

Fresno Regional Workforce Development Board

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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 # 16-18, Revision I

Date Released: October 4, 2024

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: October 1, 2024

Subject: Youth Assessments

Applicable Program: Young Adult Services

Revision History: Initial Release – 5/29/18; Rev B – 12/6/18; Rev C – 6/28/19; Rev C1 – 7/2/19; Rev D – 8/22/19, Rev E – 07/30/20, Rev F – 6/30/21, 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 13-15, Workforce Innovation and Opportunity Act (WIOA) Youth Program Flow (In-School Youth 14-21 and Out- of-School Youth 16-18); OD 11-17, WIOA Youth Program Flow (Out-of-School ages 18-24); OD 18-09, Serving Limited English Proficient Population; and WIOA regulations, Section 3(5)(b).

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

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

Participants Basic Skills Assessment

Basic Skills Deficient - An individual that is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family or in society. The FRWDB locally defines basic skills deficient as 8.9 or below in reading or math or is Limited English Proficient (LEP).

To assess basic skill levels, FRWDB requires all WIOA applicants to be assessed, prior to enrollment, with the CASAS[®] initial assessment.

English Proficient Participants

- CASAS[®] Reading Goals default locator/appraisal 104R
- CASAS[®] Math Goals 2 default locator/appraisal 920M

English Language Learners

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This WIOA, Title I-financially assisted program/service is an equal opportunity employer/program. Auxiliary aids and services are available upon request to people with disabilities and/or limited English proficiency.

- ESL/ELL/LEP - CASAS® Reading STEPS default locator/appraisal 620R
- ESL/ELL/LEP - CASAS® Math Goals 2 default locator/appraisal 920M

The following guidelines are to be followed for this process:

- Staff who proctor the CASAS® must become certified as a CASAS® Test Administrator and follow all their assessment policies. Contact the FRWDB Deputy Director of Information Services to initiate this process.
- All WIOA participants must pre-test and post-test using the CASAS® Goals assessment. A copy of the CASAS® assessment results must be kept in the participant's digital case file.
- All CASAS® Goals assessment results must be entered into the CalJOBS® Educational Functioning Level for Measurable Skills Gain tab and documented in the Objective Assessment (OA) test section, as they occur.
- If a participant needs to retake a CASAS® Goals assessment (pre-test or post-test), a waiver must be submitted to FRWDB staff prior to the retake. See Waiver Request Process, OD 27-09.
- When a participant is scheduled for their initial CASAS® Goals assessment on any subsequent day, they must be provided with a CASAS® Participant Letter (Form # ASM-008) showing the date, time, and location of their assessment.
- This initial assessment (Pre-test) must take place no more than six (6) months prior to WIOA application and establishes the baseline for further improvement.
 - Providers are to accept an assessment from a referring partner if it was performed within the six (6) months before the WIOA application date. The assessment and application dates are no longer required to be the same.
 - The first activities/services enrollments must be OA (412), ISS (413) **AND** one of the 14 program elements to enroll a participant in WIOA Youth Services.
- Staff conducting CASAS® Goals assessments must read the Proctor Script (Form # ASM-009) prior to the start of the CASAS® assessment.
- All In-School participants must be basic skills deficient (8.9 or below in reading or math) to be eligible for WIOA youth services.

Participants Career Assessments

The FRWDB requires all registered WIOA participants to take specialized career/occupational assessments that help provide appropriate career guidance.

The following guidelines must be followed to ensure that all participants meet the requirements:

Career Assessments

- All participants must complete the computerized Career Assessments (See appropriate youth flow for process sequence). Participants who do the optional work experience during the academic path must complete the Career Assessments before the work experience begins.

English Proficient Participants

- Must complete the computerized O*NET version 3 Interest Profiler and Work Importance Profiler career assessments. If the computerized version 3 is not available, the paper version may be used.
 - O*NET Interest Profiler (180 Questions)
 - Measures work related interests
 - O*NET Work Importance Profiler
 - Measures work values

English Language Learners

1. Spanish speaking participants
 - a. Mi Próximo Paso: <https://www.miproximopaso.org/explore/ip>
 1. Measures work related interests
 - b. O*NET Work Importance Profiler - accompanied with a translator
 1. Measures work values
 2. Non-Spanish speaking Participants - accompanied with a translator
 - a. O*NET Interest Profiler (180 Questions)
 1. Measures work related interests
 - b. O*NET Work Importance Profiler
 1. Measures work values
- B. All participants must complete the WorkKeys® assessments: Applied Math, Workplace Documents and Graphic Literacy. The results must be documented in the OA Test Section. The following provides the timeline for taking the WorkKeys® assessments:
1. Younger Youth
 - a. When a participant, 17 years or older, starts the job readiness preparation, they must complete WorkKeys® within 45 calendar days of starting the process.
 1. A waiver request must be submitted if there is a need to extend this time limit. The waiver must include justification and supporting documentation (i.e., school verification of extracurricular activities, etc.)
 - b. If a participant turns 17 **while** participating in the job readiness preparation,
 1. They must complete WorkKeys® within 45 calendar days of the participant's 17th birthday.
 - A waiver request must be submitted if there is a need to extend this time limit. The waiver must include justification and supporting documentation.
 2. Older Youth
 - a. WorkKeys® must be completed within 15 calendar days after the completion of the Job Readiness Workshop.
- 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 Comment 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 them 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 (quiz).
5. Once a participant has completed remediation, they are required to post-test on WorkKeys®.

F. A participant cannot take more than two (2) WorkKeys® post-tests within a six (6) month period.

Retaking Career Assessments

For a participant to retake a career assessment, the Academic & Career Advisor (ACA) must take the following steps:

- Participants who completed their vocational interest assessments, as listed above, in the Academic Path due to work experience preparation can retake it if deemed necessary by the ACA.
- WorkKeys® - Submit a waiver request per OD 27-09, if more than two (2) times within a six (6) month period.

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 assessments need to be completed in a quiet and uninterrupted place.
- Participants are not to get assistance from family, friends, or the internet.

When contacting FRWDB Data Services or submitting a waiver request, the ACA 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 in the participant's case file Document (staff) section and labeled accordingly under the "Document Tags" field in CalJOBSsm. The reason for all retests, the successful completion of remediation on the specific subject and scores received by the participant must be documented 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 any questions, please contact the FRWDB Youth Program Coordinator.

Forms: ASM-008 CASAS[®] Participant Letter
ASM-009 Proctor Script

Attachment: 2023 CASAS[®] Crosswalk[®]