



GUIDANCE

Name/Subject:	Welcome, Orientation, and Assessment		
Policy/Guidance Number:	18-002		
Effective Date:	1/15/2018	Revision Date:	04/01/2018
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Purpose:			
The purpose of this guidance is to deliver clarity in providing a Welcome, Orientation, and Assessment to Customers.			
Guidance			
<p>When a customer enters a Kentucky Career Center, at a minimum, they should be given a Welcome, Orientation, and Assessment (WOA). The WOA is designed to provide a brief, one-on-one consultation with the customer in order to better understand why they are at the career center and how we, or our partners, can assist them.</p> <p><u>Welcome:</u> When a customer enters a Kentucky Career Center, they should be greeted promptly with a welcoming smile and greeting. The KCC staff who first interacts with the customer should converse with them to determine their purpose for visiting the center. The customer should be informed of the services which the Kentucky Career Center provides as well as given a layout of the center. Once the purpose of the visit is determined, the customer will be routed to the appropriate staff. This warm handoff should be documented in your career center's intake system in order to track the customer's experience.</p> <p><u>Orientation:</u> Once the customer is assigned to a Career Coach, the Career Coach will then begin an orientation. Orientation should include, at a minimum:</p>			

- A gathering of information regarding the customer. If the customer is determined to be “work ready”, they will be directed to register in Focus to begin a job search. A “Work Ready” customer is one who possesses the functional skills needed to be minimally qualified for a specific occupation as determined through a job assessment. If the customer is determined not to be “work ready”, the Career Coach will create a record of the customer in EKOS. This gathering of information will be recorded in the Customer Detail and Comprehensive Assessment tabs of EKOS. (Please note: all GREEN DOTTED fields in EKOS are required fields and must be filled out for every customer).

EXCEPTION: SNAP recipients are required to register in Focus as part of their initial assessment.

- Career Coaches must review the menu of services available to the customer. The services should include at a minimum:
 - A listing of partnering agencies present in the career center
 - All programs available at the Kentucky Career Centers including training programs
 - Career Counseling
 - Labor Market Information
 - A review of the customer’s resume (if work ready)
 - A review of job vacancies

Assessments:

Once the customer has been orientated to the services offered at the Career Center, the customer should be assessed in order to produce a clear and concise career path. At a minimum, the following assessments should be conducted as well as any other assessments as deemed necessary by the local areas:

- Documentation of verbal discussions/interviews
- Development of an Individual Employment Plan (IEP) to include strengths, weaknesses, barriers, and goals. (The IEP fields can be found throughout EKOS and then compiled on the IEP tab in the Comprehensive Assessment Module of EKOS). The IEP/ISS in EKOS suffices for the requirements of an initial assessment and development of an IEP/ISS.
- Individualized assessments identified by the One-Stop Operator of the Career Center (Ex. National Career Readiness Certificate (NCRC), WIN, TABE, and Soft Skills)

References:

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