



Priority of Service Policy

Effective May 30, 2023

A. The Guilford WDB Priority of Services policy will govern the services funded through the adult employment and training allocation. When the local WDB implements a priority of service policy to govern WIOA participation, the following persons will be given priority:

- Veterans and eligible spouses who are also recipients of public assistance, other low income individuals, or basic skills deficient
- recipients of public assistance,
- other low-income individuals,
- individuals who are basic skills deficient in the provision of individualized career services, and
- low income individuals who are underemployed and determined low-income

Individuals who are underemployed may include:

- 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 job's earnings are not sufficient compared to their previous job's earnings from their previous employment.

B. Veterans and eligible spouses will continue to be provided priority of services according to the federal guidelines. In consideration of the dual priority for WIOA individuals and veterans, priority for all customers shall be provided in the following order:

- ✓ Veterans and eligible spouses who are also included in the groups given statutory priority for WIOA adult formula funds. This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient would receive first priority for services provided with WIOA adult formula funds.
- ✓ non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA adult formula funds
- ✓ veterans and eligible spouses who are not included in WIOA's priority groups

- ✓ non-covered persons outside the groups given priority under WIOA.

Priority for services does not preclude service to individuals who are not low-income or not receiving public assistance or not a veteran, but rather establishes the order of precedence for service as provided at WIOA.

- C. Priority of Services shall be implemented in the following manner through the NC Works system.

When Customers enter the NC Works Career Center, the greeting will include inquiring if there is a veteran status. If yes, the individual will be thanked for their services and referred to the next available Talent Engagement staff or Veteran's Representative to determine eligibility for specialized veterans services or NC Works core services.

If the individual is not a veteran, then Customers will be interviewed to determine their eligibility for priority of services under the identified categories. Services will be provided according to the NC Works service matrix.

- D. Priority of services policy, with the exception of veteran priority, is primarily applied when the local areas has fully obligated or expended its training and work-based learning budgets. At that point the following applies:

The WDB staff shall implement the priority of services policy when training and training related resources have been obligated at a 90% level in any affected area, according to the annual budgeted or contracted amount. For example, resources may not be available for skills training, but available in the OJT budget category. The policy shall remain in effect until resources are de-obligated or the local area obtains other funds.

If resources are obligated, the local area will maintain a master waiting list for Customers who meet the criteria for the impacted services.

When resources become available, individuals will be elevated from the master waiting list in the order of priority described in section B above. If veterans are not on the active waiting list, then priority will be given to customers as defined in section A.

Every effort will be made to coordinate with our Partner network to seek resources to assist individuals on the waiting list. Customers will be informed, via social media and other forms of communications, of the status of fund availability and alternative activities and services that may be available. Staff will also be trained on the appropriate message to relay to the public to reduce stress and loss of interest.

The goal of the WDB is to reduce the need for implementation of a priority of service policy and resources will be assessed on a monthly basis to determine other options and funding.