



CITY AND COUNTY OF SAN FRANCISCO  
GAVIN NEWSOM, MAYOR

OFFICE OF ECONOMIC  
AND  
WORKFORCE DEVELOPMENT

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**DIRECTIVE NO:** 24-07

**TO:** WIA Service Providers

**EFFECTIVE:** July 1, 2007

**SUBJECT:** Priority of Service Policy for Adults

**REFERENCES:**

- WIA section 134(d)(4)(E)

**PURPOSE:**

This directive is to establish a policy for determining priority for services for adults under WIA when the Workforce Investment Board of San Francisco (WISF) declares that funds in the local area are limited.

**BACKGROUND:**

WIA section 134(d)(4)(E) and Federal Regulations section 663.600 establish the need for the WIB to have a system of priority for services to adults when a determination has been made that funds are limited in a local area. When funds to a local area are deemed limited, priority for services to adults must be given to recipients of public assistance and other low-income individuals. When the WISF deems that funds are not limited, any adults may be eligible for intensive and/or training services under WIA.

**POLICY:**

Funds for services to adults are limited in the local workforce investment area. As such, a Priority of Service system will be utilized that mandates a minimum of 80% of the enrolled adults in the area be recipients of public assistance or low-income individuals.

A maximum of 10% of the enrolled adults may have family incomes above poverty guidelines, but must possess substantial barriers to employment at a livable wage. Such substantial barriers shall include limited English language proficiency, dropping out of school, teen pregnancy or parenting, basic skills deficiency, offender status, disabilities, veteran status, age (older individuals), substance abuse, and living at or below 200% of Federal recognized poverty guidelines.

A maximum of 10% of the enrolled adults could include any individual, regardless of barriers or income status.

All customers, regardless of target group, will be selected based on his/her appropriateness for service and ability to successfully complete the intensive and/or training services to be provided.

**ACTION:**

The Office of Economic and Workforce Development and its service providers shall follow this policy. This policy will remain in effect from the date of issue until such time that a revision is required.

**INQUIRIES:**

Inquiries should be addressed to OEWD staff.

Rhonda Simmons  
Director of Workforce Development  
Office of Economic and Workforce Development