

## CWP Policy and Procedures Manual

<b>Program:</b> Dislocated Workers	<b>Sections:</b> 4.10
<b>Subject:</b> Priority of Service Policy and Procedure	<b>Effective Date:</b> 4/29/16

### 4.10 Priority of Service

#### A. General Provision

The American Job Center (AJC) is the hub of CWP programs and services for Adults and Dislocated Workers, including WIOA-funded services. AJC services include screening, assessment and referral of all job-seekers to the appropriate career and training programs. These services are provided in accordance with WIOA priority of service requirements which identify specific groups of job seekers to be prioritized for individualized career services and training. The following policy and procedures implement the WIOA priority of service requirements within the context of CWP Guiding Principles for Service Delivery.

#### B. Definitions

**Basic Skills Deficient:** WIOA Section 3(5)(B) A youth or adult who is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society. Defined by CWP as having a CASAS reading score of 235 or less and/or a CASAS math score of 235 or less.

#### Career Services Defined:

**Informational and Self-Directed Basic Career Services:** Informational and self-directed basic career services comprise the provision of general orientation to AJC customers on the services available within the AJC system, and assistance to customers who independently utilize the self-directed services available in the Career Resource Center; these include printed materials and access to online job search resources. When appropriate, Basic Career Services also include the provision of information regarding filing claims for unemployment compensation; these services are provided by CTDOL staff.

**Staff-Assisted Basic Career Services:** Staff-assisted basic career services are more substantial than the services provided to self-directed customers. The provision of staff-assisted basic career services includes services such as initial assessment of education level, work experience, skills, interests, aptitudes to determine appropriate level of service, assistance with job search and placement, provision of information on nontraditional employment and in demand occupations, resume development, facilitation of workshops including workshops on available training resources, and, when appropriate, the determination of eligibility for individualized career services and/or training services.

**Individualized Career Services and Training Services:** Individualized career services and training services are more intensive than the services defined as "Staff-Assisted Basic Career Services" and are specifically designed for customers who meet the priority of service criteria. The provision of individualized career services and training services includes comprehensive and specialized assessments and the development of an individual employment plan (IEP), group and/or individual career counseling and mentoring, career planning, short-term pre-vocational services, internships and work experience linked to careers, workforce preparation activities including online learning, financial literacy services, out-of-area job search and relocation assistance, English language acquisition and integrated education and training, and occupational skills training.

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**Eligible Spouse of a Veteran:** A current spouse of a veteran (as defined in these definitions) or the spouse of any of the following: any veteran who died of a service-connected disability or who died while a service-connected disability was in existence, any member of the Armed Forces serving on active duty who, at the time of application for the priority, is missing in action; captured in line of duty by a hostile force; or forcibly detained or interned in line of duty by a foreign government or power, or any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs.

**Individual with Disability:** Any individual who identifies as having a disability as defined in the Americans with Disabilities Act of 1990, as amended, Title 42, Chapter 126, Sec. 12102. A disability is a physical or mental impairment that substantially limits one or more major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment (if the individual establishes that he or she has been subjected to an action prohibited under this chapter because of an actual or perceived physical or mental impairment whether or not the impairment limits or is perceived to limit a major life activity).

**Low Income Individual:** An individual who with total income, or who is in a family with a total income, that does not exceed 70% of the lower living standard income level; or who is a homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e–2(6))); or who is an individual with a disability whose own income meets the income requirement, but who is a member of a family whose income does not meet this requirement; or who receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, assistance through the supplemental nutrition assistance program (SNAP), Temporary Family Assistance (TFA), Supplemental Security Income or other State or local income-based public assistance.

**Recipient of Public Assistance:** Any individual who receives, or is a member of a family that receives, local, state or federal cash assistance including Temporary Family Assistance, State Administered General Assistance, Supplemental Security Income, and Social Security Disability Insurance.

**Veteran:** A person who served in the active military, naval, or air service, and who was discharged or released therefrom under conditions other than dishonorable, as specified in 38 U.S.C. 101(2).

### C. Policy

CWP is committed to providing effective services to all customers in response to their needs, and is accountable for achieving positive performance outcomes for customers at all service levels. Customers will be provided the appropriate level of service and/or referral for service regardless of their point of entry into the AJC system. The CWP AJC will provide staff-assisted Basic Career Services to any eligible individual who needs and wants such services, and will enroll those individuals into the WIOA Adult or Dislocated Worker program; priority of service is not required for receipt of staff-assisted Basic Career Services.

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Customers of the AJC system who are determined to need more intensive Individualized Career Services and Training funded with Title I WIOA Adult funds must be determined eligible and meet one of the following priority of service criteria:

- A. Recipients of public assistance
- B. Other low-income individuals
- C. Individuals who are basic skills deficient
- D. Individuals with a disability
- E. Former offenders

Within these groups priority is given to veterans and eligible spouses in this order:

1. Veterans and eligible spouses of veterans 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.
2. All other priority groups listed above (that is, individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA adult formula funds.
3. Veterans and eligible spouses who are not included in WIOA's priority groups.
4. Non-covered persons outside the groups given priority under WIOA.

WIOA Title I staff in the AJC will develop an Individual Employment Plan with each WIOA customer who is determined to need Individualized Career Services or Training and who meets priority of service.

Note: Priority of service criteria will be applied only when a customer needs or requests Individualized Career Services or Training offered through WIOA Title I-funded programs.

WIOA customers who do not meet priority of service criteria may continue to receive staff-assisted Basic Career Services in the AJC.