

# WorkSource Service Delivery System Policy

June 11, 2010

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**EFFECTIVE DATE:** July 1, 2010  
**SYSTEM POLICY NUMBER:** 1016  
**SUBJECT:** ONE-STOP ASSESSMENTS

## SCOPE

*WorkSource System policies set common direction and standards for Washington's WorkSource System. This policy applies to Workforce Development Councils (WDCs), ESD's Employment and Career Development Division (ECDD), and other partners delivering services in WorkSource centers and, as appropriate, affiliate sites.*

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## PURPOSE

This policy provides guidelines and standards for delivering a minimum and consistent level of assessments and opportunities for developing jobseeker skills through WorkSource centers and, within available resources, affiliate sites. The policy does not change other program-specific policies or guidance pertaining to assessment including, but not limited to, Trade Adjustment Assistance (TAA), Adult Basic Education Assessment, Literacy and Numeracy, CASAS for Basic Skills Assessment, WorkFirst and the Unemployment Insurance (Re-employment initiative).

## 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

In consultation with local partners, each Workforce Development Council will develop and implement written processes and/or procedures and identify the resources that will be used for assessment. The written processes and/or procedures for assessment will support the

service delivery strategies of WorkSource centers and, as appropriate, affiliate sites. In order to have statewide consistency, local assessment processes and/or procedures will incorporate standardized assessment objectives ([see Attachment](#)). Local areas may include additional objectives. The processes and/or procedures must require that assessment results and recommended methods for developing skills are documented, appropriately available and shared among the WorkSource partners for the benefit of common customers, when partners are able to share assessment results. Within available resources and tailored to local conditions as well as the parameters of the enabling legislation of each partner program, written processes and/or procedures must include the assessments described below.

## **Assessments**

- **Preliminary Assessment:** Preliminary assessments should be made available throughout the One-stop system. Not all customers will want or need an assessment. Specifics are left to the local areas. The preliminary assessment helps identify basic educational skills, occupational skills, work history, basic work skills/employment competencies and work interests. Depending upon locally established policy and procedures, it may include standardized testing, assessment instruments, and identification of customer barriers and needs.
- **Secondary Assessment:** Secondary assessment goes beyond preliminary assessment in collecting more information about the job seeker. Local areas may consider restricting secondary assessments to job seekers who are having greater difficulty in navigating the job market or who need more information about themselves to develop more effective job-seeking strategies. Formal or objective assessment is a category of secondary assessment that may be required when the job seeker's skills are deficient for the employment goal. Formal assessments come in a wide variety of tests designed for longer term job counseling and career development.
- **Employer-focused assessments** are those required by the employer to screen, test and hire employees to meet critical job skill needs.

The following practices will be included in local assessment processes and/or procedures. WDCs may choose to incorporate additional practices as they deem appropriate:

1. Full disclosure to persons undergoing an assessment of its purpose, its benefit to the job seeker (how the information will be used to deliver better service to that customer), and of the confidentiality of the results.
2. Assessments should be objective and without adverse impact on protected groups.
3. There must be adequate training of staff in using and interpreting formal assessments. Assessments must be interpreted for the customer by appropriately trained staff.
4. There must be reasonable accommodation for persons with disabilities who wish to be assessed by the procedure or process.
5. CASAS remains the required assessment tool for the Literacy and Numeracy Performance Measure for Youth and for all job seekers who require a basic academic skills assessment.

6. Periodic consultation among the One-stop partners to determine how well the WorkSource system identifies job seekers with barriers, especially disabilities. The consultations should help with the collaboration essential between the Division of Vocational Rehabilitation and other service providers in improving assistance to customers with barriers.

## **STANDARDS**

WDCs shall develop and implement written One-stop system assessment processes and/or procedures that incorporate the objectives and practices contained within this policy, and shall establish strategies that:

- Set standards for preliminary and secondary assessments within the confines of the enabling legislation for each partner program, including developing criteria for determining who should be assessed.
- Based upon locally developed strategies and the adequacy of funding, establish targets for the number of people who will receive preliminary and secondary assessments.
- Require assessment information and activities towards skills improvement to be recorded in SKIES for all partners to access.
- Require all WorkSource staff providing assessments to be adequately trained to administer and interpret assessments.
- Provide opportunities—through availability of information, tools or services—for job seekers to understand their skills and possible ways to upgrade skills in relation to labor market demands.

## **MEASURES**

- One-stop assessment processes and/or procedures have been established in writing that include required objectives and practices in accordance with this policy and that establish criteria determining who receives preliminary and secondary assessments.
- Targets for the number of people who receive preliminary and secondary assessments have been established and are periodically evaluated and adjusted to meet local conditions.
- Assessment information and recommended related skills development activities are documented in SKIES.
- 100% of all WorkSource staff who conduct customer assessments have received training in interpreting and administering the assessments they use.
- Documentation that skills development information, tools and/or services are made available to job seekers who want, need and are eligible for them.

## REFERENCES

1. Testing and Assessment: A Guide to Good Practices for Workforce Investment Professionals, U.S. Department of Labor, Employment and Training Administration, 2006
2. [Washington State WIA Policy Number 3685, Revision 1, Literacy and Numeracy](#)
3. [Washington State WorkSource System Policy Number 1011, CASAS for Basic Skills Assessments](#)
4. [Washington State Trade Adjustment Assistance Policy Number 3070, Assessment](#)
5. [WIA Title II – SBCTC Mandated State Assessment Policy](#)

## SUPERSEDES

None. This is a new policy.

## WEBSITE

<http://wpc.wa.gov/adm/policy>

## DIRECT INQUIRIES TO:

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## ATTACHMENT

### Objectives of Assessment

The following objectives must be incorporated as criteria within an assessment policy:

- Exploring career and employment options suited to readiness, aptitudes and employment goals;
- Providing job seekers with information about their workplace skills, strengths and weaknesses;
- Reviewing 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 customers become competitive in the labor market.