



## WIOA TITLE I-B FRONT END SERVICES AND ASSESSMENT POLICY

### **Workforce Innovation and Opportunity Act Policies and Procedures**

EFFECTIVE DATE: 8/28/20

POLICY #: P207

#### **I. PURPOSE:**

This policy provides guidance and standards for delivering a minimum, consistent level of front-end services, including assessments, to job seeker customers through WorkSource Seattle-King County Centers and Affiliate sites. This 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 Unemployment Insurance Re-employment. This policy does not apply to WorkSource Seattle-King County Connection sites.

#### **II. BACKGROUND:**

Front-end services in WorkSource Centers and Affiliate sites provide the first engagement of customers and begin their job search and skill development process. These services include, but are not limited to providing information about the services available at WorkSource, navigating customers to the appropriate services and providing access to a wide array of assessments. Effective front-end services support the integrated service delivery (ISD) process described in WDC Policy 02-2017 Co-enrollment and Integrated Services. Because ISD assures that all customers gain access to the services they need to succeed in attaining their employment related goals, regardless of which WorkSource partner provides the service, assessment is a critical component of front-end services at WorkSource Seattle-King County Centers and Affiliate sites.

Assessment provides a systematic approach to gathering information about WorkSource customers and guides their service delivery and skills development strategy. Initial assessment helps staff quickly identify next steps for customers. Preliminary and secondary assessments identify a customer's current income and self-sufficiency needs, the gaps between a customer's skills and employers' expectations, etc. Preliminary and secondary assessments help customers gain an awareness of their skills and any skill gaps they may have. WorkSource staff use assessment information to provide the services that address those gaps and to better match job seekers to labor market demands.

#### **III. DEFINITIONS:**

A. **Assessments** - Tools that provide a systematic approach to gathering information about WorkSource job seeker customers. WorkSource assessments include:

1. **CASAS test:** Comprehensive Adult Student Assessment System (CASAS) used to determine basic skills deficiency for program enrollment in WIOA Title I funded services.
2. **Employer-focused assessments:** Specific assessments used by employers to screen, test and hire employees to meet critical job skill needs.

3. **Formal assessments:** Tests that are typically standardized, objective, scored and administered in a consistent fashion to gauge the proficiency level of the person taking the test or to compare their skills to those of others. Formal assessments can take a number of forms and, in the context of WorkSource, are typically designed to test a specific skill, skill level or aptitude.
  4. **Front-end assessment:** A structured, consistent, but informal conversation to get a broad sense of the customer's present circumstances and immediate objectives in order to refer them to the most appropriate next service. The front-end assessment is not intended to cover everything about the customer in detail, and is not as detailed as the preliminary and secondary assessment.
  5. **Preliminary assessment:** Assessment that helps identify basic educational skills, occupational skills, work history, basic work skills/employment competencies and work interests, and may include standardized testing, assessment instruments, and identification of customer barriers and needs.
  6. **Secondary assessment:** Assessment that goes beyond preliminary assessment in collecting more information about the job seeker, including formal assessment required to place a job seeker into training or when a job seeker's skills are deficient for their employment goal.
- B. **Co-enrolled integrated service delivery (ISD)** - Delivering WorkSource services in a coordinated way based on customer needs and intended outcomes, rather than based on funding source or program affiliation. For a more detailed definition, see WDC Policy 02-2017 Co-enrollment and Integrated Services Policy.
- C. **Front-end services** - Initial services that begin the job seeker's individual job search and skill improvement assistance process. These services include, but are not limited to, front-end assessment and providing information about the services available at WorkSource.
- D. **Menu of jobseeker services** - Staff assisted and self-service workforce development offerings available to customers to provide the best outcome for individuals seeking employment, training, job retention, or increased earnings.
- E. **New and returning WorkSource job seeker customer** - 1) a job seeker accessing WorkSource job seeking services who is new to the WorkSource system or; 2) a job seeker customer returning to WorkSource who has not received a service for 90 consecutive calendar days and is not scheduled for future services.

#### IV. POLICY:

- A. The WorkSource Seattle-King County One-Stop Operator must ensure that all WorkSource Centers and Affiliate sites have front-end services in place consistent with this policy.
- B. All those providing services within WorkSource Centers and Affiliate sites are expected to support the efforts of the Operator to provide effective front-end services, including assessments, to new and returning job seekers.
- C. Each agency operating at a WorkSource Center or Affiliate site must assure that their staff that provide front-end services are trained and knowledgeable about all reemployment and skill development services available through WorkSource and able to deliver front-end

assessment as defined in this policy.

- D. Each site must have front-end service procedures that conform to the following standards:
1. Greet all new and returning job seeker customers as soon as possible after they enter the site in order to make them feel welcomed.
  2. Conduct a front-end assessment that identifies the job seeker's current needs and determines the most appropriate next step to help the seeker reach their immediate objectives on the path to achieving their employment goal(s).
  3. Complete the registration process to co-enroll the job seekers as described in WDC Policy 02-2017 Co-enrollment and Integrated Services Policy.
  4. Identify whether the customer is entitled to veterans' priority of service, as either a veteran or covered spouse and provide the menu of programs and services to which the entitlement applies.
  5. Provide a Menu of Job Seeker and Business Services that is readily available and easily understandable to all WorkSource job seeker customers.
  6. Offer and encourage job seekers to take advantage of preliminary assessments that incorporate the following statewide standardized assessment objectives:
    - i. Explore career and employment options suited to the job seeker's readiness, aptitudes and employment goals;
    - ii. Provide job seekers with information about their workplace skills, strengths and weaknesses;
    - iii. Review job seekers' progress toward acquiring skills that are in demand, promoting attainment of industry-recognized credentials and screening for employers;
    - iv. Refer appropriately screened, qualified job seekers to available job openings; and
    - v. Identify skill gaps and educational needs to help job seekers become competitive in the labor market.
  7. Provide secondary assessments to job seekers whose skills do not match their employment goals as part of their strategy for achieving employment goals.
  8. Have a process to assure that assessment results and recommended methods for developing skills are documented and appropriately shared among WorkSource partners for the benefit of common customers, when partners are able to share assessment results.
  9. Within available resources and the parameters of the enabling legislation of available partner programs, administer the following assessments:
    - i. Preliminary assessment: While not all customers will want or need an assessment, job seekers receiving staff assisted services must receive some level of preliminary assessment, the results of which must be recorded in the state Management Information System.
    - ii. Secondary assessment: Designed for longer term job counseling and career development, secondary assessment will be used when the job seeker's vocational and/or basic skills are deficient for their employment goal. Specifically:
      - a. All WIOA-enrolled job seekers must receive secondary assessment as part of the development of the employment plan.
      - b. CASAS assessments must be administered to WIOA-enrolled job seekers in accordance with Washington WorkSource System Policy 1011 Revision 6 CASAS for Basic Skills Deficiency.
    - iii. Employer-focused assessments: These assessments are encouraged when appropriate and required by an employer.

- E. Each WorkSource Center and Affiliate site must provide navigation services and have a clear way for job seeker customers to locate meeting rooms, restrooms, fax machine, telephone, etc. as part of front-end service delivery.
- F. Each WorkSource Center and Affiliate site must measure implementation of the minimum front-end services described in this policy, as follows:
1. Set a target percentage for staff-assisted front-end assessments provided to new and returning customers.
  2. Measure progress toward implementing the minimum front-end services identified in this policy.
  3. Document staff-assisted front-end assessments in the state Management Information System, as per in WDC Policy 02-2017: Co-enrollment and Integrated Services Policy.
  4. Notify all veterans or covered spouses of the priority of service entitlement and the menu of programs and services to which the entitlement applies.
  5. Make the Menu of Jobseeker Services readily available and easily understandable to all WorkSource jobseeker customers
  6. Document that staff assigned to front-end functions are trained or can demonstrate knowledge of programs and frontend service delivery.
  7. Demonstrate clear access to WorkSource equipment and necessary information through on- site observation and/or customer and stakeholder feedback.
- G. Waiver Request: Recognizing the variances in staffing size and program offerings at local WorkSource Centers and Affiliate sites, the Seattle-King County Workforce Development Council may request a waiver of one or more specific elements of the Front-end policy that may not be applicable to a specific Affiliate. Elements of the policy that a Workforce Development Area and Affiliate site jointly considers “not applicable” shall not be regarded as such until the waiver is obtained.

## V. REFERENCES:

- ESD WorkSource System Policy 1023, Rev. 1, Co-Enrolled Integrated Service Delivery Policy and Operations Manual
- ESD WorkSource System Policy 1011 Rev. 3, CASAS for Basic Skills Deficiency
- ESD WorkSource System Policy 1010 Rev. 1, WorkSource Initiative Front-End Services Policy
- ESD WorkSource System Policy 1016, One-Stop Assessments
- TEGl 22-15
- TEGl 19-16