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**Upper Cumberland
Local Workforce Development Board
POLICIES AND PROCEDURES**

Title: American Job Centers Initial Assessment Policy
Date of Adoption: 9-25-18

PURPOSE: This policy establishes guidance to carry out an effective intake, initial assessment, and determination of appropriate programs which will result in employment for participants utilizing services offered by the American Job Center (AJC).

POLICY: A key service provided in the AJC system is the initial assessment of a participant's knowledge, skills, and abilities to support that participant's employment goal. The initial assessment determines needs and strategies to achieve sustainable employment. It also serves as a basis for training and supportive services which are determined on an analysis of information gathered from the participant during the intake process. This assessment allows the service provider to indicate what services the participant needs and where applicable, should include referrals to appropriate partner staff and agencies.

Any individual seeking employment or training services in the AJC will receive an Initial Assessment on the day they first receive service from staff. These individuals must, at a minimum, receive an interview during which time a *Common Intake Form* (form attached to this policy) is completed by a Welcome Function staff person. This initial intake will assist in determining the individual's needs, goals, and services to be delivered. The next step should be assisting the individual with creating an account in Jobs4TN. *The Common Intake Form* will be uploaded to the participant's account in Jobs4TN. Referrals to the appropriate partner staff can take place at any point after the *Common Intake Form* has been completed.

INSTRUCTIONS:

- a. Initial Assessment – A key service provided in the AJC system is the initial assessment of a participant's knowledge, skills, and abilities to support their employment goal. The Initial Assessment determines the participant's needs and is the basis for creating a service plan. Information gathered for the initial assessment will include:
 - i. Determine if participant is job ready
 - ii. Determine if barriers exist, and if present, what additional services may be provided for success

- iii. Determine appropriate partner staff referrals
 - iv. Determine participant's skills, abilities, and interests
 - v. Determine participant's goals
- b. Initial Assessment Process – Each step of the participant's assessment process will gather information useful to provide the best possible service strategy. Staff will use the assessment to learn about the participant's occupational goals, existing skills, and work readiness to determine if any barriers to employment are present.
- i. Occupational Goal Evaluation - analyze participant's goal for established in demand occupation for the current local labor market. If participant has an unclear or unfavorable career goal, career development services are offered.
 - ii. Analyze participant's work history and experience.
 - iii. Determine participant's occupational skills and abilities, including any transferrable skills.
 - iv. Assess participant's current level of education and determine if sufficient to reach career goal.
 - v. Consider service needs such as the desire to pursue training or education and provide information accordingly. Information regarding training or education services is provided so that the participant can make informed decisions regarding career paths.
 - vi. Determine if the participant has barriers to employment. Available service options for barriers will be assessed at this point.
 - vii. Determine the participant's next steps, which may include a comprehensive assessment and the development of an individual employment plan, co-enrollment of programs and/or referral to partner agencies.
- c. Job Search Skills Assessment – Evaluation to determine a participant's planning, preparation, and job seeking skills.
- i. Review participant's resume for necessary updates.
 - ii. Review participant's interview and communication skills.
 - iii. Assist with job search plan and abilities.
 - iv. Assess participant's basic computer skills and access to online job searches.
 - v. Evaluate participant's motivation to find work.
 - vi. Assess participant's willingness to enhance job search skills.
- d. Services – Based on the information provided through the Initial Assessment, Initial Assessment Process, and Job Search Skills Assessment, the Provider will determine the next level of service. Where continued services are necessary, a comprehensive assessment and individual employment plan may be developed. Where supportive services are needed, referrals to appropriate partner programs will be made. With partner coordination, the following training may be provided:
- Work-based training skills with instructions
 - Occupational skills training
 - On-the-Job training
 - Skills upgrade

- Customized training
- Training in a registered apprentice program

For questions regarding this policy, contact Becky Hull, Executive Director, Upper Cumberland Local Workforce Development Board at bhull@ucworkforce.org

Attachments: Common Intake Form

Effective Date: September 25, 2018

Policy Duration: Indefinite



Board Chairperson, UCLWDB



Common Intake Form

Name _____ Age 16-24 25-54 55+

Address _____

Email _____ Phone _____

Best way & time to contact you? _____

Gender	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Prefer not to answer
Ethnicity	<input type="checkbox"/> Hispanic	<input type="checkbox"/> American Indian	<input type="checkbox"/> Black
	<input type="checkbox"/> Asian	<input type="checkbox"/> White	<input type="checkbox"/> Prefer not to answer
Veteran Status	<input type="checkbox"/> Veteran	<input type="checkbox"/> Qualified Spouse of Veteran	
	<input type="checkbox"/> Not a Veteran	<input type="checkbox"/> Transitioning Service Member	
Authorized to work in the U.S.	<input type="checkbox"/> U.S. Citizen	<input type="checkbox"/> Resident Alien	
	<input type="checkbox"/> Refugee	<input type="checkbox"/> Work Authorization	
Do you have a disability?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Prefer not to answer
Work Status	<input type="checkbox"/> Employed	<input type="checkbox"/> Unemployed	<input type="checkbox"/> Rec'd notice of termination or military separation
	What do you need assistance with?		
	<input type="checkbox"/> Job Search	<input type="checkbox"/> Transportation	<input type="checkbox"/> Housing
	<input type="checkbox"/> Job Training	<input type="checkbox"/> Vehicle Repair	<input type="checkbox"/> Childcare
	<input type="checkbox"/> Interviewing Skills	<input type="checkbox"/> Unemployment	<input type="checkbox"/> SNAP (Food Stamps)
	<input type="checkbox"/> Resume	<input type="checkbox"/> Medical Care	
	<input type="checkbox"/> Employment/Training-Related Expenses		

How did you hear about us? _____

Career Advisor Questions

What was your most recent job? _____

Were you laid off from your most recent job? Yes No

If yes, which company? _____

Are you currently receiving or have you received Unemployment Insurance? Yes No

Are you interested in completing a certification or training program? Yes No

Financial Assistance – Please check all forms of assistance you’ve received in the last 6 months

- TANF SSI SNAP (Food Stamps) Alimony Assistance Refugee Assistance

Household Income: _____ Number in household: _____

What is the Primary reason for visit? _____

What road-blocks have you faced?

- Lack HiSET or HS Diploma Homeless Offender Language
 Lack Job Skills Lack Childcare Lack Transportation
 Other _____

Education Level

- HS Diploma Some College Associates Bachelor
 Masters Doctorate None

For Official Use Only

Staff Assisting: _____ Date: _____

Opt-In Opt-Out, Reason _____

- Referred to: Adult & Dislocated Worker Wagner-Peyser Adult Ed
 Youth RESEA DVOP TANF
 SCSEP Trade LVER Resource Room
 VOCA SNAP E&T
 Other _____