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## **PRIORITY OF SERVICE POLICY**

**1.0 Purpose:** To provide detailed guidance for priority of service for adult employment and training activities in the Northwest Pennsylvania Workforce Investment Area (NW170).

**2.0 REQUIREMENTS.** Governing guidelines include relevant and applicable local, state, and federal statutes as well as funding stream requirements including WIA Section 134(d)(4)(E).

**3.0 SCOPE.** This policy applies to RCWE staff and staff of all contractors, grantees, sub-grantees, and any other authorized providers of WIA Title I funds. This policy applies to adult customers, 18 years of age or older, who are in need of intensive and/or training services. WIA funds allocated for dislocated workers are not subject to this policy (20 CFR Part 652, 663.610 WIA Final Rules, August 11, 2000).

**4.0 RESPONSIBILITY.** In the event funds allocated to the Northwest PA Workforce Investment Area for adult employment and training activities are limited (see explanation of limited funds below), consideration should be given to recipients of public assistance and other low-income individuals as detailed in the PA Department of Labor and Industry's Workforce Investment Information Notice (WIIN) No. 3-99, Change 2, Attachment D. Low income is defined as 70% of Lower Living Standard Income Level (LLSIL) as published annually by the U.S. Department of Labor.

Also, in compliance with the Jobs for Veterans Priority Provisions of the Jobs for Veterans Act, in the event that WIA Title I Adult funds are limited, first to be considered would be public assistance recipients and low-income individuals who are also covered veterans and eligible spouses as outlined in 20 CFR Part 1010.

Although WIA Adult funding has no income criteria, training dollars are limited, so training dollars are only available for public assistance recipients and low-income individuals, with priority to covered veterans and spouses as outlined above. In addition, no less than 75% of training dollars may be used for such training.



Individuals are determined for eligibility and appropriateness for intensive and training services. To maximize the provision of services, all registered WIA Adults may continue to improve their employability through free Intensive Services, which are primarily staff intensive, but do not incur additional costs. Examples include the development of an Individualized Employment Plan, general assessments, Job Clubs, etc.

Contractors establish waiting lists when funds are not available for Training Services for recipients of public assistance and low-income individuals and covered veterans and eligible spouses.

#### Upgrading Services

It is recognized that there may be individuals with a demonstrated need who are already employed, but have not attained a self-sufficiency wage (based on current self-sufficiency policy) at their current employment. To promote upgrading of low-income workers and increasing the competitiveness of employers, up to 25% of contracted Adult WIA Training funds may be used to upgrade low-income workers whose current wage is below the self-sufficiency wage currently determined for the LWIA region. Under this contingency, countable income for eligibility is only the wage of the affected employee. Such upgrading must result in a wage increase and/or be used as a means of employment retention if an employee is at risk of losing a job. All upgrading is subject to the RCWE OJT/Customized Training Policy. These adults should be tracked and reviewed during the annual monitoring visit.

### **5.0 HISTORY.**

Name	Date	Rev Level	Description of change	Effective Date
Lori Hall	2/06/2003	A	New Policy	
Deb O'Neil	4/09/2009	B	Update logo, contents, EO Officer	05/02/2009
Deb O'Neil	5/01/2009	C	Update covered veterans and spouses	7/01/2009
Deb O'Neil	4/13/2011	D	Update content	5/13/2011

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

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