

**County of Orange Social Services Agency  
Family Self-Sufficiency**

**Program/Area:** CalWORKs/Welfare-To-Work

**Title:** Vocational Assessment

**Number:** 210

**Status:** *Signature on file*

**Effective Date:** 4/5/05

**Revision Date:** 6/1/16

**Approved:**

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**PURPOSE**

The purpose of this policy is to provide Case Managers (CM) instructions for referring Welfare-To-Work (WTW) participants for an Assessment to help determine the most appropriate WTW activities and vocational goals for the participant while jointly developing the WTW Plan.

Participants are referred for an Assessment in several circumstances. The assessment should be viewed as a tool that will benefit the client and assist the CM to develop a strength-based WTW Plan with the client. Foster Assessment Center and Testing Services (FACT's) is a contracted service provider who performs the assessments. Based on the assessment results, the CM and the participant must develop a WTW Plan to specify the activities to which the participant will be assigned and which supportive services will be provided.

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**REFERRAL  
CRITERIA**

Participants shall be referred to a vocational assessment if:

- The participant does not obtain unsubsidized employment with sufficient hours to meet the minimum hours of participation during the Job Search and Job Readiness (JSR) component.
  - The CM determines that participation in JSR will not be required as the first activity because it would not be beneficial.
  - The CM decides to shorten JSR because it is not likely to lead to employment.
  - The participant loses a job at any point and the job loss can be attributed to a hidden barrier.
  - The participant needs services only available as part of a WTW Plan.
  - The CM believes a participant not previously assessed would benefit from the testing.
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**SUPPORTIVE**

Supportive Services will be available to include necessary

## SERVICES

childcare and transportation for two days to attend the Assessment. Temporary short term childcare may also be used for this activity if necessary. Refer to WTW Policy 302B :Temporary Short -Term Childcare.

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## EXCEPTIONS

Participants who are employed in unsubsidized employment with sufficient hours to meet the required minimum hours of participation (i.e., employed at application or employed during JSR) are only referred to assessment if they want to participate in additional WTW activities or if they specifically request assessment. If they do not wish to participate in additional WTW activities, they may opt out of an assessment and receive only necessary supportive services for their employment while they remain on aid.

- These individuals shall be informed that if they choose to go to assessment, they will be required to sign a WTW plan.
- They shall also be informed that if they do not go to assessment, they will only receive necessary supportive services for the employment activity while they remain on aid.
- An assessment is not required to develop a WTW Plan for participants in an approved Self Initiated Program (SIP), unless the CM determines that an assessment is necessary to assign the participant to concurrent activities to meet the minimum hours of participation.
- An assessment is not required for participants referred to certain special short-term enhanced job search functions. These functions may be offered pre-or post-Assessment.
- An assessment shall not be required to develop a WTW Plan for teens age 16 and 17 who have not completed high school or an equivalent.

*Note – the option to be assessed and sign a WTW Plan may be offered again if a client initially refuses assessment and other WTW activities.*

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## REFERRAL PROCESS

The CM will call the Assessment contractor to schedule an appointment at one of the [Assessment contractor's four locations](#).

The CM will follow-up the phone appointment by completing the [Assessment Referral/Response Form \(F063-41-162 E\)](#) and faxing it to the contractor. A copy of the referral form will be given to the client as a reminder.

The referral form may also be emailed to the Assessment contractor at [Anaheim@FosterAssessment.com](mailto:Anaheim@FosterAssessment.com). When emailing a referral form to the Assessment contractor, staff must include the word “secure” inside square brackets in the subject line of the email: [secure]. This will ensure confidentiality for participants when sending the referral form via e-mail.

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**REFERRAL  
FROM JSR**

Participants may be directly referred to Assessment by JSR staff if the participant does not obtain employment during the job search period. Refer to CalWORKs [Policy 204 –Job Search & Job Readiness Assistance](#).

- The Assessment activity will follow JSR at the appropriate Assessment contractor’s office.
- The JSR contractor will schedule the Assessment appointment to be held after JSR is completed. The JSR contractor will notify the CM of the scheduling of the Assessment appointment and the completion of JSR via email and CalWIN Case Comments per the [Case Comments Resource Guide](#).
- The CM will explain this process to the participant during the referral process to JSR. It is important to remind the client that the goal is employment during JSR.
- The CM will update the activity status and attendance in WTW activities in CalWIN per the [Participation Tracking Resource Guide](#) and enter CalWIN Case Comments per the [Case Comments Resource Guide](#). Under no circumstances should the JSR and Assessment components be entered at the same time.
- The Assessment contractor may visit JSR sites to discuss assessment with participants.
- The JSR contractor will provide the Assessment contractor with a copy of the Welfare-to-Work Self-Appraisal Form ([F063-41-03](#)) and other documentation as appropriate.

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**LIMITED ENGLISH  
SPEAKING  
PARTICIPANTS**

Following are guidelines to be used when referring monolingual speakers of languages other than Spanish and Vietnamese for an Assessment. The Assessment contractor provides a range of non-verbal testing instruments for limited English proficient participants, but some direct translation will be required, either face-to-face or via telephone. This contact is limited to a short (10–15 minute) orientation for the participant at the beginning of the assessment process, and as needed throughout the day the assessment is conducted. Certain severely marginalized participants will not be sent to the Assessment contractor for an

assessment .The CM will assess these individuals (see below, “Assessments for Severely Marginalized Individuals).

A CM working with a limited English speaker will take the following steps when referring the participant for an assessment:

- Indicate the language on the [Assessment Referral/Response Form \(F063-41-162 E\)](#).
- If the language is other than Spanish or Vietnamese, the Assessment contractor will ask if the CM can translate for the participant the day of the assessment.
- If the CM receives bilingual compensation for the language being referred, and if the CM is otherwise available the day the assessment is scheduled, the CM will be the primary contact for the Assessment contractor and provide the translation service. The CM is welcome to work with the Assessment contractor on scheduling the assessment, but the assessment scheduling should never be delayed.
- At the discretion of the Regional Manager (RM), other staff (clerical, reception, IEES) may be asked to perform this service on a voluntary basis.
- If the CM does not receive bilingual compensation for the language being referred, or is not available on the day the assessment is scheduled, the Assessment contractor will engage a translation service.
- Prior to the assessment, the CM will provide the Assessment contractor with as much background information on the client as is available. This may include a copy the WTW Self-Appraisal Form ([F063-41-03](#)) or copies of narratives and CalWIN screens. This information will help the Assessment Contractor make recommendations.

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## **TRANSLATORS**

If the Assessment contractor needs to engage a translation service, they will first attempt to arrange a telephone translation. If they believe a face-to-face translation is needed, they will ask for approval of the face-to-face translation through the Social Services Supervisor II (SSSII), Assistant Regional Manager (ARM), or RM. This approval must be in writing and in the form of an office memorandum or e-mail from the SSS II or manager to the Assessment contractor staff member initiating the contact.

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## **ASSESSMENTS FOR SEVERELY MARGINALIZED**

Certain participants may have significant illiteracy in their own language, a near-complete or complete lack of employment skills, a near-complete or complete lack of formal education, ethno-

## INDIVIDUALS

religious persecution in their country of origin, and/or severe mental or physical disorders that preclude the participant benefiting from a regular Assessment if the job search period is unsuccessful.

In these instances, the CM, using the [Informal Assessment Form \(F063-41-148 E\)](#), will assess these participants. This informal assessment will be used to sign a WTW Plan for the participant. The WTW Plan for these participants may encompass the range of existing WTW activities, possibly to include local activities targeted to specific populations. Program should be consulted as needed, through the regional chain of command.

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## NO-SHOWS

The Assessment contractor will contact the CM to advise if the participant attended or was a no-show for the assessment. The Assessment contractor will not reschedule for a no-show or when a participant shows up too late to complete the assessment process, or leaves early. It is the CM's responsibility to conduct a cause determination for each no-show. See the section below on Compliance for more information.

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## ASSESSMENT ACTIVITY

### Employment Readiness (ER) Assessment

Specific tools that the Assessment contractor will utilize during the assessment may include, but are not limited to:

- Performance test (skills and/or work samples)
- Behavioral observances
- Mental Health Screen
- Substance Abuse Screen
- Learning Disability Screen (currently for English-speaking only)
- Interest and/or attitude inventories
- Career guidance instruments
- Aptitude tests
- Basic skills test
- Personality

The participant will typically spend two full days at the assessment site. The CM should encourage the participant to communicate with the assessor honestly and openly to receive maximum benefit from the assessment process. Cooperation is a major factor in developing an accurate Vocational Assessment and should be emphasized with the participant during the scheduling process.

Participants are to be allowed two full days of WTW participation for the Assessment activity.

JSR staff and the CM should inform clients that their assessment will be two full days in length, and make sure child care and other supportive service issues for two full days are addressed before the assessment referral is made.

Although ER Assessments will be conducted over a two day period, there may be rare instances that a one day ER Assessment should be completed.

Referrals for a one day ER Assessment should be determined on a case by case basis using the following criteria:

- Participants with a clearly identified employment goal pre-selected by the participant with approval of the CM.
- Participants with a language barrier that clearly indicates the need to attend ESL classes.

### **Learning Disability (LD) Evaluations**

The LD Evaluations are typically one day duration however, in some cases where participants have learning, mental, or physical disabilities that require additional testing, a second day of testing may be needed. The CM or JSR contractor may refer these participants to a more extensive assessment conducted over two days, not to exceed twelve hours, on a case by case basis. Refer to [Policy 210A- Learning Disability Screening and Evaluations](#).

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## **ASSESSMENT REPORT AND RESULTS**

Following assessment, the contractor will send the Assessment Report via an email attachment directly to the CM. Results are generally received in three (3) business days. Contact Program for situations that require immediate results of the assessment to be expedited. A password will be required to open the email attachment. This will ensure confidentiality for participants when sending the documents via e-mail. The password will be established by Program and will be universal for all Assessment Reports.

- The completed Assessment Report includes the following important information to **be reviewed prior to meeting with the participant:**

- ✓ Family situation

- ✓ Work history
- ✓ Education / learning disabilities
- ✓ Occupational skills
- ✓ Interests
- ✓ Aptitudes (including those for non-traditional occupations)
- ✓ Cognitive levels
- ✓ Grade levels of ability
- ✓ Attitude and motivation towards work
- ✓ Behavior patterns affecting employment
- ✓ Financial resources and needs
- ✓ Supportive services needs
- ✓ Personal employment information (as it relates to the local labor market)
- ✓ Identification of available resources

- Upon receipt of the Assessment Report, the CM will update the activity status and attendance in WTW activities in CalWIN per the [Participation Tracking Resource Guide](#) and enter CalWIN Case Comments per the [Case Comments Resource Guide](#).
- The CM will review the Assessment Report in detail to identify strengths, barriers, and areas requiring further development.
- The CM will schedule an appointment to see the participant as soon as possible, but no later than 10 business days following receipt of the Assessment Report.
- During the appointment, the CM should engage the participant in a strength-based discussion of the assessment results and jointly determine the WTW activities to which the participant will be assigned.
- The WTW Plan is completed and signed with the participant at this point. Refer to [CalWORKs Policy 211 – Welfare-To-Work Plan](#).
- If the assessment indicates evidence of a learning disability, the participant should be offered a learning disability evaluation if he/she has not previously been evaluated or declined a previous offer. Refer to CalWORKs [Policy 210-A – Learning Disability Screening and Evaluations](#).

Should the participant disagree with the results of the assessment, a referral for a third party assessment will be made.

Refer to [CalWORKs Policy 210 B – Third Party Assessments](#)

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### **SHARING THE ASSESSMENT REPORT RESULTS WITH PARTNERS**

The client or their Authorized Representative can request a copy of the Assessment and we will provide it. College Counselors should be instructed to ask the participant to request a copy of the report from the CM if they wish to review the results with the participant / student. Due to privacy rights we will not automatically send the assessment results directly to a college counselor. Contact Program for any concerns in this area.

- If the CM needs a hard copy of the original Assessment Report the CM should contact Program through the chain of command.
- The CM will have the Assessment Report imaged to On Base and delete the email with the report attachment.
- If the case is no longer assigned to the CM receiving the Assessment Report, that CM will then forward the Assessment Report to the appropriate CM.

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### **DURABILITY AND REATESTING**

The assessment testing results are considered to be valid for a minimum of three (3) years. Each participant should be assessed only once during his/her time in WTW.

Exceptions include retesting a participants reading and math scores to meet certain education/training requirements. For example, if the participant has engaged in services after assessment and the CM is looking for an improvement or change in his/her educational level or skill level and needs an update, the CM may request the update from the contractor instead of the full assessment. The CM will need to specifically indicate on the referral that an update on the participants educational or skill level is being requested instead of the full assessment.

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### **COMPLIANCE**

Assessment is considered a mandatory WTW activity for most clients scheduled to attend. Should the client fail to appear for the scheduled Assessment activity or fail to complete the Assessment process, the CM will begin the cause determination process. Refer to [CalWORKs Policy 240 Good Cause/Compliance/Sanction](#). The CM must update CalWIN as appropriate after the cause determination process.

The Assessment contractor will hold files open for participants required to attend a two-day assessment who no-show for the second day. The CM must notify the contractor if a participant will

not be rescheduled for the second day due to non-compliance.

For clients required to attend a two-day assessment, a WTW Plan may not be developed until the client completes both days of assessment.

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**ATTACHMENTS**      [Assessment Contractor Locations](#)

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**FORMS**                      [Assessment Referral/Response Form \(F063-41-162 E\).](#)  
[Welfare-To-Work Self-Appraisal Form \(F063-41-03\)](#)  
[Informal Assessment Form \(F063-41-148 E\)](#)

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**REFERENCES**            EAS 42-711.55  
AB 1542, 11320.1(b); 11325.21, 11325.4  
[CalWORKs Policy 204](#) – Job Search & Job Readiness Assistance  
[CalWORKs Policy 210-A](#) – Learning Disability Screening and Evaluation  
[CalWORKs Policy 210-B](#) – Third Party Assessment  
[CalWORKs Policy 211](#) – Welfare-To-Work Plan  
[CalWORKs Policy 240](#) – Good Cause/Compliance/Sanction

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**RESOURCE GUIDES**      [Participation Tracking Resource Guide](#)  
[Case Comments Resource Guide](#)