

## PORT ANGELES COMPREHENSIVE EVALUATION PLAN

- Please list the local DSHS, ESD and CTC agency partners that will be participating in the CE process in your local area (i.e. specific CSO(s), WorkSource site(s) and CTC(s)).

Partner	Agency	Role
DSHS	Port Angeles CSO	Foundation Evaluation, Positive Prevention Services, and case management
ESD	Port Angeles WorkSource	Work Skill Evaluation, Labor Market Information and Steps to Employment Plan
CTC	Peninsula College	CASAS Assessment and Educational Interview
CJ	Olympic Community Action	Provide information on CJ to clients and participate in CE staffings
Other Partners	Healthy Families, First Step Family Support Center, ParentLine, Serenity House, and others	Provide information on community-wide support services

- Describe how child care and needed support services will be handled at the time of application (Positive Prevention Services) to help ensure that parents can participate in the CE process without delay.

Positive Prevention Services	Description of Service
Child Care	DSHS will schedule the customer for the CE process after ensuring that adequate time is given to establish child care coverage
Support Services	Essential support services will be authorized and delivered at the time of application. Support services will be discussed and explained to all customers and will be utilized at the completion of the Comprehensive Evaluation process.

- Describe where each of the CE elements -- listed above and in the standards -- will be conducted (e.g. CSO, WorkSource, college, other).
  - If your local community has multiple CSOs, CTCs or WorkSource/ ESD offices, explain how and where the CE elements will be offered and how the CE process will be coordinated.*

Element	Location
1) Foundation Evaluation, Positive Prevention Services, and case management	Port Angeles CSO
2) Work Skill Evaluation, Labor Market Information and Steps to Employment Plan	Port Angeles WorkSource
3) CASAS Assessment and Educational Interview	Port Angeles WorkSource
4) Provide information on CJ to clients	Port Angeles WorkSource
5) Provide information on community-wide support services	Port Angeles WorkSource
6) Interpret evaluation results with partners, create an initial Employment Plan, and decide on recommendations to client and case manager	Port Angeles WorkSource
7) Meet with client to provide opportunity for client input and participation in the decision-making process	Port Angeles WorkSource
8) Build an IRP and make referral to appropriate component	Port Angeles CSO

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| 9) Put all information into eJAS | Partner Agency offices |
| 10) Program Improvement          | Partner Agency offices |

4. Describe how each element of the CE will be conducted (e.g. individual interview, group process, group or individual testing etc.)

- *List primary assessment tools (and any additional tools) that will be used by each of the partners. CSD staff will use the CE Foundation evaluation and Social Service Assessment in eJAS – these do not need to be listed. ESD should document the Work Skills Assessment tool they will use and any secondary assessment tools. The CTCs do not need to list the CASAS Appraisal since it is required. However, CTCs should list other assessment tools such as ASSET, COMPAS, Work Readiness Credential, WorkKeys, etc. and explain when they would use these assessment tools.*

Element	Description	Primary Assessment Tools
1) Foundation Evaluation, Positive Prevention Services, and case management	Individual Interview	Not applicable
2) Work Skill Evaluation, Labor Market Information and Steps to Employment Plan	Group process and individual interviews	Choices CT and Choices On-line
3) CASAS Assessment and Educational Interview	Group testing and individual interviews	Computer Skills Self-Assessment for all clients; Writing assessment for all clients
4) Provide information on CJ to clients	Group process	Not applicable
5) Provide information on community-wide support services	Group process	Not applicable
6) Interpret evaluation results with partners, create an initial Employment Plan, and decide on recommendations to client and case manager	Group process with partner staff	Not applicable
7) Meet with client to provide opportunity for client input and participation in the decision-making process	Individual interview with client	Not applicable
8) Build an IRP and make referral to appropriate component	Individual interview with client	Not applicable
9) Put all information into eJAS	Individual agency process	Not applicable
10) Program Improvement	Group agency process	Client and partner surveys

5. Describe how your local CE process will meet the completion time frame standards (an average of 10 work days to complete CE and no more than 30 calendar days from TANF application to participation in a pathway activity).

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- *Include when or how often each element of the CE will be conducted to ensure that adequate evaluation opportunities are available to meet parents' needs and the program standards.*
- *Explain how the social service assessment, when required, will be completed within the above timeframe.*
- *When program criteria for emergent issues indicate the parent needs to be "temporarily deferred" from completion of the CE, describe how your area will insure that parents are re-involved in CE as soon as possible.*

Element	Timeframe
1) Foundation Evaluation, Positive Prevention Services, and case management	As needed
2) Work Skill Evaluation, Labor Market Information and Steps to Employment Plan	Every Wednesday morning
3) CASAS Assessment and Educational Interview	Every Wednesday afternoon
4) Provide information on CJ to clients	Every Wednesday afternoon
5) Provide information on community-wide support services	Every Wednesday afternoon
6) Interpret evaluation results with partners, create an initial Employment Plan, and decide on recommendations to client and case manager	Every Wednesday afternoon
7) Meet with client to provide opportunity for client input and participation in the decision-making process	Every Wednesday afternoon
8) Build an IRP and make referral to appropriate component	Previously scheduled at Foundation Interview
9) Put all information into eJAS	By end of business following CE day
10) Program Improvement	Quarterly CE Partner Meetings

The case manager will use the foundation interview to determine if the customer has significant issues or barriers that may temporarily prevent them from participating in WorkFirst activities. The case manager will then immediately refer the customer to the social service worker, who will meet with the customer and determine a course of action that addresses their needs.

The WorkFirst social worker will design a plan with the customer that will address all of the essential issues. The plan will include an agreed upon time frame for completion of the activities and a follow up appointment date with the customer. During the second meeting, the WorkFirst social worker will ensure that all of the customer's essential issues have been adequately resolved and will then schedule the customer for the Comprehensive Evaluation.

6. Does your local area intend to include "enhancements" to the CE process beyond the required minimum standards (i.e. Family Literacy, soft skills, Dependable Strengths)? If yes, please describe your plans.

Our local area intends to develop a series of workshops and seminars designed to enhance the CE process and add value to our clients' time. We are currently investigating programs offered by other LPAs in Skagit Valley, Gray Harbor and Spokane.

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7. Describe how line staff will communicate and coordinate during the CE process.
  - *Explain how line staff will resolve issues when there are differing partner views on the most appropriate pathway for a parent.*

Line staff will communicate every week at the end of each CE day. Staff will meet to discuss the opportunities available to clients. Staff will then meet with clients to review the results of the CE and to give an opportunity for clients to discuss their preferred options. Clients would be given a variety of choices amenable to all partners and allowed to choose, thus minimizing conflict. Should conflict occur, a consensus building approach will be utilized.

Until e-JAS is fully CE functional, DSHS line staff will use the RX component to identify CE referrals. DSHS staff will also send an email to partners informing them of who is expected to show. Since DSHS staff will be meeting with partners at the end of each CE day, DSHS will know promptly which clients have not complied with the referral.

8. How will your local partnership pro-actively address challenges during CE start-up and on-going phases?

### Challenges

### Strategies

eJAS not ready before implementation

Our partnership has developed internal paperwork to share evaluation results and an e-mail process to notify partners about which clients have been referred to CE. Our partnership plans on using the RX code during CE start-up for eJAS tracking purposes.

Childcare Not Available

Our partnership is working with our local childcare licensor and referral agency (ParentLine) to inform local childcare providers of the need for extra slots on Wednesdays. We are also investigating the possibility of on-site childcare on CE days.

Transportation

To minimize transportation issues, our partnership decided to hold CE on one day. Additionally, our WorkSource office is within walking distance of the downtown transit center.

Clients not showing up

We plan to offer incentives for clients to show up. We will also be making reminder phone calls the day before. Clients will be referred back to DSHS and Good Cause letters will be sent and another appointment letter for the next CE. A new IRP will be developed requiring the client to attend CE after Good Cause has been shown.

Non-completers

Non-completers will be referred back to DSHS for further evaluation. Good Cause Letters will be sent to non-completers. A new IRP will be

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developed requiring the client to attend CE after Good Cause has been shown.

Returns

DSHS will evaluate returners and contact partner agencies if additional testing is required. Returners will be discussed as part of the CE partner meeting on each CE day.

Staff Availability

Each agency has identified at least one back-up staff person to administer its portion of the CE process.

Ensuring all staff involved in CE understand the CE process and its benefits

Each agency will provide training to appropriate line-staff.

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## PARTNERSHIP SIGNATURES

### **DSHS:**

\_\_\_\_\_  
CSO Administrator

\_\_\_\_\_  
Date

### **Employment Security/WorkSource:**

\_\_\_\_\_  
WorkFirst Program Manager

\_\_\_\_\_  
Date

### **SBCTC/Peninsula College:**

\_\_\_\_\_  
Dean of Basic Skills and WorkFirst

\_\_\_\_\_  
Date

### **CTED/Olympic Community Action:**

\_\_\_\_\_  
Director of Community Support Services

\_\_\_\_\_  
Date