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NEW YORK STATE WORKFORCE DEVELOPMENT SYSTEM TECHNICAL ADVISORY

Workforce Development System Technical Advisory #08-4.1

TO: Workforce Development Community

DATE: October 9, 2009

SUBJECT: Effective Use of Initial Assessment in the Workforce Investment One-Stop System

Purpose

To establish guidance and policy for the effective use of initial assessment to determine the level of services that should be provided to customers of the workforce investment One-Stop system.

This advisory rescinds and replaces WDS Technical Advisory #08-4, *Effective Use of Assessment in the Workforce Investment One-Stop System*, dated June 12, 2008, and WDS-Technical Advisory #06-15, *State Policy Guidelines on Serving Unemployment Insurance (UI) Customers*, dated September 8, 2006.

Background

A key core service to be provided in the One-Stop system is an initial assessment of a customer's knowledge, skills and abilities to support their employment goal, and to identify supportive service needs, based on an analysis of information gathered from the customer through a registration form, résumé, supplemental data collection tools and/or an interview.

A quality initial assessment will provide enough information on the customer's present situation for staff to create a next step service plan with the customer. The purpose of the assessment is to understand the customer's occupational goals, existing skills, and work search readiness and to determine whether there are any barriers to employment. This assessment is conducted within the context of local labor market conditions and also takes into account service needs that may be articulated by the customer, such as a desire to pursue training or education.

The initial assessment should result in a determination of next steps for the customer, which may include the development of an individual employment plan or training plan. New York State Workforce Development System Technical Advisory (WDS-TA) #09-17, **Individual Employment Plans/Training Plans for WIA Participants in Training** (10/09/09) offers policy and guidance on the use of Individual Employment Plans (IEPs)

and Training Plans (TPs) ([TA #09-17](#))

Policy

It is the policy of the New York State Department of Labor (NYSDOL) that all One-Stop customers are to receive an initial assessment. The only exceptions to this requirement are Unemployment Insurance (UI) claimants who are work search exempt or individuals who access self help or informational services only. Work search exempt UI claimants include workers who are: Union with exclusive union hiring arrangements; Temporary Lay-Off (TLO); or seasonal loss of employment.

The initial assessment is intended to quickly decide which level of services a customer needs: Job Search Ready Services (JSRS) or Career Development Services (CDS). This assessment must be made on the same day the customer receives his or her first staff-assisted service, with the exception of a Rapid Response Orientation or a job referral.

Assessment is an ongoing process. The initial assessment is exactly that – a *preliminary* indication of the customer's needs derived from the baseline information gathered at enrollment and initial provision of staff assisted services. All subsequent services should be driven by staff's reassessment of the customer's needs at that point in time.

Job Search Ready Services

Job Search Ready Services are to be provided to customers who possess the following: an occupational goal with a favorable labor market outlook; the occupational knowledge, skills and abilities required for the occupational goal; and no barriers that prevent obtaining and retaining employment. Job Search Ready Services prepare the customer for job referral and include (but are not limited to) résumé preparation and/or interviewing preparation.

Career Development Services

Career Development Services are to be provided to customers who:

- Do not possess an occupational goal; and/or
- Do not possess the requisite occupational knowledge, skills and abilities to readily find work related to their occupational goal; and/or
- Have barriers that potentially prevent obtaining and retaining employment.
- Indicate an interest in training

Individuals initially classified as job search ready may subsequently be determined to need career development services. Individuals initially determined to need career development services will likely benefit from job search services as well.

Initial Assessment Process

The UI profiling score may be used to streamline the initial assessment process for reemployment service customers as follows:

- *For reemployment service customers whose UI Profile Score is 1 to 30 – Staff may*

record their initial assessment determination as Job Search Ready Services and invite the customer for services.

- *For reemployment service customers whose UI Profile Score is 31 or above – staff must schedule the customer for an initial assessment. Staff should encourage the customer to bring a résumé with them to the scheduled appointment.*

The initial assessment process includes the following steps:

a) Occupational Goal:

Evaluate the customer's occupational goal as favorable or not favorable in the labor market.

- If the customer does not have a clear occupational goal or the outlook for the occupational goal is not favorable, then the customer is identified for Career Development Services (i.e., career exploration to identify an occupation with favorable local labor market outlook).

b) Knowledge, Skills and Abilities:

If the goal is for an occupation or occupational cluster that has a favorable outlook in the labor market, then evaluate the customer's occupational knowledge, skills and abilities. Does the customer have occupational skills that are currently in demand? How does the customer's work history, experience, and/or level or expertise relate to the goal? Are the customer's skills transferable? Does the customer have the education and training to compete in the job market? Are they unlikely to be able to return to their former occupation due to local economic conditions?

- If knowledge, skills and abilities are deficient, then the customer is identified for Career Development Services.

c) Barriers to Employment:

If knowledge, skills and abilities are proficient, then barriers to employment are evaluated. Does the customer have barriers or obstacles preventing the customer from finding work or retaining work? For example: health and physical considerations, poor work history, lack of references, child care or elder care issues, criminal record, transportation issues, limited English skills, homelessness or other personal issues.

- If barriers exist that can't be addressed through a referral to supportive services or other modifications, then the customer is identified for Career Development Services.
- If no barriers exist, or the barriers can be addressed during core services, the customer is identified for Job Search Ready Services.

d) Job Search Skills:

The customer's job search planning, preparation and job seeking skills should also be evaluated, for example: job adaptation skills, well prepared and up to date résumé,

interviewing and communication skills, knowledge of where to look for work and how to research companies, basic computer skills to apply for work online, ability to do internet based job searches, social networking and self-marketing skills, motivation to find work, and having a work search plan.

An *Initial Assessment Guide* is provided in Attachment A. The Initial Assessment Guide is for staff use only and can assist staff with the interview process when gathering the information necessary to conduct a thorough initial assessment.

Action

Local workforce areas must have processes and procedures in place to ensure One-Stop Career Center customers receive an initial assessment on the day they receive their first staff-assisted service, in accordance with NYSDOL policy.

Data Entry

The Initial Assessment must be recorded in OSOS as follows.

1. To record the Initial Assessment – In “Customer Detail” select the “Activities” button and select the OSOS L1 activity “Assessment Interview, Initial Assessment.”
2. To record the Initial Assessment determination (i.e., whether the customer needs Job Search Ready Services or Career Development Services) – In “Customer Detail” enter an “OSOS Comment” exactly as follows:
 - i. First record the Initial Assessment determination, including the colon (:)
 - For Job Search Ready Services enter **JSRS**:
 - For Career Development Services enter **CDS**:
 - ii. Following the colon (:) record factor(s) which led to the determination.
 - iii. Be sure to not include both JSRS and CDS in the same comment.
3. This is a one-time activity at the time of the initial assessment. Subsequent reassessment results can be recorded in case notes.

Questions about this advisory should be directed to your State Representative.

Attachments

Attachment A. *Initial Assessment Guide*

Name:

OSOS ID: NY

Initial Assessment Guide

Check Yes or No for each question that applies

Any YES indicates customer is CDS

Occupational Goal

	Yes	No
Customer has no goal or goal not favorable for local labor market?		
Lists too many unrelated occupations under goal or type of work looking for, or unsure of goal?		
Customer identifies need to change careers or explore other options?		

Knowledge/Skills/Abilities (All questions should relate to the occupational goal)

Has insufficient work experience (recent employment is of insufficient duration)?		
Lacks GED or HS Diploma?		
Displays an inability to clearly articulate skills/abilities (no skills identified)?		
Lacks training to support occupational goal?		
Speaks English with difficulty?		
Appears to not have basic reading and writing skills?		
Lacks basic computer skills?		
Customer disclosed experienced learning disabilities or received assistance in school?		
Does the person need help identifying which jobs are appropriate for their aptitudes or would benefit from assistance in indentifying their transferable skills?		
Other (Specify)		

Health and Wellness Issues/Barriers

Has customer identified a health restriction or other wellness-related barrier that would impact employment?		
Does the person state that they have a disability for which they need a workplace accommodation?		
Does the person exhibit hygiene issues that would impact a successful job search?		

Employment Related Issues/Barriers

Does the person have a history of terminations or job hopping?		
Does the person need help identifying jobs that are appropriate to their aptitudes, interests or work values?		
Is the person likely to have background check issues or need additional assistance due to previous convictions?		
Does the person lack the ability to get to work?		
Are there child or elder care issues or other personal family issues that affect the person's ability to work?		
Does the person lack positive references?		
Are there other issues that affect the person's ability to work? If yes, list:		

Any YES indicates customer is CDS:

Career Development Services: CDS

Customer will need assistance in addressing the following _____ (as indicated above, list for OSOS Comment and next step service plan)

Job Search Knowledge and Skills

Is there a lack of awareness of necessary job search skills?		
Does the person have a history of unsuccessful job search?		
Does the person lack the tools necessary for job search (i.e. resume, cover letter, and interviewing, interpersonal skills)?		
Other?		

Job Search Ready Services: JSRS

Customer has a relevant goal of _____ and the necessary proficiencies to support goal.
Job Search services needed (e.g. resume writing workshop scheduled.) _____

The information collected is confidential.