

**Chapter 27: Youth  
Work Readiness Indicator**

**Issue Date:** July 23, 2010

**Effective Date:** Ongoing

**Required Action**

**Action:** To provide WSAs and WIA youth service providers with guidance regarding DOL/ETA's work readiness indicator.

**Who:** All WSAs and WIA youth service providers in the State of Minnesota.

**Background:** The primary indicator for measuring youth performance under the Recovery Act funding was the work readiness attainment rate. Under the Act, local areas were given flexibility in designing their work readiness indicator. However, to enhance the effectiveness of the measure, a September 2009 Government Accounting Office (GAO) report recommended that ETA "provide additional guidance on how to measure work readiness of youth, with a goal of improving the comparability and rigor of the measure." In response, ETA has changed the definition of the work readiness indicator to be based on a worksite evaluation. ETA provided requirements for the work readiness indicator in the TEGL 7-10, dated August 19, 2010.

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**Policies and Procedures:**

**Revised Methodology for Measuring Work Readiness**

A worksite evaluation measuring performance in the workplace is required to assess work readiness for the work readiness indicator. Previous feedback has demonstrated that the most effective method of assessing work readiness is to require the worksite supervisor to observe and evaluate workplace performance. The worksite supervisor who regularly observes performance at the worksite is in the best position to assess the quality of a young person's work performance.

The worksite evaluation tool should focus on attaining a satisfactory level of workplace proficiency as opposed to a measurable increase or gain (as previously defined in TEGL No. 17-05). The attainment of proficiency or competency in the foundational and worksite-specific skills necessary to be successful in the workplace should be determined by the employer and should be based on the attainment of work behaviors outlined in the worksite evaluation tool. This tool should clearly state the overall criteria necessary to achieve work readiness proficiency. For example, worksite

evaluation tools could state that work readiness proficiency can only be attained after: a) the supervisor indicates satisfactory performance, and b) a minimum numerical score for determining proficiency is achieved.

WSAs/youth service providers should make the youth evaluation process as simple and seamless as possible for the worksite supervisors. Each youth should have a clear understanding of the work readiness skills for which they will be measured, and how often they will be measured.

**Only the worksite evaluation will be required for the work readiness indicator.**

However, WSAs/youth service providers may still choose to use additional tools that might support work readiness training activities and promote greater worksite performance. This can include knowledge-based testing, observational assessments of work readiness training, web-based tools, portfolio-building (resumes, business letters, references, etc), and any other relevant means of supporting worksite success.

**Design of Work Readiness Evaluation Tool:**

The tool should measure work readiness skills most desired by employers. In addition, the tool should allow for flexibility to include industry or job-specific skills as determined by the employer. This includes universal foundation skills such as:

Work habits and professionalism (attendance, punctuality, attitude, appearance, responsibility, initiative)

Teamwork and collaboration (interacting with co-workers, working in teams, managing conflicts)

Communication skills (articulating thoughts clearly and effectively, non-verbal communication, written)

Problem-solving/critical thinking (exercise sound reasoning, communicate new ideas, demonstrate creativity/innovation).

The tool should have clearly-defined grading criteria. By defining the criteria for the skills and behaviors that a youth must demonstrate, local areas can decrease employer subjectivity and increase grading consistency across local worksite evaluations.

**Additional Resources:**

A sample work readiness evaluation tool based on tools developed in the summer of 2009 was made available by DOL/ETA (see Attachment A).

More information on measuring work readiness as well as examples of evaluation tools, are available from Workforce 3one at:

<http://economicrecovery.workforce3one.org/view/2001007634435243374/info>.

## Reference Section:

Workforce Investment Act of 1998 (WIA), as amended (29 U.S.C. 2801 et seq.)  
WIA Regulations at 20 CFR, Part 666  
TEGL 3-09, Change 2, Final Guidance on Implementation of the Recovery Act  
(see: [http://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=2800](http://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2800)).  
TEGL 14-08, Guidance for Implementation of WIA Funding in the Recovery Act  
(see: [http://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=2728](http://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2728))  
TEGL 17-05, Common Measures Policy  
(see: [http://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=2195](http://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2195))  
TEGL 13-09, Contracting Strategies to Facilitate Service to Youth Most in Need  
(see: [http://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=2854](http://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2854)).  
TEGL 7-10, WIA and Wagner-Peyser Act Performance Accountability Reporting  
for the American Recovery and Investment Act of 2009.  
(see: [http://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=2937](http://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2937))  
TEN 33-09, Reinvesting in America's Youth/Lessons from 2009 Recovery Act  
(see: [http://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=2872](http://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2872)).  
GAO Report, Recovery Act, dated September 2009  
(see: <http://www.gao.gov/new.items/d091016.pdf>).

Attachment A: DOL/ETA Optional Work Readiness Evaluation Tool

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