



STATE OF TENNESSEE
DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT
DIVISION OF WORKFORCE DEVELOPMENT
220 French Landing Drive
Nashville, TN 37243-1002
(615) 741-1031

October 12, 2007

Workforce Investment Act (WIA) Memorandum Division WFD Number 07-34

Topic: Career Readiness Certificates

Subject: WIA Policy Relative to Implementation of the Career Readiness Certificate Program

Background: The Career Readiness Certificate (CRC) is a portable, job skills certification that measures an individual's ability to perform three main functions required in 90% of all jobs according to American College Testing (ACT). These functions are Reading for Information, Applied Mathematics, and Locating Information. The CRC will carry the signature of the Governor of Tennessee as well as the Commissioner of the Department of Labor and Workforce Development. On the back of the certificate will appear a list of tasks that the applicant has mastered during the CRC process. The certificates are based on a score achieved using the ACT WorkKeys® Assessment.

From July 2005 to October 2007, the state conducted a successful CRC pilot program in four Local Workforce Investment Areas (LWIAs). In June 2007, the pilot was expanded to include many of the Tennessee Technology Centers. The pilot was intended to generate best practices and program models that could be replicated in the event of statewide implementation. Upon issuance of this memorandum, the items addressed herein will supercede any former practices allowed as part of the pilot.

Instructions: *Roles and Responsibilities*

Job Service (JS) will be responsible for informing job seekers (as directed by the Employment Security Division), who are registered, about the CRC and for making referrals to WIA.

WIA administrative entities and staff will be responsible for delivering assessments, for delivering instructional support where appropriate and for arranging for job profiles as determined appropriate by the LWIA.

Upon submission of the appropriate documentation, the department's **Division of Workforce Development** will be responsible for issuing Career Readiness Certificates to LWIAs and other entities (in state government) that administer WorkKeys. Any monitoring efforts should be coordinated with the division; the state will provide directions for future monitoring.

Procedures

WIA staff administering the CRC WorkKeys Assessment process will accept the applicant referral from Job Service. After the referral is received, it is recommended that the applicant schedule a time to take the WorkKeys Pre-Assessment prior to the WorkKeys Assessment. If the applicant takes the WorkKeys Pre-Assessment and scores less than level 4, then Remediation will be encouraged before the WorkKeys Assessment is given. If no Remediation is required, the applicant will be scheduled for the WorkKeys Assessment. Please note that the WorkKeys Assessment can only be given to an applicant once every 30 days (according to ACT rules).

The WorkKeys Assessment should only be used for purposes of issuing a CRC as a work readiness certificate. The WorkKeys Assessment should not be used for the purposes of documenting educational attainment. The WorkKeys Assessment should not be used as a Pre-training Assessment for Trade Act participants, and its use as a Pre-training Assessment for WIA is not encouraged.

Based on the applicant's score, a CRC level will be assigned as follows:

- Gold requires a minimum score of 5 in all areas.
- Silver requires a minimum score of 4 in all areas.
- Bronze requires a minimum score of 3 in all areas.

(The lowest score received will determine the level of the participant's certificate.)

After the WorkKeys Assessment has been given, the results will be immediately entered into eCMATS in order to provide the results to Job Service.

For purposes of WIA performance, the assessments and associated instructional support are an unregistered core service. Individuals receiving the CRC WorkKeys Assessment activity only, will be counted solely in state level performance outcomes. CRC WorkKeys Assessment participant records may be included in Data Validation and Program Accountability Review (PAR) monitoring samples.

Data Entry and Documentation Requirements for those individuals in the CRC project only:

Data Entry:

The following is a list of the minimum required fields for data entry into eCMATS.

Basic eCMATS Registration	WIA Application	Eligibility	Activity	Assessment	Detail Intake -- Concurrent Participation	Exit
SSN	US Citizen	General Eligibility	WorkKeys Assessment activity	WorkKeys Assessment scores	Enter CRC Only	System Soft Exit
Name	EEO information	Program Specific information (Adult, Dislocated or Youth)				
Date Of Birth	Education Status/Highest Grade Completed					
Gender	Employed					
Veteran	Individual with a Disability					
Address	MSFW employment					
	MSFW Threshold					
	Military information					

Documentation/Performance:

The following is a list of the minimum requirements for Data Validation and PAR review.

Data Validation	Program Accountability Review
Date Of Birth	SSN
Military Information	Date Of Birth
Education Status/Highest Grade Completed (Youth Only)	Military Information
Employed	EEO Information
Program Participation Date	Grievance & Compliance
Date of Exit	Adult, Dislocated, Youth Eligibility Requirements

Please note that all other data requirements remain the same. For a complete list, please refer to:

Tennessee Department of Labor and Workforce Development	United States Department of Labor Employment & Training Administration
Monitor Review & Grantor Program Information Template 2007-2008	Data Reporting and Validation System (DRVS) User Handbook for DRVS 7.0 August 2007
E-CMATS WIA Program Manual October 2007	Training and Employment Guidance Letter No.17-05 Change 1 as revised 10/10/2007
Technical Assistance Manual Revised August 2005	
WISPR Data Element Tool Draft October 2007 To be released November 2007	

Job Service staff will interview the applicant/participant and complete eCMATS registration of the individual. Interviewers should strongly encourage applicants to seek the CRC. The applicant will be able to continue with routine Job Service services, job search, and referrals to jobs, etc. throughout the CRC process. All applicants seeking a CRC will be referred to WIA for a CRC WorkKeys Assessment. Applicants initiating contact with WIA for the CRC WorkKeys Assessment will be directed through JS for registration and referral to WIA in order to maintain system accuracy for file search purposes.

The applicant's Job Service Application will be updated in eCMATS to indicate the highest level of achievement in the CRC process (Bronze, Silver, or Gold). If the applicant does not successfully accomplish certification, a response regarding such will be noted in eCMATS.

Submission of Results and Issuance of Certificates

WIA staff will fax weekly submissions to the Division of Workforce Development at 615-741-3003. These weekly submissions should include a cover letter with a summary of all the participants' names and corresponding levels of achievement, in addition to the individuals' score sheets. The division will use this information to print the CRC.

The schedule for submission is:

Monday: LWIAs 1, 2, 3, 4

Tuesday: LWIAs 5, 6, 7

Wednesday: LWIAs 8, 9, 10, 11

Thursday: LWIAs 12, 13, and all Tech Centers

Friday: All late submissions

Ongoing Coordination with Job Service

The participant will be advised to keep his/her application active with JS for potential CRC job openings. This contact should be made at least once every 90 days. Job Service will post all job orders. At the employer's request, JS will indicate the CRC level preference; a WorkKeys Assessment can be required. Pooled applicants will be notified of potential job matches (via routine JS notification process--telephone or mailer).

Applicants seeking a CRC WorkKeys Assessment where no employer or Job Order exists must be registered with Job Service and be referred to the LWIA for service (necessary assessments). This will allow Job Service to build a pool of applicants with CRCs for future file-search and referral purposes. A Job Order must be entered by Job Service if an employer is involved in the CRC process.

The employer must indicate a minimum preference of CRC skill level (Bronze, Silver, or Gold) on the Job Order. If there is no preference of skill level, the Bronze level will be the preference by default. In order for a CRC to be required, the occupation must be profiled prior to accepting the Job Order.

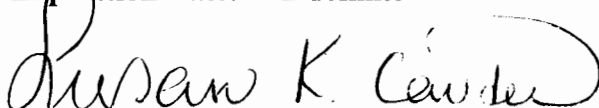
The LWIA will provide final a determination on profiled occupations. The employer can only prefer a CRC skill level if the occupation has not been profiled. Minimum occupational qualifications established on the Job Order must be met before a referral to the LWIA for a WorkKeys Assessment can be made (e.g., education, experience). Normal Veteran Priority and file-search procedures should be followed for all Job Orders.

A referral to the LWIA for a CRC WorkKeys Assessment will be considered a referral. Job Service should post the referral in eCMATS on a Job Order.

Contact: For questions regarding this policy, please contact Susan Cowden, Administrator, Division of Workforce Development at 1-800 255-5872.

Effective Date: October 15, 2007

Expiration Date: Indefinite



Susan Cowden, Administrator
Workforce Development