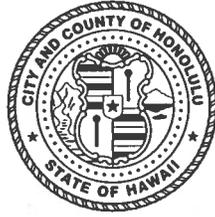


OAHU WORKFORCE DEVELOPMENT BOARD  
**CITY AND COUNTY OF HONOLULU**

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**OAHU WORKFORCE DEVELOPMENT BOARD  
WORKFORCE INNOVATION AND OPPORTUNITY ACT  
POLICY #28-25**

**SUBJECT:** WIOA PRIORITY OF SERVICES

**PURPOSE:**

The purpose of this instruction is to transmit updates to the Priority of Service Policy.

**BACKGROUND:**

The Workforce Innovation and Opportunity Act (WIOA) has established a priority requirement for funds allocated to a local area for individualized career and training services. Priority shall be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient for receipt of career and training services. Under WIA, career services were identified as core and intensive services, and participants would progress through each level of service to eventually receive training. WIOA clarifies that individuals receiving services in one-stop centers must obtain the services necessary to assist them in meeting their job search goals. It does not require a fixed sequence of services that may not be necessary to serve the individual effectively.

**POLICY:**

Adults who receive services from WIOA-funded staff beyond self-service and information must be determined eligible, enrolled, and considered a participant for WIOA Title I services. Individualized career services and training services must be given on a priority basis, regardless of funding levels, to:

First Priority: Veterans and eligible spouses who are low-income, include recipients of public assistance, or who are basic skills deficient;

Second Priority: Low-income Individuals, to include recipients of public assistance, or basic skills deficient;

Third Priority: Veterans and eligible spouses who are not low-income, or are not recipients of

public assistance, and are not basic skills deficient; and

Fourth Priority: Individuals outside of the groups given priority.

### **Definitions**

#### **Low-income Individual:**

An individual who meets any one of the following criteria satisfies the low-income requirement for WIOA Adult services:

- 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 SNAP, TANF, or Supplemental Security Income (SSI), or state or local income-based public assistance;
- Receives an income or is a member of a family receiving an income that, in relation to family size, is not in excess of the most recent Family Income Guidelines issued via LWDA Instruction;
- Is a homeless individual as defined in the McKinney-Vento Homeless Assistance Act or the Violence Against Women Act of 1994; or
- Is an individual with a disability whose own income meets the income requirement above, but who is a member of a family whose income does not meet this requirement.

#### **Basic Skills Deficient:**

WIOA defines basic skills deficient as an 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 participant's family, or in society. OWDB further defines basic skills deficient as an individual who meets any one of the following indicators:

- Lacks a high school diploma or equivalent; or
- Scores 8.9 or below on the Test for Adult Basic Education (TABE) or
- Is enrolled in Title II adult education for English as a Second Language (ESL).

It is expected that basic skills deficiency will be determined using an objective, valid, and reliable assessment, such as the indicators listed above. However, when a formal evaluation is not available or practical, case manager observations, customer acknowledgment, and documented case notes are acceptable. (Example: A case manager may observe that the adult is experiencing difficulty in reading or filling out an application form or has poor English language skills and may be appropriate for ESL. However, an individual should not be determined as basic skills deficient merely because they lack soft skills or the occupational skills needed for a particular job.) WIOA Title I funds cannot be used for assessing basic skills deficiencies before eligibility certification. Further, if not already a program participant, the use of funds for assessment will constitute enrollment in the program.

#### **Documentation Requirements:**

It is beneficial to capture all applicable priority of service categories to reflect efforts in serving those most in need. Additionally, these characteristics are likely to have a positive impact on future performance negotiations as the statistical adjustment model is implemented. Therefore, all applicable priority of service criteria should be recorded in HireNetHawaii, and the documentation required for each criterion recorded must be maintained in the participant's case

file.

**ACTION:**

This policy is effective immediately and remains in effect until such time that amendments to this policy are made or a new policy is issued.

**INQUIRIES:**

For inquiries regarding this policy, please contact Harrison Kuranishi, Executive Director, Oahu Workforce Development Board at 808-768-7790 or [h.kuranishi@honolulu.gov](mailto:h.kuranishi@honolulu.gov).



**Harrison Kuranishi**  
**Executive Director**