



ONE-STOP ASSESSMENTS

Spokane WorkSource System Policies and Procedures

POLICY # WS804

Effective Date: July 1, 2011

BACKGROUND:

The Spokane Area Workforce Development Council (SAWDC) is issuing this policy to provide guidance and standards for delivering a minimum, consistent level of assessments and opportunities for developing job seeker skills through the Spokane WorkSource System. This policy does not change other program-specific policies or guidance pertaining to assessments.

POLICY:

The WorkSource One-Stop Operator will develop and implement written processes and/or procedures for providing assessments within WorkSource Spokane. Assessments are a tiered evaluation process that provide a systematic approach to gathering information about WorkSource job seekers. Assessments should begin shortly after job seekers are introduced to WorkSource and end when they meet their employment objectives. 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 Assessments:** Front-end assessments focus on getting a broad sense of the customer's present circumstances and immediate objectives to enable WorkSource Spokane staff to refer them to the most appropriate services. Refer to the SAWDC Front End Job Seeker Services Policy for further information.
- **Preliminary Assessments:** These are made available throughout WorkSource Spokane 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.
- **Secondary Assessments:** Secondary assessments are additional tools available to WorkSource Spokane, and its partners, 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 Spokane 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 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;
- Referring appropriately screened, qualified job seekers to available job openings; and
- Identifying skill gaps and educational needs to help customer become competitive in the labor market.

The WorkSource One-Stop Operator will develop and maintain processes and/or procedures that:

- 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;
- 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 individuals 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.

REFERENCE:

- Washington State Employment Security WorkSource Service Delivery System Policy 1016 WorkSource One-Stop Assessments.
- 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 #3685, Revision 1, Literacy and Numeracy
- Washington State WorkSource System Policy #1011, CASAS for Basic Skills Assessments
- Washington State Trade Adjustment Assistance Policy #3070, Assessment
- WIA Title II – SBCTC Mandated State Assessment Policy
- Spokane Area Workforce Development Council Policy #WS800: Front End Job Seeker Services