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State of Wisconsin
Governor Tony Evers



TO: **W-2 Agencies**
Child Support Agencies
Children First Contractors and
Subcontractors
TJ Contractors and Subcontractors
TMJ Contractors and Subcontractors
Training Staff

BWF OPERATIONS MEMO	
No:	20-06 (Amended)
DATE:	04/17/2020
W-2	<input checked="" type="checkbox"/> EA <input type="checkbox"/> CF <input checked="" type="checkbox"/> JAL <input type="checkbox"/>
RAP	<input type="checkbox"/> TJ <input checked="" type="checkbox"/> TMJ <input checked="" type="checkbox"/> Other EP <input type="checkbox"/>

FROM: Margaret McMahon, Director
Bureau of Working Families
Division of Family and Economic Security
Department of Children and Families

SUBJECT: *New Career Assessment and Job Readiness Pages in the Wisconsin Work Programs System*

CROSS REFERENCE: [BWF Operations Memo 19-02](#)
[BWF Operations Memo 19-17](#)
[BWF Operations Memo 20-05](#)
[W-2 Manual 5.1.1.2 Referral for Formal Assessment at Application](#)
[W-2 Manual 5.1.2 Assessment as Part of Ongoing Case Management](#)
[W-2 Manual 5.2.2 Informal Assessment Inventory](#)
[W-2 Manual 5.4.2 Career Assessment at Application](#)
[W-2 Manual 5.4.3 Using and Documenting Career Assessment Results](#)
[TJ/TMJ Policy Manual 4.2.1](#)

EFFECTIVE DATE: May 6, 2020

PURPOSE

The purpose of this memo is to announce new Career Assessment and Job Readiness pages in the Wisconsin Work Programs (WWP) system and provide guidance on their functionality and use.

BACKGROUND

On February 23, 2019, workers began using the WWP online application to perform Enrollment and the Informal Assessment for the Wisconsin Works (W-2), Transitional Jobs (TJ), and Transform Milwaukee Jobs (TMJ) programs.

[See BWF Operations Memo [19-02](#): *Implementation of Wisconsin Work Programs System - Updates to W-2 Assessment Policies, Informal Assessment Enhancements, and the Discontinuation of the Barrier Screening Tool Web Application.*]

At that time, Career Assessment and Job Readiness pages were envisioned but not included in WWP. Clarification of career assessment requirements, policy, and procedures was issued in September 2019 with BWF Operations Memo [19-17](#).

The **May** 2020 WWP release provides functionality to record results of the required career assessment elements, and answers to job readiness questions. Agency staff will use these results to develop the Employability Plan (EP).

W-2 POLICY UPDATES

W-2 policy updates are summarized below. Relevant W-2 Manual sections are attached with all policy updates incorporated. Policy that was deleted is struck through and policy that was added is underlined.

5.1.1.2 REFERRAL FOR FORMAL ASSESSMENT AT APPLICATION

Current Policy

Career assessments, additional vocational evaluation/assessments, educational needs assessments using standardized educational needs assessment tools, and formal assessments are not eligibility requirements. The worker must never delay eligibility determination and initial placement because one of these assessments is pending.

Updated Policy

WWP functionality now includes a **Job Readiness** page. BWF updated W-2 Manual 5.1.1.2 to add job readiness to the list of assessments for which a worker must not delay eligibility determination or initial placement pending an assessment result.

[See attached updated W-2 Manual section 5.1.1.2](#)

5.1.2 ASSESSMENT AS PART OF ONGOING CASE MANAGEMENT

Current Policy

The following assessments are considered an ongoing activity and are part of general W-2 case management: Educational Needs Assessment, Career Assessment, and the WWP Informal Assessment. The W-2 agency may also use alternative approaches to informal assessment to supplement the information gathered through the WWP Informal Assessment Driver Flow.

Updated Policy

WWP functionality now provides **Career Assessment** and **Job Readiness** pages. BWF updated W-2 Manual 5.1.2 to add job readiness to the list of assessments considered an ongoing activity and part of general W-2 case management, and describes the new **Career Assessment** and **Job Readiness** pages and their use in ongoing case management.

[See attached updated W-2 Manual section 5.1.2](#)

5.2.2 INFORMAL ASSESSMENT INVENTORY

Current Policy

In addition to the information gathered through completion of the WWP Informal Assessment Driver Flow, the informal assessment gathers information regarding an individual's personal strengths, interests and goals; job skills; recent job search efforts; results from career assessments that evaluate work styles, skills, and interests; current neighborhood environment and schools; household budgeting/money management strategies; access to social supports (e.g., family members, church, friends); and other needs or barriers identified by the participant that impede his or her ability to participate in W-2 activities or find and retain a job.

Updated Policy

WWP functionality now provides **Career Assessment** and **Job Readiness** pages. BWF updated W-2 Manual 5.2.2 to specify that the information gathered in the informal assessment includes job readiness, and provides timeframes for completion of the new **Career Assessment** and **Job Readiness** pages.

[See attached updated W-2 Manual section 5.2.2](#)

5.4.2 CAREER ASSESSMENT AT APPLICATION

Current Policy

FEPs are required to develop career goals with all W-2 participants. Career assessment must be offered to all applicants and assigned as an activity on the initial EP.

New Policy

WWP functionality now provides a **Career Assessment** page. BWF updated W-2 Manual 5.4.2 to specify that career assessment results must be posted in WWP.

[See attached updated W-2 Manual section 5.4.2](#)

5.4.3 USING AND DOCUMENTING CAREER ASSESSMENT RESULTS

Current Policy

Upon implementation of WWP phase 1, informal assessment information is gathered through the WWP Informal Assessment. The functionality to capture career assessment results remains in the CARES Work Programs subsystem. W-2 Manual section 5.4.3 identifies requirements for using and documenting career assessment results.

New Policy

WWP functionality now provides a **Career Assessment** page. BWF updated W-2 Manual section 5.4.3 to specify requirements for posting career assessment results in WWP, including related occupations and how the career assessment results are being applied to the EP and activities. Completion of the **Career Assessment** page in WWP replaces the need for PIN comments on CARES screen CMCC.

See BWF Operations Memo [20-05](#) for more information on PIN comment functionality in WWP.

[See attached updated W-2 Manual section 5.4.3](#)

TJ AND TMJ POLICY UPDATES

There are no TJ and TMJ policy updates associated with this memo.

The **Career Assessment** and **Job Readiness** pages in WWP are tools available to workers when covering the informal assessment inventory (see TJ/TMJ Policy Manual section [4.2.1](#)).

CHILDREN FIRST POLICY UPDATES

There are no Children First policy updates associated with this memo.

WWP UPDATES

Updates to WWP include adding a career assessment question on the **Work History** page in the informal assessment, and new **Career Assessment** and **Job Readiness** pages.

WORK HISTORY PAGE

A new question is added on the Informal Assessment, **Work History** gateway page, asking, "Have you ever completed a career assessment either online, in a school setting or through a work program?" (See Figure 1)

The worker selects from Yes/No/Unknown and adds details in a Details Field.

The question is required before the page is considered complete. The Details Field is required when the worker answers "Yes" to the question, otherwise it is optional.

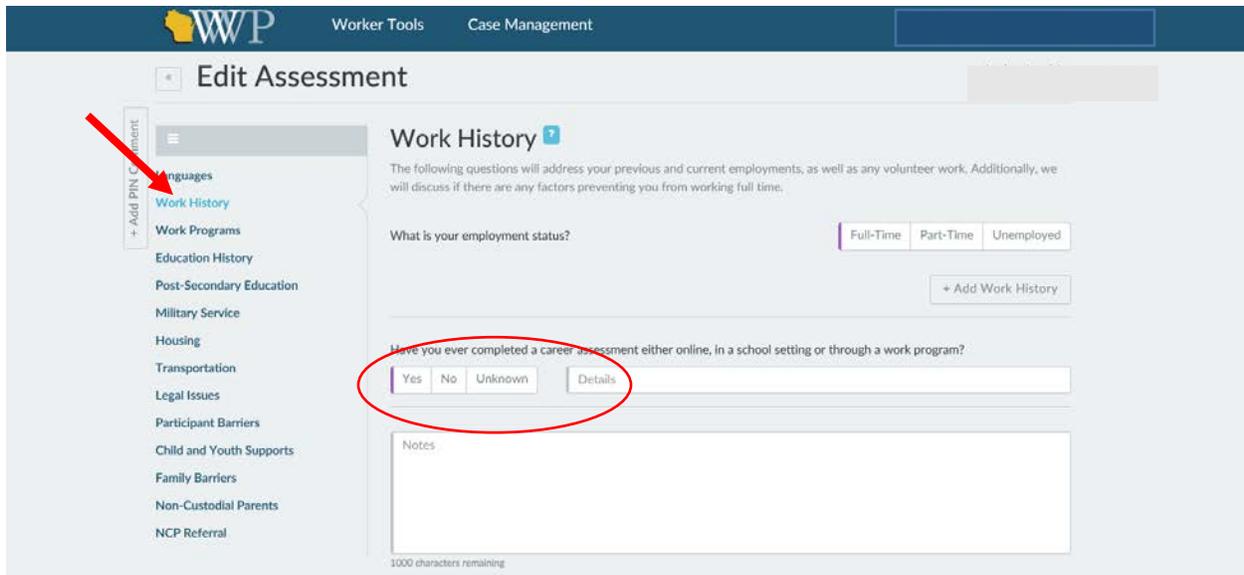


Figure 1 - Career Assessment Question on Work History Gatepost

CAREER ASSESSMENT PAGE

The purpose of the **Career Assessment** page is to provide workers with a place to document results of career assessments that have been completed by a W-2 applicant or participant.

The **Career Assessment** page is a stand-alone page accessible on the Case Management tab. (See Figure 2)



Figure 2 - Career Assessment button on Case Management tab

When the Career Assessment button is selected, the **Career Assessments** page is opened. From this page, the worker can view existing career assessment results and add new career assessments. (See Figure 3)



Figure 3 - Career Assessments page

Selecting the Add Career Assessment button brings up the **Add Career Assessment** page. (See Figure 4).

Figure 4 - Add Career Assessment page

All data elements are required on the **Add Career Assessment** page except adding a Contact. The Element(s) dropdown is multi-select to select one or more Elements (Work Styles, Skills, Interests, or Other) to document a career assessment.

It is possible that a worker may need to record an assessment result for one Element and return on a different date to record assessment result for a different Element. Workers can return to the **Career Assessments** page to add new assessment results for any of the Elements listed above. All prior data will be stored in a list view.

NEW CONTACTS TITLE – CAREER/VOCATIONAL SERVICE PROVIDER

A new Contact Title - Career/Vocational Service Provider – is added to the Contacts Application. It is optional to enter this information in the Contacts App on the **Add Career Assessment** and **Edit Career Assessment** pages. (See Figure 5)

Figure 5 - New Contact Title: Career/Vocational Service Provider

LINK TO SKILL EXPLORER

A link is provided on the **Add Career Assessment** and **Edit Career Assessment** pages to the Department of Workforce Development's [Skill Explorer](#) online application. The purpose of this functionality is to facilitate exploration of occupations that share similar knowledge and skills with an individual's current job or a job of interest. This discussion can help broaden the program employment goal to a field of interest or an industry sector for individuals who are not ready to identify a specific career field when the EP is initially developed.

JOB READINESS PAGE

The purpose of the **Job Readiness** page is to provide workers with a way to ask questions designed to guide conversation related to an individual's preparedness for employment and document the answers to those questions.

The **Job Readiness** page is a stand-alone page accessible on the Case Management tab. (See Figure 6)



Figure 6 - Job Readiness button on Case Management tab

When the Job Readiness button is selected, the **Job Readiness** page is opened. A series of questions are displayed related to Work Preferences, History, Applications, Interviews, and Contacts. Once responses are recorded, they remain until they are updated/edited. There is no history mechanism associated with this page. The worker can update responses at any time.

The following table provides the questions and response parameters.

Work Preferences Questions		
What kind of a job would you like?	Details Field (380 characters)	Required
What about that job interests you?	Details Field (380 characters)	Required
What kind of training or experience do you think you might need for that job?	Details Field (380 characters)	Required
Can you name some places (companies or organizations) where that job may be available?	Details Field (380 characters) Check box to indicate "unknown"	Either Details Field or check box must be completed.
Are there any work situations or jobs you prefer to avoid?	Details Field (380 characters)	Required
What is your ideal work schedule?	Drop-Down with selections for START and END times of day	Required
	Details Field (380 characters)	Not Required
How far are you willing/able to travel to get to work?	Travel Time: Details Field for # of hours (120 characters)	Required
	Distance: Details Field for # of miles (120 characters)	Required
History Questions		
Tell me about your last job.	Details Field (380 characters)	Required
Tell me about a time you felt proud of something you accomplished.	Details Field (380 characters)	Required

What are your greatest strengths?	Details Field (380 characters)	Required
What areas would you like to improve on?	Details Field (380 characters)	Required
Application Questions		
Are you comfortable submitting an online job application?	Select Yes or No	Required
	Details Field (380 characters)	Not Required
Do you have a current resume and a cover letter?	Select Yes or No	Required
	Details Field (380 characters)	Not Required
Do you have three personal or professional references for a job?	Select Yes or No	Required
	Details Field (380 characters)	Not Required
Do you have the documents needed for employment (such as a social security card)?	Select Yes, No, or Unknown	Required
	Details Field (380 characters)	Not Required
Interview Questions		
Tell me about your last job interview.	Details Field (380 characters)	Required
Is there anything you would not want a potential employer to see on your Facebook or other social media?	Select Yes or No	Required
	Details Field (380 characters)	Not Required
Do you have an outfit to wear to a job interview?	Select Yes or No	Required
	Details Field (120 characters)	Not Required
Contact Questions		
Do you have a phone number that employers can use to contact you?	Select Yes or No	Required
	Details Field (120 characters)	Not Required
Do you have access to voice mail or text messages on this phone?	Select Yes or No	Required
	Details Field (120 characters)	Not Required
Do you have an email address that employers can use to contact you?	Select Yes or No	Required
	Details Field (120 characters)	Not Required
Can you access your email on a daily basis?	Select Yes or No	Required
	Details Field (120 Characters)	Not Required

NOTE: A link is provided to the Wisconsin Lifeline Phone Services [Brochure](#). This program can help low-income customers reduce their telephone bills by reducing the basic monthly charge for one telephone line.

If the worker cannot complete the **Job Readiness** page in one appointment, the incomplete page may be saved by selecting the Save with Errors button. (See Figure 7) This functionality is a design feature that allows workers to save partial data.



Figure 7 - Save with Errors button

JOB READINESS ACTION NEEDED ITEMS

The worker now has the ability to select Action Needed items on the **Job Readiness** page. (see Figure 8) This functionality is similar to other WWP Informal Assessment pages (e.g., Housing, Transportation, Legal Issues).

Completion of Action Needed will become mandatory after all questions on the **Job Readiness** page are complete. The worker must either select “No Action Needed” or select at least one action item from the list.

Click [+] to select the Action Needed, in this example, Refer for Clothing Resources.

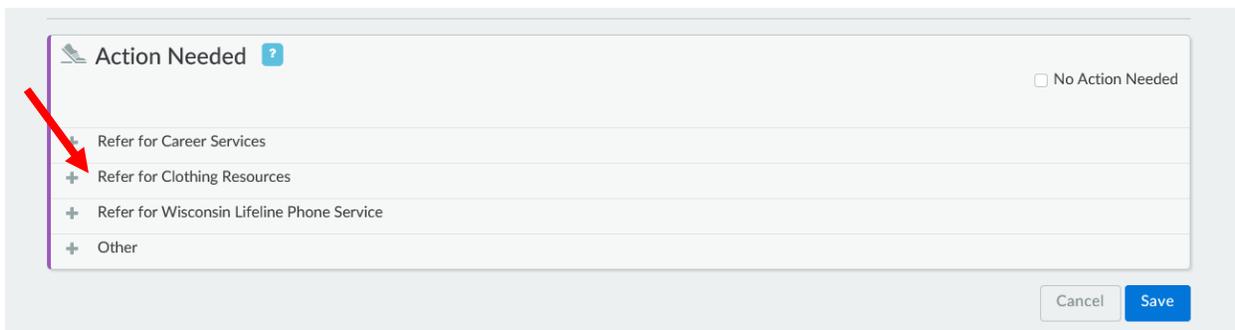


Figure 8 - Action Needed, highlighted purple to indicate it is mandatory

Job Readiness action items can also be added from the Action Needed app. (See Figure 9)



Figure 9 - Action Needed application

TRAINING

The Partner Training Team is updating training materials to reflect these updates.

AGENCY ACTION

W-2 agencies must discuss the policy updates and clarifications with staff. W-2 agencies must also update any relevant local agency procedures.

Upon release of the functionality described in this memo, TJ/TMJ contractors should become familiar with the ability to record career assessment results and job readiness information in WWP.

ATTACHMENTS

[W-2 Policy Manual updated sections](#)

CONTACTS

For W-2 Policy Questions: DCFW2PolicyQuestions@wisconsin.gov

For Children First Policy Questions: BCSINFO@wisconsin.gov

For TJ/TMJ Policy and Processing Questions: DCFDFESBWFContracts@wisconsin.gov

For W-2, TJ/TMJ, and Children First CARES and WWP Functionality Questions: BWF Work Programs Help Desk BWFworkprogramsHD@wisconsin.gov

DCF/DFES/BWF/DH