



To: All Mother Lode Job Training Staff and Subrecipients
Subject: Priority of Services
Effective Date: 09/11/2019
Revision Date: 10/22/2024
Revision Number: 2

“PRIORITY OF PROVISION OF SERVICES”

Purpose

This policy establishes the procedures for implementing the priority of service requirement for Veterans and Eligible Spouses within programs funded by Mother Lode Job Training ensuring compliance with the Jobs for Veterans Act and [WSD 19-04]. This policy ensures that Veterans and Eligible Spouses are identified, informed, and provided with access to the full array of services available under priority of service.

The Priority of Provision of Services will be used in the following order and must be posted in every center and easily accessible by the general public. (Reference: WIOA 188(a)(5) and 189(h); Title 20 CFR Sections 680.110, 680.120 and 680.600[b]-[c]; Title 29 CFR 38; TEGL 19-16, WSD 19-04)

This policy also outlines procedures for providing priority of service to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient for individualized career and training services under WIOA’s Adult Program. On November 21, 2019, MLC adopted to utilize the 175% of the Lower Living Standard Income Level (LLSIL) as the defining guideline for self-sufficiency. The LLSIL ensures that participants who are lower income but do not qualify for public assistance are prioritized over the general population.

Order of Priority	Category
#1	Veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient.
#2	Public assistance recipients, other low-income individuals, or individuals who are basic skills deficient who are non-veterans, and who are not an eligible spouse of a veteran.
#3	Veterans or eligible spouses of veterans who are not included in WIOA’s priority groups.
#4	Individuals who are below the Local Workforce Development Board-approved self-sufficiency standard.
#5	Non-Veteran who <u>are not</u> public assistance recipients or other low-income individuals or basic skill deficient or below self-sufficiency.

Identification at Point of Entry

Veterans and Eligible Spouses, recipients of public assistance, low-income individuals, and basic skills deficient individuals will be identified both in-person and virtually at the point of entry to any MLJT Center. This includes any of the following methods:

In-Person Visits: Frontline staff will ask all customers about their veteran status or eligibility as an eligible spouse, whether they are recipients of public assistance, low-income individuals, or basic skills deficient during the initial intake or registration process.

Self-Service Online Portals: For online programs or services, clear questions or prompts will be embedded into the registration and intake processes to identify Veterans and Eligible Spouses.

Signage and Notifications: All AJCC facilities/MLJT service centers will display visible signs and notices informing individuals of Veterans and Eligible Spouses Priority of Service at points of entry. This includes physical locations and virtual platforms.

Notification of Entitlement to Priority of Service

Upon identification, Veterans and Eligible Spouses will be informed of their entitlement to priority of service through:

Oral Communication: Staff will provide verbal notification during the intake process or at any point of contact.

Written Notification: Individuals will receive a written notice (via physical or electronic means) detailing their entitlement to priority of service, and this information will be available in multiple languages, as necessary, to ensure accessibility.

Program Orientation: Program orientations, both in-person and online, will include a section explicitly describing Veterans Priority of Service.

Outreach Materials: Printed and electronic outreach materials, including brochures, emails, and social media announcements, will include language indicating the entitlement to priority of service for Veterans and Eligible Spouses.

Awareness of Full Array of Services Available

Veterans and Eligible Spouses will be made aware of the full range of employment, training, and placement services available to them under priority of service. Availability of services are dependent on Point in Time availability of WIOA funding. If funding is not available, Veterans and Eligible Spouses will be placed at the top of a wait list. MLJT case managers will continue to serve people per their eligibility first, then in chronological order according to the "Order of Priority" table above.

Case Management: Veterans and Eligible Spouses will have access to sessions with

case managers who will review and explain all available services and assist them in selecting programs that meet their needs.

Awareness of Program Eligibility Requirements

To ensure Veterans and Eligible Spouses understand any eligibility criteria for participation in specific programs, the following will be implemented:

Eligibility requirements for service will be outlined to Veterans and Eligible Spouses during the intake process, through-case management discussions.

Staff Training: Frontline and career services staff will receive training to ensure they can accurately explain eligibility criteria, exemptions, and special provisions for Veterans and Eligible Spouses.

Ongoing Support: Veterans and Eligible Spouses will be connected to a designated point of contact who can help them navigate eligibility criteria and provide assistance in documenting qualifications or gathering necessary paperwork to meet program requirements.

Monitoring and Compliance

MLJT will conduct regular reviews and monitoring to ensure compliance with the priority of services policy & procedures. This includes:

Tracking and Reporting: Data on Veterans and Eligible Spouses' participation in programs will be collected using CalJOBS and reported to ensure priority of service is being provided as required.

Customer Feedback: Veterans and Eligible Spouses are surveyed to ensure they are aware of and satisfied with their entitlement to priority of service.