 of Title 10 U.S. Code, Educational assistance for members of the selected reserve.

In contrast to the various types of military income and benefits identified above that are exempt from inclusion in low-income calculations, certain other types of military-related income are not exempt. Specifically, pension payments authorized by Title 10 U.S. Code, such as those received by military retirees whether or not their retirement was based on disability, are not exempt and are to be included in "low income" calculations. Also not exempt are pension benefits paid under Chapter 15 of Title 38 U.S. Code.

b) Verification of the Status of Veterans and Eligible Spouses. As indicated in the guidance document, verification of status for veterans and eligible spouses is not required in order to provide priority of service. However, to the extent that the programs providing priority of service have their own requirements regarding verification of the status of veterans and eligible spouses, it is a matter that relates to the effective implementation of priority of service by those programs. Accordingly, some preliminary guidance is provided below.

The status of a veteran or an eligible spouse can be verified by referring a variety of official documents, including, but not limited to:

- A DD 214 (issued following separation from active duty);
- An official notice issued by the Department of Veterans Affairs that establishes entitlement to a disability rating or award of compensation to a qualified dependent;
- An official notice issued by the Department of Defense that documents the eligibility of an individual, based on the missing or detained status of that individual's active duty spouse; or
- An official notice issued by a State veterans' service agency that documents veteran status or spousal rights, provided that the State veterans' service agency requires Federal documentation of that information.

To mitigate the burden of establishing proof of covered person status, States also may establish other means for verifying status, such as electronic communication with official databases, such as those maintained by State veterans' service agencies, provided that the organizations responsible for those sources can certify the accuracy of their records and have effective procedures for matching their records with the covered persons seeking services. As indicated in the Preamble to the regulations, the Department intends to issue further guidance on this matter in the future.

2) Relevance of the Jobs for Veterans State Grants Program

The Veterans' Employment and Training Service (VETS) provides Jobs for Veterans State Grants (JVSG) to the States to support the program activities and services provided by the Workforce enters for veterans. The JVSG funds support the appointment and assignment of Disabled veterans' Outreach Program (DVOP) Specialists and Local Veterans Employment representatives (LVERs). The definitions of veterans and "other eligible persons" applicable to services provided by DVOP and LVER staff are different from and narrower than those which are applicable within the priority of service "covered person" definition (e.g., for veterans other than those whose service time was limited by discharge due to disability, 181 days or more of active duty time is required). So, the universe of individuals eligible for services by the DVOP and LVER staff is a sub-set of the broader universe of individuals entitled to priority of service by the Jobs for Veterans Act.

Operators of programs subject to the priority of service regulations are strongly encouraged to establish effective linkages with the State JVSG program staff, for two-way referrals of individuals for services. Such linkages would be advantageous to the individuals in need of services, and also to the program operators. The JVSG program staff members perform case management services for veterans and other eligible persons who require intensive employability development services, and also focus on employer relations activities to develop jobs for veterans and other eligible persons. Another significant aspect of the JVSG program is the partnering of those specialists with the military services to provide transition services to men and women leaving active duty and returning to civilian life, and involvement in Reserve and National Guard units' de-activation activities when those personnel end their active duty stints and return to civilian life. Effective linkages between

those veterans program specialists and all qualified job training programs subject to the priority of service requirements would help to achieve the underlying purpose of the priority of service requirements, by establishing effective means of outreach to a significant portion of the universe of covered persons, and communication of information about employment and training opportunities offered in local communities by qualified job training programs.

3) Exclusion of VA Funded Training from “Other Grant Assistance in Coordination with WIOA Funded Training.

WIOA, as well as the WIOA interim regulations refer to the requirement to coordinate WIOA funded training with "other grant assistance," such as Pell grants. In some service delivery environments, these provisions have been interpreted to mean that veterans or spouses who are eligible for the GI Bill or other forms of VA funded education or training are required to coordinate their entitlement to those benefits with their eligibility for WIOA funded training. In some circumstances, this has been further interpreted to mean that the VA funded training entitlement must be exhausted before the veteran or spouse can be enrolled in WIOA funded training. VA benefits for education and training services clearly are not included in the statutory and regulatory category of "other grant assistance." Therefore, veterans and spouses are not required to coordinate their entitlement to those benefits with any concurrent eligibility that they may have for WIOA funded training (and therefore, should not preclude them from receiving WIOA funded services). Similarly, WIOA program operators may not require veterans or spouses to exhaust their entitlement to VA funded training benefits prior to allowing them to enroll in WIOA funded training.

4) Implications of Priority of Service for Other Workforce Programs and Processes

Below are some of the programs and processes that are impacted by priority of service.

a) Unemployment Insurance Programs That Interface with Services. The Worker Profiling and Reemployment Services (WPRS) program and the Reemployment and Eligibility Assessments (REA) each apply specified criteria to identify certain categories of Unemployment Insurance (UI) claimants who are required to report in-person to a service delivery location, typically a One-Stop Career Center. Claimants are directed to report to a specific location at a specific time and the failure to comply with the requirement to report as directed raises an issue on the claim, which must be resolved. This may lead to disqualification for an extended period or a determination of ineligibility for a shorter time. The intent of the requirement to report is to reinforce compliance with eligibility requirements including ability to work, availability for work and actively seeking work, and other requirements for eligibility.

Prior guidance applicable to WPRS referred to the requirement to report as a "referral." That designation implied delivery of a service, which would result in the application of priority of service at this step of the call-in process. This guidance clarifies that, for both WPRS and the REAs, the requirement to report, including the written notice provided to claimants, is not considered to be a service and, therefore, priority of service does not apply at this point in the selection process.

Policy guidance directs that both WPRS and REA claimants should be referred to services as appropriate, thus some claimants may receive reemployment services and others may not. This distinction is based both on the availability of reemployment services and on the needs

of the claimant. This guidance clarifies that, upon reporting in-person to a service delivery location, those claimants required to report under WPRS or REA who are veterans or eligible spouses are entitled to priority of referral to available reemployment services or to any other qualified job training program for which they are eligible.

Priority of service applies to all referrals to any qualified job training program(s) for which a veteran or eligible spouse is eligible, regardless of the organizational affiliation or funding source of the staff members who come into contact with claimants who are veterans or eligible spouses at the service delivery location. In addition, upon referral to a qualified job training program, the priority of service requirement includes priority for enrollment in the program, as well as priority for participation in the full range of services available through the program.

b) Workforce Center Services. Because Workforce Centers offer various types of services including staff-assisted services as well as guidance and materials, State and local boards must immediately assess their current operations for compliance purposes and improvement opportunities, if they have not already done so.

c) National Programs. National programs that statutorily target certain segments of the population must ensure the implementation of the principles outlined in this guidance in order to assure that the dual intentions of Congress - service to targeted population(s) and priority of service to veterans and eligible spouses -are simultaneously accomplished.

d) Self-Service Tools. Any informational or service delivery Web site developed with funding from a qualified job training program or grant will be expected to provide information on priority of service for veterans and eligible spouses, and how to access assistance from any applicable program or grant via the nearest Workforce Center. It is important to note that self-service instructions will be expected to go beyond mention of or referral to Local Veterans' Employment Representatives and Disabled Veterans' Outreach Program specialists.

PRIORITY OF SERVICES -WIOA ADULT ONLY

Under WIOA, priority must be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient in the provision of individualized career services and training services. Priority must be provided regardless of the level of funds received by the local Board.

Veterans and eligible spouses continue to receive priority of service for all WIOA programs. (See information earlier in this policy). Because WIOA program are statutorily required to provide priority for public assistance, low-income and basic skills deficient individuals, priority at the local Workforce Centers must be provided in the following order:

1. Veterans and eligible spouses who are also low-income, recipients of public assistance and/or basic skills deficient/English Language Learners.
2. Individuals (including Veterans) who are included in the Priority Populations* groups for WIOA Title I Adult Program.
3. Veterans and Eligible spouses who are not included in the Priority Populations* groups.
4. Priority populations established by Southern Workforce Board, Inc.
 Residents that reside in the Choctaw nation "Promise Zone".

- Individuals that are not Low-Income, as defined in WIOA sec. 3(36); AND are not considered self-sufficient (250% of LLSIL), based on SWB policy.
5. Individuals outside the groups given priority under WIOA.

For Priority 1, 2 and 3 check the priority population group most appropriate for the individual

*Priority Populations groups for WIOA Adult Program

- Low-income individuals
- Individuals with disabilities
- Homeless individuals
- Native Americans, Alaska Natives, and Native Hawaiians
- Older individuals (age 55 and older)
- Ex-offenders
- Individuals who are English language learners
- Individuals who have low levels of literacy
- Individuals facing substantial cultural barriers
- Eligible migrant and seasonal farmworkers
- Individuals within two years of exhausting lifetime TANF eligibility
- Single parents (including single pregnant women)
- Long-term unemployed individuals (unemployed for 27 or more consecutive weeks); &
- Displaced homemakers

NOTE: When past income is an eligibility determinant for training, any amounts received as military pay or allowances by any person who served on active duty, and certain other specified benefits must be disregarded for the veteran and for other individuals for whom these amounts would normally be applied in making an eligibility determination. Military earnings are NOT to be included when calculating income for veterans or transitioning services members for this priority.