

EMPLOYABILITY ASSESSMENT GUIDELINES

This document compliments the Work Services Procedures Manual section 1007-2

This is a guideline for conducting the employability assessment (EA) interview. The interview information is then transferred to the appropriate sections of the mandatory client note (CLNO) template. This document is intended to assist you in guiding your conversational interview.

This assessment must be completed within 30 days of referral to Work Services. The assessment must be strengths based and must contain a thorough assessment of education, employment history, and challenges with mental health, substance abuse and domestic violence. This interview should help you obtain the pertinent information necessary to help guide the client toward self-sufficiency.

PARAMETERS

- Seek to build a rapport that offers a comfortable environment to exchange information.
- Communicate a clear expectation of the program being temporary, time limited and in most circumstances, work first.
- Maintain professional boundaries at all times in all communication. You are their case manager in a professional relationship, not their friend or therapist.
- The client needs to assume responsibility for activities and utilize you as a resource, not as security.

BEGINNING THE INTERVIEW

- Greet client and make introductions.
- Relate the purpose of the meeting, anticipated length and what needs accomplished.
- Verify their name. Do they go by their given name?
- What has occurred that caused you to apply for temporary assistance?
- Confirm their household composition, absent parent, number of months of TA used, phone numbers, email and address.

EMPLOYMENT HISTORY/WORK SKILLS/EXPERIENCE

- Are you currently working?
- When was the last time you worked?
- What type of jobs have you worked in and for how long?
- How have you been supporting yourself up until now?
- What type of work are you good at?
- Tell me about your computer skills

EDUCATION AND TRAINING/WORK READINESS

- Tell me about your education – do you have a high school diploma or GED? If you didn't finish school, what happened?
- Did you have any challenges in school (IEP)?

- Do you have any additional training, college or special licenses?
- What have you been doing to find work?
- Do you have a resume?
- Are you registered on ALEXsys?
- What type of work would you like to be doing?
- Do you know what it would take to get that job?
- Do you have a criminal record that affects your job search? :
- Are you currently working with the court system?
- If offered a job tomorrow, could you accept it?

PERSONAL HISTORY

- Do you have safe and affordable childcare?
- What are your childcare needs?
- What is the absent parent's involvement with you and the children?
- Who is the absent parent? Where do they live?
- Do your children have any challenges that need resolved?
- Are you currently caring for a disabled child or adult?
- Are you working with other agencies on their behalf?

CHALLENGES:

- Are you physically able to work?
- Can you pass a drug test? If no, do you feel you need rehab or are you in rehab?
- Do you feel safe from domestic violence?
- Do you have any learning disabilities or other disabilities that affect your ability to work?

FAMILY SUPPORT SYSTEMS (names of people who help the family & with what):

- Who do you go to for advice when you need it?
- Who are the people that you can count on if you need help with things?
- Do you rely on community agencies, churches, tribal affiliations, family, friends

BUDGET DISCUSSION AND SUPPORTIVE SERVICES NEEDED OR DISCUSSED:

- Discuss budget form, shelter, food, transportation and clothing

HOUSING (current cost, concerns, safety):

- Do you have safe and affordable housing?
- If not, discuss things like AHFC, subsidized housing, heating assistance, weatherization, shelters, etc.

TRANSPORTATION (ADL, vehicle type, condition, gas mileage, insurance, needs):

- Do you have reliable transportation? Type of car, gas mileage, insurance?
- Do you have a valid driver's license?
- If you don't have transportation, how do you get where you need to go?

HAS FAMILY RECEIVED 57+ MONTHS OF TA? (arrangements to hold staffing):

- Look at CMS summary screen

DOES FAMILY HAVE AN ACTIVE PENALTY? (discussion):

- Look at caseload report or WOSA

JOB REFERRALS TODAY:

- Look over the ALEXsys job list and make referrals
- Discuss other ways to seek work: look on bulletin boards, in the newspaper, go online to Craig's List, Indeed, Monster, network with friends and family

GOAL DATE TO EXIT TA (is it realistic? What are their plans to achieve this?):

- What do you feel is a realistic date for you to no longer need cash assistance?

ENDING THE INTERVIEW

- Ensure EPI is reviewed, discussed, signed and dated
- Develop the FSSP following the SMART FSSP guide, review it with client, sign and date it
- If FSSP is being mailed, when it is due back
- Set FSSP review appointment for next month
- Discuss 60 month time limit and the number of months already used
- Discuss work search requirements, timesheets and penalties
- Discuss PASSI, thread, review and sign childcare forms, if applicable
- Review and complete Families First forms if applicable and discuss whether a Family Support Team meeting is a good idea.

FRAMING THE INTERVIEW

The interview will be different for every family and every case manager. This script is not intended to be used verbatim. The interview should be framed in a conversational manner where you ask open-ended questions that provide detailed information. This must be balanced with the time allotted and the information we need. You need to keep the interview focused and redirect the client back to the Employability Assessment format.

A family who is new to Temporary Assistance (TA) will need you to spend more time discussing the program and requirements. An example is below.

A family who has received TA in the past may be able to share their knowledge of the requirements with only clarifying information from you.

A family who has received TA long-term or has returned to TA multiple times may need little explanation and you can move forward with developing their family plan.

EXAMPLE OF BEGINNING THE INTERVIEW WITH A FAMILY WHO IS NEW TO TA

My name is xxxxx. You submitted an application for Temporary Assistance and I am the Case Manager assigned to your case. I will work with you to become self-sufficient. Someone else, an Eligibility Technician, will determine whether you are eligible for Temporary Assistance.

We have a lot to go over today and it will probably take us 45 to 90 minutes. First I will explain the program, then we'll go over the rules and then I am going to ask you a lot of questions so I can get to know you better.

DPA has 3 main programs for low income families. You may have applied for some or all of these.

First there is the **Food Stamp** program and the Medicaid program. Both programs require that a family is low income. There is no time limit and you don't have a case manager.

Then there is **Alaska Temporary Assistance Program**. This program also requires your family to be low income and have a child in your home under the age of 18. This program has a 60 month lifetime limit nationwide. Everyone who applies for ATAP is assigned a Case Manager.

The Case Manager's job is to assist you in becoming self-sufficient. I also help you to understand and comply with the rules of the program. It's important for you to know that whatever amount of money you receive from DPA, whether its \$1.00 dollar or more, counts toward your 60 month lifetime limit. Regardless of the amount you receive, you are required to participate in 40 hours of work activities every month and you must provide me with proof of what you completed. *(at this point, it's very common for a client to bring up their challenges. Don't get lost in the challenges here, indicate you will address them a bit later).*

After I ask you some questions and once we get towards the end of the interview we will write a plan of what you'll do each month and how you will prove what you did. Some of the things you can do are to: look for a job, accept a job, do approved volunteer work, attend training, complete medical treatment, etc. There may be other things you can do too that we can discuss.

There will be time to think about this and ask questions. For now, do you understand the expectations? Do you have any questions yet? Also, at any time you can withdraw your application for any program. Are you ready to get started with the questions?