

Assessments

Indiana Department of Workforce Development
Case Management Training



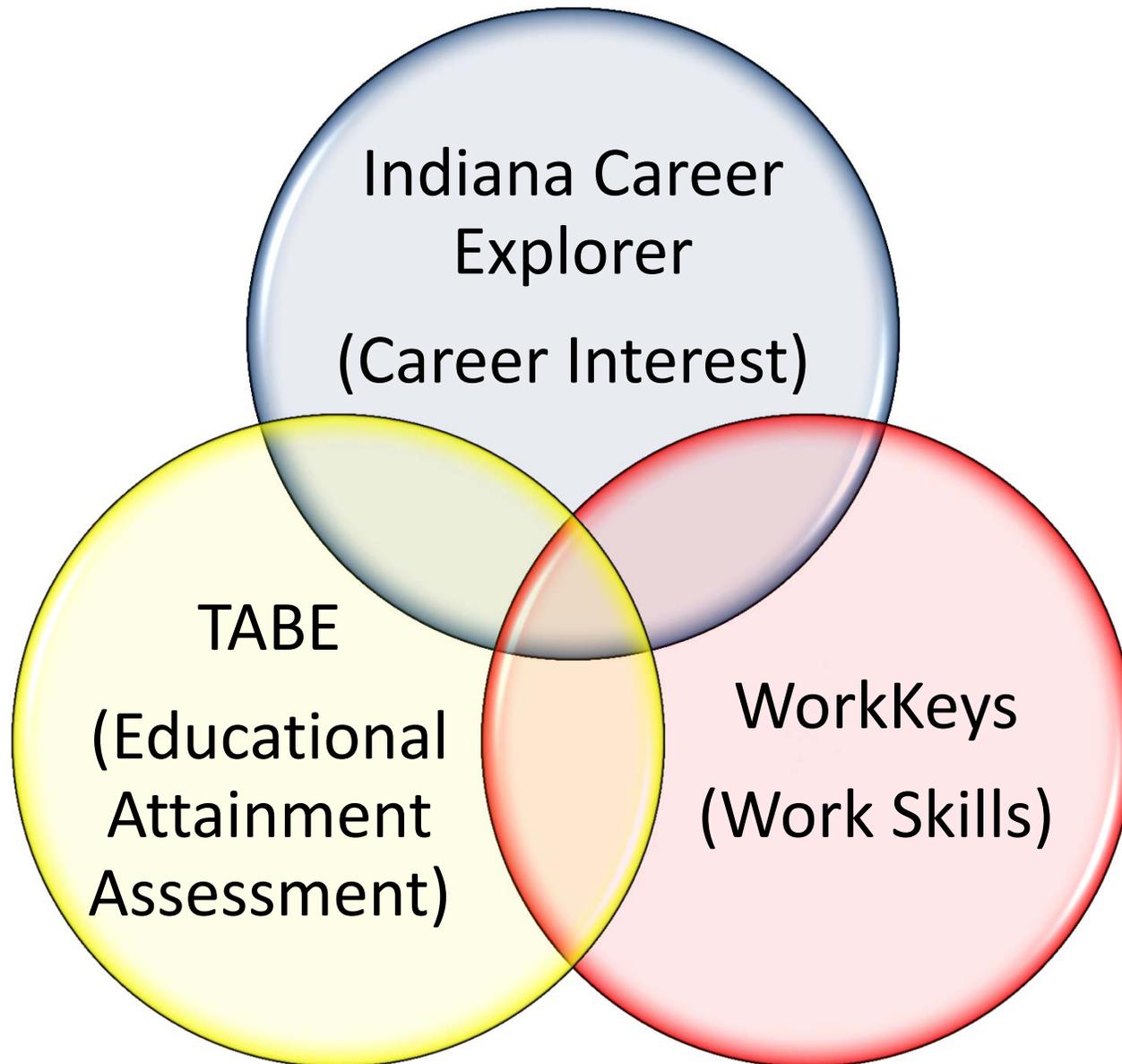
Key Concepts

Assessment: A systematic approach to gathering information about individuals.

Reliability: The confidence that a test or assessment will give the same or a close score if taken by the same person multiple times.

Validity: The confidence that a test will be a good measure of the thing being measured and will predict capability or ability in the given field or activity.

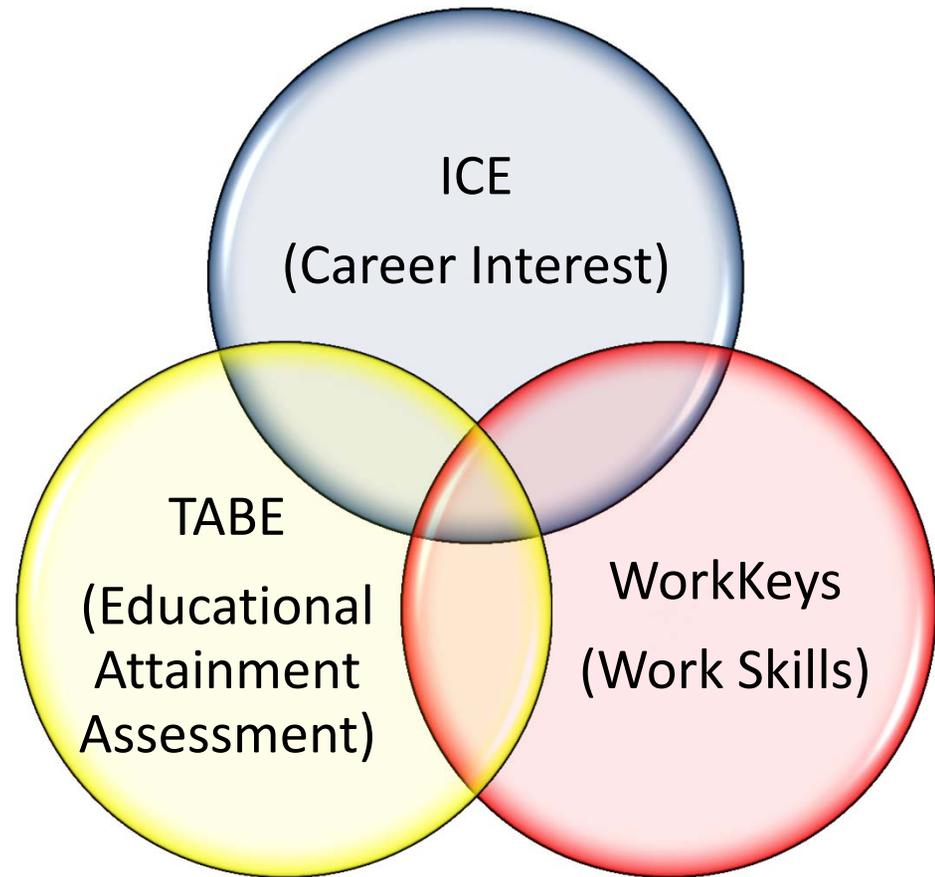
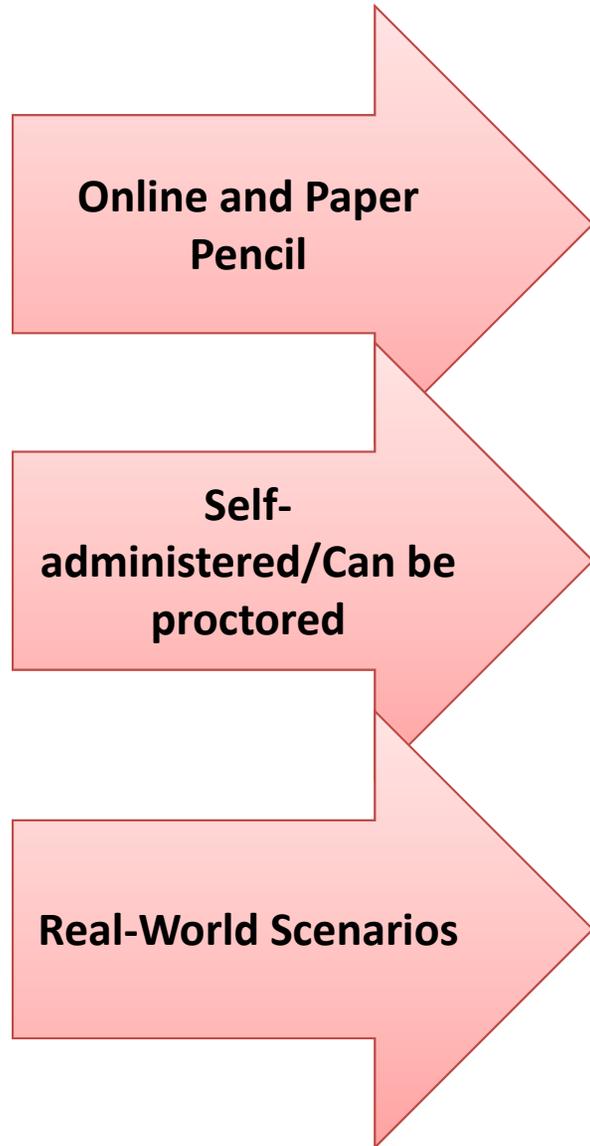
IDWD Approved Assessments



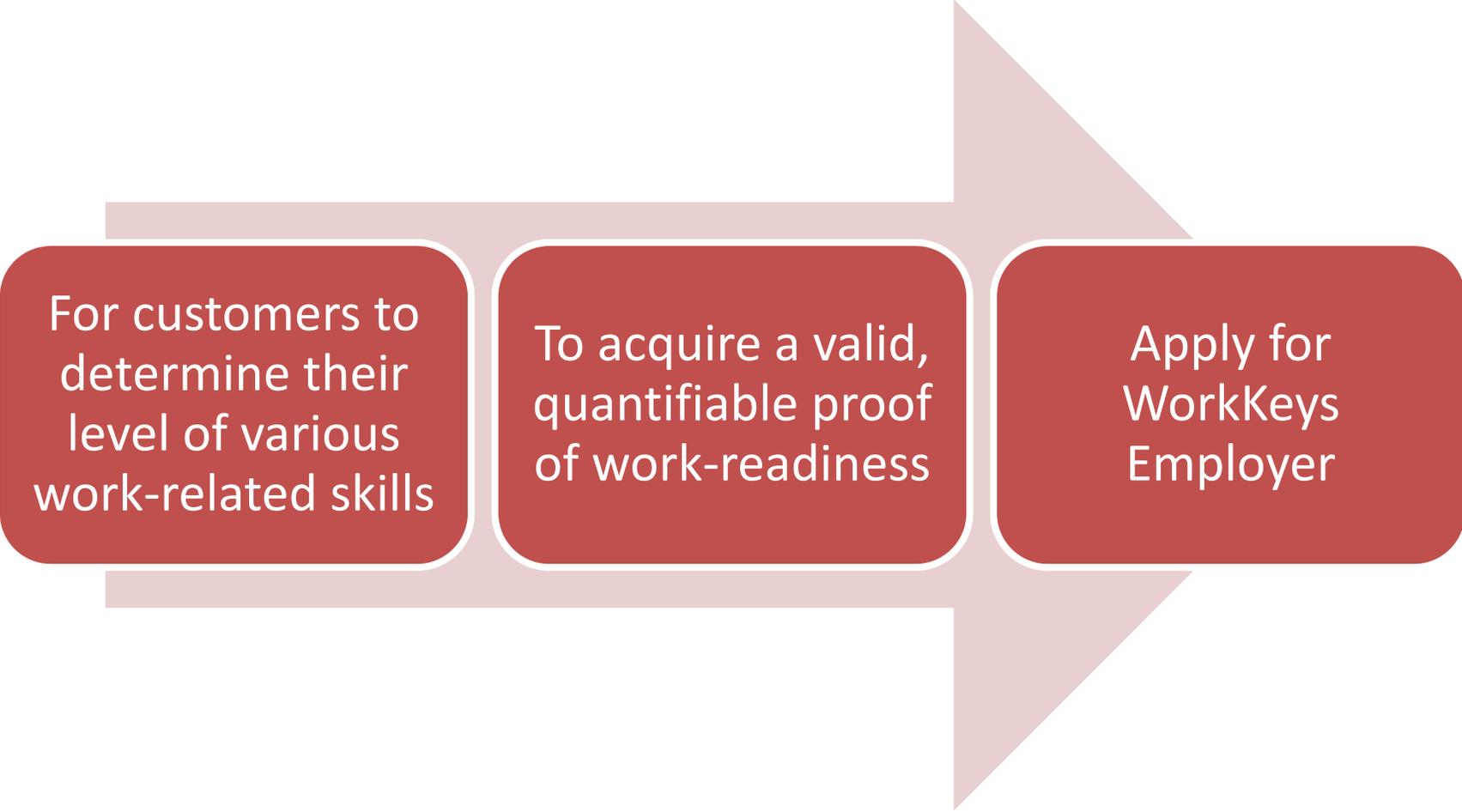
WorkKeys[®]



Workplace Skills Assessment



Purpose of WorkKeys



For customers to
determine their
level of various
work-related skills

To acquire a valid,
quantifiable proof
of work-readiness

Apply for
WorkKeys
Employer

WorkKeys Components

Job Analysis

- Measures and benchmarks the specific skills in certain areas that are required for specific job positions

Skill Assessments

- Measures basic knowledge and personal skills relevant to the workplace

Skill Training

- Key Train
 - Provides online training for customers who have a SMALL skill gap

National Career Readiness Certificate

Evidence-based
credential

Measures
essential
workplace skills

A reliable
predictor of
workplace success

Portable and
nationally
recognized

Is EEOC Compliant

Awarded by ACT

National Career Readiness Certificate Levels



Bronze – scores at least a level 3 in each of the three core areas and has the necessary foundational skills for 35 percent of the jobs in the WorkKeys database.



Silver – scores at least a level 4 in each of the three core areas and has the necessary foundational skills for 65 percent of the jobs in the WorkKeys database.



Gold – scores at least a level 5 in each of the three core areas and has the necessary foundational skills for 90 percent of the jobs in the WorkKeys database.



Platinum – scores at least a level 6 in each of the three core areas and has the necessary foundational skills for 99 percent of the jobs in the WorkKeys database.

Assessment Modules

Applied Math (NCRC)	Locating Information (NCRC)	Reading Information (NCRC)
Applied Technology	Teamwork	Workplace Observation
Writing	Business Writing	Listening
Fit (Soft Skills)	Performance (Soft Skills)	Talent (Soft Skills)

Who Should Take WorkKeys?



**Job-to-Job Track
customers who
want to apply to
a WorkKeys
employer**



**Anyone wishing
to obtain the
NCRC**

Interpreting WorkKeys

Skill Level Achieved

- Up to Level 7
- Questions are assigned skill levels

Descriptive Information of Abilities

- What abilities the customer has proven they currently have

Scale Score

- A more descriptive number showing where exactly the customer falls within the various levels(used to determine small skill gaps and benefit of KeyTrain)

Two Types of Score Reports

**Individual
Score Report**

**Individual
Score Vs.
Profile Report**

WorkKeys Individual Score Report with Scale Score

Name:

ID#

<i>Test</i>	<i>Level Score</i>	<i>Possible Range</i>	<i>Scale Score</i>	<i>Possible Range</i>
Applied Mathematics	5	<3-7	78	65 - 90

WHAT YOUR SCORES MEAN

You scored at Level 5. People achieving this level can set up and solve problems involving multiple-step calculations on a mixture of whole numbers, fractions, decimals, or percentages when the information is presented in a logical order. To improve your skills:

- * set up and solve problems that involve multiple-step calculations containing extra information or information presented out of order.
- * determine what information, calculations, unit conversions, and formulas are needed to solve the problem.
- * determine how to arrange the information you have in order to calculate the solution correctly.
- * solve problems that involve multiple-step conversions in English and metric systems, that compare production rates and pricing schemes, and those that need two formulae or a change in the order of a formula.
- * calculate simple areas or volumes of rectangular solids.
- * check to see that each step in the calculation is done correctly and that you have solved the problem posed.

WorkKeys Individual Score vs. Profile Report

Name: Test, Sample

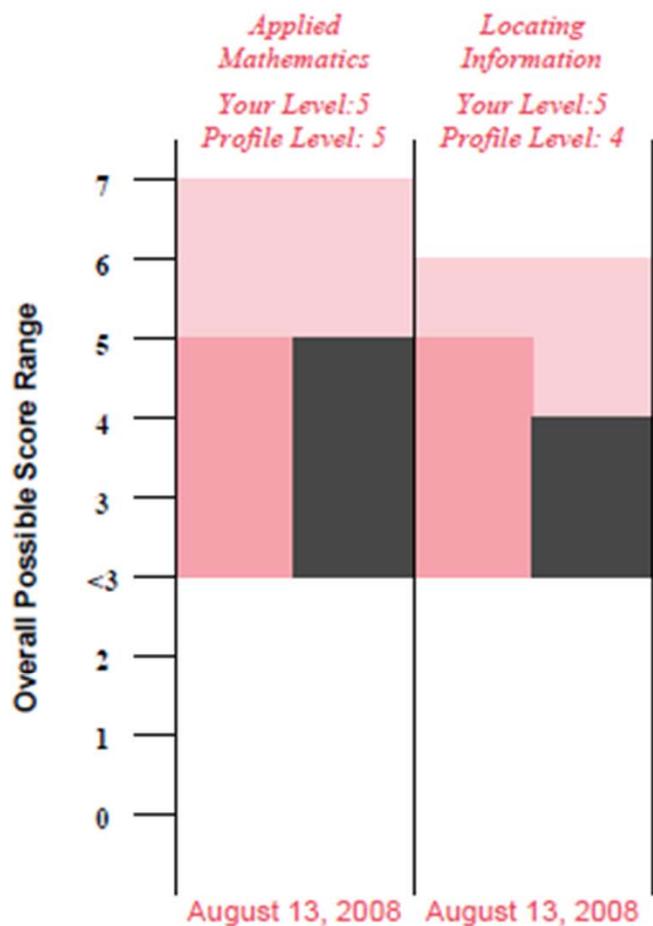
ID #: 2365

Selected Profile: technical writer 2

This profile has been met.

LEGEND

-  Your Level Score
-  Profile Score
-  Possible Score Range



This report shows how your WorkKeys test results compare to the selected profile. More information about the skills and skill levels may be found at www.workkeys.com

This profile consists of the following examinations:

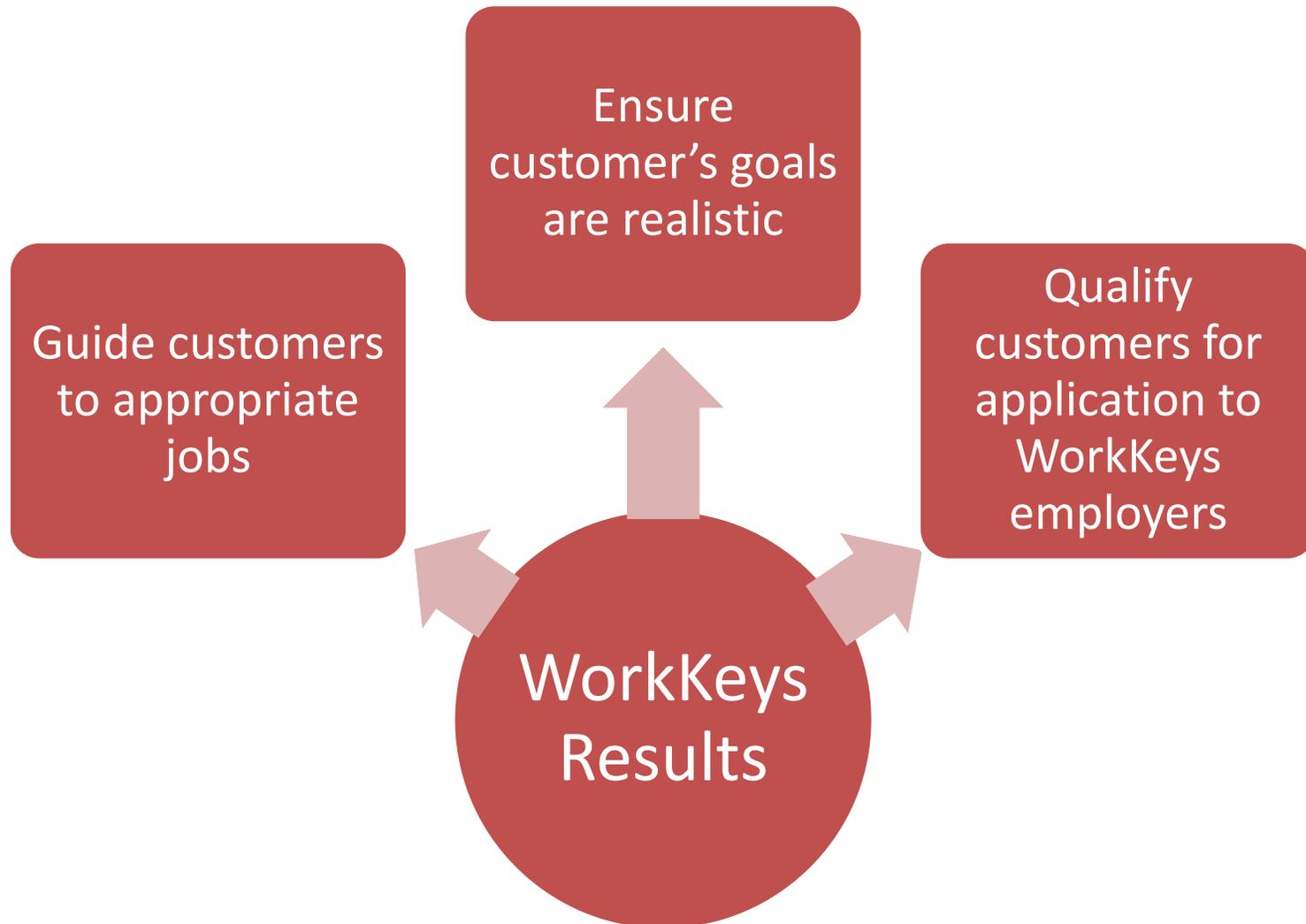
Difficult Conversations Regarding Minimum Scores

- Use Constructive Confrontation
- Remain positive
- Use effective communication techniques
- Focus on long-term goals and immediate action steps

Interpreting WorkKeys

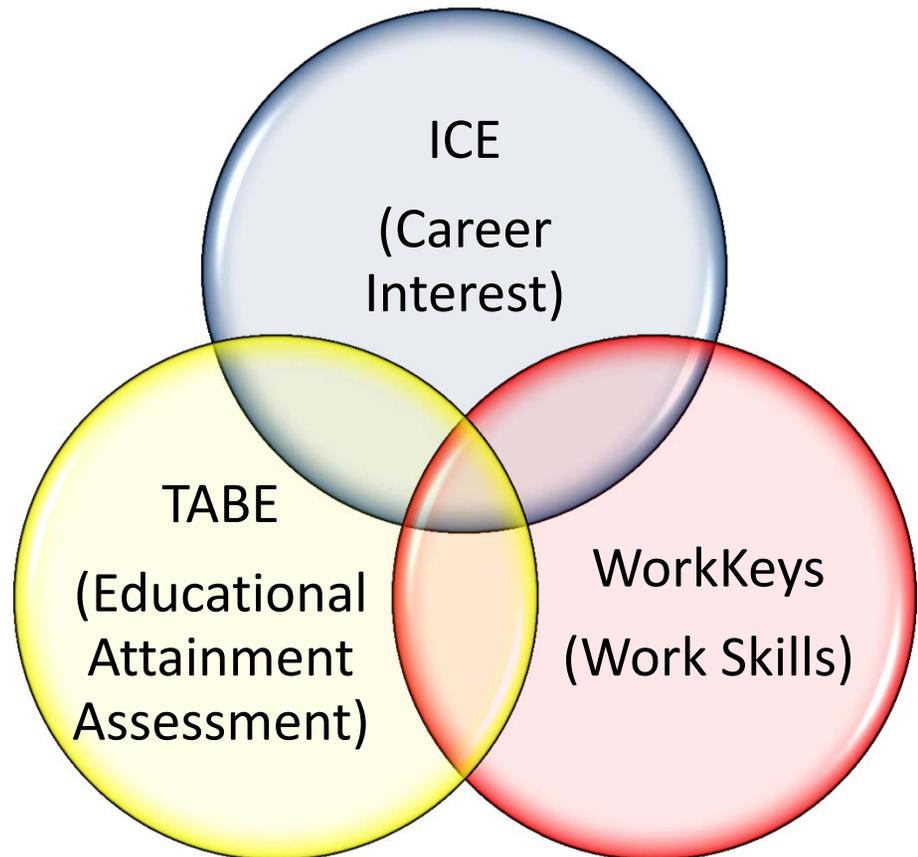
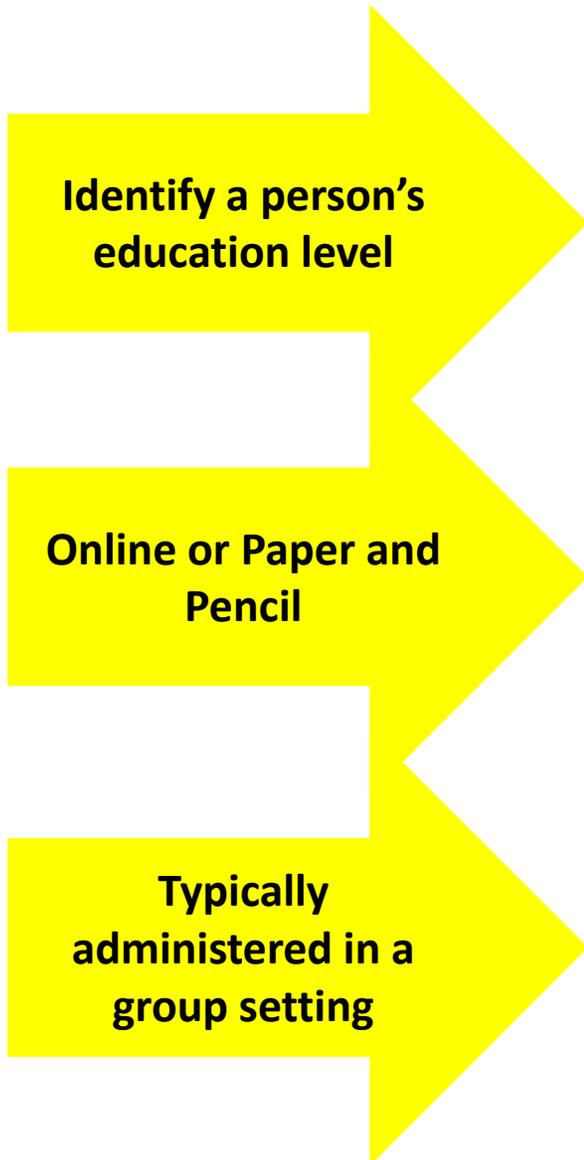
Customer takes WorkKeys Assessments to apply to a WorkKeys employer. The job order is for a welding position. The employer requires a minimum score of 3 for all assessments in order to apply. The customer obtains the following scores: 3, 2.8, and 3. As a Case Manager, what would your next step be with this customer?

WorkKeys®





Educational Attainment Assessment



Background on the TABE

The most common
basic skills test in
the US

Authorized by the
U.S. Department of
Education

Nationally
recognized
standard

Valid and reliable

Score as “grade
level equivalent”

TABE is easy to
administer and
score

Purpose of the TABE

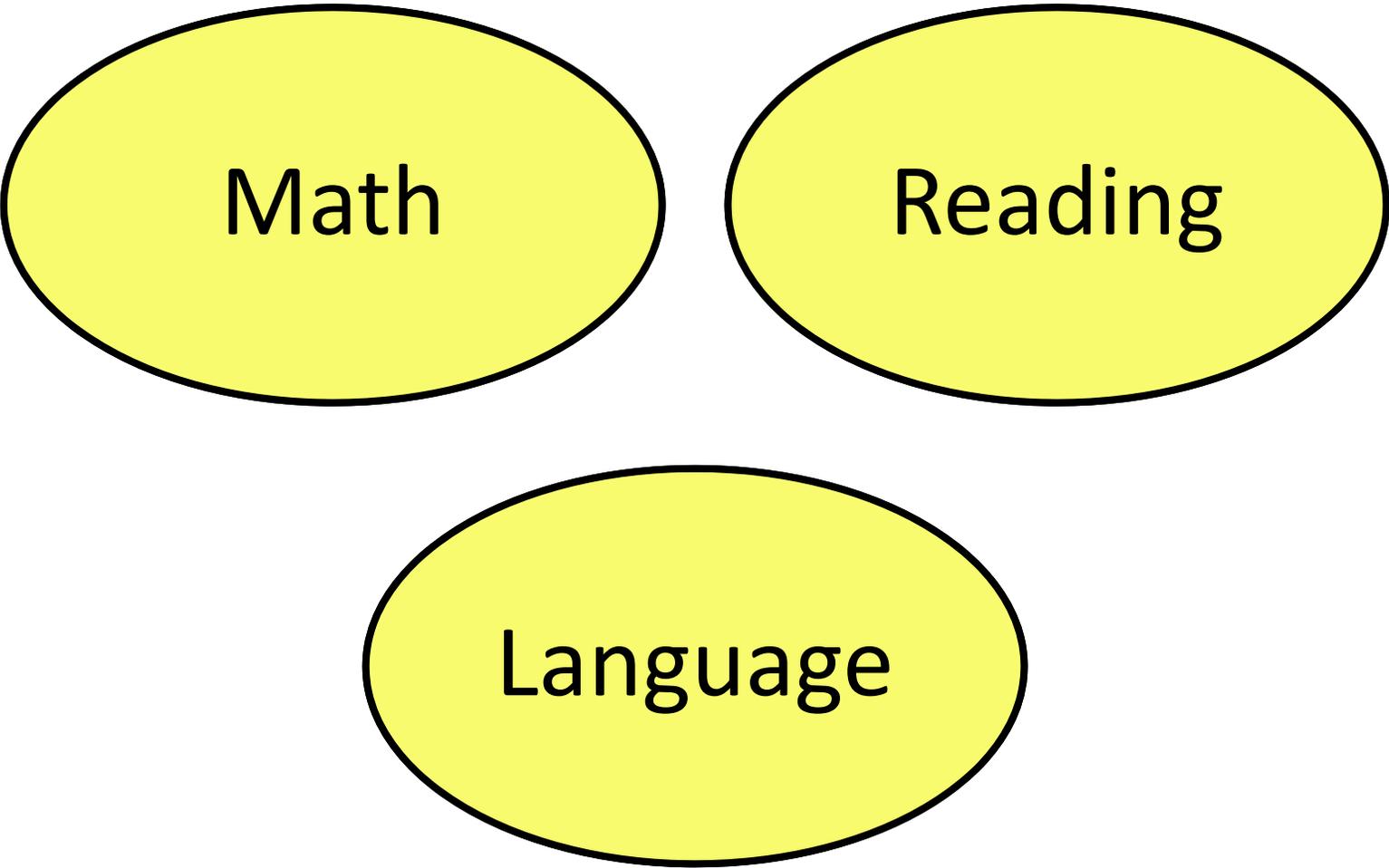
Clear and accurate information about education levels

Needed for referral to Adult Education

Identifies if further basic education or remediation is needed

Determine “ability to benefit”

TABE Tests



Math

Reading

Language

Who Should Take the TABE?

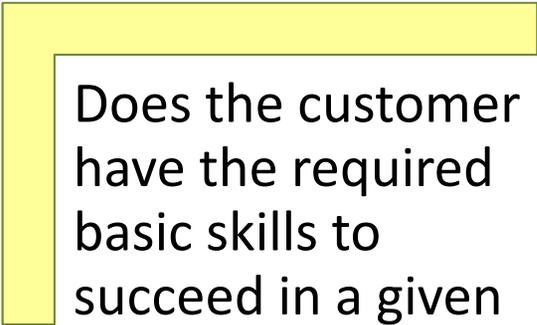
Out of School
Youth

Entering Adult
Education

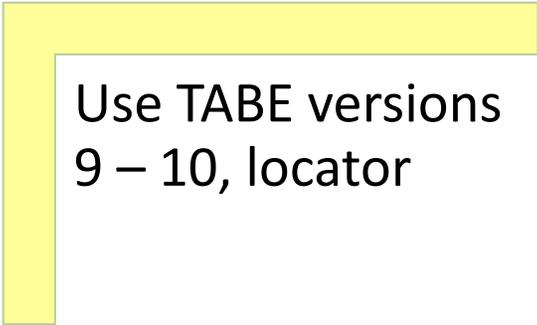
Entering Post
Secondary
Training

Ability to Benefit

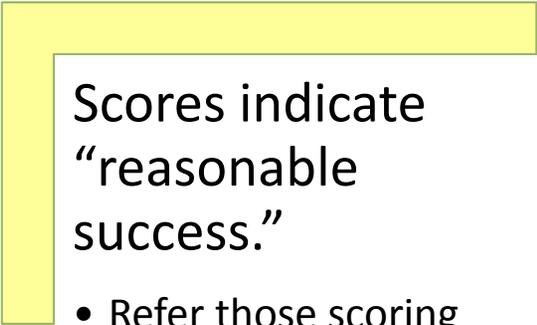
In Adult Education this is a formal determination



Does the customer have the required basic skills to succeed in a given training class or program?



Use TABE versions 9 – 10, locator



Scores indicate “reasonable success.”

- Refer those scoring lower than 5th grade to Adult Education

Ability to Benefit: Scenario

Customer wishes to enter training to become a CNC (computer numeric control) Operator. She scored a 4.9 in reading and a 5.2 in math on the TABE. What would your next step be?

Interpreting TABE

- TABE scores are equivalent to grade levels
- When discussing TABE scores remember to maintain confidentiality and to focus on “next steps” and goals as opposed to “good” or “bad” test scores

TABE Scores and Grade Levels

	SCALE SCORES	GRADE LEVEL
Math	< 314	0 - 1.9
	314-441	2 - 3.9
	442-505	4 - 5.9
	506-565	6 - 8.9
	566-594	9 - 10.9
	> 594	11 - 12.9
Reading	< 368	0 - 1.9
	368-460	2 - 3.9
	461-517	4 - 5.9
	518-566	6 - 8.9
	567-595	9 - 10.9
	> 595	11 - 12.9

Test Information: [REDACTED]

TABE 10 Online Complete Battery, Initiated: 5/18/2011

Date Tested	Content Area	Level	Test Location	Scale Score	Grade Equivalent	NIRS Level**
5/18/2011	Applied Mathematics	M	RI Dept of Workforce Development, Region 10, Region 10 Workforce Board, Inc., New Albany, WorkOne	588	9.8	--
5/18/2011	Language	A	RI Dept of Workforce Development, Region 10, Region 10 Workforce Board, Inc., New Albany, WorkOne	552	8.2	4
5/18/2011	Math Computation	M	RI Dept of Workforce Development, Region 10, Region 10 Workforce Board, Inc., New Albany, WorkOne	495	5.5	--
5/18/2011	Reading	D	RI Dept of Workforce Development, Region 10, Region 10 Workforce Board, Inc., New Albany, WorkOne	580	8.5	4
**Total Mathematics				530	7.1	4
**Total Battery				547	7.8	--

*Total Mathematics consists of Math Computation and Applied Mathematics

**Total Battery consists of Reading, Language and Total Mathematics

***There are six National Reporting System Levels (NIRS Levels) assigned to Reading, Language and Total Mathematics scores:

- 1 - Beginning ABE Literacy
- 2 - Beginning Basic Education
- 3 - Low Intermediate Basic Education
- 4 - High Intermediate Basic Education

Note: This report displays all TABE test results associated with the selected student found in this system; specifying a test location above will not limit results.

Test Information: [Redacted]

TABE 9 Online Complete Battery, Initiated: 5/10/2011

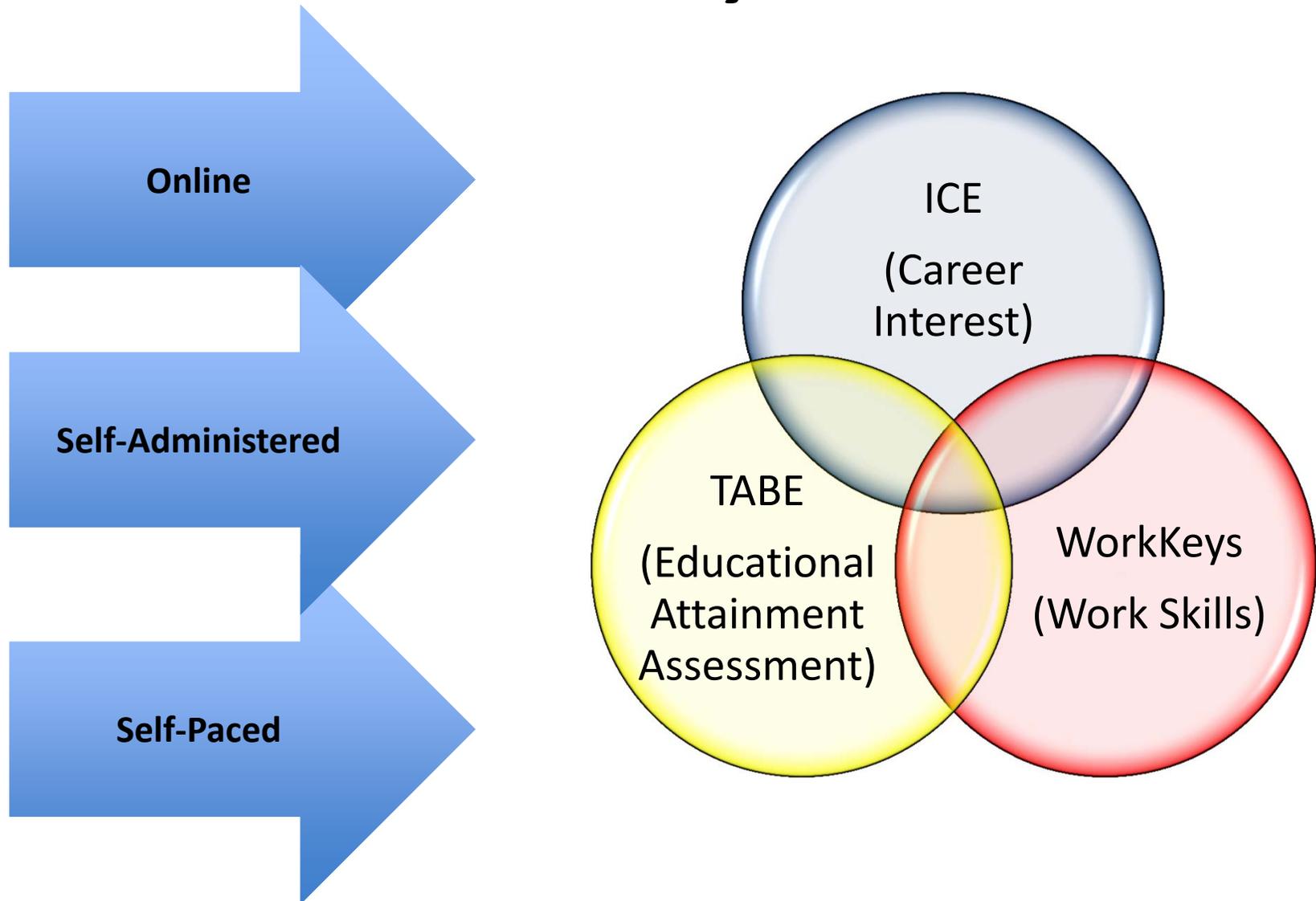
Date Tested	Content Area	Level	Test Location	Scale Score	Grade Equivalent	NRS Level***
5/10/2011	Math Computation	M	IN Dept of Workforce Development, Region 9, Jennings County Education Center, JCEC, Fast Track 6 Class	554	8.0	--
5/10/2011	Reading	D	IN Dept of Workforce Development, Region 9, Jennings County Education Center, JCEC, Fast Track 6 Class	519	6.0	4
5/12/2011	Applied Mathematics	M	IN Dept of Workforce Development, Region 9, Jennings County Education Center, JCEC, Fast Track 6 Class	532	6.9	--
5/12/2011	Language	M	IN Dept of Workforce Development, Region 9, Jennings County Education Center, JCEC, Fast Track 6 Class	573	9.9+	5
*Total Mathematics				543	7.6	4
**Total Battery				545	7.7	--

*Total Mathematics consists of Math Computation and Applied Mathematics
 **Total Battery consists of Reading, Language and Total Mathematics
 ***There are six National Reporting System Levels (NRS Levels) assigned to Reading, Language and Total Mathematics scores:

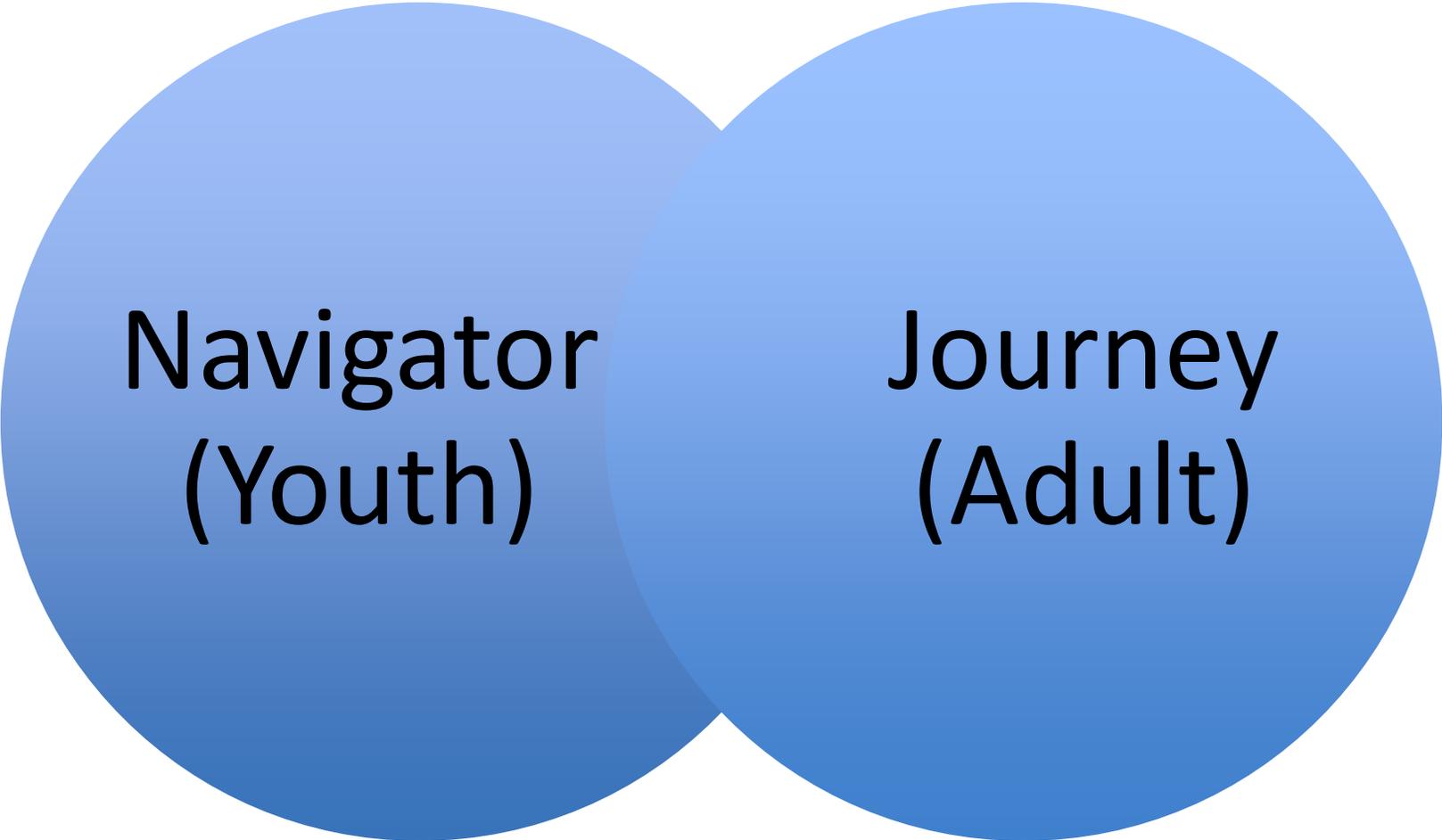
Indiana Career Explorer

*Career Interests, Skills and
Values Inventory*

Career Interest, Aptitude, Values Inventory



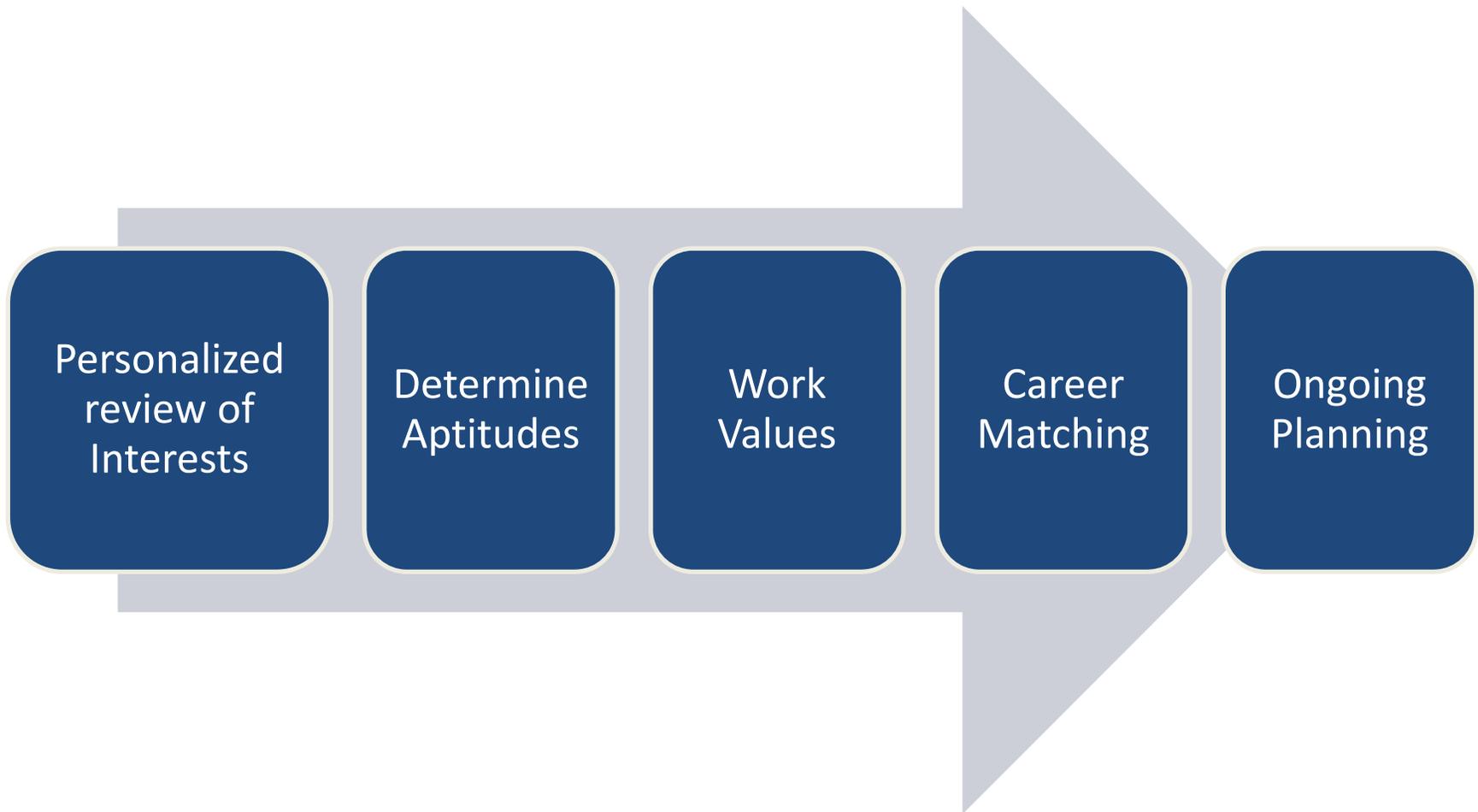
Two Versions



**Navigator
(Youth)**

**Journey
(Adult)**

Purpose of ICE



Career Search with Person Match

Helps customers develop an occupational self-concept

Assists in career planning

Explores career pathways for high interest occupations

Skill Assessment

Self-evaluation of customer abilities and self-efficacy

Focuses on achievements

Provides career pathways that promise success and satisfaction based on assessment results

Super's Work Values

Measures importance of work values relevant to career choice and development

Helps tailor career search to increase the chances of future job satisfaction

Can provide insight into reasons why past jobs were not a good fit and serve as a guide for making future career decisions

Who Should Take ICE?

Any customer who is interested in conducting career exploration and development should take any combination of the assessment

Customers using as self-service Core activity may take any portion

Interested in pursuing occupational training and/or post-secondary education

Any Hoosier

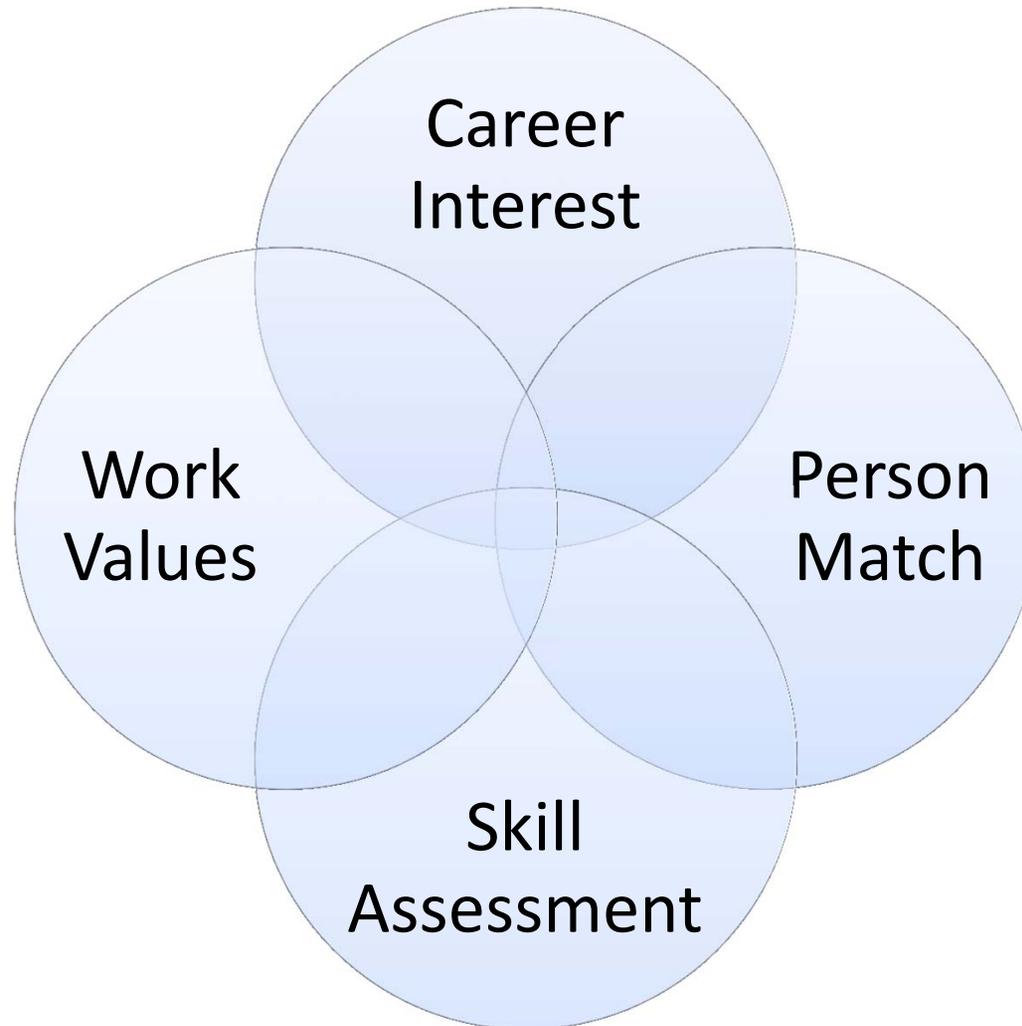
Reflection

Think about your current customers and the ways you think they would benefit from using Indiana Career Explorer. List some key benefits. How will you use this tool?

Reflection

- How would a customer only taking one of the assessments limit your ability to provide appropriate case management?
- What are the benefits of using all three assessments?

ICE Assessment Results



Interpreting ICE Results

- ICE is easily interpreted
- Staff should help in creating plans based off ICE assessment – Next Step
 - Training?
 - Reassess career path?
 - Investigate previously unknown job options?
- Ask probing and open ended questions to get deeper into ICE results

www.indianacareerexplorer.com/

Benefits of ICE



Limitations of ICE

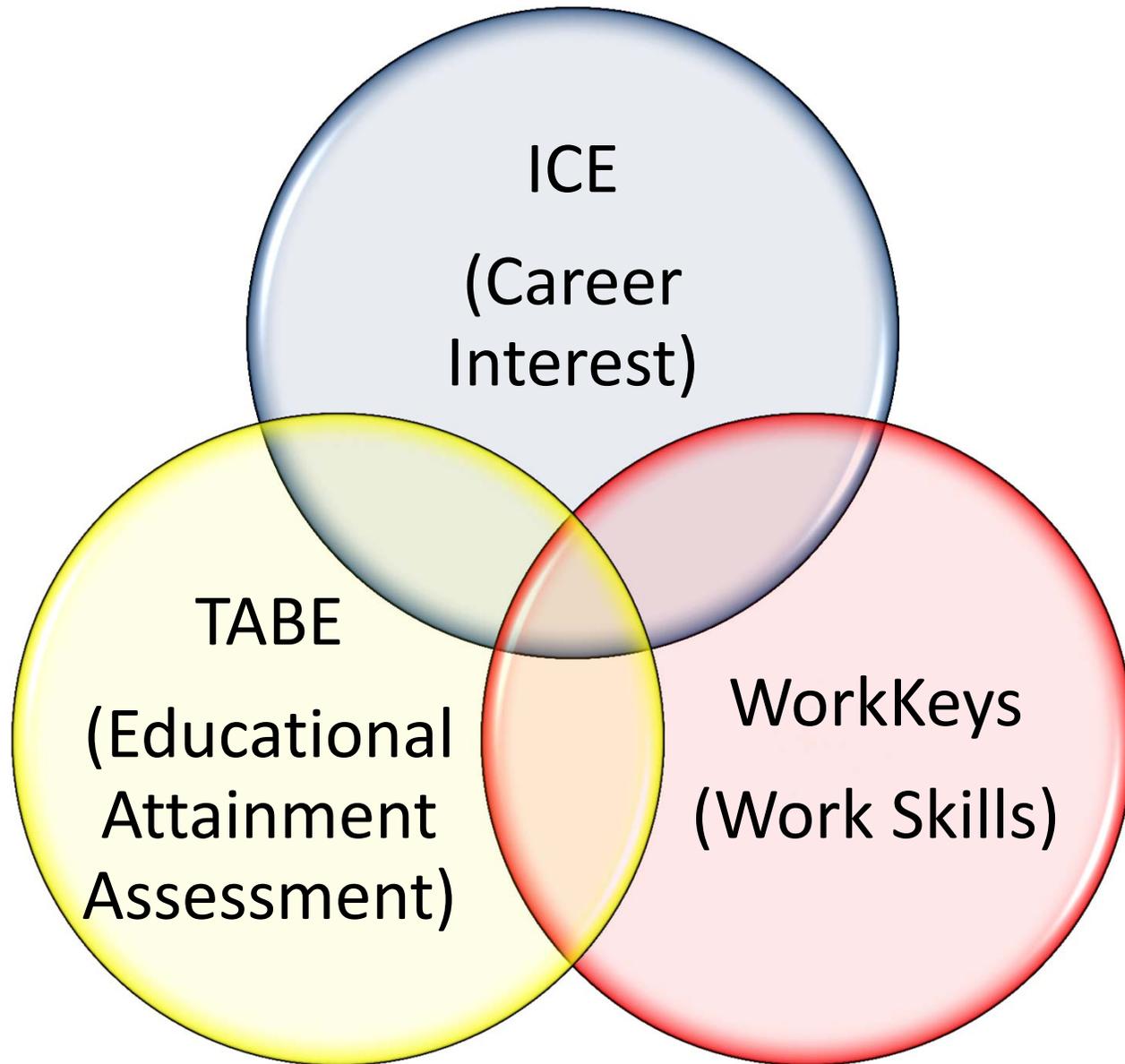
Case managers must be diligent to use their administrative functions and access ICE for full benefits

Customers may say, “The assessment told me I should pursue a career in...” Be sure to explore all options with a customer. Just because a career was ranked high in interest doesn’t mean it is the best choice for your customer

Customer may say “that isn’t me” or “I don’t want to pursue the career it suggests.” This is ok! It is a great time for an open-ended, exploratory conversation with the customer.

Because it is self-managed, less-motivated customers may not get the full value of ICE:

- USE YOUR ADMINISTRATIVE FUNCTIONS!



Who takes what?????

- **ICE ONLY:** Job-to-job track customers curious about career interests/exploring
- **ICE and WorkKeys:** Job-to-job and interested in getting the NCRC or applying to a WorkKeys employer
- **ICE, WorkKeys, TABE:** Job-to-job track customer, or previously took WorkKeys; now wants occupational training
- **ICE and TABE:** Customers wanting training for post secondary education or adult education
- **WorkKeys ONLY:** Job-to-job customers applying to job profiles or NCRC
- **TABE ONLY:** Customers who self-identify as requiring adult education, have less than a HS Diploma, or identify as needing remediation. Out of school youth.

Meet Ken...

Ken is a 40 year old male who has been working in the Food Service Industry for the past 20 years. He is considering entering the Medical Field because of the predicted growth and higher wages. He has his HS/Diploma.

- Identify Ken's long term goal, short term goals, and action steps.
- Identify what additional assessments, if any, you would recommend Ken take.
- Identify Ken's strengths.
- Identify any barriers Ken has.
- Map out a possible career pathway for Ken for the job-to-job track. (assuming Ken does not want to go to training)
- Put the above information on flip chart paper to present to the class.