

# Initial Assessment Policy

Effective Date: 10/01/2018

Duration: Indefinite



**BACKGROUND:** The American Job Center system (AJC) is designed to provide a full range of workforce assistance programs. AJCs offer training referrals, career counseling, job listings, and similar employment-related services for all Tennesseans, including employers seeking a well-trained and skillful workforce.

**PURPOSE:** This document establishes guidance to carry out effective intake, initial assessment, and determination of appropriate programs which will result in employment for individuals utilizing services offered by an NETLWDB's AJC system. The NETLWDB Initial Assessment Policy and Procedure document outlines the process conducted when a individual enters an American Job Center (AJC).

## Initial Assessment:

A key service provided in the NETLWDA AJC system is the initial assessment of an individual's or individual's knowledge, skills, and abilities to support their employment goal. The Initial Assessment determines needs and strategies to achieve sustainable employment; furthermore, training and supportive services are based on an analysis of information gathered from the individual during the intake process. The assessment should indicate what services the individual needs and should include, if necessary, referrals to appropriate partner staff and other agencies that can best provide these services.

The Intake process may include the use of registration information, a resume, data collection, and/or the customary verbal interview. A thorough Initial Assessment will provide sufficient information about the individual's current situation which staff will use to create a service plan. Assessments must be conducted with each individual to determine their needs, goals, and services to be delivered.

The NETLWDA AJC System has developed and incorporated an Initial Assessment specific to the resources available. All AJC individuals receive an initial assessment unless the staff member determines that it is appropriate to use a recent interview, evaluation, or assessment of the individual conducted pursuant to another education or training program. Assessments will be uploaded into the individual's Jobs4TN file as per the Electronic Policy and case noted for previous assessments. The use of the Initial Assessment and the recording of this activity in VOS is part of TDLWD, PAR and NETLWDB monitoring activities. The use of the Initial Assessment along with a trackable partner referral system via email has been developed by AJC partners.

## Elements of the Initial Assessment:

The NETLWDA Initial Assessment is given to Individuals or individuals entering the AJC. These assessments include, but are not limited to, the following TDLWD guidance:

- Determine if the individual is job ready or not
- Determine any barriers to employment the individual may have
  - Questions about barriers should be designed to determine the specific barrier(s) need to be addressed with the job seeker
- Determine appropriate partner staff referrals
  - AJC staff should be familiar with the supportive services offered in their

specific area as well as the services that partner staff provide for appropriate referrals. Staff should also know the appropriate referral process to these partner staff and supportive service providers

- Determine the individual's skills, abilities, and interests
- Determine the individual's goals

**Note:** It is essential that individuals with barriers to employment, who are in need of immediate income, be provided short-term prevocational services that include communication skills, interviewing skills, punctuality, personal maintenance skills, professional conduct, and financial literacy services to prepare them for unsubsidized employment.

### **Initial Assessment Process:**

Staff at AJCs use the Initial Assessment to learn about the individual's occupational goals, existing skills, and work readiness to determine whether or not the individual has any barriers to employment. This Initial Assessment is conducted in the context of current local labor market conditions by utilizing the tools and resources available through Jobs4TN.

- Staff will take into account service needs such as the desire to pursue training or education
- The initial assessment should result in a determination of the individual's next steps, which may include a comprehensive assessment and the development of an individual employment plan
- Since WIOA emphasizes the priority of assisting low income individuals with barriers to employment, Veterans and assisting those with disabilities, information regarding training or education services must be provided so that the individual has an opportunity to make sound decisions when selecting a career path
- The Initial Assessment will allow staff to determine appropriate referrals to partner agencies, such as Adult Education or Vocational Rehabilitation, as well as to entities that can provide supportive services needed by the individual
- The initial assessment should also serve as a tool for staff to determine enrollment or co-enrollment in appropriate programs

### **Assessment Process:**

Based on individual need, the Initial Assessment process may include, but is not limited to, the following:

#### **1) Occupational Goal Evaluation:**

- a) An analysis of the individual's occupational goal to determine whether it is favorable or unfavorable in the labor market
- b) If the individual does not have a clear occupational goal, or if the individual's outlook for an occupational goal is unfavorable, then the individual is identified for career development services (i.e., career exploration to identify an occupation with a favorable, local labor market outlook).

#### **2) Knowledge, Skills and Abilities Evaluation:**

If the individual's occupational goal has a favorable outlook in the labor market then the following questions must be asked:

- a) Does the individual have occupational skills that are currently in demand?
- b) How does the individual's work history, experience, and/or level of expertise relate to the individual's goal?
- c) Does the individual have transferable skills?

- d) Does the individual have the necessary education and training to compete in the job market?
- e) Is the individual unlikely to return to a former occupation due to local economic conditions?

If the answers indicate to staff that the individual has deficiencies in knowledge, skills, and/or abilities which will lead to barriers for sustainable jobs and earnings, then the individual will be identified as needing educational, training, or support services.

### **3) Barriers to Employment Evaluation:**

This should be conducted if the individual's knowledge, skills, and abilities are proficient. Some examples of barriers to employment are:

- Health and physical considerations
- Poor work history
- Lack of references
- Child or elder care issues
- Criminal record
- Transportation issues
- Limited English skills
- Homelessness

If no barriers exist, or the barriers can be addressed during the initial assessment or a subsequent appointment, the individual is identified for job search ready services.

### **4) Job Search Skills Evaluation:**

This should be conducted to determine a individual's planning, preparation, and job seeking skills. Some subjects to evaluate include:

- Does the individual have job adaptation skills?
- Does the individual have an up to date resume?
- Does the individual need assistance with interviewing and/or communication skills?
- Does the individual know how to conduct an effective job search?
- Does the individual have basic computer skills in order to apply for work online and conduct internet-based job searches?
- Does the individual have social networking and self-marketing skills?
- Is the individual motivated to find work?
- Does the individual have a work search plan?

### **Services:**

#### **Job Search Ready Services:**

Job Search services may be provided to individuals who have an occupational goal with a favorable labor market outlook, or occupational knowledge, skills, and abilities for the occupational goal; and or do not have barriers that might prevent obtaining and retaining employment.

#### **Training Services:**

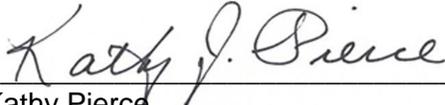
Training Services may be provided to individuals who do not possess an occupational goal; and/or do not possess the requisite occupational knowledge, skills, and abilities to find work related to the individual's occupational goal; and/or have barriers that potentially prevent them from obtaining and retaining employment. Training services may include, but not be limited to:

- Work-based training skills with instructions
- Occupational skills training
- On-the-Job training
- Skills upgrade
- Customized training
- Training in a registered apprentice program
- Issuance of ITAs with other support services

**CONTACT:** Questions concerning the above may be addressed to Kathy Pierce, Executive Director of the NETLWDB at [kpierce@ab-t.org](mailto:kpierce@ab-t.org).

This policy will remain in effect until amended, modified, or set aside by the Northeast Tennessee Local Workforce Development Board.

APPROVED:

  
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