



<b>Oregon Workforce Investment Board</b>		
<b>Policy</b>		
Subject: <b>Priority of Service</b>		
Number/Reference: <b>N/A</b>	Effective Date: <b>6/9/2017</b>	Revision # <b>Original</b>

**Overview**

Local Workforce Development Boards (WDBs) must establish a policy to provide priority for individualized career services and training services to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient and veterans. Local WDBs must establish practices that support Oregon’s priorities as identified by the Governor and the Oregon Workforce Investment Board (OWIB).

**Policy Statement**

The Jobs for Veterans Act (JVA) requires that processes to identify veterans are in place at the point of entry, and that veterans are made aware of their entitlement to priority of services, the full array of services available under priority of service, and applicable eligibility requirements for those programs and services.

The Workforce Innovation and Opportunity Act (WIOA) requires priority be given to public assistance recipients, other low-income individuals, and individuals who are basic skills deficient (WIOA sec. 3(5)), when providing individualized career services and training services using WIOA title I Adult program funds (WIOA sec. 134(c)(3)(E)).

Oregon’s Governor and/or the OWIB may identify additional populations and priorities based on additional factors (e.g. economic shifts, business needs, and others). If the Governor and/or OWIB identify additional populations and/or priorities, they will be detailed in a modification of Oregon’s WIOA State Plan. Local WDBs must respond to these state-level changes appropriately (e.g. Local Plan modification, new policies or procedures, etc.).

**Applying Federal Priority of Service Requirements:**

The priority of service for veterans always applies across all qualified employment and training programs. Priority must be documented.

The priority of service for public assistance recipients, other low-income individuals, and individuals who are basic skills deficient is a statutory priority that applies only to the receipt of individualized career services and training services in the WIOA title I Adult program. Priority must be documented.

Local WDBs through their One-Stop Operator must ensure that priority provisions are addressed in customer flow processes and staff coordination and coverage.

Local plans must describe the direction that Local WDBs have provided to the one-stop operator to ensure priority for adult career and training services.

**Applying Oregon’s Priorities:**

Local plans must describe how Local WDBs support Oregon’s priorities as identified by the Governor and the Oregon Workforce Investment Board (OWIB).

**Action(s)**

Local Workforce Development Boards must adopt local policies and/or procedures to ensure that priority of service is given in accordance with state policy and federal law. The Higher Education Coordinating Commission Office of Workforce Investments’ staff will monitor Local WDBs for compliance.

**Contact**

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**Attachments/Additional Resources/References**

- Training and Employment Guidance Letter No. 10-09, Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in whole or in part by the U.S. Department of Labor (DOL).
- Training and Employment Guidance Letter No. 19-16, Guidance on Services Provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA or Opportunity Act) and the Wagner-Peyser Act Employment Service (ES), as Amended by Title III of WIOA, and for Implementation of the WIOA Final Rules.
- WorkSource Oregon Operational Standards.
- 20 CFR § 680.600: What priority must be given to low-income adults and public assistance recipients and individuals who are basic skills deficient served with adult funds under title I?
- 20 CFR § 680.650: Do veterans receive priority of service under the Workforce Innovation and Opportunity Act?
- 20 CFR Part 1010, Application of Priority of Service for Covered Persons.