

# New Jersey

## Workforce Innovation Notice 9-17(A)

**TO:** Workforce Development System

**SUBJECT:** Initial Intake and Assessment Form

**From:** John Bicica, Chief  
WDB Coordination and Support

**DATE:** February 15, 2018

### Purpose

To provide one-stop career centers with the *New Jersey Intake and Initial Assessment Form*.

### Background

Training and Employment Guidance Letter (TEGL) 19-16 discusses various strategies that can be undertaken to coordinate services among one-stop career center partners, including the development of common intake forms. To this end, representatives of the New Jersey Department of Labor and Workforce Development (LWD) and representatives of local workforce areas worked together to develop the *New Jersey Intake and Initial Assessment Form*. This form (**Attachment 1**) is based on the required fields in the newest version of America's One-Stop Operating System (AOSOS), the case management system used by the Workforce Innovation and Opportunity Act (WIOA) Title I and Title III Employment Service (ES) partners.

### **Using the Initial Intake and Eligibility Form**

This form is primarily intended to be given to first-time one-stop customers to provide the vital information that will assist partners in making an initial assessment of the customer's needs. Customers should be able to complete the form themselves, though staff can provide assistance as needed. Underlined sections represent required AOSOS fields and must be completed.

Certain responses will require the completion of **Form D (Attachment 2)**. This form is the standardized self-certification form, which is "*Form D*" in the Eligibility Guidelines. This form only needs to be completed if the customer indicates they are an individual with a disability or have barriers to employment not described on the intake form.

The information on **Form D** is entered into the appropriate AOSOS fields. For example, Information about the existence of, and nature of the disability for non-military service related disability would be entered in the **Disability Status** and **Disability Category** fields in the Eligibility Tab. Service-related disability information is entered into the **Service Disability** field on the **Add'l Info** tab. Information related to offender status would be entered in the **Offender Status** Field in the **Legal** tab of the Comprehensive Assessment tab.

### **Social Security Numbers**

Social Security Number is a required field; when a customer does not provide a Social Security Number, select “Not Disclosed” from the drop down menu in AOSOS. Staff never record a pseudo-social security number in AOSOS.

### **Veterans**

Any time a customer identifies themselves as a veteran, intake staff must complete the Disabled Veteran Opportunity Program (DVOP) Eligibility Checklist (**Attachment 3**). If a veteran customer indicates “Yes” to any of the seven Significant Barriers listed on the checklist, they are to be referred to a DVOP staff member. All other veterans and eligible spouses of veterans are referred to the appropriate one-stop staff and are accorded priority of service as detailed in NJWIN 11-16, Change 1.

### **Income Info**

There are two required fields on the **Eligibility** tab under Income Info: **Lower Living Standard** and **70% LLSIL**. These do not appear on the *Intake and Initial Assessment Form*. Employment Service (ES) staff registering customers only for Labor Exchange services will always select “Not Disclosed” from the drop down menu for both of these fields. WIOA Title I staff will only select “Yes” when the appropriate documentation is provided by the customer as per the eligibility guidelines.

### **Military Spouses**

When a customer indicates they are a Spouse of Active Duty Service Member, Service Member Widow or Spouse of a Disabled Veteran, ES staff may select “Other Eligible” under **Military Service** on the **Add'l Info** tab. WIOA Title I staff must obtain verifying if the customer is seeking funded services.

**WIOA Title I Staff only**-If a customer selects “Yes” for “If spouse of active duty member has your income been affected by your spouse’s deployment,” on the intake form, and they also indicated they are a homemaker, the customer may be eligible as a dislocated worker. This would be recorded as Category 6-DW Spouse of Member of the Armed Forces in the **Reason for Leaving** field on the **Work Hist.** tab. See the Adult and Dislocated Worker Eligibility Guidelines for details on the requirements and documentation.

### **Assessments**

Information on whether a customer has received assessment(s) in the last six months can be recorded in Comments. Staff can recommend to customers that they can bring the results of the assessments to the office if they are seeking funded WIOA Title I services; the results of these assessments can be used by one-stop staff to avoid duplication and expedite provision of services.

**Native Language**-This information can be recorded in Comments, and can be used to determine if a customer is an English Language Learner (see below).

The required AOSOS fields **Basic Skills Deficient/Low Levels of Literacy**, **Cultural Barriers to Employment** and **English Language Learner** do not appear on the *Intake and Initial Assessment Form*. Below is guidance that can be used to determine how to complete these fields in AOSOS.

**Basic Skills Deficient/Low Levels of Literacy**-Staff will select “Yes-Basic Skills Deficient” if the customer has received a standardized assessment that indicates they have English Reading Writing or computing skills at or below 8<sup>th</sup> grade (8.9). “Yes-Low Levels of Literacy” will be selected if 1) the customer has indicated they do not have a High School diploma or its equivalent and are not currently enrolled in a

secondary education program, or 2) they are currently enrolled in a WIOA Title II program. Staff will select “Both” if applicable.

**Cultural Barriers to Employment (Employment tab)**—If a customer self-identifies as possessing attitudes, beliefs, customs or practices that influence a way of thinking, acting or working that may serve as a hindrance to employment using **Form D**, staff will select “Yes” from the drop-down menu. Otherwise select “No.”

**English Language Learner**—If customer has limited ability in speaking, reading, writing or understanding English and their native language is other than English OR the live in a family or community where a language other than English is the main language, they are an English Language Learner. Staff will select “Yes” for this field if the person selects a language other than English for their Native Language **and** 1) the staff determine they have limited ability to utilize English or 2) the customer indicates they live in a family or community where a language other than English is the main language. Also, if the customer selects a language other than English as their Native Language and they are enrolled in a Title II program, or has been determined eligible for Title II services in the one-stop, staff will check yes for “English Language Learner.”

#### **Desired Job Titles (Objective Tab)**

Customers will be asked to enter desired Job title(s). When entering these titles into AOSOS, staff will enter this information in **Desired O\*Net** on the **Objective** tab. AOSOS allows up to five job titles to be entered. Entering multiple titles is encouraged, as it maximizes opportunities for job matching.

#### **Work History (Reason for Leaving)**

The options provided on the form for **Reason for Leaving** under **Work Hist.** tab are: Lack of Work/Layoff; Fired; Medical/Health; Quit; Retired; Still Employed; Strike. These options are available in the corresponding **Reasons for Leaving** field in AOSOS; however, AOSOS also provides for six categories of dislocated worker eligibility in this field, which do not appear on the form. WIOA Title I staff would enter one of the six dislocated worker categories as appropriate; ES staff will generally enter only one of the options on the form selected by the customer. ES who are conducting Reemployment Services and Eligibility Assessment programs would enter Category 1-DW for appropriate customers as instructed in NJWIN 8-16 Change 1.

#### **Certificate/Licenses, School and Professional Association (Ed/Lic Tab)**

If customers leave these fields blank, staff check the “Information Not Provided” box.

#### **Additional Skills (Skills Tab)**

Customers are encouraged to provide any additional skills that they may possess.

#### **Confidentiality**

Because the information on **Form D** is confidential, completed forms should be kept in locked files, and data entry of the information should be restricted to counselors with access to the confidential counseling tab.

## **Documentation and Data Entry**

**Employment Service**—Customers have no documentation requirements to register for Labor Exchange services and all information provided on the form by the customer is to be accepted and entered into AOSOS if they are registering only for Labor Exchange services

Each one-stop operator will inform the ES managers regarding their local area’s policy regarding the retention of the Intake and Initial Assessment Form. Regardless of local policy, ES personnel will always retain the Form (and completed DVOP Checklists and Form D as necessary) if the customer:

- Completes **Form D**
- Indicates they are Homeless/Runaway
- Indicates they are an Offender
- Indicates they are a pregnant/parenting youth

These documents should be kept in the same space as the co-enrolled RESEA customer records, but folders should clearly delineate whether they are a regular ES registration or RESEA. When a customer whose information is entered into AOSOS through the intake form is referred to WIOA Title I services, the documents must be made available to the Title I staff. When the document upload feature becomes available in AOSOS, the form can be scanned and stored digitally.

**WIOA Title I**—When a customer seeks funded services under WIOA Title I programs, documentation must be provided for certain information. For a customer to enroll in funded WIOA Title I services, the appropriate documentation must be obtained for the following:

- Social Security Number (If provided)
- Date of Birth
- School Status (If enrolling as WIOA Title I Youth)
- Disability (If indicated on Form D/AOSOS record)
- Military Status (If “Yes” on Intake Form/AOSOS record)
- Citizen/Lawfully Admitted Alien Authorized to Work in US
- Housing—Foster Care; Aged out of Foster Care
- Dislocated Worker Status (As necessary)
- Other eligibility requirements as per the appropriate eligibility guidelines

The AOSOS record must be changed if the appropriate documentation is not provided. For example, if a customer indicated they are a veteran when they registered with ES, but are unable to provide verifying documentation when enrolling in WIOA Title I-funded services, the AOSOS record must be changed accordingly.

The signed *Intake and Initial Assessment Form* indicating that one or more of the following data elements apply to a customer is sufficient for WIOA Title I documentation purposes for monitoring and validation:

- Homeless/Runaway
- Offender
- Pregnant/Parenting (Youth)

## **Staff Use Only Section**

One-stop staff can use the information gathered from the *Intake and Initial Assessment Form* to make initial determinations related to categories for which customers may be appropriate. For example, if a customer indicates they are working part-time but are seeking full-time work, the underemployed

category box may be checked and recorded in AOSOS. WIOA Title I staff can utilize the form to help them identify customers who may be eligible for the Adult, Dislocated Worker or Youth programs, and their barriers to employment.

**References**

NJWIN 8-16 Change 1; NJWIN 3-16

**Action Required**

This guidance and its attachments should be shared with all staff member who conduct initial intake activities. Staff are reminded that they must continue to provide all other required forms, such as equal opportunity acknowledgement forms.

**Rescissions**

None

**Authority**

New Jersey Department of Labor and Workforce Development	X
State Employment And Training Commission	

**Questions**

For questions regarding this guidance contact John Bicza, Chief, WDB Coordination and Support, at [john.bicza@dol.nj.gov](mailto:john.bicza@dol.nj.gov).

**Attachments**

**1. New Jersey Intake and Initial Assessment Form**

[http://www.nj.gov/labor/wioa/documents/techassistance/NJ\\_Intake\\_Assessment\\_Form.pdf](http://www.nj.gov/labor/wioa/documents/techassistance/NJ_Intake_Assessment_Form.pdf)

**2. Form D (Self-Certification Form)**

[http://www.nj.gov/labor/wioa/documents/techassistance/NJ\\_OSCC\\_SelfCertification.pdf](http://www.nj.gov/labor/wioa/documents/techassistance/NJ_OSCC_SelfCertification.pdf)

**3. Disabled Veteran Outreach Program Checklist**

[http://www.nj.gov/labor/wioa/documents/techassistance/DVOP\\_Eligible\\_Veteran\\_Checklist.pdf](http://www.nj.gov/labor/wioa/documents/techassistance/DVOP_Eligible_Veteran_Checklist.pdf)