

**Pinal County Workforce Development Board (PCWDB)  
Policy Broadcast (PB)  
PCWDB PB 20-5  
Adult Priority of Service  
Effective May XX, 2021**

Policy Broadcast (PB) 20-5 provides policy to the PCWDB's Workforce Innovation and Opportunity Act (WIOA) Title I-B service providers on the Adult Program Priority of Service. This PB identifies priority groups, the order of priority for the delivery of individualized career and training services, and includes Adult Priority of Service tracking requirements.

**References:**

- WIOA sec. 2 134(c)(3)(E)
- 20 CFR 680.600
- 20 CFR 680.650
- Training and Employment Guidance Letter (TEGL) 19-16
- TEGL 20-17

**Adult Program Priority of Service**

- A. **A participant's income level is not an eligibility criterion for the Adult Program,** but service providers are required to determine low income status as it is one of the priority groups under WIOA, if applicable.
- B. A participant's priority of service must be determined prior to providing individualized career services or training services.

**Priority Groups**

Priority of service is to be determined in order, by the following groups:

**A. Priority Group #1**

A veteran or an eligible spouse of a veteran, as defined in Section 204.A of the [PCWDB WIOA Title I-B Adult and Dislocated Worker Programs Policy](#) who:

1. Is currently receiving public assistance, or has received public assistance in the last six months,
2. Is low-income, as defined in Section 102.03(A) of the PCWDB WIOA Title I-B Adult and Dislocated Workers Programs **Policy**;
3. Is basic skills deficient, as defined in Section 102.03(B). 4.

B. Priority Group #2

A non-veteran who:

1. Is currently receiving public assistance, or has received public assistance in the last 6 months,
2. Is low-income, as defined in Section 102.03(A), or
3. Is basic skills deficient, as defined in Section 102.03(B).

C. Priority Group #3

A veteran or an eligible spouse of a veteran who is unemployed, but **not any of the following**:

1. Low income;
2. A recipient of public assistance; or
3. Basic skill deficient.

D. Priority Group #4

A non-veteran who is unemployed, but **not any of the following**:

1. Low income;
2. A recipient of public assistance, or
3. Basic skills deficient.

F. Priority Group #5

An “underemployed” veteran who is **not** included in WIOA priority groups above.

G. Priority Group #6

An “underemployed” non-veteran who is **not** included in WIOA Priority groups above.

**Unemployment as Additional Priority Group**

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PCWDB adds to “Unemployed Veterans and Eligible spouses” and “unemployed non-veterans” as additional priority groups served under the WIOA Title I-B Adult Program. The following requirements apply:

- A. All individuals who are unemployed must be evaluated for the WIOA Title I-B Dislocated Worker Program, and be served under the WIOA Title I-B Dislocated Worker program if eligible.

For Priority Groups 3 and 4:

1. Other family member’s income is not counted when determining priority of service.
2. For Priority Groups 3 and 4, the last six months of applicant’s income is not considered when determining priority of service.

Underemployment

- A. PCWDB considers individuals “underemployed” if either of the following apply:
1. Employed either full or part-time, with a current annualized wage not exceeding 80% of their wages at the dislocation from their most recent employment; or
  2. If their earned wages are at or below the self-sufficiency threshold as identified in most current LLSIL Matrix published by the Arizona Department of Economic Security.
- B. Alternatively, the service provider program manager may consider an individual “underemployed” and approve individualized career services and training services for an individual whose family income is more than the PCWDB approved self-sufficiency threshold in the AJC system and as identified on the LLSIL Matrix published by the Arizona Department of Economic Security when the participant has at least one barriers to employment as defined in WIOA 3(24), and he or she will benefit from WIOA Title I-B Adult Program services (Priority Group 5 or 6).

Note: Due to a temporary coding issue in the AJC system, income levels in the Total Income section of the AJC system displays as 160% of the LLSIL rather than the PCWDB approved level of 159%. Service providers may use the self-sufficient income levels provided in the AJC system (160%) for “underemployment” determination purposes.

### Tracking of Adult Priority of Service

- A. Service providers must ensure that at least 75% percentage of individuals in individualized career or training services are from priority groups #1, and #2.
- B. Service providers must ensure no more than 25% percent of individuals with individualized career service or training services are from priority groups #3, #4, #5 and #6.

Service providers must include in the Monthly Active Participant Report the Priority Group for each participant, and the total number of participants receiving individualized Career Services and Training services.

If you have any questions regarding PCWDB's WIOA Title I-B Adult, Dislocated Worker or youth policies or requirements in this PB, email [moriah.robles@pinal.gov](mailto:moriah.robles@pinal.gov).