



# Capital Region Workforce Development Board

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## Initial Assessment (IA) Policy

*Adopted 12/14/23*

### **PURPOSE**

This policy outlines the CRWDB directives for the effective use of initial assessment to determine the appropriate services that should be provided to customers of the Career Center system.

### **BACKGROUND**

All customers seeking staff-assisted services must be provided with an initial assessment by an Employment Advisor. Whenever possible, the initial assessment should occur at the same time WIA Title IB eligibility is established. The initial assessment can be conducted over the telephone, or in person. It must also occur before any other staff-assisted service is provided.

### **POLICY PROCEDURES**

To assess a customer's program eligibility, all staff must utilize the applicable intake and eligibility form(s) (e.g., Career Center Customer Registration Form ([ES100](#)), Career Services Registration ([ES101](#)), and Career Services Eligibility Review ([ES102](#)), available on the [NYSDOL Programs and Tools webpage](#), or similar locally approved intake and eligibility forms containing all required eligibility criteria fields. Additionally, staff must utilize relevant eligibility forms for other state or local programs, such as the Veteran's Program Military Service Questionnaire ([MSQ](#)) for any customer who indicates they have served in the U.S. Armed Forces or is an eligible person.

The determination of which services are appropriate should be made by evaluating the following:

- Availability of job openings that fit the customer's requirements (match/refer).
- The completeness and accuracy of the customer's OSOS form.
- The customer's job search skills as matched against the Career Center's Standards for Conducting Job Search Activities.
- The customer's work history as it relates to demonstrating an ability to maintain employment
- The customer has a career goal and it is reasonable based on the labor market and the customer's background and experience.
- The customer's need or desire for computer skills training.

- The customer’s need or desire for academic or occupational skills training.

The Employment Advisor will review all forms. If any barriers become apparent, the Employment Advisor will discuss those with the customer. The Employment Advisor will recommend any appropriate services the customer needs or requests.

### **Initial Assessment Process**

The initial assessment process includes the following steps:

1. Program Eligibility – In developing assessment questions, staff should reference NYSDOL or similar locally-approved intake and eligibility forms; relevant eligibility forms for other state or local programs (i.e., MSQ); and current Adult Priority of Service, Dislocated Worker (DW), and Data Element Validation (DEV) guidance (e.g., is the customer currently receiving public assistance, are they low-income, a DW, an English language learner, etc.?).
2. Occupational Goal – Evaluate the customer’s occupational goal as favorable or not favorable in the labor market. If the customer does not have a clear occupational goal or the outlook for the occupational goal is not favorable, then services should focus on career exploration to identify an occupation with a favorable local labor market outlook. Additional information on labor market information can be found on NYSDOL’s Labor Market Information for Workforce Planning webpage.
3. Knowledge, Skills, Strengths, and Abilities – If the goal is for an occupation or occupational cluster that has a favorable outlook in the labor market, then evaluate the customer’s occupational knowledge, skills, strengths, and abilities (e.g., Does the customer have occupational skills that are currently in-demand? How does the customer’s work history, experience, and/or level of expertise relate to the goal? Are the customer’s skills transferable? Does the customer have the education and training to compete in the job market? Are they unlikely to be able to return to their former occupation due to local economic conditions?).
4. Barriers to Employment – If knowledge, skills, strengths, and abilities are proficient, then determine whether barriers to employment exist. Does the customer have barriers or obstacles preventing them from finding work or retaining work (e.g., health and physical considerations, poor work history, a lack of references, childcare or elder care issues, justice involvement, transportation issues, limited English skills, homelessness, or other personal issues)?
5. Job Search Skills – The customer’s job search planning, preparation, and job seeking skills should also be evaluated (e.g., job adaptation skills, a well prepared and up-to-date résumé, interviewing and communication skills, knowledge of where to look for work and how to research companies, basic digital literacy skills to apply for work online, the ability to do internet-based job searches, social networking and self-marketing skills, motivation to find work, and having a work search plan).

### **Data Entry**

After conducting an initial assessment, staff must update the customer’s OSOS or other appropriate State Management Information System (MIS) record, and record the “Assessment Interview, Initial Assessment” activity. Staff must also record an OSOS/MIS comment, including the assessment results. Staff should utilize the Recording an Initial Assessment Activity in OSOS Guide and the OSOS Selected Enrolling Activity Definitions for additional information on updating the customer’s OSOS/MIS record.

## **REFERENCES**

- NYS Workforce Development System Technical Advisory [#23-6](#).
- Attachment: Supplemental Questionnaire

## **FOR INQUIRIES**

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