



APPROVED: *Martha Afford*

**SUBJECT: Initial Assessment Policy**

**POLICY STATEMENT:** It is the policy of the Local Workforce Development Board for the East Tennessee Local Workforce Development Area that job-seeking customers of the American Job Center shall receive an initial assessment.

**INTRODUCTION:** WIOA Sections 129(c)(1)(A) and 134(c)(2)(A)(1)(iii) and 134(c)(3)(a)(i)(I) require that WIOA Title I adult, dislocated worker, and youth funds be used to provide career or training services to eligible individuals who have had an initial assessment of skill levels, aptitudes, abilities, and supportive needs.

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

**ELIGIBLE WIOA CUSTOMERS:** adult, dislocated worker, and youth customers.

**PROCESS:** All customers accessing the AJC shall receive an initial assessment unless

1. AJC staff determines it is appropriate to use a recent interview, evaluation, or assessment of the customer conducted pursuant to another education or training program;
2. the customer is an Unemployment Insurance claimant who is work search exempt; or
3. the customer is accessing self-help or informational services only.

An initial assessment determines the needs and strategies to achieve sustainable employment; furthermore, the individualized training and supportive services customers receive under WIOA Title I are based on an analysis of information garnered from the customer during the intake process. The initial assessment should be conducted as part of the welcome function on the day the participant receives his/her initial service from AJC staff.

Outcomes listed below of the initial interview are reviewed with the customer and direct AJC staff, in conjunction with the customer, in identifying appropriate programs that will result in employment for customers utilizing the services offered through the AJC. The initial assessment will include—at a minimum—the determination of a participant's

1. job readiness;
2. job search skills and any barriers to employment;
3. knowledge, skills, and interests;
4. goals, rather they relate to employment or training;
5. need for career development services;
6. next steps, which may include comprehensive assessments and development of an individual employment plan;
7. appropriate referrals to partner agencies for education, training, and supportive services; and
8. benefit of co-enrollment in multiple programs.

The One-Stop Operator shall ensure that all partner programs and staff in the American Job Center adhere to the initial assessment policy and process. The One-Stop Operator will provide partners with an Evaluation of Service Need Form and may update as needed to meet a customer-centered service design.

