



DWD Issuance 05-2011

Issued: July 19, 2011
Effective: July 19, 2011

Subject: Next Generation Career Center (NGCC) Initial Assessment Policy

1. Purpose: To provide the Missouri Career Centers policy for providing an initial assessment to assess customers skills in the area of Applied Mathematics, Locating Information and Reading for Information.
2. Background: The NGCC system, launched in July 2010 promised customers the opportunity to know their skills, improve their skills, and get the best job possible with their skills. All customers are required to complete an Initial Assessment to assess their level of proficiency in Applied Mathematics, Locating Information and Reading for Information.
3. Substance: To support this policy the Division of Workforce Development has provided two products, WIN Quick Assessment and KeyTrain Quick Guide which will assess the skill levels of the participants in the three areas and provide a remediation tool for those wishing to improve their skills.
4. Action: Effective immediately, all Career Centers in consultation with their Functional Leaders and Local Workforce Investment Board Director should begin using one of the provided Initial Assessment Products, for assessing all new WIA Core enrolled customers and all returning WIA Core enrolled customers that have not been previously assessed.
5. Contact: Please contact Melissa Woltkamp, Manager, One Stop, Adult and Youth Services, at melissa.woltkamp@ded.mo.gov or Jennifer Buechler, Workforce Specialist IV, at jennifer.buechler@ded.mo.gov.
6. Reference: DWD Issuance 25-2009, change 1 – Minimum Standards for Missouri’s NGCCs
7. Rescissions: DWD Issuance 32-2009-Implementing the WIN Quick Assessment at the Next Generation Career Centers

8. Attachments:

- 1 - NGCC Initial Assessment Policy
- 2 – KEYTRAIN – Quick Guide Initial Assessment Registration Information
- 3 – WIN - How To Enroll A Customer Instructions
- 4 – WIN - Quick Start Reference Guide
- 5 – WIN - Toolbox Entry for WIN



Julie Gibson
Director



NEXT GENERATION CAREER CENTER (NGCC) INITIAL ASSESSMENT POLICY

Introduction: Providing an Assessment for All

Achieving a “quick assessment” is possible when there is an *engaging* discussion with each customer about why they are there at the Career Center. An engaging discussion means there are efforts taken by the staff to make the topic of interests, skills and abilities interesting and attractive to the customer. The discussion should surround (1) why they are there; (2) which services they are interested in; and (3) the need for an initial skills assessment. The staff interject their own approaches (and scripts) for making the discussion an attractive one, but largely this is defined by explaining what is “in it” for them, the benefits of all services (especially initial assessment) and what are related job opportunities available for them in the region.

While it is critical that staff not involve the customer in how they progress through to services (process is relevant to staff, not to the customer), it is relevant to highlight the benefits of the quick assessment and how this will result in staff serving them better. It is also especially important to bring up the need for this quick assessment at all subsequent stages of service beyond the welcome team function, should they refuse to take the assessment.

The Purpose for the Quick Assessment

The purpose of the Quick Assessment is to determine a customer’s general understanding of basic Applied Mathematics, Locating Information and Reading for Information and to guide staff with assisting the customer make occupational and educational goals during the NGCC process. All other planning and steps for the customer stem from this initial assessment. However, a more comprehensive assessment may be recommended later for some customers as they progress through the NGCC process.

How to Implement

All centers must complete the WIN Initial Assessment or the KeyTrain Quick Assessment on all new WIA Core enrolled customers, and on all returning WIA Core enrolled customers that have not been previously assessed. If a customer has recorded scores from a Missouri Career Readiness Certificate (MoCRC) or National Career Readiness Certificate (NCRC) within the past five years, that information will suffice and an initial assessment is not necessary.

Each local workforce investment region can decide which Initial Assessment will be used in their respective Career Centers and which NGCC Team will provide the Initial Quick Assessment to customers.

The assessment station should include a pencil and paper for the customers to use as they complete the math section of the assessment and there is a calculator available on the courseware sites for their use.

Refer to Attachments 2 and 3 for instructions on how to access the products.

Explaining the Rationale for the Initial Quick Assessment to the Customer

The NGCC model **encourages** all jobseekers to take the Initial Quick Assessment during their first visit to the Career Center. The assessment should be portrayed as a part of the NGCC process not as an optional item. Relaying the importance of the assessment and how the results will help the customer is essential. Staff must present a ***positive attitude*** to the customer regarding the benefits of the assessment. The customer must be able to understand the added value that the assessment will give them in preparing for their next job. Staff should be aware that the term “assessment” is to be used and never the word “test,” as this term could steer customers away from taking the assessment. The quick assessment we are using is not a test at all.

Scripting Suggestions:

- “We provide the initial assessment to determine where you are with basic skill levels. Given skill level results, we can look at the occupations you may qualify for with your skills.”
- “We consider your participation in our programs a benefit to your career, and we use your assessment to guide you to the most appropriate plan for employment.
- “Most jobs need the basic skills that are measured through this assessment.”
- “Over 77% of all jobs employers provide requires basic functional levels in these three areas: 1) applied mathematics; 2) locating information; and 3) reading for information. This initial assessment will provide scores for you in these areas.”
- “This assessment will determine if there are skill areas you may possess or want to enhance before applying for a particular job that may increase your chances of getting it.”

Recommendations about What *not to say*:

Negative or neutral comments you may make can result in poor customer service:

- “The state requires us to make you take this assessment.”
- “The state requires you to take the assessment.”
- “The state requires you to take this test.”

- “I don’t know why, but you are supposed to take this test.”
- “I have to give you the assessment to know which team to refer you to next.”

Providing Technical Assistance to the Customer

Staff should be conscious of any assistance the customer may need to complete the assessment. Since the Quick Assessments will be given electronically, customers lacking computer skills will need to be shown some basic techniques (i.e., using a mouse, etc.).

Customers should be provided with disability accommodations if requested by the customer. Accommodations (such as reading the question aloud, using screen enlarging or screen reading software) can also be offered to the customer if the staff person believes that an accommodation may be necessary. All customers with any disability including cognitive, behavioral or physical, should be provided with an appropriate disability accommodation in order to access any or all workforce services available.

While the assessments are not proctored a staff person should be available to assist the customer before, during and after the assessment.

What if the Customer Refuses the Initial Assessment?

Although no customer should ever be denied services if they refuse to take the initial assessment, it is essential that their attention be diverted back to taking the initial assessment during the ongoing discussion about service availability and at all subsequent points of discussion. For example:

- “We have a readily available product that we can use to look up jobs that you may be qualified for, but I would need your assessment results to do that.”

Ultimately, if the customer refuses to take the initial assessment, and refuses to accept staff attempts to redirect them to the initial assessment; it is appropriate to offer them as many services as it is feasible to deliver them without having assessment results available for staff assistance.

Next Step for the Customer

Once the Initial Assessment has been completed, based on the customers goal they should be introduced to either a member of the Skills Development Team for further skills development or a member of the Jobs Team for employment services. Please follow the [Transitioning to Next Team Service](#) instructions described in DWD Issuance 25-2009, *NGCC Minimum Standards: Implementation Guide*.

Recording Scores

WIN Initial Assessment:

The scores for the WIN Initial Assessment should be recorded by staff in the customer's Toolbox 2.0 record (please refer to Attachment 4).

KeyTrain Quick Guide

The scores for the KeyTrain Quick Guide will be downloaded through a download by ACT in the customer's Toolbox 2.0 record. Any issues with the score download should be immediately reported to Jennifer Buechler by e-mail at jennifer.buechler@ded.mo.gov.

Remediation

Both WIN and KeyTrain have curriculum developed within their product for further assessment and to assist with increasing scores for the three areas. Should a customer not achieve the minimum level in any of the three areas they should be encouraged to use the remediation tools in one of the products. Please remember this is an initial assessment of the customer's skills. To truly gauge their full understanding of the areas the participant should be encouraged to take the full coursework in the products.

Career Ready 101 features Spanish print curriculum for Reading for Information, Applied Mathematics and Locating Information beginning at Level 3. This will be able to help address the remediation needs of our Spanish speaking customers in their preparation for the Spanish version of the WorkKeys Test. Each workbook follows along with the English versions of Reading for Information, Applied Mathematics and Locating Information so you will be able to follow the customer's progress throughout the workbook.

To locate the Spanish version you will need to login to your Career Ready 101 account, Set Up, and then Workbooks.

Quick Guide Initial Assessment

Facilitating the self-administration of the Quick Guide initial assessment

Definitions:

Quick Guide – The Quick Guide is an effective initial assessment tool which *may* be used in place of the current *WIN Initial Assessment*.

Key Train -- Interactive training system for career readiness skills, based on ACT’s WorkKeys® and NCRC.

Career Ready 101 – Complete career readiness course.

Quick Start to Quick Guide: (Staff intervention is underlined.)

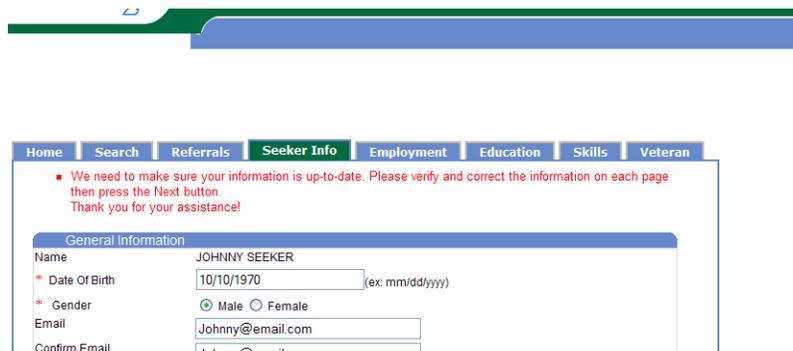
1. Customer completes Membership Registration.
2. Career Center Staff verifies Birthdate
3. System automatically enters WIA Core enrollment.
4. Customer logs in to MissouriCareerSource.
5. New customer or customer with a dormant account must update MCS.
6. Career Ready link will appear.
7. Encourage customer to engage Career Ready icon and complete Quick Guide.
8. Quick Guide test automatically loads.
9. Customer Completes Quick Guide.

<p>1. Customer begins with the “Membership” page.</p>	
<p>2. Enters basic Information.</p>	

6. Staff verifies birth date. (This can also be done in Toolbox)
7. **Note: Verification of DOB in the Membership screen will trigger an automatic WIA Core/DW Core enrollment and a "Referred to WIA Services" service.**



8. Customer logs in to Missouri Career Source. If it is a new account or a dormant account, ***the customer will be required to update each tab, just as he/she would before a search is possible.***

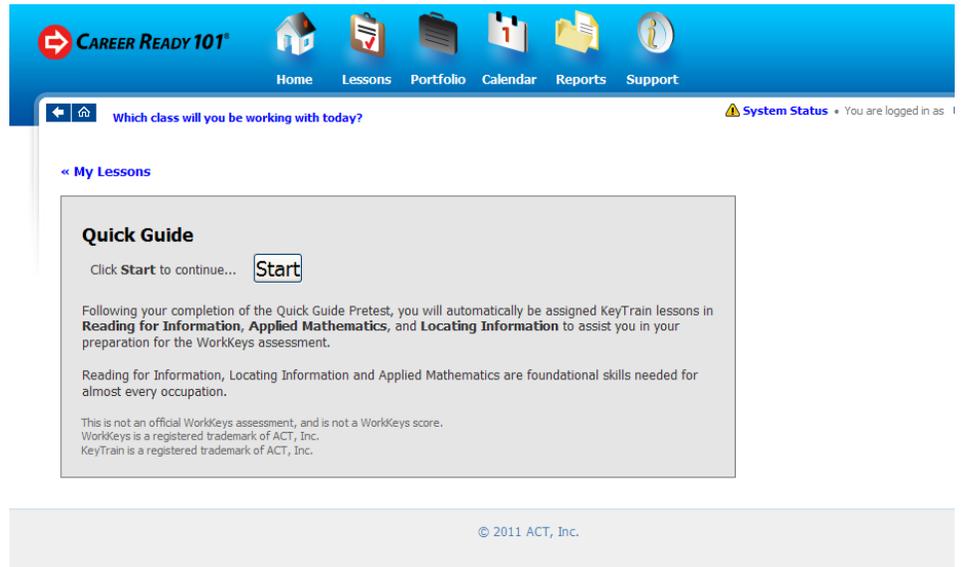


9. Once the account is updated, the Career Ready 101 link will be available.
10. The customer will then click the "Career Ready 101" icon.

Note: If the customer is creating or updating an account from home, the links will be available, but will direct to an informational page encouraging a visit to a Missouri Career Center location. ***If the customer is already WIA Core enrolled, the link will take him/her into Quick Guide and Career Ready 101, even if they are at home.***

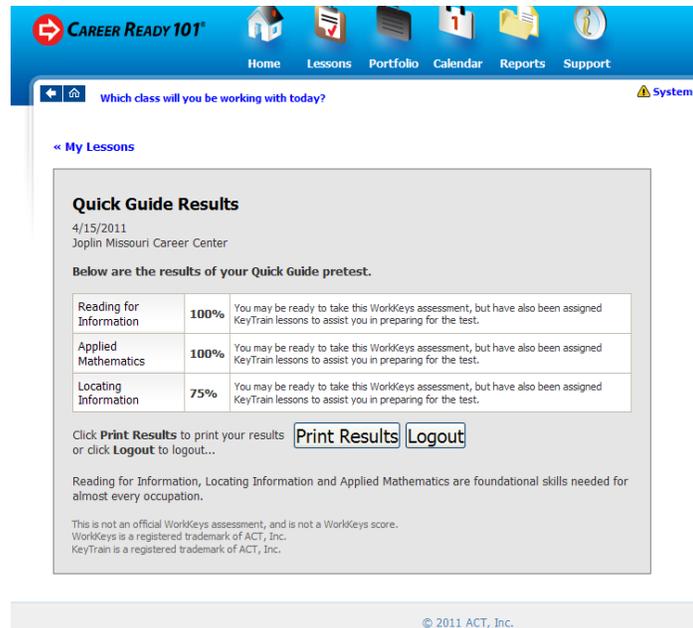


11. From the “Career Ready” page the customer will access the Quick Guide and complete the assessment. When the customer accesses the Career Ready 101 system for the first time, the Quick Guide will open automatically.



12. After the assessment is completed, the customer can view the results and / or print them for reference.

13. Results will be loaded into Toolbox by ACT. If a customer receives a 75% or higher on the Quick Guide pretest they would have achieved this level and the score entered should be “3”. If they receive a score below 75% on the pretest then they would not have successfully achieved the level and the score entered should be “1”.



If the customer is not yet WIA Core enrolled, clicking the Career Ready 101 icon will direct to this page, providing an explanation of the resource and encouraging a visit to the local Missouri Career Center location.



MissouriCareerSource.com

Where Talent and Opportunities Meet

State of Missouri - Jeremiah W. Nixon, Governor

Home

Job Seeker

Employer

Workforce Professional

Career Ready 101 provides an integrated approach to exploring careers and their skill requirements, building workplace skills using KeyTrain® online courses, and creating life-literacy with such skills as financial awareness and job searching. The program leads users to certification with WorkKeys® assessments and the National Career Readiness Certificate. It's a powerful way to build self-esteem, provide real credentials, and simply set you up for success.

Career Ready is made available to job seekers who are members at a Missouri Career Center. Visit the Career Center nearest you, to become a member and begin using Career Ready today!



[Logout](#) | [Missouri Career Source Home](#) | [State of Missouri](#) | [Department of Economic Development](#) | [Division of Workforce Development](#) | [Privacy Policy](#) | [Contact Us](#) | [Missouri Career Centers](#)

Troubleshooting

Most of the expected issues with Career Ready 101 and Quick Guide will result from a failure to close all browsers on the workstation before allowing a new customer to begin. IE will cache the Career Ready 101 account of the previous customer, ushering the subsequent user into the earlier seeker's account.

It is important to be sure that all browsers have been closed before allowing a new customer to log in to MCS.

Issue	Cause/Solution
The seeker's account does not display the links for <i>Optimal Resume</i> and <i>Career Ready 101</i>	For new and dormant (seekers who have not updated their accounts in 90 days or more) each tab of the MCS account must be visited and updated. <i>Solution: Once updated, the account will reveal the links.</i>
The link to <i>Career Ready 101</i> takes the user only to an information page, not the Quick Guide.	<ol style="list-style-type: none"> The user's account may not yet be WIA Core enrolled. <i>Solution: Verifying the birth date should activate the account. If this was not completed in the Membership Module, DOB must be verified in TB and a "Referred to WIA Services – Manual" service should be added.</i> The user may have navigated to the informational page before he/she was WIA Core enrolled, caching this page. <i>Solution: Direct the user to log out of MCS and close all active browsers on the desk top. Log in to MCS again, and the link should be active.</i>
The User appears to have navigated to another seeker's Career Ready 101 account.	If all browsers on the workstation are not closed, IE will cache the last user's Career Ready 101 account. When the new user clicks the link, the previous user's account will appear. <i>Solution: Close all browsers and direct the user to log in to MCS again.</i>
The customer has taken the Quick Guide previously, and wishes to view scores.	The Quick Guide results are available by clicking the "My Quick Guide Results" link: 

Enrolling a Student

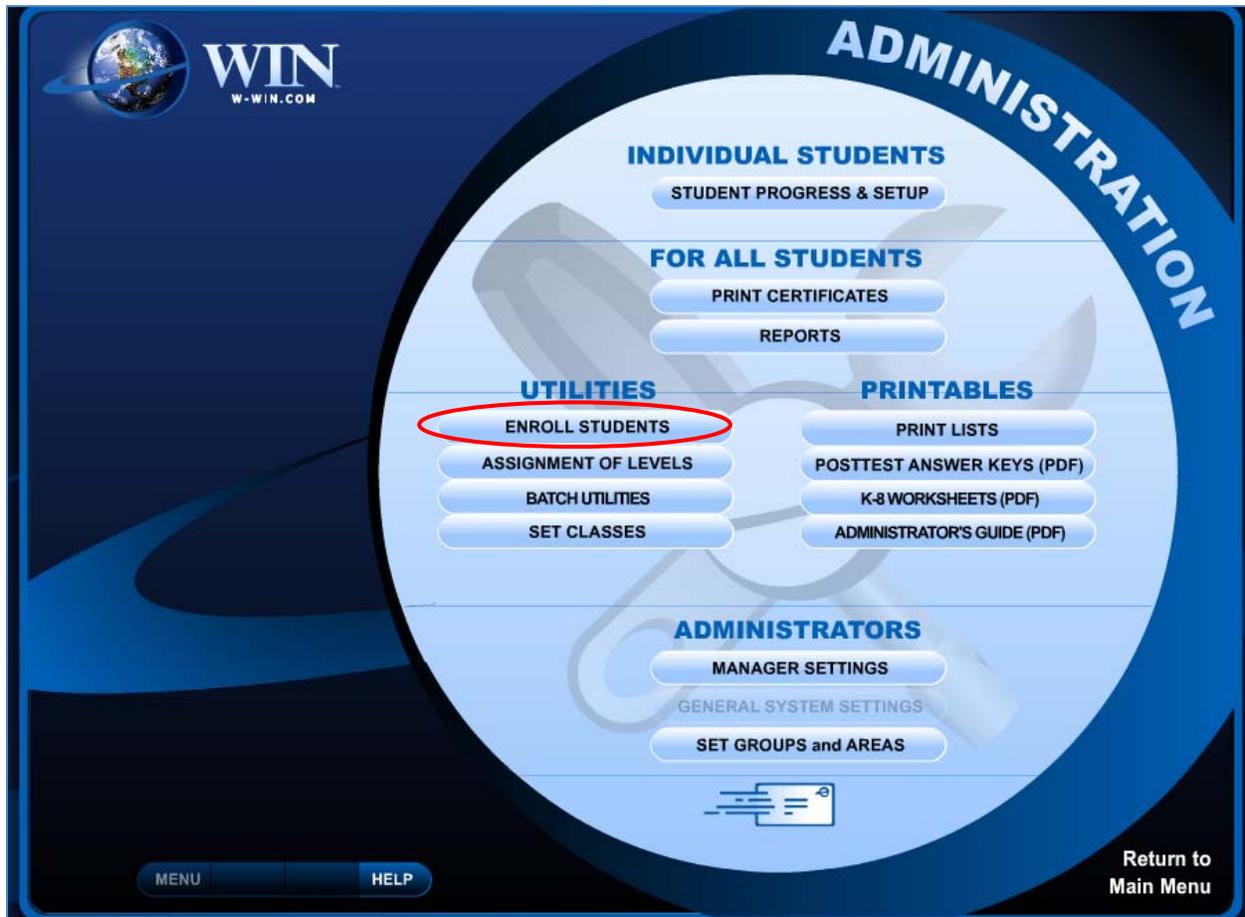


Figure 6: WIN Courseware Administration Screen

The “**Enroll Students**” option allows a WIN Manager to add customers so they may take the WIN Courseware Placement tests.

Step by step:

1. To enroll a customer, click the “**Enroll Students**” button on the Administration menu.

ENROLL STUDENTS

Enter all of the information for a student. When complete, select **ADD STUDENT**.

FIRST NAME: (max 20 characters) **LAST NAME: (max 20 characters)** **PIN: (max 10 characters)**

[CHECK IF STUDENT ALREADY EXISTS](#)

GROUP Please select a **GROUP** for a list of the available **AREA(s)**.

CLASS Choose your **CLASS(s)**. Select up to ten.
 Select -- Select Your CLASS --

AREA Choose the **AREA(s)**. Select up to ten.
 Select -- Select your AREA --

My AREA(s)
 Select your primary AREA from your AREA list.

My Primary AREA

My CLASS(s)
 Select your primary CLASS from your CLASS list.

My Primary CLASS

CLEAR CLEAR

ADD STUDENT

Figure 7: WIN Courseware Enroll Students Screen

Before entering a student into the database, staff must first check to see if the student already exists in the database.

To check the database for a student:

1. Enter the student's first name
2. Enter the student's last name
3. Enter a unique PIN number
4. Click the **"Check If Student Already Exists"** link

Note: It is suggested that each student have a unique PIN number such as their Toolbox App Id or the last four digits of their social security number or the combination of the first initial + last name + PIN creates a unique ID for the student.

ENROLL STUDENTS

Enter all of the information for a student. When complete, select **ADD STUDENT**.

FIRST NAME: (max 20 characters) **LAST NAME:** (max 20 characters) **PIN:** (max 10 characters)

CHECK IF STUDENT ALREADY EXISTS

CHECKING IF STUDENT EXISTS

Student was not found. You may continue with the enroll.

close

ADD STUDENT

Figure 8: WIN Courseware Enroll Students Screen

If the student does not exist in the database, you will receive a window telling you to proceed with the enrollment. Click the close button to continue with the enrollment.

Note: If the manager tries to enroll a student with a duplicate PIN ID, they will receive an error if there is a student with same ID as an existing student in the database.

For example: If the student Jim Stone with a PIN= 1234 is already in the database, his Id is equal to Jstone1234. If a Manager then tries to enroll Jeffery Stone with an ID of 1234 there will be an error because his ID would already exist in the database.

1

Figure 9: WIN Courseware Enroll Students Screen

2

Step by step:

1. Once the customer's name and PIN have been entered, you will need to choose the Area in which the student should be enrolled. This is essentially the Career Center facility where the customer is taking the assessment.
2. Select the Add Student button on the bottom right of the screen to save all of the information you have entered about the student.

Note: An error will occur if the student has not been assigned to at least one area.

ENROLL STUDENTS

Enter all of the information for a student. When complete, select **ADD STUDENT**.

FIRST NAME: (max 20 characters) **LAST NAME: (max 20 characters)** **PIN: (max 10 characters)**

GROUP Please select a **GROUP** for a list of the available **AREA(s)**.

AREA Choose the **AREA(s)**. Select up to ten.
 Select
My AREA(s)
 Select your primary **AREA** from your **AREA** list.
My Primary AREA

CLASS Choose your **CLASS(s)**. Select up to ten.
 Select
My CLASS(s)
 Select your primary **CLASS** from your **CLASS** list.
My Primary CLASS

STUDENT HAS BEEN ADDED

Figure 10: WIN Courseware Enroll Students Screen

Verification that the customer has been entered into the WIN database is noted in the lower left corner of the screen. To add additional customers, click the **“Add Another Student”** button at the bottom of the screen.

Student Found in the Database

The screenshot displays the 'ENROLL STUDENTS' interface within the WIN Administration system. At the top left is the WIN logo (W-WIN.COM) and a globe icon. The main title 'ENROLL STUDENTS' is centered. Below it, a form prompts the user to 'Enter all of the information for a student. When complete, select ADD STUDENT.' The form includes three input fields: 'FIRST NAME: (max 20 characters)' containing 'K', 'LAST NAME: (max 20 characters)' containing 'N', and 'PIN: (max 10 characters)' containing '8'. A green link 'CHECK IF STUDENT ALREADY EXISTS' is positioned to the right of the PIN field. A pop-up window titled 'CHECKING IF STUDENT EXISTS' is overlaid on the form, displaying the message: 'A student already exists with the combination of first initial + last name + pin.' A 'close' button is visible in the top right corner of the pop-up. At the bottom of the main form is an 'ADD STUDENT' button. In the bottom left corner of the entire screen, there is a 'MENU' button and a 'HELP' button. A 'Return to Main Menu' link is located in the bottom right corner. Red circles and arrows highlight the 'MENU' button and the 'close' button in the pop-up.

Figure 11: WIN Courseware Enroll Students Screen

If the Name and Pin number exists in the WIN database, the WIN manager will receive a pop-up stating that the student and pin number combination exists. The WIN manager needs to close the pop-up window, and then click the **Menu** button to return to the Administration screen to pull up the Student's record.



Quick Start Reference Guide

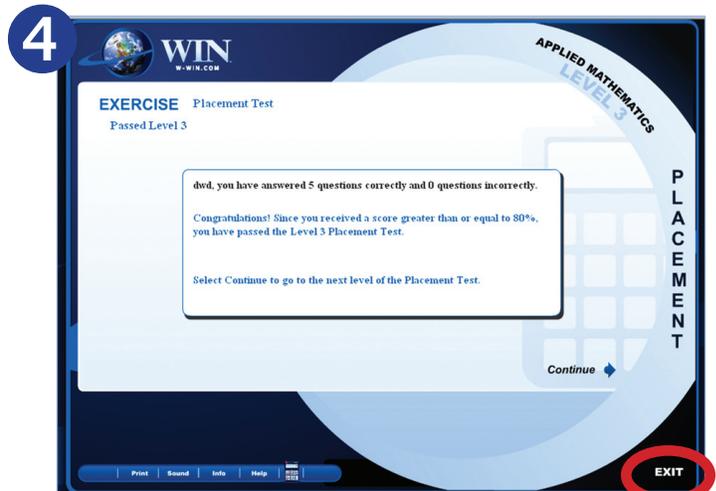
- 1 • Launch web browser. Type in address of the WIN Courseware site: <http://dedwf.wincshost.com>
- Select **CLICK HERE TO BEGIN**



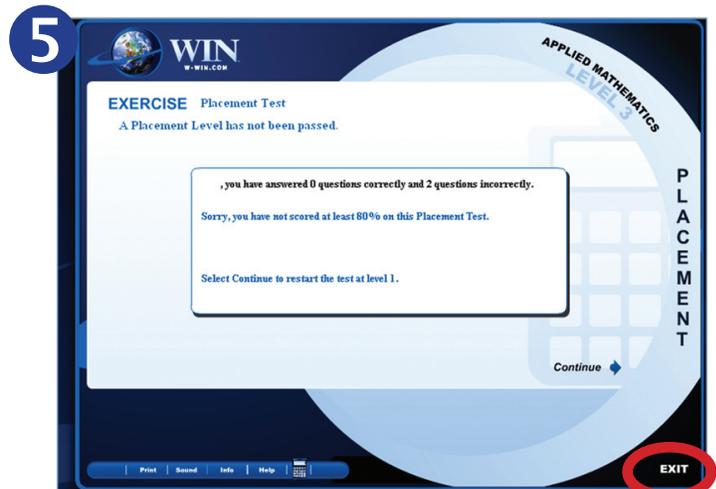
- 2 • Enter the login information provided by the Career Center staff:
First Name, Last Name, PIN



- 3 • Complete the 3 required placement tests: Applied Mathematics; Locating Information; and Reading for Information.
Estimated time for completion is 15 minutes.
- You will begin at Level 3. Each level has 5 questions. **You must answer 4 of 5** questions correctly (score 80%) to pass to the next level.



- 4 • When you pass the 5 Placement Test questions, the screen above will appear to show you that you have passed the test.
- Once you pass a Placement Test, you will exit that test and continue on to the next Placement Test.
- Click **EXIT** at the bottom of the screen, and you will be directed to the Main Menu.



- 5 • To pass a Placement Test, you must answer 80% of the questions correctly. If your score drops below 80%, you will see the above screen.
- Click **EXIT** to leave the current Placement Test and move on to the next test. (Do **not** click "Continue.") **EXIT** will take you to the Main Menu to select the next Placement Test.

After completion, return to the Career Center Staff to review your results.
(Note: if you successfully achieve Level 3, you may quit the test and resume at a later time.)



MISSOURI
Career Center
MissouriCareerSource.com

Toolbox Entry for WIN Initial Assessment

Toolbox 2 (Test) - Seeker

File Edit Navigation Options Utility MO Utility Help

1

Seeker Screen - TINA M BONNOT(###-##-1111) | EDWARD GREENSLIT (573)526-9795

Find Seeker Seeker Info Des Job Title Edu/Cert Work History Referrals Other Scratch Pad Svc Referral Adv. Query

Name and Address Information

Name: TINA M BONNOT
Mailing Address: 146 MAASSEN CREEK LANE
Street Address:
Phone Numbers: Home: (573)751-3794 Cell: (573)751-1111
Work: (573)751-2222 Other: (573)751-3333
Mailing Address: SEDALIA MC 65301
Bad Address Homeless
Email: tina.bonnot@ded.mo.gov

Personal Information

Date of Birth: 06/13/1968 In School Disabled
Age: 41 Searchable Individual
Gender: F Share resume Rapid Response
Citizen: Y Migrant Worker Deceased
Alien Reg # A LEP:

Veteran Information

Vet Status: N - None Transition:
Recently Separated Served From Served To
Served in Campaign
Print on Summary (Resume)
Service Ended by Disability
Spouse of Deployed Guard/Reserve or spouse deployment ended w/ the past yr
Branch: Show Me Hero: Status Verified
Source: MARY STECK Partial Seeker
Restricted Secondary Counselor

Seeker Status

Emp Exchange	Status	Date	Last Update	Workkeys ID:
Active	Active	02/25/10	04/22/10	

Case Management: Active Next Appt: Time:
UI Ben Year Beg Dt: Inactive Next Task: 04/22/10 MQ
Job Contacts: Actual Enrollments Possible Enrollments
App ID: 8775475
DCN:

Services Provided

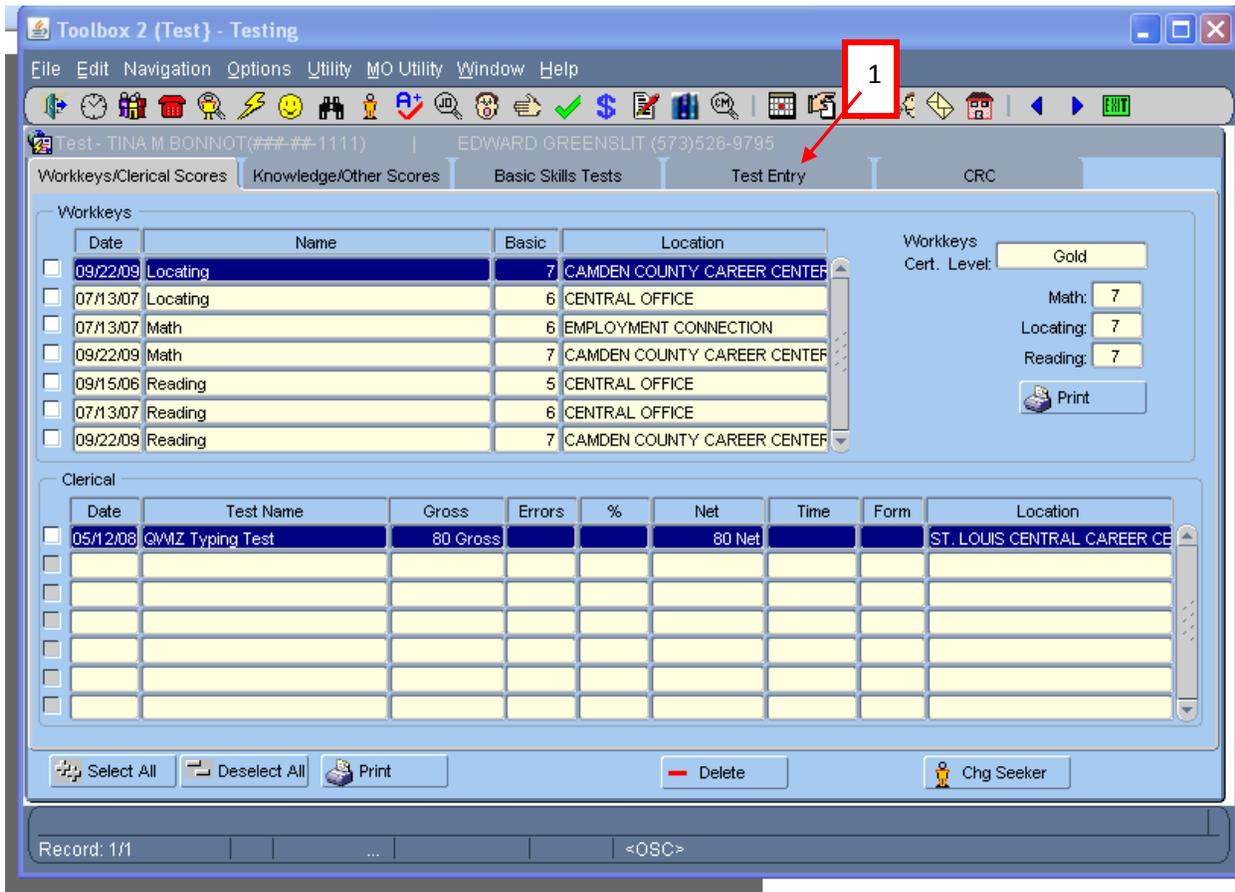
Date	Type of Service	Employment Counselor
04/21/10	Testing - Assessment	KURTIS 'RIDGE' KENNON
11/30/09	Assessment	TINA BONNOT
09/22/09	WorkKeys Assessment	TINA BONNOT
09/22/09	WorkKeys Assessment	TINA BONNOT

Web Info Save Cancel

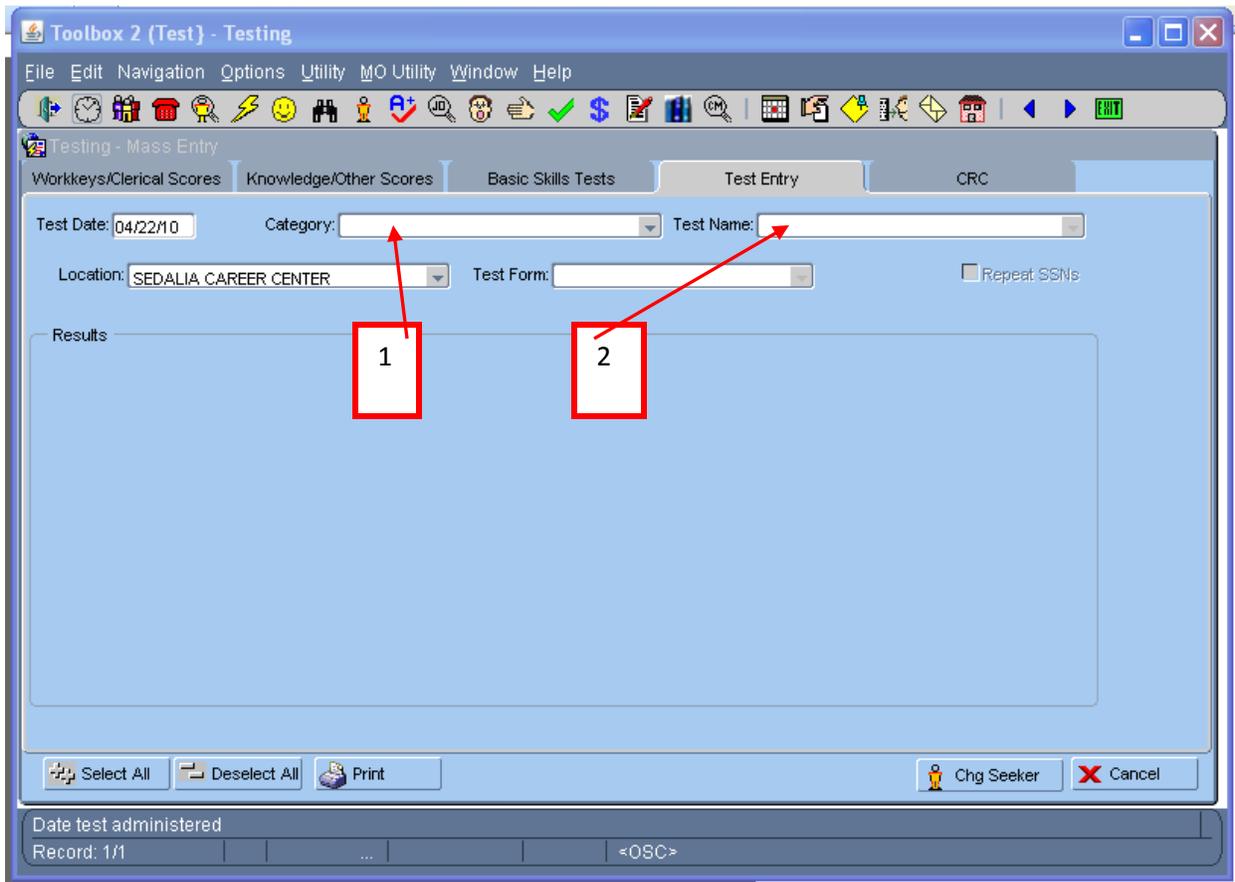
Seeker's first name
Record: 1/1 <OSC>

Bring up the Job Seeker record.

1. Click on the Testing Icon

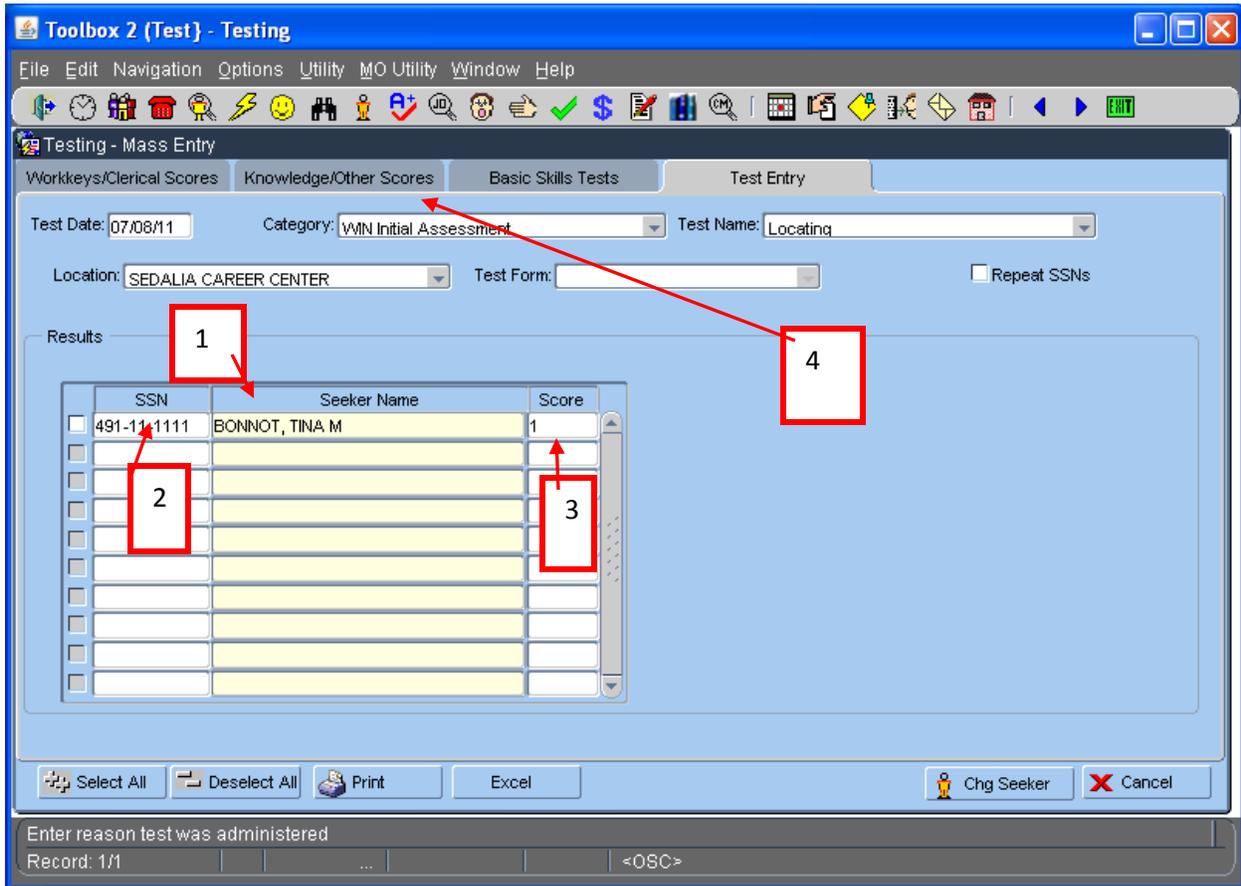


1. Click on the Test Entry tab



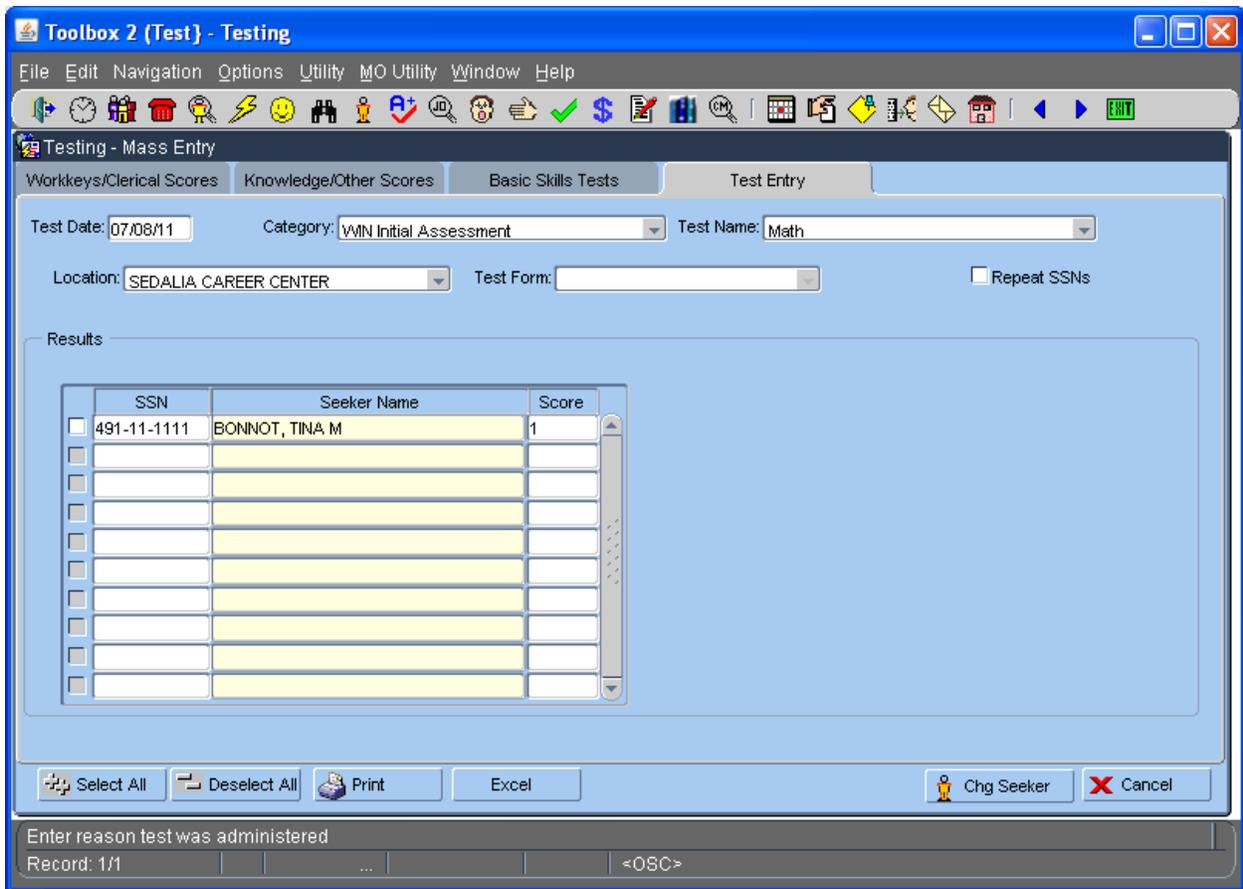
1. Click the drop down arrow on the Category box and select “WIN Initial Assessment”
2. Click the drop down arrow on the Test Name box and select one of the options of Locating, Reading or Math

After clicking from the Test Name field, the Results box will popup.

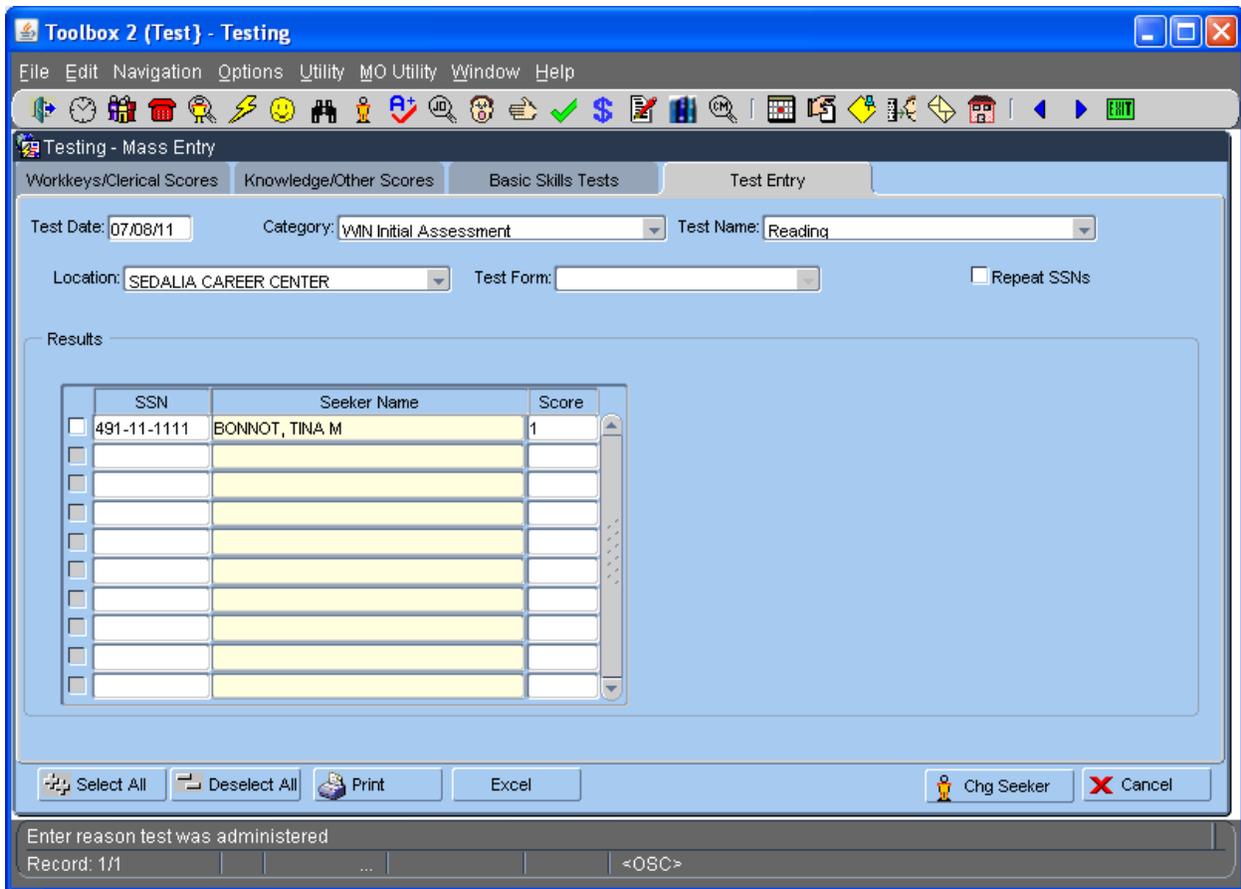


This example is showing the Locating part of the test

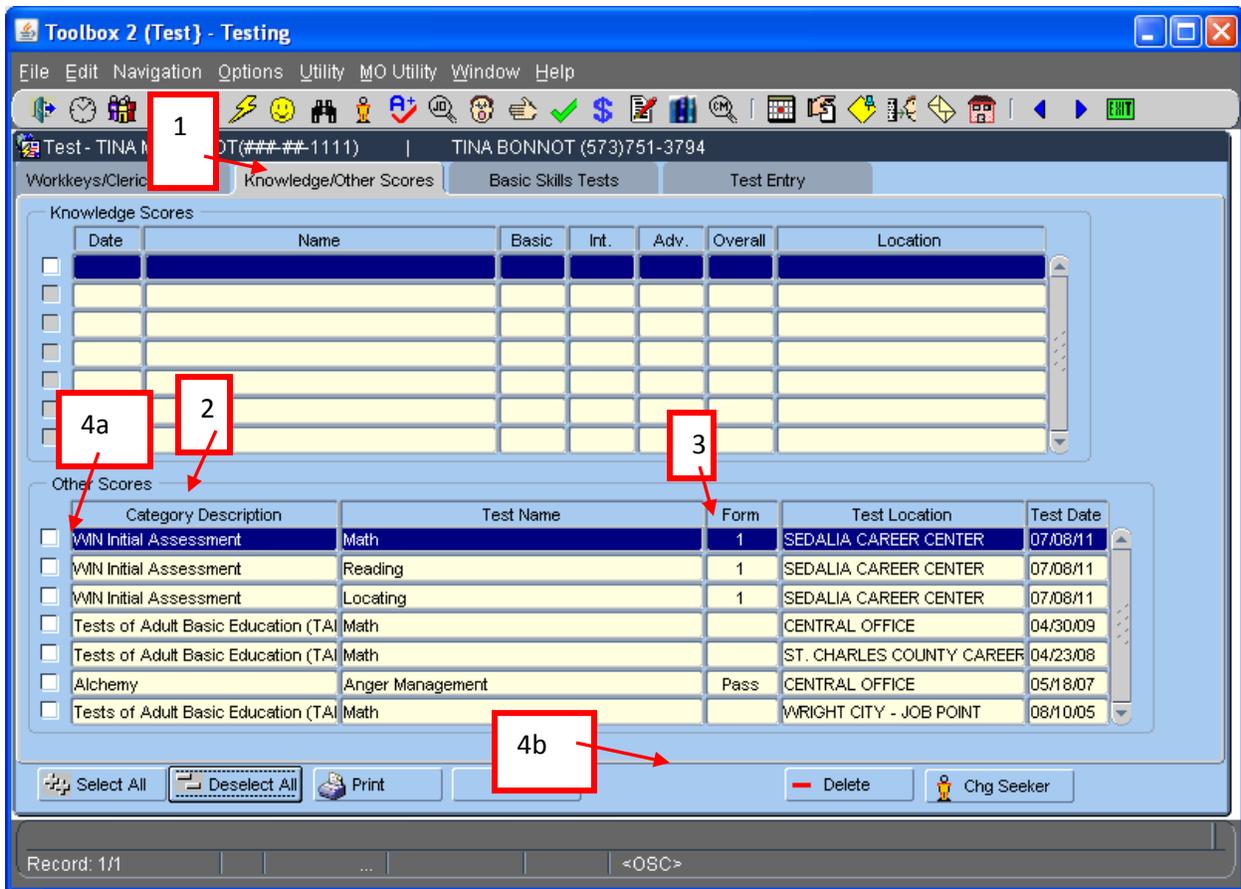
1. Results box is now displayed
2. Type in a SSN and then tab – the Seeker Name will auto fill and the cursor will be in the Score column
3. Enter a Score of “3 for Pass” or “1 for Fail” (Please be sure that you type in the numbers only)
4. After the Score is entered, the WIN Initial Assessment test is automatically saved to the Knowledge/Other Scores tab



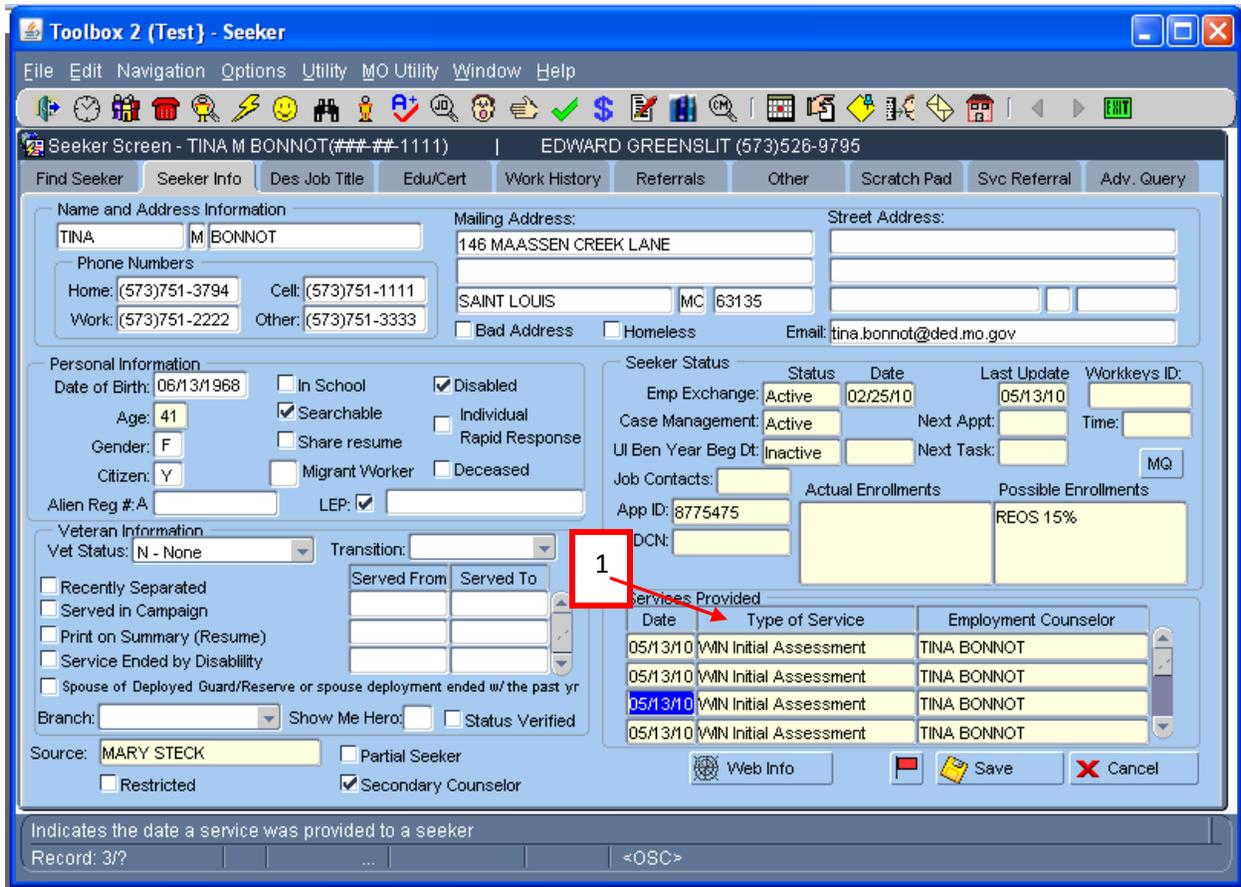
This screen shot is showing the Math test entry



This screen shot is showing the Reading test entry



1. Click on the Knowledge/Other Scores to view the WIN Initial Assessment test scores
2. The "Other Scores" area of the screen will display the results of the WIN Initial Assessment scores
3. The result of "3 for Pass" or "1 for Fail" will be located in the heading titled "Form"
4. A test score can be deleted
 - a. Check the box next to the test to be deleted
 - b. Click on the Delete button



1. The Seeker Info tab will show the 9002 service of WIN Initial Assessment for each test that is entered for the WIN Initial Assessment.