



1021 Kingsway, Suite 1
Cape Girardeau, MO 63703

www.job4you.org

Phone: 573.334.0990, Relay 711
Fax: 573.334.0335

PRIORITY OF SERVICE POLICY (Access to Adult Services/Veterans)

Recognizing the priorities available in the WIOA (ETA 680.600), the Southeast Region will make participant funds available as stated below:

It is important to understand that Priority of Service does not change the intended function of a program or service. Covered persons must meet all statutory eligibility and program requirements for participation in order to receive priority for a program or service.

Implementing Priority of Service: The regulations provide that priority of service means the right to eligible covered persons to take precedence over eligible non-covered persons in obtaining services. They further specify that taking precedence may mean:

- The covered person receives access to the service or resource earlier in time than the non-covered person; or
- If the service or resource is limited, the covered person receives access to the service or resource instead of or before the non-covered person.
- The regulations specify how priority of service is to be applied across three different types of qualified job training programs.
- Any Missouri Job Center visitor can access WIOA Career Services. For the WIOA Adult Program (staff assisted career services *only*), as stated in current OWD Issuance. Any Missouri Job Center staff may provide self-service or informational services to individuals regardless of WIOA enrollment status. Any Career Service provided by WIOA-funded staff that is not defined as self-service or informational, requires enrollment in the WIOA program for which the participant is determined eligible.

A minimum of 70% of Title I WIOA Adult funds will be allocated to *Priority Level I*, and a maximum of 30% of Title I WIOA Adult funds will go to *Priority Level II* (if needed, a WDB vote would be required to adjust percent's during program year).

Priority Level I

1. An individual who receives, or is a member of a family who receives cash public assistance;
2. An individual who receives, or is a member of a family who receives or has been determined within the six months prior to eligibility determination, eligible to receive food stamps;
3. A member of a family whose annualized income does not exceed the higher of (a) Department of Health and Human Services poverty guidelines, or (b) the Department of Labor's Lower Living Standard Income Level;
4. Individuals who are basic skills deficient, including English language learners;
5. A member of a family whose annualized income does not exceed 150% of the Lower Living Standard Income Level, LLSIL (the "working poor");

The Southeast Workforce Development Board is an Equal Opportunity Program/Employer. Auxiliary aids and services are available upon request.

Effective January 2015; Revised February 2018; Revised November 2019; Reviewed April 2024

Priority Level II

Currently employed worker who has received a WIOA Adult Career enrollment as defined by the WIOA and is a member of a family whose annualized income does not exceed 250% of the Lower Living Standard Income Level may be considered in need of individualized services in order to retain employment that allows for self-sufficiency. For the purposes of determining the eligibility of currently employed workers, “self-sufficiency” means identifying either of the following conditions that impair an employed worker’s ability to achieve or maintain self-sufficiency:

- A need for additional training to learn skills to use new technologies and/or processes in order to retain current employment (Skill Acquisition).
- Conditions that require an employed worker's company to retrain its workers to enable the company to be more competitive in the marketplace or to avoid company failure and loss of jobs in the community (Job Retention).
- Conditions that prevent the employed worker from maintaining self-sufficiency due to part-time hours, low hourly wage or employed in a declining industry within the region (Skill Acquisition-New Industry).

Veteran Priority

Veterans that come through the Missouri Job Center system are eligible for “priority rights of service”, that is, they are entitled to certain preferences within the job searching and job referral process. All Missouri Job Center staff are trained on Veteran’s “priority rights of service” and where Veterans can receive other needed services. All staff must become familiar with and comply with DWD Issuance 09-2008 “Priority of Services to Veterans”.