ONE-STOP ASSESSMENTS
POLICY #: 4005

Original Policy Date: / /2012 Current Revision Date: / /2012
Effective Date:

Purpose:
Southwest Washington Workforce Development Council (SWWDC) is issuing this policy to provide guidelines and standards for delivering a minimum and consistent level of assessments for developing job seeker skills through WorkSource and affiliate sites. This policy does not change other program-specific policies or guidance pertaining to assessments.

Background:
Assessment provides a systematic approach to gathering information about the WorkSource system's customers. The information gathering process should begin shortly after customers are introduced to WorkSource and end when they meet their employment objectives. The accumulated information can be used in a variety of ways by all the partners in aiding in a local area's combined workforce development efforts.

Assessment guides the customer's skills development strategy and service delivery by identifying the gaps between job seekers' skills and employers' workforce needs. Preliminary and secondary assessments provide value to the WorkSource system customers and enable staff to provide the necessary workforce development services. Once customers gain an awareness of their skills and any gaps they may have within those skills, opportunities need to be made available through the One-stops to assist them in upgrading their skills to match labor market demands.

Policy:
The WorkSource One-Stop Operator, in consultation with local partners, will develop and implement written processes and/or procedures for providing assessments within WorkSource. Assessment results will be documented and shared, as appropriate, with WorkSource partners to benefit the job seeker.

One-stop assessments will include the following tiers and be implemented as applicable to each WorkSource customer.

- Front-end Triage: Front-end triage focuses on getting a broad sense of the customer's present circumstances and immediate objectives to enable WorkSource staff to refer them to the most appropriate services. Refer to SWWDC policy #4001, Integrated Front-End Services, for further information.
- Preliminary Assessments: These are made available throughout the Southwest WorkSource system to interested job seekers. Preliminary assessments help identify basic educational skills, occupational skills, work history, employment competencies and work interests. They could include such tools as literacy and numeracy tests, standardized tests, interviews and other assessment tools. Required assessment tools will be used as indicated by specific program policies.

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- Secondary Assessments: Secondary assessments are additional tools available to WorkSource, and affiliates, when assisting job seekers who have greater difficulty navigating the job market or those who need more information in order to develop effective job-seeking strategies. Formal assessments may be required when the job seeker's skills are deficient for the employment goals. WorkSource staff may implement this level of assessments when deemed necessary or appropriate for the job seeker.
- Employer-focused Assessments: Employers may require further assessments to screen, test, and hire employees referred for specific jobs.

The objectives of these assessments are to:

- Explore career and employment options suited to readiness, aptitudes and employment goals;
- Provide job seekers with information about their workplace skills, strengths and weaknesses;
- Review job seekers' progress toward acquiring skills that are in demand, promoting attainment of industry-recognized credentials and screening for employers;
- Refer appropriately screened, qualified job seekers to available job openings; and
- Identify skill gaps and educational needs to help customer become competitive in the labor market.

Procedures established by the One-Stop Operator shall establish strategies that:

- Provide opportunities, through various assessments and tools, for job seekers to understand their skills and possible ways to upgrade those skills in relation to labor market demands.
- Set standards for delivering the above assessment tiers that comply with program requirements;
- Develop standards to determine which customers should be assessed at each tier;
- Establish targets for the number of people who will receive preliminary and secondary assessments;
- Document assessment offerings, activities and results in SKIES for the front-end, preliminary and secondary assessment levels;
- Provide training to staff who conduct assessments in administering and interpreting assessment results; and
- Document and track training of staff on this policy.

Assessment practices will be objective and without adverse impact on protected groups. Full disclosure will be provided to customers undergoing assessments as to its purpose, benefit to the job seeker, use within WorkSource and confidentiality of results. Reasonable accommodation will be provided to persons with disabilities who wish to be assessed by the procedure or process.

The One-Stop Operator and partners will periodically review how well the WorkSource system is identifying job seekers with barriers, especially disabilities. This should include the essential collaboration with the Division of Vocational Rehabilitation and other service providers that focus on this population. Target goals will also be reviewed

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periodically to determine if market changes or performance measurement require adjusting targets and/or refocusing efforts to meet established targets.

References/Resources:

- Testing and Assessment: A Guide to Good Practices for Workforce Investment Professionals, U.S. Department of Labor, Employment and Training Administration, 2006

- Washington State WIA Policy Number 1016, One-Stop Assessments

- Washington State WIA Policy Number 3685, Revision 1, Literacy and Numeracy

- Washington State WorkSource System Policy Number 1011, CASAS for Basic Skills Assessments

- Washington State Trade Adjustment Assistance Policy Number 3070, Assessment

- WIA Title II – SBCTC Mandated State Assessment Policy

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