

 <p>MARICOPA COUNTY Workforce Development Board</p>	<b>SECTION/REFERENCE</b> WIOA Rule 680.600 TEGL 03-15; DES Policy Exhibit 100.1; DES Adult /DW Policy Sect. 100; DES Veterans Priority of Service Section 1100; TEGL 7-20	<b>POLICY NUMBER</b>  24-03
	<b>ORIGINAL ISSUE DATE</b> October 2024	<b>REVISION DATE</b> October 2024
	<b>AUTHORIZED BY:</b> Maricopa County Workforce Development Board	
<b>SUBJECT:</b> Priority of Service		

**Purpose:** To ensure compliance with WIOA Priority of Service requirements local workforce areas must establish a priority of service policy for Title IB Adult programs for Individualized Career and Training Services, which is in alignment with the Veterans Priority of Service policy. This policy does not apply to Basic services, Dislocated Workers, or Youth and is not based on funding.

**Responsibility of:** ARIZONA@WORK Maricopa County staff and WIOA Title partners.

**Description:** Per the Department of Labor Priority of Service Provisions(TEGL 7-20), at least 75% of participants receiving individualized career and training services in the adult program should be individuals with barriers to employment, specifically, they must be low-income, recipients of public assistance or basic skills deficient.

Once the individual’s priority of service status is determined, it will be documented in case notes using the priority levels below.

**1<sup>st</sup> Priority:** Veterans and eligible spouses of veterans (also referred to as covered persons) who are determined to be low-income, a recipient of public assistance, or basic skills deficient.

**2<sup>nd</sup> Priority:** Individuals who are not veterans or not eligible spouses of veterans(also referred to as non-covered person) who are considered lo- income, public assistance recipients, or basic skills deficient.

**3<sup>rd</sup> Priority:** Veterans and eligible spouses of veterans who are not low income, not recipients of public assistance, or not basic skills deficient.

**4<sup>th</sup> Priority:** All other WIOA-eligible Adults who are not listed above and those who do not qualify as veterans, eligible spouses, recipients of public assistance, low-income individuals, or basic skills deficient individuals.

**Definitions:**

**Eligible Veteran:**

1. A person who served in the active military, naval, or air service and was discharged or released under conditions other than dishonorable.
2. Active service includes full-time duty in the National Guard or a Reserve component, other than full-time duty for training purposes.

**Eligible Spouse** is the spouse of any of the following:

1. Any veteran who died of a service-connected disability;

Equal Opportunity Employer/Program  
Auxiliary aids and services are available upon request to individuals with disabilities

2. 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:
  - a. Missing in action;
  - b. Captured in the line of duty by a hostile force; or
  - c. Forcibly detained or interned in the line of duty by a foreign government or power
3. Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or
4. Any veteran who died while a disability was in existence.

NOTE: A spouse whose eligibility is from a living veteran or service member (i.e., categories 2. or 3. above), would lose his/her eligibility if the veteran or service member were to lose their eligibility status (e.g., if a veteran with a total service-connected disability received a lower disability rating).

Similarly, spousal eligibility would be forfeited upon divorce from the living veteran or service member.

**Verifying Veteran Status:** Staff shall not require verification of the status of a veteran/eligible spouse at the point of entry, unless the individual who self-identifies as a veteran/eligible spouse:

- a. is to immediately undergo eligibility determination and be registered or enrolled in the WIOA program.
- b. the applicable federal program rules require verification at that time.

**Acceptable documentation of Veteran and Eligible Spouse status can be found on the DES WIOA Resources website, Exhibit 100A- WIOA Title I-B Adult Worker Program Eligibility Checklist:**

<https://des.az.gov/sites/default/files/dl/WIO-1160A.pdf?time=1662506519777> and includes:

- a. DD-214;
- b. An official notice from the Department of Veterans Affairs that establishes entitlement to a disability rating or award of compensation to a qualified dependent;
- c. An official notice issued by the Department of Defense (DOD) that documents the criteria for missing or detained status of that individual's active-duty spouse; or
- d. An official notice issued by a State veterans' service agency documenting veteran status or spousal rights.

**Low Income** is defined as an individual who is:

1. Currently receiving public assistance;
2. Has received public assistance in the last six months
3. Is a member of a family whose total family income does not exceed either the poverty line or 70 percent of the Lower Living Standard Income Level (LLSIL);
4. Is a homeless individual, as defined in 42 U.S.C. 14043e-2 (6); or
5. Is an individual with a disability whose own income meets the income requirement in #3 of this section, but is a member of a family whose income does not meet this requirement; or

**Acceptable documentation of low-income status can be found on the DES WIOA Resources website, Exhibit 100A- WIOA Title I-B Adult Worker Program Eligibility Checklist:**

<https://des.az.gov/sites/default/files/dl/WIO-1160A.pdf?time=1662506519777>

6. Is an individual who is basic skills deficient per WIOA and is unable to
  - a. Compute or solve problems; or

---

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities

- b. Read, write, or speak English at a level necessary to function on the job, in his or her family, or in society.
- c. In addition, individuals who are English Language Learners meet the criteria of Basic Skills Deficient when that have limited ability in reading, writing, speaking, or comprehending English, and their native language is not English, or they live in a family or community where a language other than English is the dominant language.

**Refer to the WIOA Title I-B Adult Eligibility Checklist for acceptable verification and documentation.**

<https://des.az.gov/sites/default/files/dl/WIO-1160A.pdf?time=1662506519777>

Disclaimer: Being a Veteran/eligible spouse or Eligible Spouse, or a low-income individual does not guarantee enrollment into WIOA. WIOA is not an entitlement program; therefore, eligibility, suitability, and ability to benefit from WIOA services must be demonstrated.