



West Tennessee Workforce Development Board

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Craig S. Butler
Board Chair

Jimmy Bell
Director

Local Workforce Development Area 11 Policy Memorandum # 17-19

Subject:

Initial Assessment

Purpose:

The purpose of this memorandum is to provide guidance in conducting an Initial Assessment when a customer enters one of the American Job Centers (AJC) in LWDA-11.

References: WIOA Section 129(c)(1)(A); WIOA Section 134(c)(2)(A)(iii); WIOA Section 134(c)(2)(B); WIOA Section 134(c)(3)(A)(ii); 20 CFR 680.220; Workforce Services Guidance – (American Job Center Initial Assessment Guidance) – WIOA

Background: Per 20 CFR 680.220 an individual must at a minimum receive either an interview, evaluation, or assessment, and career planning or any other method through which the one-stop center or partner can obtain enough information to make an eligibility determination to be determined eligible for training services under WIOA Section 134©(3)(A)(i) and CFR 680.210. One of the key services provided in the AJC is the initial assessment of a customer's knowledge, skills, and abilities to support the employment goal of the customer.

Policy:

It is the policy of West Tennessee Workforce Development Board that an Initial Assessment be completed on each customer entering the AJC in order to determine the customer's needs.



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Action:

An initial assessment will be conducted on each American Job Center (AJC) customer who enters the AJC unless staff member determines it is appropriate to use a recent interview, evaluation, or assessment of the customer conducted pursuant to another education or training program. This assessment provides preliminary information regarding the customer's educational status, skills, and any barriers that may need addressing prior to employment and will be uploaded into the customer's Jobs4TN file. As a core service, the initial assessment is a necessary, brief, informational gathering of information that, among other things, will provide sufficient information about an individual's basic literacy and occupational skill levels to enable the One-Stop Operator to make appropriate referrals to services available through the One-Stop and partner programs.

The assessment will be completed by a welcoming staff person in conjunction with the current labor market conditions and utilization of tools and resources available through Jobs4TN website. The result of assessment will determine the next steps, which may include a more comprehensive assessment and an individual employment plan, the customer should take.

I. Assessment Process

a. Job Search Evaluation:

- Is customer comfortable using a computer?
- Does customer have an updated resume?
- Can customer conduct on-line job searches and fill out job applications on-line?
- Does customer feel comfortable when interviewing for a job?

b. Educational, Knowledge, and Skills Evaluation:

- Does customer have necessary education and training to compete in the job market?
- What is the customer's past work history?
- Does the participant have in-demand occupational skills?
- Are any transferable skills listed?

c. Employment Barriers:

- Does customer have any health or physical impairments?
- Are legal issues causing problems for customer?
- Is adequate transportation available to customer?
- Does customer need child care?

Should the results of the assessment exhibit deficiencies in any of the above-mentioned areas that would lead to barriers for self-sufficient employment, the customer will be identified as needing educational, training services, or supportive services.

II. Services

a. Job Search Ready Services

These services are to be provided to customers who possess the following:

- Adequate education, occupational knowledge, and skills
- No barriers that might prevent the obtainment and retention of self-sufficient employment

b. Training Services:

Training services will be provided to customers who:

- Do not possess the requisite education, occupational knowledge, or skills to find work related to customer's occupational goal
- Have barriers that potentially prevents customer from obtaining and retaining self-sufficiency employment

A customer's assessment may also reveal a skills gap. Should this be the case training services including, but not limited to, should be made available to the customer:

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

Please refer to the **Individual Training Account (ITA) Policy** for clarification regarding ITAs. Customers may also be co-enrolled in partner programs with resources the customer will most benefit from.

Contact:

Questions regarding this policy should be addressed to Jimmy Bell, LWDB-11 Director, at SWHRA, 1527 White Avenue, P.O. Box 264, Henderson, TN 38340. Phone: (731) 983-3688. Email: jbelle@swhra.org.

Attachments:

American Job Center (AJC) Initial Assessment

Effective Date: July 1, 2017

Expiration Date: Until further notice

Approved:



Jimmy Bell, LWDA-11 Director

American Job Center (AJC) Initial Assessment

Name: _____ Date: _____

Section I: Assessment		
	Yes	No
Do you have a high school diploma?		
Are you comfortable using a computer?		
Have you worked in the past year?		
Do you have a large gap in employment?		
Do you have transportation?		
Do you have an updated resume?		
Do you feel comfortable interviewing for a job?		
Do you feel comfortable filling out job applications?		
Are you comfortable searching for jobs on-line?		
Do you believe lack of education has kept you from being employed?		
Do you believe lack of work experience has kept you from being employed?		
Do you believe legal issues have prevented you from finding employment?		
Do you believe medical issues have prevented you from finding employment?		

Section II: Certificates / Degrees
<p>Please check all that apply to you.</p> <p>High School Diploma GED / HiSet Vocational Training (TCAT) Associates degree Bachelor's degree Master's degree</p>
<p>Other licenses or certificates (Six Sigma, Allen Bradley, Heavy Machinery, HVAC, Forklift, CDL, Microsoft Office, etc.)</p>
<p>What barriers keep you from working? (select all that apply)</p> <p>Transportation Childcare Work Attire Housing Expenses</p>
<p>Please list any skills you may have that would assist in obtaining employment: (EXAMPLE: Bookkeeping, Communication, Computers, Data Entry, Leadership, Marketing, Welding)</p>