



## Local Operating Procedure

<b>SECTION:</b> Operations / WP	<b>PROCEDURE#:</b> LOP13	<b>PAGE</b> 1 of 4
<b>TITLE:</b> Wagner Peyser Initial Assessment Procedure	<b>EFFECTIVE DATE:</b> October 1, 2019	

**DISTRIBUTION:** CareerSource North Central Florida Staff. This procedure applies to all DWFS employees who provide case management to Wagner-Peyser participants at the CareerSource NCFL Center.

**PURPOSE:** The purpose of this procedure is to provide guidance to CSNCFL staff for conducting a universal Wagner-Peyser Initial Assessment with a participant and how to enter the assessment in Employ Florida as an activity. An Initial Assessment is a document that provides information to accurately assess an Individual's current challenges to employment, education level, and employment history to aid with job matching and placement efforts.

**REFERENCE:** 20 CFR 651.10/UI Handbook-NO. 401-ETA 9048; DEO Training: "WP Services in EFM, Part I"

**POLICY:** The initial assessment is a crucial service because it is a required component in all programs (such as, but not limited to: Wagner Peyser, RESEA, Veterans, WIOA Adult/Dislocated Worker, WIOA Youth, and Special Projects), should the individual decide to pursue other programs.

### **BACKGROUND:**

**EmployFlorida** - State of Florida's labor exchange system ([www.employflorida.com](http://www.employflorida.com)) used to track Wager-Peyser and Workforce Innovation and Opportunity Act (WIOA) employment and training services.

**Wagner-Peyser Act of 1933 (WP)-** Federal legislation that created the nationwide public employment system. The basic purpose of the employment service system is to improve the functioning of the nations' labor markets by bringing together individuals who are seeking employment and employers who are seeking workers.

### **Procedure:**

Before completing the form, it is a best practice to check EmployFlorida to see if an individual is registered first before completing the Initial Assessment. If the individual is not registered, Staff should direct the individual to the Resource Room to register in EmployFlorida. Although the Initial Assessment form can be completed even if the individual is not registered, Staff will not be able to

enter the assessment into the system until the individual completes their registration.

If the individual is registered Staff should look to see if an assessment has been completed within the last 12 months. A new Initial Assessment is required at a minimum every 12 months or when necessary due to a change in the individual's goals, skills, or work history (i.e. loss of employment, career change, loss of transportation, etc.).

For the remainder of this document, it is assumed that the individual has been registered in EmployFlorida with a completed Wagner-Peyser Application.

### **Conducting the Initial Assessment**

The assessment may be conducted via face to face interview, by telephone, via e-mail, or by the Individual completing the Initial Assessment form. In most cases, the Initial Assessment form will be completed by the Individual. Once the Individual has finished filling in the form with their information, Staff will review the assessment for completeness and ensure that all questions are addressed with no blanks.

Section by section, Staff will discuss the assessment with the Individual to confirm the information and make corrections as necessary. In addition to aiding with job matching and placements, the information on the Initial Assessment will also be used as a tirage tool. Staff will be able to identify other available services and programs (i.e. Community resources, WIOA, special projects, etc.) that the Individual may be suitable for and provide referrals to other community agencies to address the needs of the Individual.

The sections of the Initial Assessment are: Personal Information, Job Search Challenges/Barriers, Education Level, Employment History, List Jobs/Industries you are interested in, Employment Goals, Job Seeker's Military Information (if applicable), Strengths, Skills, Qualifications and/or Abilities.

- A. Personal Information - Basic demographics including the Individual's name, personal and contact information
- B. Support Service Needs/Challenges/Barriers - List of present or possible challenges to an Individual gaining employment. The Individual marks all of the checkboxes that apply to their current situation.
- C. Education Level- The Individual will mark in the checkbox(s) all educational levels they have completed.
- D. Employment History - The Individual should include their three most recent employments with the Occupation/Job Title, Employer Name, and Years of Experience
- E. List Jobs/Industries you are interested in - Individual lists their three most desired occupations in this section
- F. Employment Goals - The Individual records their Long Term Employment Goal, Short Term Employment Goal, and the services needed to obtain the goal. There are also two questions that asks whether the individual is seeking full-time or part-time work and what minimum wage they are seeking.
- G. Job Seeker's Military Information - To be completed only if the Individual was in the Military.
- H. Strengths, Skills, Qualifications and/or Abilities - The Individual should list at least 5 of their strengths and transferable skills in this section to help aid in job searching
- I. Work Readiness - The Individual checks all statements that apply to them

- J. Signature - After the Individual has completed all sections, they should sign and date the bottom of the form.

### **Entering the Initial Assessment (102) Activity**

After the Initial Assessment has been completed and reviewed with the Individual, Staff will need to enter the Initial Assessment as an activity in EmployFlorida. The activity code for an Initial Assessment is 102. The list below will outline the steps in entering the activity code.

1. In the Individual's electronic record in EmployFlorida under the 'Programs' tab in Wagner-Peyser, open up the 'Activity/Enrollments/Services'.
2. Click on 'Create Activity/Enrollment Service'
3. On the next screen (Service Plan screen), all questions with a red asterisk are required to move forward:
  - a. Customer Group: Select 'Wagner-Peyser' in the drop down menu
  - b. Service/Activity Code: Select '102 - Initial Assessment' activity
  - c. Actual Service Date: Enter the actual date of the service
  - d. Completion Code: Select 'Successful Completion' from the drop down menu
  - e. LWDB/Region: Should be pre-filled with the correct region 'CareerSource NCFL'
  - f. Office Location: Select the correct office location
  - g. Position: Check that position is displayed correctly. In most cases, it should be 'Staff'
  - h. Click 'Save Changes' at the bottom of the screen. The system will display the updated Programs tab with the activity added to the table. Staff should confirm that the 102 activity code was saved properly with the correct information

### **Creating a Case Note for the 102 Activity**

Every time a new Initial Assessment is completed with an Individual, case notes must be entered to document the activity. There are a number of ways to enter case notes on EmployFlorida.

Before saving the 102 activity, a case note can be entered first in the Service Plan screen. If Staff has saved the activity without entering a case note, Staff can return to the Service Plan by selecting the activity under 'Participation' in the Programs tab. On the Service Plan screen, there is a section titled 'Case Note'. Select the 'Add a New Case Note' hyperlink.

Staff can also go into the Case Note tab on the Individual's profile under Staff Profiles and click on the hyperlink 'Add New Case Note'.

Whichever method is used, selecting the hyperlink will produce the Case Note Template screen. Use the following example as a guide for writing an Initial Assessment 102 case note, customizing as needed per customer.

- attend appointment with staff on \_\_\_\_\_ and completed the Initial Assessment. Based upon information provided to staff by \_\_\_\_\_, the following information is a summary of \_\_\_\_\_ assessment:

Name:

Military service:

Support Service needs/barriers:

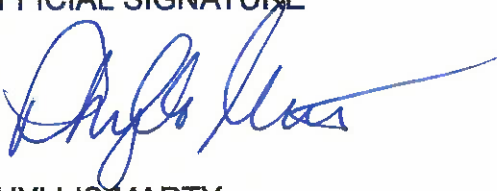
Resources provided to customer:

Literacy/Numeracy:  
English language proficiency:  
Education level:  
Employment history:  
Desired employment/occupation:  
Labor Market information provided to customer:  
Strengths/skills/qualifications:  
Referred to program:

### **Expectations**

Staff are expected to enter the 102 activity code and case notes for an Initial Assessment within 3-5 business days from the date it was completed.

OFFICIAL SIGNATURE



PHYLLIS MARTY  
Chief Executive Officer