



CHICAGO COOK
WORKFORCE PARTNERSHIP

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July 8, 2020

Objective Assessment Summary Webinar

Technical Check

Good Afternoon,

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

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

AGENDA

- Welcome & Meeting Logistics
- Announcements
- Reminders
- Why are we rolling out the Objective Assessment?
- Demo in Career Connect & explain what the expectation is for each section
- Next steps
- Feature: Maximizing your Skills as a Case Manger & Open-Ended Questioning Presented by Awilda Gonzalez
- Q & A

Thank you!!

Agencies

- BCS, Boys & Girls Club, LADSE & National Able

Assessment Working Group

- Pilar Trejo, Irene Ortega, Zaida Chaidez, Patti Prado, Joe Haag, Dena Al-Khatib & Awilda Gonzalez

Announcements

Welcome

- Awilda Gonzalez, Program Coordinator for Region 3

Upcoming Webinars

- YOUTH Contractor Meeting: Friday, July 10, 2020 at 10am
- IEP/ISS Webinar: Wednesday, July 22, 2020 time TBD, but please save the date!

WIOA Pre-Applications:

- Remember to check the WIOA Pre-Application queue daily for your clients
- Approve your pre-apps within 2 business days so we know that the client is being served
- This moves them out of queue, and creates a partial application – you have 45 days to complete eligibility & enroll
- If it's not your client, please contact The Partnership before approving the Pre-App.

Background: “Why?”



- So 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 addressed.
- This will also help the Career Coach and the participant develop a solid and accurate Individual Employment Plan (IEP) or Individual Service Strategy (ISS).
- This is similar to the Narrative section in IWDS (data will not transfer to IWDS).
- We need to create better IEPs and ISSs to minimize audit findings.

Purpose: “Getting to know the Participant”



- This is your opportunity to get to know the participant so you can provide appropriate services and guidance related to the participants training and job search.
- The Objective Assessment Summary should be completed before the IEP/ISS is created.
- It should be completed with the idea that this will help to drive the participant’s IEP/ISS Plan.
- You will have to ask the participant some of these questions directly and others will be answered from paperwork, observation and interactions.
- You are probably already gathering this information in some fashion now. The OAS will allow you to document this information in Career Connect.

Demo in Career Connect

[Case Summary](#)

[Programs](#)

Plan

[Assessments](#)

Objective Assessment Summary

There are No Objective Assessment Summaries

Create Objective Assessment Summary



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. Create IEP/ISS

- A new procedure will be introduced during the 7/22 webinar



Awilda Gonzalez Program Coordinator

"Maximizing your Skills as a Case Manager
& Open-Ended Questioning"

Objectives



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- Effective Case Management.
- Connection between Case Management, OAS & IEP/ISS.
- How to ask open-ended questions.

OAS & Case Management



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- 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

Continuum of Case Management



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Building a Rapport

- First meeting is critical, this sets the standards moving forward.
- This does not happen at your first meeting; however the OAS will assist you in building rapport, see it more as a conversation and not a task.
- See the world through the participants point of view, meet them where they are.
- Pay attention to body language and facial expressions.
- Listen, Listen, Listen!

Closed-ended vs Open-ended Questions



Workplace Behavior

- Motivational Factors Affecting Employment**
 - Negative Work Attitude
 - Punctuality Issues
 - Attendance Problems
 - Co-Worker Relations Issues
- Career Decision Making (Clearly defined goals/plans)**
- Interviewing Skills**
 - Difficulty Making Positive First Impression
 - Negative Attitude
 - Proper Interview Attire
 - Need to Improve Communication Skills
 - Research Labor Market Information (LMI)
 - Questions for Interviewer
 - Preview List of most common Q&A's
 - References
 - Verbally explain work experience and skills
- Resume**
 - Has Acceptable Resume
 - Resume Requires Revision
 - Does not Have Resume
 - Unable to Identify/Communicate Transferable Skills

Helpful Tips:

Open-ended questions prompt a conversation, closed-ended questions receive one-word answers.

Open-ended Questions

Tell me about a time you might have had a situation with a co-worker?

What would your past coworkers/supervisors say about your work manner?

Tell me about your morning routine before getting to work?

In an average how often would you say you call off work and why?

How do you feel about interviews?

Would you say you do well or are there areas you need coaching?

Barriers to Employment



Barriers To Employment

- Lacks Significant Work History
- Sporadic or Limited Work History
- Restricted Commuting Distance
- Restricted Work Schedule
- Unrealistic Wage
- Legal Issues
 - Ex-Offender
 - Currently on Probation
 - Existing/Pending Workers Compensation Claims
 - Pending Court Appearances
 - Court Ordered to Pay Child Support
 - Wage Garnishment
 - Wage Theft
 - Record sealing/expungement
 - Other
- Single Parent
- Displaced Homemaker
- Pregnant or Parenting Youth
- Runaway Youth
- LWIA Designated Barrier
- Other (Specify in Comments)
- No Barriers to Employment/Work Readiness Issues

Helpful Tips:

When asking very personal questions always reassure the participant you are asking in order to better assist them in obtaining employment/training goals.

Open-ended Questions

If a potential employer required you to do a background, would there be anything an employer would question?

Are there any legal issues that I need to be aware of so I can better assist you?

If the participant is a parent: Are you a two-parent household or a one-parent household?



NOTE: Highly Confidential Information: Before beginning the conversation, keep in mind the participant has the option not to disclose information. You can begin the conversation with the following suggestion: I am going to ask a few personal questions. This may help us identify any barriers or issues we need to discuss so you can obtain employment. This may also help to identify if a referral for additional services is necessary. Your answers will not impact your participation in the program. You do not need to answer. Anything you choose to disclose will be kept confidential.

Access Assessment



Access Assessment

- To better assist the individual, which of the following tasks are difficult to perform independently in daily life. (Must be voluntarily offered)

- Chose not to Answer
- None
- Seeing
- Hearing
- Talking
- Using hands
- Getting around
- Interacting with others
- Learning or thinking
- Other (specify)

- Individual needs the following assistance for program participation or employment (select all that apply)

- Chose not to Answer
- None
- Wheelchair accessible facilities
- Other (specify)
- Assistance with writing
- Audiotaped materials
- Flexibility (e.g. in hours)
- Materials in Braille
- Materials in electronic format
- Materials in large print
- Meeting reminders
- Notetakers for regular meetings
- Personal coaching
- Scent free environment
- Screen magnifier
- Screen reader
- Interpretation (including sign language)
- Considerations for medication
- Alternative seating arrangements
- TTY/Text Display Device
- Videophone

Helpful Tips:

In order to perform your job to the best of your ability will you need any special accommodations, for example, a screen magnifier, special TTY/TEXT Display Device, materials in large print?

Things to keep in mind



- This procedure is effective as of **July 1, 2020**. All participants registered in PY 2020 will need to have an OAS completed.
- Think about your own agency process/flow to see where this fits in. It will lengthen your intake process. Feedback from agencies was that it took anywhere from 25-45 minutes to complete.



The OAS Procedure has been posted to Zen Desk. LINK:

<https://workforceboard.zendesk.com/hc/en-us/articles/360045946171-NEW-Objective-Assessment-Summary-OAS-Procedure>

Recording of the webinar will be posted on Zen Desk shortly.

Questions and Answers



Please submit questions in the chat box.

