



## SYSTEM POLICIES

### MEMORANDUM #10-07

**To:** All WorkSource Snohomish County Partners

**Subject:** One-Stop Assessments

**Supersedes:** None

**Effective Date:** February 15, 2011

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#### A. BACKGROUND

Workforce Development Council Snohomish County (WDCS) is issuing this policy in conformance with Washington State Policy Number 1016, *One-Stop Assessments*, which provides guidelines and standards for delivering a minimum and consistent level of assessments and opportunities for developing job seeker skills.

Assessment is a tiered evaluation process to determine service needs and may include a review of emergent and urgent needs, basic skills, occupational skills, prior work experience, employability, interests and aptitudes (including interest and aptitudes for non-traditional jobs), and ongoing supportive services needs.

The assessment process may utilize any of the following tools:

1. Structured interviews
2. Paper and pencil tests
3. Behavioral observations
4. Interest inventories
5. Career guidance instruments
6. Aptitude/skill tests
7. Basic skills tests
8. Self sufficiency calculator
9. Self sufficiency matrix

The objectives of workforce development job seeker assessments are to:

- Determine job seekers' career and employment options suited to their readiness, aptitudes and employment goals;
- Provide job seekers with information about their workplace knowledge, skills, and abilities (KSAs);
- Identify skill gaps and educational needs to help job seekers become competitive in the labor market;
- Measure job seekers' progress toward acquiring skills that are in demand, promoting attainment of industry-recognized credentials;
- Provide opportunities – through availability of information, tools or services – for job seekers to understand their skills and possible ways to upgrade their skills in relation to labor market demand; and;
- Refer appropriately screened, qualified job seekers to available job openings;

## **B. POLICY**

The WorkSource Snohomish County system must offer the following types of assessment. All types are intended to ensure that staff and job seekers have the information needed to help job seekers make informed decisions regarding their skills and opportunity for upgrading those skills to meet labor market demands.

**Front-End Assessment:** Front-end assessment is engaging with the customer when they first access WorkSource, determining their immediate need and directing them to the best service to meet that need. The goal of the front-end assessment is for staff to engage with the customer, identify his or her current need and to direct the customer to the most appropriate next step to help the customer reach his or her immediate objective. A front-end assessment is a required front-end service for all job seekers. See WDCSC System Policy #10-05, *Front-End Job Seeker Services*.

**Initial Assessment:** A preliminary assessment that helps identify job seeker barriers and needs and may include an assessment of work interests, basic educational skills, occupational skills, work history, basic work skills, and employment competencies.. An initial assessment must be conducted for all individuals who wish to access staff-assisted WorkSource Snohomish County services. In conformance with Washington State Policy Number 1011, *CASAS for Basic Skills Assessment*, when indicated, the CASAS ESC Appraisal or ESL battery must be used to conduct an initial assessment of basic skills. See WDCSC System Policy #10-06, *Skills Development Job Seeker Services*.

**Comprehensive Assessment:** An assessment using a variety of tests and instruments to identify the holistic needs of a job seeker. Comprehensive assessment must be an ongoing process and routinely revisited and amended as additional needs are identified and goals achieved. A comprehensive assessment must be conducted for all job seekers who wish to access WorkSource Snohomish County subsidies for training or financial supportive services. See WDCSC System Policy #10-06, *Skills Development Job Seeker Services*.

**Employer-Focused Assessment:** An assessment required by an employer to screen, test, and hire employees to meet specific job requirements. An employer-focused assessment must be conducted as indicated by the requirements identified in a specific job order.

The following additional policy provisions apply to the administration of all WorkSource Snohomish County assessments:

1. The assessment process must include 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. The assessment must be objective and without adverse impact on protected groups.
3. There must be reasonable accommodation for persons with disabilities.
4. Staff must be trained to use and interpret any formal assessment instrument administered.
5. A summary of assessment results must be recorded in SKIES.

This policy does not change other program-specific policies or guidance pertaining to assessment.

#### **C. MEASURES**

WDCSC and WorkSource Snohomish County One-Stop Operators (Site Operators) will establish baseline targets for the number of job seeker customers who will receive each type of assessment.

100% of staff-assisted assessments will be documented in SKIES.

100% of all WorkSource staff who conduct customer assessments will have received training in interpreting and administering the assessments they use.

#### **D. REFERENCES**

*Testing and Assessment: A Guide to Good Practices for Workforce Investment Professionals*, U.S. Department of Labor, Employment and Training Administration, 2006

[Washington State WorkSource System Policy Number 1011, CASAS for Basic Skills Assessments](#)