



CHICAGO COOK
WORKFORCE PARTNERSHIP

A proud partner of the  network

April 26, 2024

Objective Assessment Summary (OAS)

Technical Check

Good Morning,

Please confirm that you can hear and see the screen by introducing yourself in the chat box.

Your lines are muted. Please enter questions in the chat box and we will answer.

Presenters

Kristi Chevali

Manager of Delegate Agency Technical Assistance & Support

Carlos Valentin

Program Coordinator, Region 1

Nichole Morrison

Program Coordinator, Region 2

Danny Marshall

Program Coordinator, Region 3

Tina Caldwell

Program Coordinator, Region 4

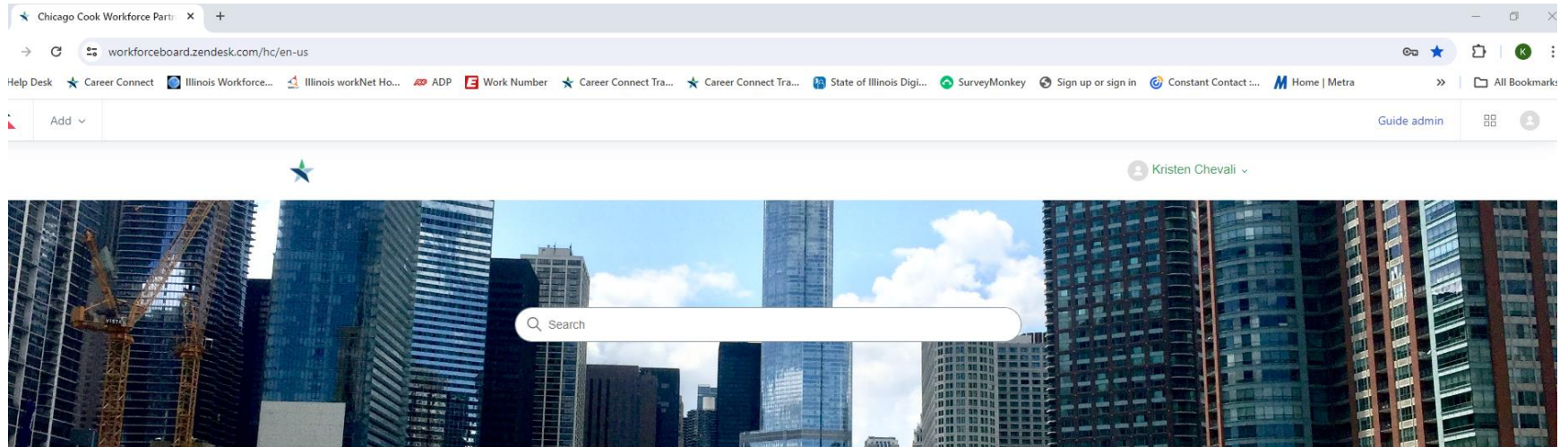
Agenda

- Welcome
- The Partnership's Help Desk
<https://workforceboard.zendesk.com/hc/en-us>
- Quick Re-Cap re: Participant Flow
- Review Objective Assessment Summary
 - Review paper versions
 - OAS Service
 - Asking open ended questions
- Q & A

How to use the Help Desk

➤ The Partnership's Help Desk

<https://workforceboard.zendesk.com/hc/en-us>

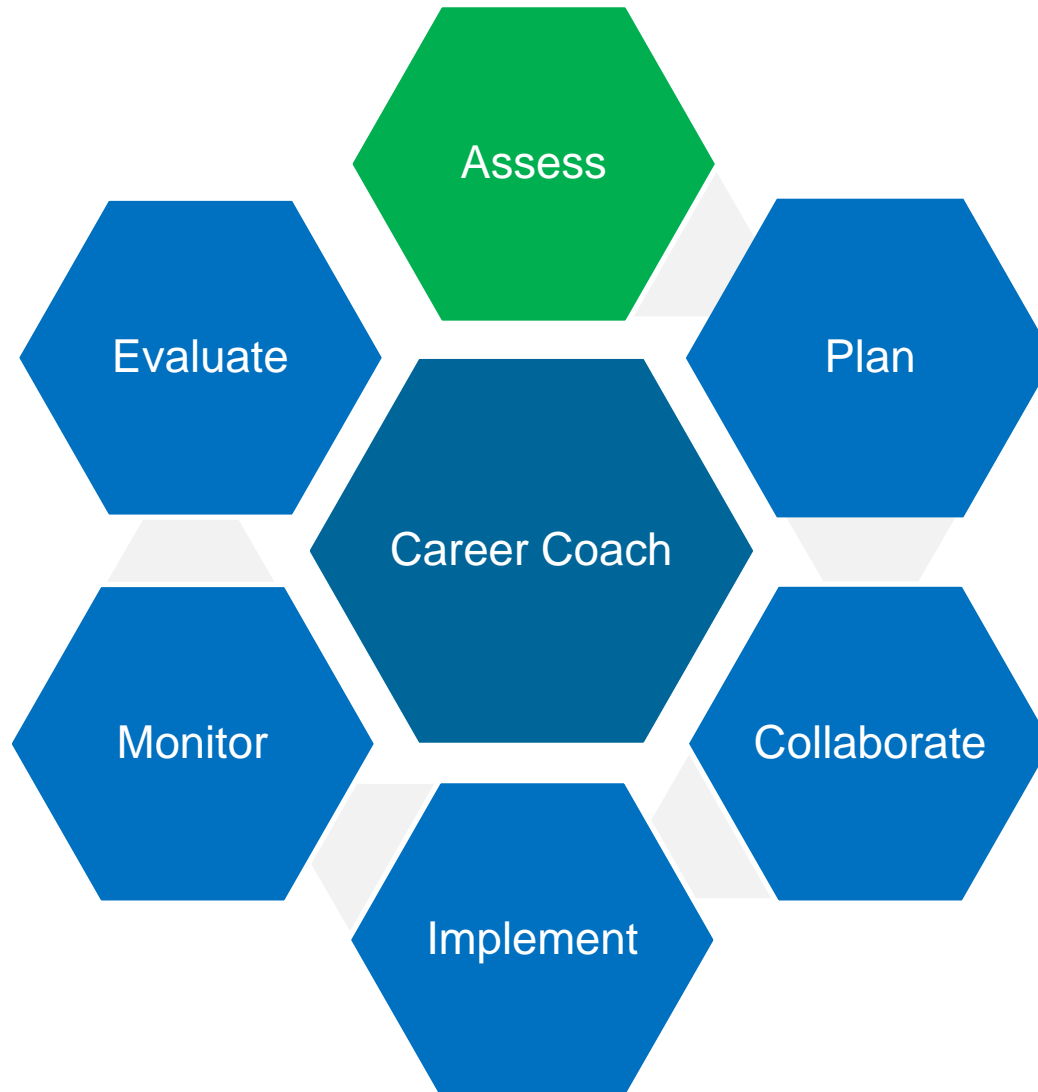


Continuum of Career Coaching



CHICAGO COOK
WORKFORCE PARTNERSHIP

A proud partner of the AmericanJobCenter network



Customer Flow

- Overview of Career Coaching
 - Eligibility comes first
 - The Help Desk has resources for eligibility
 - ✓ DECO Eligibility webinar recordings
 - ✓ Eligibility Policy Letters (State and Local)
 - ✓ Eligibility Checklists
 - ✓ Remote Eligibility Documents
 - ✓ Income Calculation section
 - WIOA Application ➡ includes Basic Skills Tool
 - TABE/CASAS Goals test
 - Objective Assessment Summary (OAS)
 - Career Exploration
 - Development of the IEP/ISS



Objective Assessment Summary (OAS)



CHICAGO COOK
WORKFORCE PARTNERSHIP

A proud partner of the AmericanJobCenter network

- Career Coaches and Participants can make decisions that will ensure the participant is suitable for the program and that all barriers to employment and training have been identified.
- Helps the Career Coach and the participant develop a solid and accurate Individual Employment Plan (IEP) or Individual Service Strategy (ISS).
- We need to create better IEPs and ISSs to minimize audit findings and more importantly to deliver better service!

Purpose: “Getting to know you, who are you?”



- Opportunity to get to know the participant for appropriate services and guidance.
- You will have to ask the participant some of these questions directly and others will be answered from paperwork, observation and interactions.
- You collect this information in some fashion now. The OAS allows you to **document** this information in Career Connect.
- This will help to drive the participant’s IEP/ISS Plan
- The Objective Assessment Summary and Career Exploration should be completed before IEP/ISS is created.

OAS & Case Management



CHICAGO COOK
WORKFORCE PARTNERSHIP

A proud partner of the AmericanJobCenter network

- The more a case manager understands the participant, the more you can support the participant.
- The OAS & case management is a collaborative process to assist a participant to access services, clarify their goals, and identify barriers that need to be addressed to meet their goals.
- A thorough OAS will assist the case manager in developing a well-rounded comprehensive assessment to develop the IEP/ISS



- Service code for the OAS: 207 & 468 **Comprehensive and Specialized Assessments (Tests)-Same Day Service:** *This service is provided to make determinations of participants' skill levels and service needs. It is used to record diagnostic tests and comprehensive and/or specialized assessments of participants barriers to employment, occupational goal(s), along with the occupational knowledge, skills, and abilities associated with that goal, and service needs. This service may include interpreting the results of assessment tools as well as in depth interviewing and evaluation to identify employment barriers and appropriate employment goals. Other assessments may include: a) Prevailing local labor market conditions, including the unemployment rate, local employer skill demands and hiring prerequisites; and b) Transferable skills that the job seeker may possess that would be of interest to other local employers.*
- The service must be entered before creating the actual OAS
- The date of the service and the date of the OAS must match
- For **Youth** this is the first of the required Non-Enrolling Activities
- For **Adults & Dislocated Workers** this is the first suggested service

Next Steps



1. Assessment Case Note should be a brief summary of the assessment and needs to include the following:

- ✓ Work history, current interests, work schedule preferences and wage expectations
- ✓ Resume and Interviewing skills.
- ✓ Basic skills deficient & other assessment tools
- ✓ Family situation
- ✓ Address barriers

2. Career Exploration

3. Create IEP/ISS



OAS Procedure can be found here:

<https://workforceboard.zendesk.com/hc/en-us/articles/360045946171->

[Case Summary](#)

[Programs](#)

Plan

[Assessments](#)

Objective Assessment Summary

There are No Objective Assessment Summaries

Create Objective Assessment Summary



Activity



CHICAGO COOK
WORKFORCE PARTNERSHIP

A proud partner of the AmericanJobCenter network



Question 1



CHICAGO COOK
WORKFORCE PARTNERSHIP

A proud partner of the AmericanJobCenter network

Is the Objective Assessment Summary (OAS) required for ALL customers?

YES

or

NO

Answer



CHICAGO COOK
WORKFORCE PARTNERSHIP

A proud partner of the AmericanJobCenter network

Is the Objective Assessment Summary (OAS) required for ALL customers?

Yes, this is required for all customers

- For Youth it **MUST** be the first service (468)
- For Adults/Dislocated Workers it is suggested to be the first service (207)

Question 2



CHICAGO COOK
WORKFORCE PARTNERSHIP

A proud partner of the AmericanJobCenter network

Can the OAS be completed AFTER the IEP/ISS?

YES

or

NO

Answer



CHICAGO COOK
WORKFORCE PARTNERSHIP

A proud partner of the AmericanJobCenter network

Can the OAS be completed AFTER the IEP/ISS?

No, you cannot create the plan with out assessing the participant

Question 3



CHICAGO COOK
WORKFORCE PARTNERSHIP

A proud partner of the AmericanJobCenter network

Do you have to enter a Case Note after completing the OAS?

YES

or

NO

Answer



Do you have to enter a Case Note after completing the OAS?

Yes

The case note must include:

- ✓ Work history, current interests, work schedule preferences and wage expectations
- ✓ Resume and Interviewing skills.
- ✓ Basic skills deficient & other assessment tools
- ✓ Family situation
- ✓ Address barriers

Question 4



CHICAGO COOK
WORKFORCE PARTNERSHIP

A proud partner of the AmericanJobCenter network

What does OAS stand for?



What does OAS stand for?

Objective Assessment Summary

Participant Engagement



CHICAGO COOK
WORKFORCE PARTNERSHIP

A proud partner of the AmericanJobCenter network

- How are we keeping Participants engaged?
 - ❖ Are you celebrating small successes with your Participant?
 - ❖ Are you encouraging them along the way?
 - ❖ Are you intervening if there is an issue with their training or employment?
 - ❖ Are you addressing barriers?
 - ❖ Are you keeping your word with your Participant?
 - ❖ Are you following up regularly?
 - ❖ Are you providing good customer service?
 - ❖ Are you adding a personal touch?
 - ❖ Are you being honest with your Participant?



- We should be the role models and lead by example
- We are all in this together
- Your success is our success

Up Coming Training Sessions

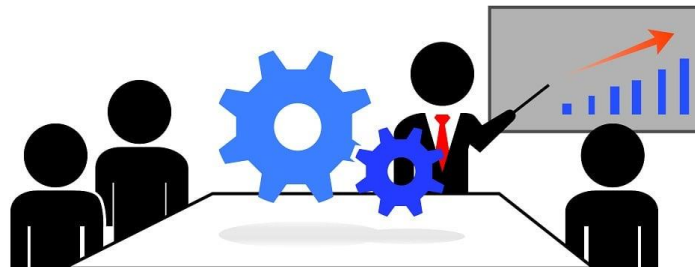


CHICAGO COOK
WORKFORCE PARTNERSHIP

A proud partner of the AmericanJobCenter network

- Individual Employment Plan (IEP) week of 4/29
 - Please note this workshop is only for Adults & Dislocated Worker programs. We will be scheduling separate workshops for the Youth Individual Service Strategy (ISS) at a later date.
- ITA Webinar 5/8
- Services & Case Notes In-Person 5/21 (New Date)

Registration LINK: <https://workforceboard.zendesk.com/hc/en-us/sections/360000173031-Upcoming-Trainings>



Questions and Answers



