

Assessment Policy WorkOne Southeast

PURPOSE

To provide participant assessment processes which comply with federal law and state policy.

REFERENCES

- June 8, 2015 MEMORANDUM Implementing WIOA; State-Level Policy and Required Local Policy
- DWD Policy 2017-13 Educational Functioning Level Assessment Policy, Change 1
- DWD Policy 2020-10 Workforce Innovation and Opportunity Act (WIOA) Title I Service Delivery

CONTENT

This policy outlines standards for delivering assessments

Types of Services

There are three types of career services: basic career services, individualized career services, and follow-up services. Individualized career services must be provided to participants after WorkOne American Job Center (AJC) staff determine that such services are required to retain or obtain employment. Generally, these services involve significant staff time and are customized to each individual's needs.

An assessment process collects and evaluates various data elements concerning an individual. Through Assessment, an individual and a WorkOne Team Member will jointly develop a plan of activities and services needed. Assessment results are to be recorded in Indiana Career Connect (ICC).

When the participant's service strategy includes individualized career and/or training services, case notes must contain the determination of the need and eligibility for those services, under 20 CFR **SS** 680.210, as well as the justification for the determination.

Required case notes:

Individualized career services: The [initial or objective] assessment was completed between the individual and staff which indicates that individualized career services will benefit the individual in obtaining/retaining employment.

Training Services: If the customer is in need of training services, the proposal justification case note at a minimum, must include the following:

- Has been determined to be in need of training AND
- Has skills/qualifications to successfully participate in the selected program AND
- Wants training for a job where there is a demand for workers AND
- Requires assistance beyond grant assistance provided by programs like Pell.

Specialized Assessments

The Department of Workforce Development has procured three assessments for statewide use: Tests of Adult Basic Education (TABE) is the assessment for educational attainment; Indiana Career Explorer is the career interest, aptitude, and values inventory; and WorkKeys is the workplace skills assessment. Each assessment should be used for customers, as appropriate, following the guidelines outlined below.

1. TABE as the Ability to Benefit Assessment

In most instances, TABE versions 11-12 should be given prior to customers enrolling in occupational skills training.

Customers who intend to enter a post-secondary institution that requires an entrance/placement exam should not be referred to the institution until their scores on TABE are high enough to indicate reasonable success in entering post-secondary credit bearing courses.

- In most cases, a customer's score should be 11-12.9 before such a referral; however, staff members providing counseling and career guidance and planning should be allowed the discretion to decide whether an individual is ready to sit for an entrance or placement exam.
- If the customer takes an entrance or placement exam and does not score high enough to enter non-developmental or non-remedial courses the individual should be referred to an Adult Education provider for remediation.

Ability to benefit scores on the TABE should be determined by a staff member providing counseling for pre-postsecondary study, such as HSE, Certified Nurse Aide (CNA), or Commercial Drivers Licenses (CDL) programs.

- If an individual has already taken WorkKeys, a WorkOne staff member could also utilize an individual's WorkKeys scores to determine if an individual is prepared to enter occupational training. The individual should not be required to take WorkKeys in lieu of taking TABE as the ability to benefit test.
- For instance, if a customer wishes to enter training to become a bookkeeper s/he must have received minimum WorkKeys scores for applied math, locating information, and reading for information of 4, 4, 4, respectively.

Exceptions to Using Tests of Adult Basic Education (TABE)

A. Customers who have:

1. Taken and passed the entrance or placement exam for the post-secondary institution which they plan to attend, with scores sufficient to enter non-developmental or non-remedial courses in their chosen area of study; and
2. Provided such documentation do not have to take the TABE.
3. Customers who are entering WIOA On-the-Job Training do not need to be TABE tested.
4. If the WorkOne is working with an employer for on-site incumbent worker training, employees are not required to take the TABE.
5. Customers who either have successfully earned their HSE certificate or who have assessed at an Adult Education program with a TABE score sufficient to enter an occupational training program should not be required to retake the TABE assessment.

TABE Administration

TABE 11 and 12 Survey is the DWD approved assessment as well as WorkOne Southeast.

- A TABE Locator must be administered prior to administering the TABE Survey or Complete Battery assessments.
- Based on the results of the Locator, the customer must be assessed with the appropriate level of TABE (Easy [E], Medium [M], Difficult [D], or Advanced [A]).
- A TABE Locator and the appropriate assessments in the areas of Math, Reading, and Language must be administered following test-publisher guidelines.
- WorkOne staff who administers TABE must have successfully completed training on its use.

- o Training must be provided by those who have been certified by the test publisher or who have received advanced training on the assessment instrument.
- o TABE should be provided online if at all possible, although a paper/pencil version is available.

Audience for TABE

- Any customer who is interested in pursuing Adult Education or occupational skills training must take the TABE and the appropriate sections of the Surveyor the Complete Battery assessment.
 - o For customers who intend to enter Adult Education, all testing sites should use the appropriate level of the Math, Reading and Language sections based on the customer's Locator.
 - o For customers who intend to enter occupational skills training, all testing sites should use the appropriate level of the Math, Reading and Language sections based on the customer's Locator.
- Customers should be assessed in Reading, Language and Math.

Interpretation of TABE

- TABE must be interpreted for customers.
- TABE should only be interpreted by staff that are trained to do so.
- TABE should be interpreted in a one-on-one setting.

WIOA Youth

- ALL Youth must be tested within 60 days of enrollment in Math, Reading & Language
- BSD Youth must be post-tested within 1 calendar year of first service
- No post-test is required if not BSD

2. Indiana Career Explorer

Indiana Career Explorer is available for use by all Indiana residents 11 years old and older. It provides three assessments on career interests, skills, and values. Some customers may choose to use the tool as a way to explore their career interests and opportunities as part of self-service Core. Additionally, Core workshops on career exploration may explain and utilize Indiana Career Explorer and even demonstrate how customers should understand the tool. Customers who require the results to be explained and interpreted for them extensively should be provided with the opportunity to speak to a staff member who is trained appropriately.

All WIOA Title I customers who wish to enter training must take all three components of Indiana Career Explorer. Assessment results are case noted in ICC. Services related to counseling, career planning, and assessment interpretation would be reported in ICC along with case notes.

WIOA Youth (OSY & ISY) require participants to take Indiana Career Explorer as part of program participation.

Administration of Indiana Career Explorer:

- The system includes three assessments: Kuder Career Search with Person Match; Kuder Skills Assessment; Super's Work Values Inventory-revised, each of which can be taken separately.
- Although it is not required by the test publisher that the staff be trained to administer the assessments, training will be provided through the DWD and is strongly encouraged.
- Though the assessments are self-guided, staff should provide guidance when necessary.

- o Individuals who require significant guidance in using the system or understanding the results should be provided with the opportunity to receive case management and/or academic and career counseling services.

Audience for Indiana Career Explorer:

- Any customer who is interested in pursuing occupational training and/or post-secondary education must take all three components.
- Any customer who is interested in conducting career exploration and development may take any combination of the assessments and should not be required to take all three.
 - o Customers who use Indiana Career Explorer as a self-service Core should also be encouraged to attend the career exploration workshop, although they should not be required to do so.

Interpretation of Indiana Career Explorer:

- Although it is not required by the test publisher that the staff be trained to interpret the assessments, training will be provided through the DWD and is strongly encouraged.
- It is not necessary for a staff member to interpret the assessments, but trained staff should provide guidance when necessary or requested.
- Any outcomes and guidance that result from Indiana Career Explorer should be included in a customer's Individual Employment Plan, when available.

3. WorkKeys

In general, WorkKeys assessments are extensive and require interpretation; thus they should only be administered as an Individualized Career level service for the purpose of identifying current foundational workplace skills.

However, for customers who are applying to a WorkKeys employer and need to take an assessment for job matching purposes, it can be considered a Basic Career Service. This is the *exception*, not the norm.

Appropriate use of Work Keys at the Career Services level includes:

- Assessment in the combination identified for a particular occupational profile at a WorkKeys participating employer, or for the National Career Readiness Certificate (NCRC) if required by the employer.
- Use as career readiness assessment of Reading for Information, Applied Mathematics, and Locating Information (which may lead to a national career readiness certificate).
- Interpretation and recommendations based on scores.

Administration of Work Keys

- The Worldwide Interactive Network (WIN) Locator Placement Tests should be given for each subject area prior to administering the full WorkKeys battery to determine the ability to receive a measurable score on the WorkKeys assessments.

NOTE:

- o Individuals whose scores on the WIN Locator Placement Tests indicate that they are not prepared to sit for the full WorkKeys should be encouraged to take the TABE and enter Adult Education, as necessary.
- o Individuals who do not wish to attend Adult Education for remediation, or who only wish to improve their WorkKeys scores, should be advised to utilize WIN for remediation.

- o DWD recommends that all customers use WIN to practice and improve their skills prior to sitting for the full WorkKeys battery.
- WorkKeys assessments must be proctored by staff that are trained in the WorkKeys administration procedures.
 - o Proctors must have participated in one of the following training scenarios: an on-site assessor training session, completing the ACT -provided online test administrator modules, or have been trained by an experienced assessor to follow the procedures outlined in *WorkKeys Supervisors Manual*.
 - o Proctors must complete the appropriate agreement(s):
 - o Third Party Administrator Agreement for non-DWD staff
 - o The Designated Entity form for the agency or supervisor of the third party assessor/administrator
 - o Requirements for Administrator of Work Keys assessments form for DWD assessors/administrators
- WorkKeys assessments should be provided online preferably, although a paper/pencil version is available.

Audience for WorkKeys

Any customer who wishes to know or to prove his/her work readiness skills.

Interpretation of Work Keys

- WorkKeys Score Reports identify the skill level(s) achieved and provide descriptive information of the abilities of the level scored. The meaning of the score and how it can be used should be explained to customers.
- If the score indicates that a customer might benefit from further assistance, appropriate guidance should be provided and the Individual Employment Plan should be amended as necessary.

Additional Assessments

Assessments aside from the three assessments procured and described above should not be used without board staff or administrative approval.