



A Tradition of Stewardship
A Commitment to Service

NAPA COUNTY HEALTH AND HUMAN SERVICES AGENCY
Self Sufficiency Services Division

POLICY AND PROCEDURE:

Vocational Assessment

REVIEW FREQUENCY:

Every two years

POLICY # 2000601-3004-19

DISTRIBUTION:

- | | |
|---|--|
| <input checked="" type="checkbox"/> Employment Services | <input type="checkbox"/> Eligibility Services |
| | <input checked="" type="checkbox"/> Quality Mgmt |

EFFECTIVE DATE: March 3, 2000
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APPROVAL: Teresa Brown 1/8/19
 Employment Services Manager Date

APPROVAL: Lynne Perry 1/9/19
 SSSD Deputy Director Date

APPROVAL: Mary Butler 1-11-19
 HHSA Director Date

POLICY STATEMENT:

It is the policy of the Napa County Health and Human Services Agency (NCHHSA) to provide a vocational assessment for CalWORKs (CW) program participants prior to establishing a Welfare-to-Work (WTW) plan in order to determine the best course of activities to assist the participant in reaching self sufficiency.

ADMINISTRATION:

Employment Services Worker (ESW)

DEFINITIONS:

None

END OF POLICY

PROCEDURE

I. Assessment Participants

- A. WTW participants are referred to the assessment activity when:
1. Unsubsidized employment is not found during the job search period
 - a. The participant does not obtain unsubsidized employment with sufficient hours to meet the minimum required hours of participation.
 - b. The ESW may determine that participation in job search will not be required as the first activity because it would not be beneficial.
 - 1) Reason shall be well documented in a C-IV journal entry.
 - c. The job search activity may be shortened because continued job search is not likely to lead to employment.
 2. The ESW determines that an assessment is necessary to assign a Self-Initiated Plan participant to concurrent activities to meet the required hourly participation requirement.
 3. A participant chooses to participate in education to lead to high school diploma or equivalent as an early engagement activity, however needs to participate in other WTW activities to meet required participation hours.
 4. A participant is meeting the required hours of participation through employment and would like to receive supportive services to participate in other WTW activities shall complete an assessment in order to participate in the other WTW activities and receive supportive services.
 5. A WTW plan is developed for a participant who is in unsubsidized employment for the full number of required hours upon entry into WTW. Once this participant is no longer employed for the full number of required hours, the participant shall be referred immediately to vocational assessment.

II. Assessment Activity

- A. The assessment activity is comprised of:
1. One 1-hour individual session with the ESW to obtain:
 - a. Employment history
 - b. Inventory of employment skills, knowledge, and abilities
 - c. Need for supportive services
 - d. Educational history and present educational competency levels
 - e. Physical limitations and/or mental conditions that limit the participant's ability for employment or participation.
 - f. Any other necessary information to complete the vocational assessment
 2. One 1 ½ -hour testing session
 - a. Testing is done through WOWI for English speaking participants
 3. One 1-hour appointment between the ESW and the participant to review the assessment results and discuss career path options.
- B. Assessment activity should be completed within twenty (20) working days of initial referral.

III. Initial Assessment Appointment

- A. To refer the participant to the first assessment appointment the ESW will:
1. Complete a WTW 2 -WTW Activity Agreement with vocational assessment as the activity.

2. Explain the vocational assessment process to the participant, highlighting the benefits to the participant, how the assessment is used to develop the WTW action plan and next activity, and the importance of attending all assessment appointments.
 3. Complete registration of the participant in WOWI
 4. Review and provide any needed supportive services
 5. Provide participant with an ADM 102 CIV appointment letter for date and time of vocational assessment
 6. Reserve a room for the vocational assessment date and time.
 7. Complete a C-IV journal entry
 - a. Journal Category = Employment Services
 - b. Journal Type = Narrative
 - c. Short Description = Vocational Assessment Referral
 - d. Long Description should include (but is not limited to):
 - 1) Date and time of initial appointment
 - 2) Reason for referral
 8. Contact the participant the working day prior to the assessment appointment and remind him/her of his/her appointment.
 - a. Complete a C-IV journal entry re: contact or attempted contact.
- B. After the first vocational assessment appointment, the ESW will:
1. Complete a C-IV journal entry
 - a. Journal Category = Employment Services
 - b. Journal Type = Narrative
 - c. Short Description = Initial Vocational Assessment Appointment – (show or no show)
 - d. Long Description should include (but is not limited to):
 - 1) Date of appointment and whether participant showed or no showed
 - 2) Date and time of next appointment
 - 3) Appointment letter given
 - 4) Information on what was completed during the appointment
- C. If participant fails to show for initial assessment appointment, the ESW will make contact with the participant within one (1) working day.
1. A good cause determination should be made for the participant not showing for appointment.
 - a. If no good cause exists, non-compliance should be initiated.
 - 1) If, as part of the compliance process the participant wants to complete the vocational assessment, the ESW will reschedule the appointment.
 - b. If good cause exists, ESW will reschedule the participant.
 - c. Good cause determination should be documented with a C-IV journal entry

IV. Results Appointment

- A. Prior to the Results Appointment the ESW will:
1. Review the WOWI assessment results.
 2. Using the WOWI assessment results, complete the vocational assessment summary report.
 - a. Vocational Assessment Summary Report shall include (but not limited to):
 - 1) Participant's stated goal
 - 2) The participant's work history and an inventory of his or her employment skills, knowledge, and abilities.
 - 3) The participant's educational history and present educational competency level.

- 4) The participant's needs including the need for supportive services in order to obtain the greatest benefit from the employment and training services offered under CalWORKs
 - 5) An evaluation of the chances for employment given the current skills of the participant and the local labor market conditions.
 - 6) Local labor market information.
 - 7) Physical limitations or mental conditions that limit the participant's ability for employment or participation in WTW activities.
 - 8) Identification of available resources to complete the WTW action plan.
 - 9) Steps / Activities that will lead participant toward employment goal and eventual self-sufficiency (i.e. Work Experience, Subsidized Employment, etc.).
3. Schedule the participant a results appointment to include the participant and ESW to review results.
 - a. Results appointment is a one-hour time slot.
 - b. Send participant an ADM 102 CIV appointment letter for results appointment.
 4. Complete a C-IV journal entry
 - a. Journal Category = Employment Services
 - b. Journal Type = Narrative
 - c. Short Description = Vocational Assessment Results Appointment Scheduled
 - d. Long Description should include (but is not limited to):
 - 1) Date and time of results appointment
 - 2) Contacted participant with appointment information (if applicable)
 - 3) Appointment letter sent
- B. During and following the results appointment, the ESW will:
1. Contact the participant the working day prior to the assessment appointment and remind them of their appointment.
 - a. Complete a C-IV journal entry re: contact or attempted contact.
 2. Bring two (2) copies of the vocational assessment summary report to the results appointment.
 - a. A copy of the report should be given to the participant
 3. Schedule the participant an appointment to complete the WTW action plan.
 4. Complete a C-IV journal entry
 - a. Journal Category = Employment Services
 - b. Journal Type = Narrative
 - c. Short Description = Vocational Assessment Results
 - d. Long Description should include (but is not limited to):
 - 1) Date of appointment and whether participant showed or no showed
 - 2) Description of what was discussed
 - 3) Results of testing
 - 4) Participant's goal and direction towards self sufficiency
 - 5) Next steps
 - 6) Report provided to participant
 - 7) Whether participant is in agreement with assessment or not
 5. Update C-IV to show that Vocational Assessment is completed on the C-IV Test Scores List Page.
 - a. Type = Vocational Assessment
 - b. Name = Participant's Name

- c. Test Result = Completed
- d. Date = Date of results appointment

Type*	Name*	Test Result*	Date*
<input type="checkbox"/> Vocational Assessment		Completed	05/20/2011

- C. If participant fails to show for the results appointment, ESW will make contact with the participant within one (1) working day.
 - 1. A good cause determination should be made for the participant not showing for appointment.
 - a. If good cause exists, the ESW will reschedule the participant.
 - b. If no good cause exists, the ESW shall schedule an appointment to sign the WTW action plan.
 - c. Good cause determination should be documented with a C-IV journal entry
- D. If the participant disagrees with the results of the assessment, the participant will be referred for an independent assessment by an impartial third party.
 - 1. ESW will contact his/her supervisor if they need an independent assessment.

V. Development of the WTW action plan

- A. After assessment, any participant who is required or volunteers to participate in WTW activities shall enter into a written WTW action plan.
 - 1. WTW action plan must be developed and signed within the universal engagement timeframes.
- B. The ESW works with the participant to develop and agree on a WTW action plan, based on the participant’s skills and needs as addressed in the assessment results.
- C. For participants who are referred for a learning disabilities evaluation and receive a vocational assessment during the process, the WTW action plan is developed using those assessment results.
- D. When education or training activities are assigned as part of a WTW action plan, the plan shall include information on all classes or equivalents that are required to meet the goal of the assigned education or training program.
 - 1. Information may include, but is not limited to:
 - a. Course catalogue
 - b. Education plan
 - c. Education hours
 - d. Documentation provided by the education provider at the time of enrollment.
 - 2. Any other education activities, including concurrent or prerequisite classes that are required must also be included in the WTW action plan.
 - 3. Classes not required by the participant’s program or education provider are not required to be included in the WTW action plan.

4. Specific classes may not be available for incorporation into the WTW action plan prior to enrollment into the class. WTW 2 – Activity Agreement shall be updated with any new class information as long as class is part of the participant’s education plan.
- E. For former participants who return to aid and had a vocational assessment and a WTW action plan previously, a new plan is developed using the prior assessment results, unless the ESW determines that the participant’s circumstances have changed so significantly that a new vocational assessment is necessary.

REFERENCES:

ACIN # [I-57-16](#) – CW Education and Training
[MPP 42-711.55](#)

FORMS

ADM 102 CIV – Appointment Letter
 WTW 2 – WTW Activity Agreement

CONTACT PERSON(S):

Shanna Gardner, Staff Services Analyst

END OF PROCEDURE

REVISION HISTORY:

Revision	Date	Description of Change	Requested By
1.0	6-8-11	Biennial Review. Updated with new workgroup recommendations for how the flow of the assessment activity would go. Released in working draft.	S. Gardner, SSA
1.1	08-30-11	Finalized working draft w/changes from workgroup and staff concerns	S. Gardner, SSA
2.0	08-27-14	Biennial Review. Updated with new assessment tool and process change of having ESWs complete the assessment	S. Gardner, SSA

3.0	10-27-16	Biennial Review. Added in requirement to go immediately into WTW plan if employed. Also included ACIN I-57-16.	S. Gardner, SSA
4.0	01-04-19	Biennial Review. Updated to Reflect change in assessment tool from Career Scope to WOWI	S. Gardner, SSA