



CLIENT ASSESSMENTS POLICY

A. Client Assessments

Career assessments are an integral part of career advising and should be done with **all** clients seeking WIOA Individualized services. All clients can benefit from participation in career assessment activities, including assessments of prior work experience, employability, interests, and aptitudes. Multiple assessment tools may be necessary to assist the client understand how a variety of their personal attributes effect their potential success and satisfaction with different career options and work environments.

Informal Client Assessments

Career Advisors will work with the client to identify information related to the client, including his/her education background, employment history, family information, income information, and potential barriers to employment. This informal client assessment will allow the Career Advisor to have a better understanding of the client's background, current situation, and future employment goals. After these informal client assessments, Career Advisors must begin formal client assessments for any client entering into individualized services, in order to help determine the client's interests, skills, and aptitudes in relation to specific occupations and industries.

Formal Client Assessments

EKCEP currently utilizes five formal client assessments: Career Coach, Career Scope, Barriers to Employment Success Inventory (BESI), Job Search Knowledge Scale, and Transferrable Skills Scale. A description of each assessment and its uses appears below:

- **Career Coach** is a career interest inventory that identifies the client's career interests and allows the Career Advisor and client to evaluate career choices based upon labor market demands and career requirements. Career Coach also provides labor market information for a variety of careers and can be used for career exploration. The Career Coach assessment may be given during the initial career advising session and should be given to any returning client. Career Coach is an online assessment and a copy of the results must be printed out and kept in the file. Career Coach may be used as a Basic Career Service or an Individualized Career Service.

- **Career Scope** is a career interest inventory and aptitude assessment. Career Scope is an in-depth assessment that takes up to 60 minutes and evaluates the client's interests in relation to the United States Department of Labor's interest areas and measures the client's aptitudes in general learning ability, verbal aptitude, numerical aptitude, spatial aptitude, form perception, and clerical perception. The assessment results provide career recommendations based upon the overlap of the client's high interest and high aptitude areas. The Career Scope assessment is a requirement for any client interested in a training service. Career Scope is an online assessment and a copy of the results must be printed out and kept in the file. Career Scope may only be used as an Individualized Career Service.
- **Barriers to Employment Success Inventory (BESI)** is designed to help identify obstacles that may keep the client from being successful in employment and training opportunities. The assessment identifies barriers within the following categories: personal/financial, emotional/physical, career decision making/planning, job seeking knowledge, and training/education. The assessment provides suggested action steps to overcome the identified barriers that, if determined appropriate, will become part of the client's Individual Employment Plan (IEP). The Barriers to Employment Success Inventory is a paper assessment and a copy must be kept in the file. Barriers to Employment Success Inventory may only be used as an Individualized Career Service.
- **Job Search Knowledge Scale** is used to determine the client's level of understanding relative to finding employment in today's job market. It can identify action steps and/or advice for the client on the most effective job searching methods. Typically, this assessment should be administered before the client begins job searching activities. Working with the client, the Career Advisor will create action steps and job searching goals based on a preliminary search of job leads, applications, resumes, cover letters, interviews and follow-up with employers. The Job Search Knowledge Scale is a paper assessment and a copy must be kept in the file. Job Search Knowledge Scale may only be used as an Individualized Career Service.
- **Transferable Skills Scale** should be administered to a long-term unemployed or dislocated worker who has some work experience or prior job history. The assessment identifies current transferable skills the client may possess in a variety of areas. This assessment will help the Career Advisor build upon the previous work experience of the client, while addressing skills gaps that might exist. Additionally, results from the Transferable Skills Scale will provide the client with a better sense of the strengths the client can offer an employer. Transferable Skills Scale is a paper assessment and a copy must be kept in the file. Transferable Skills Scale may only be used as an Individualized Career Service.

Career Advisor Responsibilities — When a Career Advisor administers a client assessment, the Career Advisor must:

1. Ensure that the client is eligible for WIOA services.
2. Facilitate all the necessary informal and formal assessments needed for the client and advisor to develop an Individual Employment Plan. The results of these assessments and analyses should determine whether the client:
 - Already has marketable skills — without additional training — for an occupation that will provide a self-sufficient wage and for which there are job openings.

OR

- Needs additional training and/or skills development that would be best provided through:
 - Work Experience.
 - Internship.
 - On-the-Job Training.
 - Incumbent Worker Training.
 - Customized Training.
 - ITA training.
 - Non-ITA training.
3. Document the administration of the assessment utilizing the “Assessment Services – Career Assessment” activity in EKOS.
 4. Document the assessment results in the Individual Employment Plan, case notes, and a copy in the client’s file.