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(SN – 14)

WIOA BULLETIN NO. 14-16 Change 1

DATE: May 24, 2021
TO: WIOA Partners
SUBJECT: Adult Program Eligibility and Priority of Service Policies and Procedures

I. Purpose

This bulletin provides guidance on priority of service requirements for WIOA Title I Adult programs and introduces the Employment and Training Administration (ETA) minimum benchmark of 50.1 percent of all participants to be from a priority of service category. Priority applies to recipients of public assistance, low-income individuals, and individuals who are basic skills deficient. Veterans (and eligible spouses of veterans) continue to receive priority of service for all U.S. Department of Labor (USDOL) funded training programs under 38 USC § 4215 and 20 CFR § 1010.

II. Background

On November 24, 2020, the USDOL issued TEGL 7-20 which address the statutorily required provisions under WIOA regarding priority of service implementation for the Adult program. Eligibility criteria for the Adult program is defined in the Workforce Innovations and Opportunities Act (WIOA) and regulations. TEGL 7-20 provides examples of how priority groups from other programs can be co-enrolled in the Adult program to ensure that participants can receive services that they need to succeed.

III. Policy

According to TEGL 7-20, the USDOL expects a participant rate of nothing less than 50.1 percent of all participants from a priority of service category. The USDOL further requests that each local area work toward achieving the target goal of 75 percent of all participants served in a priority of service category. Priority must be given regardless of funding levels and opportunities for training, education, and support services that individuals would need. Priority

must be provided to those with barriers to employment, which are defined as 14 groups in WIOA section 3(24).

IV. Procedures

The priority of service for veterans and their eligible spouses always applies across all qualified employment and training programs. The priority of service for public assistance recipients, low-income individuals, and individuals who are basic skills deficient is a statutory priority that applies only to the recipient of individualized career and training services in the WIOA Title I Adult program.

Local areas must give priority of service in the following order:

1. Veterans and their eligible spouses who are included in the groups given statutory priority in the WIOA Adult program receive priority of services. Furthermore, veterans and their eligible spouses who (a) are recipients of public assistance; (b) meet the requirement of a low-income household; or (c) are basic skills deficient also receive first priority of services.
2. Non-veterans who are included in the groups given statutory priority in the WIOA Adult program and (a) are recipients of public assistance; (b) meet the requirement of a low-income household; or (c) are basic skills deficient receive second priority of services.
3. Veterans and their eligible spouses who are not included in WIOA's priority groups receive third priority of services.
4. All other individuals (non-covered persons) who do not meet the above priorities may be enrolled on a case by case basis with documented managerial approval. The Local Workforce Development Board should establish a local policy to limit the number of adults not to exceed 10 percent of all participants enrolled in the WIOA Adult program per program year.

If a local area falls below the 50.1 percent threshold, the following actions may be taken:

1. WDC will conduct a review of the policies and procedures for priority of service; or
2. Technical assistance will be provided as needed to support improvement.

The priority of service rate will be monitored on a quarterly basis by reviewing the Quarterly Results Analysis (QRA). The QRA serves as a tool for identifying the 50.1 percent priority of service requirement. The QRA process relies on participant records from the Quarterly Performance Report (QPR) submissions.

Accurate data entry in HireNet Hawaii is key to preventing the priority of service rate from falling below the 50.1 percent threshold. Thus, case managers need to record veteran status, TANF

eligibility, SNAP eligibility, low-income eligibility, basic skills deficient indicator, and any other characteristic that qualify WIOA Adult participants.

A low priority of service rate can be a result of policy, implementation, or performance reporting. A key part of the QRA process is identifying if there are issues with the reported data.

Planning, aligning, and integrating services across federal, state, and local partner programs is key to ensuring that those most in need receive the services they need to be successful. The following ways can ensure the workforce system is prioritizing those most in need:

- American Job Center partners working together to co-enroll participants in wrap around services.
- Co-enrolling Youth ages 18-24 in Adult programs.
- Develop and implement policies that support integrated case management and encourage the use of career pathways.
- Minimizing duplication of services.
- Develop outreach strategies, including referral processes and data sharing agreements, with partner programs to ensure that those most in need are identified and served.

V. Inquiries

Inquiries regarding this bulletin may be directed to Harrison Kuranishi at Harrison.Kuranishi@hawaii.gov.

VI. References

- Training and Employment Guidance Letter (TEGL) 7-20, *Effective Implementation of Priority of Service Provisions for Most in Need Individuals in the Workforce Innovation and Opportunity Act (WIOA) Adult Program*, November 24, 2020
- Attachment I of Training and Employment Guidance Letter (TEGL) 7-20, *Contains a variety of descriptions and links for programs serving individuals at risk or experiencing homelessness*, November 24, 2020
- Training and Employment Guidance Letter (TEGL 19-16), *Operating Guidance for the Workforce Innovation and Opportunity Act*, March 1, 2017

VII. Attachments

- Attachment 1: Workforce Innovation and Opportunity Act Adult Program Eligibility and Priority of Service Policies & Procedures
- Attachment 2: Coordination with Programs Serving Individuals At-Risk for or Experiencing Homelessness



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