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ÓCCommunity Resources

August 13, 2021

To: WIOA and Other Subrecipients of the Orange County
          Workforce Development Area

From: Carma Lacy
          Director of Workforce Development

Subject: ACT WorkKeys Desk Procedures

PURPOSE
To provide guidance to the Service Providers on the implementation and process to be used for the ACT WorkKeys Curriculum provided through the One-Stop Centers.

EFFECTIVE DATE
This desk procedure is effective immediately upon issuance.

BACKGROUND
Providing the opportunity to complete certificates is a service offered to participants through WIOA programs. ACT WorkKeys is an online platform that offers assessments to build essential skills for personal development and acquire skills critical to workplace success and certification programs that are an indication of career readiness and workplace success.

Through this program, the following are offered:
1. National Career Readiness Certificate (NCRC)
   - Applied Math
   - Graphic Literacy
   - Workplace Documents
2. Essential Skills Courses
   - Customer Service
   - Working in Teams
   - Work Discipline
   - Interpersonal and Business Communication
   - Problem Solving and Critical Thinking

Individuals can complete both the NCRC Certificate and all the Essential Skills Courses or choose to complete any combination of the above courses. There are no restrictions on selection of ACT WorkKeys and Essential Skills Courses.

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SANTA ANA, CA 92705
PHONE: 714.480.6500
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Eligibility

ACT WorkKeys enrollment is open to any individual (youth and adult) interested in improving their skills.

Registration

A potential participant can register for an orientation session in the following ways:

- Register on the Orange County One-Stop webpage at https://www.oconestop.com/act-workkeys.
- In-person registration at the One-Stop Center. The One-Stop Operator staff will provide an on-the-spot orientation and enroll interested participants directly into the ACT portal.
- Referral to the One-Stop Operator from a One-Stop System Service Provider/Partner using the CalJOBS referral method.

Responsibilities and Procedures

1. OCWDB

   Collect ACT WorkKeys data on the monthly One-Stop Operator and Service Provider performance reports. CID staff may use the submitted ACT performance data to provide technical assistance to Service Providers.

2. One-Stop Operator

   - Monitor the ACT Registration Page daily; by end of next business day contact interested individuals by phone or email and invite them to an orientation session.
   - Enter each ACT WorkKeys participant into VOS Greeter every time the participant enters the center to complete program activities (i.e. orientation, course study time, exam).
   - Facilitate a combined ACT WorkKeys Orientation session and WIOA/One-Stop Center introduction at least twice a week (1 AM and 1 PM session).
   - Ensure Service Provider staff are aware of the orientation schedule to facilitate referral to WIOA services.
   - Assist individuals with CalJOBS registration, as needed.
   - Register interested individuals into the ACT portal and provide technical assistance to individuals with the ACT portal, as needed.
   - Provide access to ACT Pre-Testing for the following assessments: Workplace Documents, Applied Math, Graphic Literacy.
   - Follow protocols to administer the ACT WorkKeys and Essential Skills Courses and start participants on their ACT studies according to the ACT Workkeys Administration User Guide available from CID.
   - Ensure participants have access to the resource room, loaner laptop, and/or a private room with equipment, as needed, in order to complete the ACT curriculum and testing.
   - Monitor progress of studies and check-in with each Basic Career Services individual at least monthly via ACT messaging tool, telephone or email.
   - Compile reports for the previous month from ACT portal for WIOA/partner co-enrolled participants and provide to Service Providers/Partners by the 5th of the month.
   - If a participant is no longer interested in the program or has made no progress with their studies within three months, the participant should be exited from the program.

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It is expected that participants will take a maximum of 6 months to complete each course.
- Coordinate and proctor the ACT WorkKeys exams for participants using the ACT WorkKeys Online Testing Manual available from CID.
- Print certificates and provide to the participants who pass their exams. Refer to Attachment I for score descriptions.
- Provide testing scores to Service Providers and Partners.
- A participant who scores below 3 (bronze level) is allowed to retake the exam once. Individuals must have a study plan before retaking an exam and cannot retake an exam until 90 days have elapsed from first exam date.
- Recommend to ACT participants to update resume upon attainment of certificate.
- One-Stop Operator is to ensure that ACT WorkKeys participants have the opportunity to utilize all One-Stop Center Basic Career Service resources, including:
  o Identifying employment opportunities
  o Receiving support during their job search while in the resource room
  o Access to other One-Stop Center trainings, such as: Interview Tips and Best Practices, How to: Resumes and Cover Letters, Selling Your Strengths, Virtual Mock Interviews, and Soft Skills Parts 1 and 2

3. Title I Career Services Providers
- Refer interested Adults, Dislocated Workers, and Youth to the One-Stop Operator for ACT WorkKeys using the CalJOBS referral process.
- Ensure a program staff (Adult/DW, Youth) attends each ACT WorkKeys Orientation Session to initiate assessment process for individuals interested in WIOA Services.
- Complete referrals to partners and/or enrollment into WIOA programs, as applicable.
- Notify One-Stop Operator of all co-enrolled participants after each orientation session.
- Use CalJOBS activity codes as follows:
  o Youth: 414 - Basic Skills Training
  o Adults: 322 - Job Readiness Training
- Check-in with each ACT participant using the monthly report provided by the One-Stop Operator.
- Ensure continuation of WIOA services while participants are co-enrolled in ACT.

4. Mandated Partners
- Refer interested Individuals to the One-Stop Operator using the CalJOBS Referral process.
- Check in with each ACT participant using the monthly participant status report provided by the One-Stop Operator.
- Notify the One-Stop Operator in writing immediately if a participant is no longer interested in the ACT Program.

ACTION
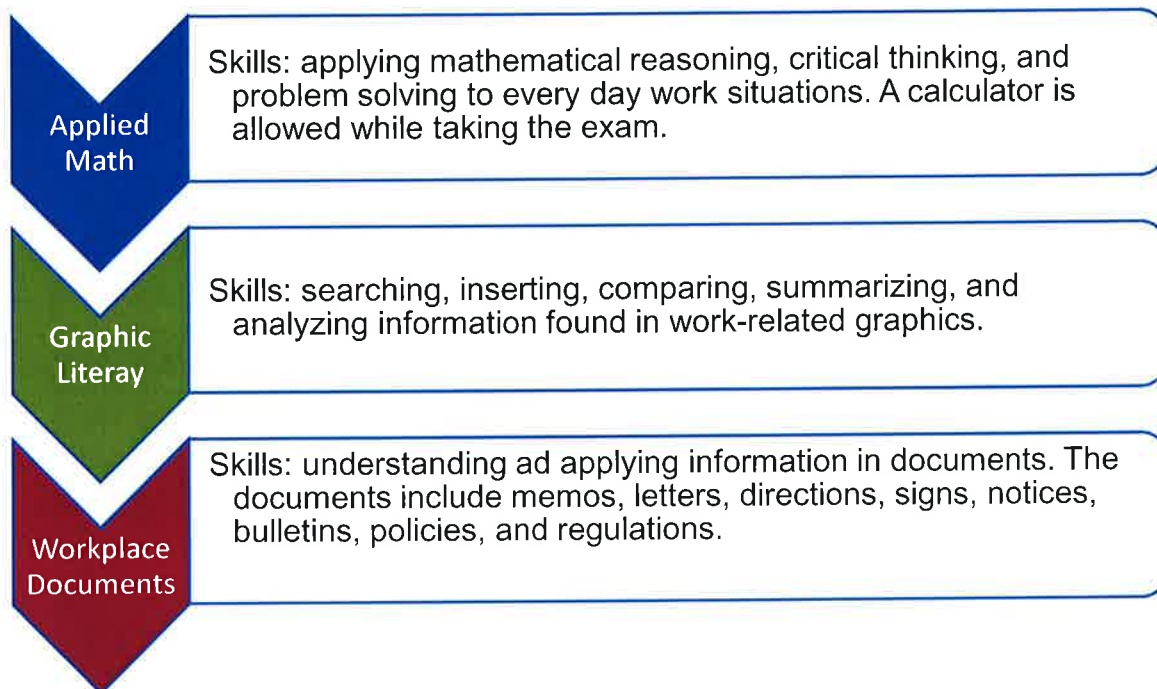Bring this desk procedure to the attention of all staff and relevant parties.

INQUIRIES
If you have any questions regarding this policy, please contact your Contract Administrator at 714-480-6500.

ATTACHMENT
Attachment I: National Career Readiness Certificate Summary

National Career Readiness Certificate

The NCRC measures skills critical to on-the-job success in THREE areas:

Applied Math — Skills: applying mathematical reasoning, critical thinking, and problem solving to every day work situations. A calculator is allowed while taking the exam.

Graphic Literay — Skills: searching, inserting, comparing, summarizing, and analyzing information found in work-related graphics.

Workplace Documents — Skills: understanding ad applying information in documents. The documents include memos, letters, directions, signs, notices, bulletins, policies, and regulations.

Certificate Levels

	Bronze	Silver	Gold	Platinum
Score	3	4	5	6-7
Skills Attained at Each Level				
Applied Math	Solve one-step math operations	Solve separate math operations	Solve multi-step calculations based on several separate math operations	Translate complex textual information into numeric expressions
Graphic Literacy	Finding information in graphics	Compare and summarize information in graphics	Draw conclusions in graphics and apply information to situations	Draw conclusions from graphics including predictions based on patterns
Workplace Documents	Identify main ideas in documents	Apply information in documents to situations	Apply information from several documents to complex situations	Analyze and synthesize information in documents which requires inferences about technical terms
Possible Career Matches	• Manufacturing Assembler • Computer Support Specialist • Electrician • Certified Nursing Assistant • Installer • Waiter • Barista • Cashier	• Lab Assistant • Web Developer • Medical Assistant • Inspector • Sous-Chef • Brewer	• Medical Lab Technician • Database Administrator • Project Manager • Registered Nurse • Quality Assurance Manager • Operations Manager	• Chemical Engineer • Software Architect • Hydraulic Engineer • Medical Doctor • Electrical Engineer • Marketing Director