

Fresno Regional Workforce Development Board

A proud member of America's Job Center of CaliforniaSM Network

2125 Kern Street, Suite 208 • Fresno, California 93721 • 559.490.7100 • Fax 559.490.7199 • www.frwdb.net

Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 17-18, Revision H

Date Released: October 3, 2024

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: October 1, 2024

Subject: Adult Program Assessment Requirements

Applicable Program: Adult and Dislocated Worker

Revision History: Initial Release – 05/29/18; Rev B – 12/6/18; Rev C – 3/15/19; Rev D 7/2/19; Rev E - 7/30/20, Rev F – 5/19/21, Rev G – 09/23/21, Rev H – 06/21/24

This Revision, I, directs Service Providers to select a provider and a program to document WorkKeys assessments.

This Operational Directive (OD) references OD 22-07, Approved Assessment Tools; OD 27-09, Waiver Request Process; OD 12-15, WIOA Adult Customer Flow; and OD 18-09, Serving Limited English Proficient Population.

Providers of Services are to implement this OD beginning October 1, 2024

The Fresno Regional Workforce Development Board (FRWDB) requires all registered Workforce Innovation and Opportunity Act (WIOA) participants to take specialized academic and occupational assessments that help provide appropriate career guidance. Reasonable accommodations for physical barriers or English Language Learners will be made, as requested by the Assessment Facilitator, for each assessment site, prior to taking the assessment test.

The following steps must be followed to ensure that the applicants meet the assessment requirements:

- A. Applicants must be advised during the Adult and Dislocated Worker Orientation of the career assessments.
 1. Applicants who wish to be referred to a Self-Reliance Team (SRT) appointment must take the CASAS[®] Goals Assessments.
 2. The initial CASAS[®] Goals Assessments must take place no more than six (6) months prior to WIOA application and establish the baseline for further improvement.
 3. English Proficient Participants
 - a. CASAS[®] Reading Goals default locator/appraisal 104R
 - b. CASAS[®] Math Goals 2 default locator/appraisal 920M

4. English Language Learners
 - a. ESL/ELL/LEP- CASAS® Reading STEPS default locator/appraisal 620R
 - b. ESL/ELL/LEP- CASAS® Math Goals 2 default locator/appraisal 920M
 5. Upon completion of the Job Readiness Workshop, participants are scheduled for, and must complete, the following assessments within ten (10) working days:
 6. English Proficient Participants
 - a. WorkKeys®
 - i. Applied Math (AM),
 - ii. Workplace Documents (WD)
 - iii. Graphic Literacy (GL)
 - b. Computerized O*NET Version 3
 - i. Interest Profiler (180 Questions)
 - ii. Work Importance Profiler (Values/Importance)
 7. ESL/ELL/LEP
 - a. Spanish speaking participant
 - ii. WorkKeys®
 - Applied Math (AM),
 - Workplace Documents (WD)
 - Graphic Literacy (GL)
 - May use Spanish language versions
 - iii. Career Assessments
 - Mi Próximo Paso: <https://www.miproximopaso.org/explore/jp>
 - Measures work related interests
 - O*NET Work Importance Profiler - accompanied by a translator
 - Measures work values
 - b. Non-Spanish speaking participants (accompanied with a translator)
 - i. WorkKeys®
 - Applied Math (AM),
 - Workplace Documents (WD)
 - Graphic Literacy (GL)
 - ii. Career Assessments
 - O*NET Interest Profiler (180 Questions)
 - Measures work related interests
 - O*NET Work Importance Profiler
 - Measures work values
- B. All CASAS® Goals Assessment results must be entered into the CalJOBSsm Educational Functioning Level for Measurable Skills Gain tab and in the Objective Assessment (OA) Test Section.
- C. WorkKeys® scores and O*NET career assessment results must be entered in the OA test section; this section documents the various assessments the participant has taken. WorkKeys® and O*NET results are to be input into the Testing Results Comments Box and include the scores (i.e., WorkKeys® AM: 3, O*Net; Relationships: 16, Realistic: 33 etc.).
- D. When inputting the appropriate activity to record WorkKeys® assessments, staff must select a provider and program on the Service Provider tab in the activity. The provider must be Fresno Area Workforce Investment Corporation, and the program must be WorkKeys Assessments.
- E. Should a participant not meet the required WorkKeys® scores for the chosen occupation, ACT WorkKeys® Curriculum must be used to remediate participant to the appropriate scores, as demonstrated by a post test of WorkKeys®.

1. English Language Learners may, if determined appropriate, use the Spanish Language version of the ACT WorkKeys® Curriculum. Non-Spanish speaking English Language Learners must be accompanied by a translator.
 2. The participant is assigned a user ID and must take a placement test in each of the subjects for which an increase is desired.
 3. The participant works through the starting assigned level, in sequential order, until a successful post-test has been completed for the desired goal level.
 4. Successful completion in the ACT WorkKeys® Curriculum must be demonstrated by a score of 80% or greater on the specific level post-test.
 5. Once the participant has completed remediation, they are required to post-test on WorkKeys®.
- F. Any deviation from the above referenced steps must be clearly documented in a waiver submitted to the FRWDB, see OD 27-09, Waiver Request Process.

Remote Assessments:

The WorkKeys® assessments (Applied Math, Graphic Literacy, and Workplace Documents) and O*NET Interest and Work Importance Profilers can be provided remotely.

WorkKeys

- Providers must confirm participants have the technology to successfully complete the WorkKeys® assessments remotely.
- Participant cannot take the WorkKeys® Assessment utilizing a mobile operating system that is used on tablets and smartphones.
- Laptop or Desktop Computer device must have the following:
 - Internet access, video, and audio capability.
 - The Operating System must be Windows 10, MAC OS 10.11+, Chrome or Firefox.
 - Screen resolution and size must be at a minimum 1024x768 and 12 inches.

O*NET:

- O*NET Interest Profiler (180 questions)
<https://www.cacareerzone.org/ip/instructions>
- O*NET Work Importance Profiler
<https://www.cacareerzone.org/wip/>
- Spanish speaking participants
Mi Próximo Paso: <https://www.miproximopaso.org/explore/ip>

Remote assessments must be provided in a facilitated manner.

- Virtual assessments appointments must be scheduled during operating hours to ensure a Facilitator will be available to assist the participant as needed.
- Provider staff must provide the assessment appointment/meeting Invite and URL to the participant via email prior to the appointment.
- The Facilitator must give an overview and instructions to the participant before starting the assessments.
- Participants must be monitored during remote assessments.
- Remote assessment needs to be completed in a quiet and uninterrupted place.
- Participants are not to get assistance from family, friends, or the internet.

Prior Assessments

In the event an exited participant who is approved for re-enrollment within six (6) months, the prior assessment in CASAs® and WorkKeys® can be used.

Providers must accept an assessment from a referring partner (including other Workforce Development Boards) if it is performed within six (6) months before the local WIOA application date. However, the participant must post-test using the same assessment after the participant remediates.

Retaking Assessments

For an adult or dislocated worker to retake an assessment, the Employment Readiness Specialist (ERS) must take the following steps:

- O*net version 3 Career Assessments – Participants can retake when necessary.
- CASAS® - The first retake is allowed 24 hours after the initial assessment. Any future retakes require an approved waiver request from FRWDB staff prior to the retake. See OD 27- 09.
- WorkKeys® - Participants cannot take retests more than two (2) times within a six (6) month period. Submit a waiver request per OD 27-09, if more than two (2) times within a six (6) month period.

When submitting a waiver request, the ERS must include the participant’s ID, the participant’s name, the test to be retaken, and the reason for retaking the assessment.

All tests and retests must be uploaded to CalJOBSsm in the participant’s Document (staff) section and labeled accordingly under the “Document Tags” field in CalJOBSsm. All results must be documented in CalJOBSsm accordingly. Before any retest, staff must document the successful completion of remediation on the specific subject and scores received by the participant in the case notes.

Digital Case File Naming Convention/Upload Process

All documents/forms must be uploaded to CalJOBSsm in the Document (staff) section and labeled accordingly under the “Document Tags” field (Keywords that will be indexed with the attachment) in CalJOBSsm.

The digital case file standard as described below includes the naming convention of all documents uploaded to CalJOBSsm. Provider staff must use the digital case file naming convention for documents as follows:

- Utilizing the CalJOBSsm Case Management System in the Document (staff) section
- Upload/Scan a document
- Input Document Tag name below that is in **bolded underline text:**

Assessments/ (Insert Document Tag Name Below):

- WorkKeys® (Pre and/or Post)
- O*Net Assessment
- CASAS Goals (Pre and/or Post)

If you have questions, please contact the FRWDB Adult Program Coordinator.

ATTACHMENT:

2023 CASAS® Crosswalk