



Workforce Development Board Policy ☒

Standard Operating Procedures ☒

Topic: WIOA Priority of Service

Date: July 1, 2026

☐ New

☒ Revised

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Purpose

Local Workforce Development Boards (LWDB) must establish policy to provide priority for access to Workforce Innovation and Opportunity Act (WIOA) Individualized Career Services and Training Services to participants who meet the requirements outlined in the WIOA.

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Policy Statement

It is the policy of the Portland Metro Workforce Development Board to ensure that individuals meeting the WIOA statutory priorities receive precedence for WIOA Adult Individualized Career and Training services. Priority for WIOA Adult Individualized Career Services and Training Services must be provided to eligible participants in the following order.

1. Veterans and eligible spouses who are included in the groups given statutory priority for WIOA Adult formula funding (see 2.).
2. Individuals who are not veterans or eligible spouses and who meet one of the statutory priorities for WIOA Adult formula funding:
 - Recipients of public assistance
 - Low income
 - Basic skills deficient
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.

Priority of Service Documentation

Lack of documentation does not preclude Applicants from being enrolled and receiving services but does eliminate the priority of service benefit. Documentation requirements to be considered for Priority of Service benefits are:

Veteran and Eligible Spouse Status

One of these allowable documents is required:

- DD-214 Military Separation Record
- Veteran Affairs Letter
- Veteran's Crossmatch

Low Income

One of these allowable documents is required:

- Award Letter from Veteran's Administration
- Bank Statements
- Pay Stubs
- Compensation Award Letter
- Court Award Letter
- Pension Statement
- Employer Statement/Contact
- Family or Business Financial Records
- Housing Authority Verification
- Quarterly Estimated Tax for Self-Employed Persons
- Social Security Benefits
- UI Claim Documents
- Copy of Authorization to Receive Cash Public Assistance
- Copy of Public Assistance Check
- Public Assistance Eligibility Verification
- Cross-Match with Refugee Assistance Records
- Cross-Match with Public Assistance Records
- Cross-Match with UI Wage Records

Public Assistance

One of these allowable documents is required:

Public Assistance Type	Allowable Documentation Types
Exhausting TANF (within 2 years)	Public Assistance Benefits Letter (TANF) Referral from TANF Public Assistance Crossmatch
General Assistance (State or Local Government)	Public Assistance Check copy Public Assistance Medical Card showing status Public Assistance Benefits Letter (reflecting type) Public Assistance Crossmatch



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Public Assistance Type	Allowable Documentation Types
Refugee Cash Assistance	Public Assistance Check copy Public Assistance Medical Card showing status Public Assistance Benefits Letter (reflecting type) Public Assistance Crossmatch
Supplemental Nutrition Assistance Program (SNAP)	Public Assistance Benefits Letter (SNAP) Referral from SNAP Public Assistance Crossmatch
Social Security Disability Insurance (SSDI) (Received in the Past Six Months)	Public Assistance Benefits Letter (SSI/SSDI) Referral from Social Security Administration Crossmatch with Social Security Administration database
Supplemental Security Income (SSI) (Received in the Past Six Months)	Public Assistance Benefits Letter (SSI/SSDI) Referral from Social Security Administration Crossmatch with Social Security Administration database
TANF (Received in the Past Six Months)	Public Assistance Benefits Letter (TANF) Referral from TANF Public Assistance Crossmatch

Basic Skills Deficient

The Basic Skills Deficient documentation is staff assessment. This is documented in I-Trac with the assessment selection made by staff in the Basic Skills control. Basic Skills Deficient is defined as:

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. This may be determined by staff during the enrollment process while working with the Applicant when at least one of the following elements are observed (and therefore assessed):

- **Adult Education:** Is enrolled in a Title II Adult Education and Family Literacy Act program, this also includes enrollment in English as a Second Language (ESL) class.
- **Limited English Skills:** Determined to be limited English skills proficient through staff-engagement and observation.
- **Staff Observation:** Staff make observations of deficient functioning in completing forms, assisting in the development of a service strategy, or behaviors in group discussion settings.
- **GPA:** Information (in writing or through discussion with the Applicant) that an educational institution the Applicant engages or engaged with determined them to have a GPA at D or below within the previous six months.
- **Special Education:** Qualifies for Special Education services or has an Individual Education Program (IEP) plan.
- Applicant is co-enrolled in another Portland Metro program or local workforce area where that Contractor made the Basic Skills deficient determination.



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References

- WIOA Public Law 113-128
- 20 CFR Part 652.100; 680.600-610; 680.650; 683.230
- Training and Employment Guidance Letter WIOA No. 07-20, Priority of Service
- Training and Employment Guidance Letter WIOA No. 10-09, Priority of Service Veterans
- Oregon Revised Statute 660.324