

Phoenix Workforce Connection Youth Program

Section: II-H

Skill Attainment

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BACKGROUND

In order to provide comprehensive workforce development services, all eligible youth should be assessed for deficiencies in one of the three skill attainment areas regardless of age. A core indicator of performance for younger youth (age 14-18) under WIA is the younger youth skill attainment rate. For all younger in-school and any appropriately assessed out-of-school youth, a minimum of one goal per year is required. However, all youth regardless of age must receive skill attainment training in one of the three areas based on individual needs. Skill attainment goals must be set and attained throughout youth participation in WIA.

POLICY

There are three (3) skill areas in which a skill attainment goal may be set: Basic Educational Skills, Occupational Skills, and Work Readiness Skills. A one goal minimum per participant year is required for all **youth** who assess in need of basic, occupational or work readiness skills. The Virtual OneStop system (VOS) will allow a maximum of three (3) goals per year for **younger youth (14-18) only** to be set for purposes of the skill attainment measure. VOS will not track older youth goals.

All goals set for WIA eligible youth must be tracked in the Individual Service Strategy, appropriate Skill Attainment Logs as stated in the Arizona Skill Attainment Manual, and VOS case notes. For all older youth (ages 19-21), all Skill Attainment Logs must be documented as "Older Youth: For tracking purposing only."

Participants may have any combination of the three types of skill goals; three skill goals in the same category, two skill goals in one category and one skill goal in another, or one skill goal in each category, etc. However, **you must set at least one goal**, and if the youth is determined to be basic skills deficient (at or below 8.9), one of the goals must be basic skills.

Basic Skills Goals

Basic Education Skills are defined as those academic skills and abilities necessary and/or beneficial for a person to function successfully in an employment environment. Basic academic areas are Reading Comprehension, Math Computation, and Writing.

All participants who are determined to be basic skills deficient (defined as having English, Reading, Writing or Computing Skills at 8.9 or less on a generally-accepted standardized test or a comparable score on a criterion-referenced test) must have at least one basic skill goal to which the Phoenix Workforce Connection Youth Program will be held accountable in its Skill Attainment performance measure. The participant will continue to receive services year-round until the skill attainment goal is met. At this time, please refer to the Arizona Skill Attainment Guide.

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Additional services may include assistance in attaining a high school diploma, assistance in obtaining a GED for dropouts, satisfying entry requirements for an apprenticeship program or post secondary school, or to develop the basic skills needed for entry level employment in specific occupations.

Occupational Skills

Primary occupational skills encompass the proficiency to perform actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels. Secondary occupational skills entail familiarity with and use of set-up procedures, safety measures, work-related terminology, record keeping and paperwork formats, tools, equipment and materials, and breakdown and clean-up routines.

The attainment of Occupational Skills indicates that the participant had demonstrated proficiency in those technical occupational skills necessary to maintain employment in a certain occupation or occupational cluster. Occupational skills are divided into two certain groups:

1. On-site training which can be accomplished by training contracts such as Work Experience
2. Classroom Training components designed to provide training in a minimum of six (6) occupational skills as set forth by industry generated requirements

The Occupational Skill Assessment (OSA) may identify a participant's deficiencies in the skills needed for employment in an occupation. If not by the OSA, the Occupational Skill Attainment Log (JT 036-3) will identify deficiencies. Deficiencies will be noted on the ISS and training will be provided to help the participant attain an agreed upon skill level. Post assessment will be the supervisor/instructor assessment of participant skills by actual paper/pencil and/or observation.

Work Readiness

Work Readiness Skills include world of work awareness, labor market knowledge, occupational information, values clarification and personal understanding, career planning and decision-making, and job search techniques (resumes, interviews applications, and follow-up letters). They also encompass survival/daily living skills such as using the phone, telling time, shopping and renting an apartment, opening a bank account, and using public transportation.

Work Readiness Skills also include positive work habits, attitudes, and behavior such as punctuality, regular attendance, presenting a neat appearance, getting along and working well with others, exhibiting good conduct, following instructions and completing tasks, accepting constructive criticism from supervisors and co-workers, showing initiative and reliability, and assuming the responsibilities involved in maintaining a job.

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Participants must be assessed as deficient in at least five (5) of the twelve (12) work readiness skills to be eligible for a Work Readiness Skill attainment outcome. Participant must demonstrate proficiency in all twelve (12) skills to attain a work readiness goal. The twelve Work Readiness Skills are listed below:

Work Readiness 1-6

1. Making Career Decisions
2. Using Labor Market Information
3. Preparing Resumes
4. Filling Out Applications
5. Interviewing/Follow-Up Letters
6. Survival/Daily Living Skills

Allowable WIA activity/service for WR Skills 1-6 is #410 Leadership Development. WR must be documented in case file, i.e. post-test rating sheet.

Work Readiness 7-12

7. Being Consistently Punctual
8. Maintaining Regular Attendance
9. Demonstrating Positive Attitudes/behavior
10. Presenting Appropriate Appearance
11. Exhibiting Good Interpersonal Relations
12. Completing Task Effectively

Allowable WIA activities/services for WR Skills 7-12 are; #407 WEX, #400 Summer Employment and/or current employer. WR must be documented in case file, i.e. evaluations, timecards, WEX Agreement, etc.

THINGS TO REMEMBER

- If Basic Skill Deficient, one of the goals set in VOS must be Basic Skills.
- Enroll the participant in the activities/services that is appropriate for the goal you are setting.
- The first goal must be set on the Individual Service Strategy (ISS) and in VOS.
- The first Skill Attainment Goal must be set within 30 days; however, the date will revert back to the date of participation.
- Skill Attainment Goal(s) must be attained within one year from the date the goal was set or by program exit, whichever occurs first.
- If the goal set is not attained by the one-year anniversary date or by exit, it is considered a failure.
- If a Goal is set on ISS; State what goal, level, etc. and any other pertinent information relating to the goal being set.

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Addendums

OJT 036

Work Readiness Skills Chart

Skill Attainment documentation Checklist

Technical Assistance Desk Review

Skill Attainment Matrix

Skill Attainment Manual