COMMONWEALTH OF VIRGINIA
VIRGINIA COMMUNITY COLLEGE SYSTEM

WORKFORCE INVESTMENT ACT

VIRGINIA WORKFORCE LETTER (VWL) #11-13

TO: LOCAL WORKFORCE INVESTMENT BOARDS and STAFF
FROM: WORKFORCE DEVELOPMENT SERVICES
SUBJECT: Collection and Reporting of Career Readiness Certificate data for WIA
                 Participants
EFFECTIVE DATE: July 1, 2012

Purpose:

The purpose of this guidance is to provide instruction to the Local Workforce Areas,
their service providers and staff on the collection and reporting of Career Readiness
Certificate (CRC) data for WIA participants.

A. Background:

The CRC, based on ACT's WorkKeys Assessments, is a portable skills assessment that
includes certification in the three areas of Reading for Information, Applied
Mathematics and Locating Information.   The CRC is highly valued by the Governor and
the Virginia Workforce Council as a tool that assists both the employer and the job
seeker in assessing work readiness.

The Workforce Investment Act Programs in the Commonwealth of Virginia have been
collecting CRC data on WIA Participants for several years; however this process has
presented several challenges.   While the CRC is a valuable assessment of an individual's
aptitude, it does not meet the US Department of Labor's current definition of a
workforce credential which requires the participant to receive some degree of technical
or occupational skills training prior to being awarded the certificate or credential. The
CRC is an assessment of existing skills; therefore the workforce system had been
recording this process as an objective assessment within the Participant Services section
of the Virginia Workforce Connection to ensure it was not included with the traditional
credentials that are reported to the Department of Labor.

The previous process required staff to key an Objective Assessment activity for each participant attaining a CRC, while taking care to properly note the level of attainment within the system. While this process has been functional, it has placed a challenge in terms of reporting CRC attainment for system office and local staff.

B. Discussion:

In an effort to make this process more efficient, Workforce Development Services has developed activity codes within the Virginia Workforce Connection specific to Career Readiness Certificate to standardize the data collection and reporting process.

Definitions for each of the codes, as well as instructions for keying and reporting this information within the Virginia Workforce Connection can be found later in this document. The definitions can also be found within Virginia Workforce Letter 11-02 which provided guidance regarding WIA Participant Activity Code Definitions and Time/Use Limitations.

C. Definition/Explanation

Adult and Dislocated Worker Career Readiness Certificate (CRC) Codes

The Career Readiness Certificate is based on the WorkKeys System and serves as an objective assessment of the individual's work readiness.   The assessments test applicants in three major areas: Reading for Information, Locating Information, and Applied Mathematics. You may get a detailed description of what skills are tested for at http://www.crc.virginia.gov/Home/JobSeekers .

The purpose of the Virginia Workforce Connection ("VaWC" or "VOS") service limitation is to prevent services from being projected indefinitely into the future.   To maintain consistency, the limitation placed on this service matches the other assessment activities listed in this document.   Although this service lists a limitation not to exceed calendar 30 days, it is assumed the CRC activity will be keyed into the system once it is attained, therefore, the service should have the same start and end dates.

It is also important to note that the CRC has a lifespan of five years. The participant may re-earn a CRC after its five-year expiration, if necessary or desired.

- **Gold** signifies that a recipient possesses skills for 85% of jobs profiled by WorkKeys in the three areas.
- **Silver** signifies that a recipient possesses skills for approximately 65% of jobs profiled by WorkKeys in the three areas.
- **Bronze** level signifies that a recipient possesses skills for approximately 30% of the jobs profiled by WorkKeys in the three areas.

Use one of the following codes to record the level of CRC attained by the Adult or Dislocated Worker participant, if applicable:

> **240 –** Career Readiness Certificate – CRC Gold
> **Limitation:** Not to exceed 30 calendar days.

> **241 –** Career Readiness Certificate – CRC Silver
> **Limitation:** Not to exceed 30 calendar days.

> **242 –** Career Readiness Certificate – CRC Bronze
> **Limitation:** Not to exceed 30 calendar days.

Youth Career Readiness Certificate (CRC) Codes

The Career Readiness Certificate is based on the WorkKeys System and serves as an objective assessment of the individual's work readiness.   The assessments test applicants in three major areas: Reading for Information, Locating Information, and Applied Mathematics. You may get a detailed description of what skills are tested for at http://www.crc.virginia.gov/Home/JobSeekers.

The purpose of the VOS service limitation is to prevent services from being projected indefinitely into the future.   To maintain consistency, the limitation placed on this service matches the other assessment activities listed in this document.   Although this service lists a limitation not to exceed calendar 30 days, it is assumed the CRC activity will be keyed into the system once it is attained, and therefore the service should have the same start and end dates.

It is also important to note that the CRC has a lifespan of five years. The participant may re-earn a CRC after its five-year expiration, if necessary or desired.

- **Gold** signifies that a recipient possesses skills for 85% of jobs profiled by WorkKeys in the three areas.
- **Silver** signifies that a recipient possesses skills for approximately 65% of jobs profiled by WorkKeys in the three areas.
- **Bronze** level signifies that a recipient possesses skills for approximately 30% of the jobs profiled by WorkKeys in the three areas.

Use one of the following codes to record the level of CRC attained by the youth participant, if applicable:

> **440 –** Career Readiness Certificate – CRC Gold
> **Limitation**: Not to exceed 30 calendar days.

441 – Career Readiness Certificate – CRC Silver
Limitation: Not to exceed 30 calendar days.

442 – Career Readiness Certificate – CRC Bronze
Limitation: Not to exceed 30 calendar days.

COMPLETION Definitions

One of the following definitions is added to the participant record at the end of a service or activity. These definitions describe the outcome of the service or activity:

Successful Completion – the participant has met all requirements of the activity or service.
Unsuccessful Completion - the participant failed to meet the requirements of the activity or service.
Dropped out of Activity – participant left activity or service prior to the projected end date.
Unknown Status – outcome of activity or service cannot be determined from the information provided.
System Closed – activity or service closed as a result of inactivity. Inactivity means that the projected end date has passed and the service was closed. This may begin the 90-day period prior to the soft exit occurring.
Void – informational code for when an incorrect service was added to a participant record then voided; occurrence is not deleted from participant record.

D. Data Collection

This section describes the process through which staff will record the Career Readiness Certificate within the system.   As indicated in the previous section, there are three levels of attainment for the CRC and separate codes for the Adult/Dislocated Workers and Youth program participants.   Staff should take care to select the correct Customer Program group and service/activity code when adding the information to the system.

To record the attainment of the Career Readiness Certificate, staff should follow this path:

1) Access the Participant file that needs to be updated
2) Navigate to the Participant's "Programs" section
3) Select "Create Activity"
4) Select the appropriate CRC activity and complete the required data entry fields
5) "Finish" the process by selecting the appropriate "Completion code.

See the following illustrations that clarify this process.

Case Manager: None Assigned

Create Participation

Edit Participation for WIA #247009 Participation Date 8/20/2011

Create Activity

Create Activity

Status	Provider	Z	Funding / Grant	Projected Begin Date	Actual Begin Date	Projected End Date	Actual End Date
C	102 - Initial Assessment WIA OneStop Provider	W	Adult		08/20/11	09/20/11	09/20/11 Successful Completion
C	203 - Objective Assessment No Provider Information	W	Adult		08/20/11	12/21/11	01/11/12 Successful Completion

* Customer Program Group: 10B - Adult Intensive-Training

* LWIA Region: None Selected
* Office Location: None Selected

Enrollment Information

(*)indicates required fields.

Grant: None Selected

WIA Title II Partner Program: ☐ Yes, service is a WI

* Activity Code:

Select Activity Code

Projected Begin Date: ▦ Tod

Actual Begin Date: ▦ Tod

* Projected End Date: ▦ Tod

Training leads to an Associate's Degree: ○ Yes ○ No

Training funded by the TAACCCT Grant Program: ○ Yes ○ No

Select an Item - Windows Internet Explorer

https://www.vawc.virginia.gov/vosnet/programs/enrollment/enrollfieldselect.aspx?fieldna

218	Internships	PS - Work Experience
219	Work Experience	PS - Work Experience
222	English as a Second Language (ESL)	PS - Other
226	Reading and/or Math Testing	PS - Office Services
227	Computer Literacy	PS - Office Services
240	Career Readiness Certificate - CRC Gold	PS - Office Services
241	Career Readiness Certificate - CRC Silver	PS - Office Services
242	Career Readiness Certificate - CRC Bronze	PS - Office Services
300	Occupational Skills Training - Approved Provider (ITA)	PS - Approved Provider Training - ITA
301	On-The-Job Training	PS - OJT
302	Entrepreneurial Training	PS - Non-ITA Occupational Skills
304	Customized Training	PS - Non-ITA Occupational Skills
314	Enrolled In Apprenticeship Training	PS - Non-ITA Occupational Skills
320	Private Sector Training	PS - Non-ITA Occupational Skills
323	Workplace Training & Cooperative Education	PS - Non-ITA Occupational Skills
324	Adult Educ w/ Occ. Skills Training - Approved Provider (ITA)	PS - Approved Provider Training - ITA

Select the appropriate activity code and complete the required information as you would for any other service.

Once the Create activity process is complete, the Participants Program section should display the Career Readiness Certificate – CRC as indicated below.

Case Manager: None Assigned

Create Participation

Edit Participation for WIA #247009 Participation Date 8/20/2011

Create Activity

Status	Activity / Provider	WZ	Funding / Grant	Projected Begin Date	Actual Begin Date	Projected End Date	Actual End Date
C	102 - Initial Assessment WIA OneStop Provider	W	Adult		08/20/11	09/20/11	09/20/11 Successful Completion
C	203 - Objective Assessment No Provider Information	W	Adult		08/20/11	12/21/11	01/11/12 Successful Completion
O	240 - Career Readiness Certificate - CRC Gold	W	Adult		06/21/12	06/21/12	Close

Youth Program Services Note: The process for adding the Career Readiness Certificate – CRC activity for youth is identical to the steps listed above. The only difference is that the activities are youth specific and use the 400 series codes.

E. Data reporting

As staff begin using the activity codes, system users with reporting access should find a much more efficient and effective means for retrieving information related to CRC attainment. The topic or data and reporting is continually being reviewed and there are plans to expand the reporting tools available to all system users. The following section will highlight reporting tools currently available to system users.

To access the reporting tools related to the attainment of the Career Readiness Certificate, staff should follow the path:
1) Access Detailed reports section
2) Select the "Services Provided Individuals" reports section
3) Select desired report category/output format
4) Input selection report criteria
5) Specify the desired CRC Activity/service codes
6) Generate report

See the following illustrations that clarify this process:

1) Access Detailed reports section & Select the "Services Provided Individuals" reports section

Detailed Reports

Registered Individual
    Display Registered Individual Reports

Registered Employer
    Display Registered Employer Reports

Enrolled Individual
    Display Enrolled Individual Reports

Services Provided Individuals
    Display Services Provided Individuals
    Reports

Services Provided Employer
    Display Service Provided Employer Reports

Tracking
    Display Tracking Reports

2) Select desired report category/output format

Services Provided Individuals Reports

View a break down of Services Provided Individuals by the following categories:

- All Services
- Services by Provider
- by Work Status
- by Potential Eligibility for Veteran Benefits
- by Disabled Veteran Status
- by Veteran Status
- by Veteran Campaign Status
- by Selective Service
- by MSFW Status
- by Region/LWIA
- by Office
- by Staff Assigned
- by Staff Reported
- by Individual

- Services by Staff
- List
- by Age
- by Race
- by Gender
- by Ethnicity
- by Zip Code
- by County
- by Access Location
- by Discharge Status
- by Education Level
- by Disability Status
- by Service Assistance Type

3) Input selection report criteria and specify the desired CRC Activity/service codes

Display Options	
Table Display:	# of Rows 50
Table Layout:	Display column names in table header and footer ▼
Filter By	
Program Type:	Workforce Investment Act Program ▼
Sub-Program Type: (Press Ctrl to select multiple codes)	Adult Older Youth Younger Youth Dislocated Worker Statewide Youth Statewide Displaced Homemaker - Adult Statewide Incumbent Worker - Adult Statewide Other - Adult Statewide, Rapid Response Add'l Assistance - Disl ▼
State:	None Selected ▼
Staff Assigned Status: (Only affects Staff Assigned filter below)	Active ▼
Staff Assigned:	None Selected ▼
Staff Recorded	None Selected ▼
One Stop Office:	None Selected ▼
Activity/Service Code: (Press Ctrl to select multiple codes)	342 - 70000+ TAA-Approved Remedial Training-Approved by Other State 343 - TAA-Approved English as a Second Language 346 - TAA- Approved Occupational Training 240 - Career Readiness Certificate - CRC Gold 241 - Career Readiness Certificate - CRC Silver 242 - Career Readiness Certificate - CRC Bronze 440 - Career Readiness Certificate - CRC Gold 441 - Career Readiness Certificate - CRC Silver 442 - Career Readiness Certificate - CRC Bronze
Age Selection	None Selected ▼
Age Range:	None Selected ▼
Race	None Selected ▼
National Emergency Grant	None Selected ▼

4) Enter date range and select display report

Gender	None Selected ▾
Highest Grade Completed	None Selected ▾
Disability Status	None Selected ▾
Work Status	None Selected ▾
Unemployment Status	None Selected ▾
Unemployment Claimant	None Selected ▾
Unemployment Claimant Type	None Selected ▾
Selective Service Registration	None Selected ▾
Discharge Status	None Selected ▾
Served in Military	None Selected ▾
Cookie Location	None Selected ▾
Access Location	None Selected ▾
Filter Date By	Actual Date ▾
Set Date Range:	The date range selection of "Today" will retrieve real time data. Otherwise, data may be up to 24 hours behind. None Selected ▾ From 07/01/2012 ▦ To 07/31/2012 ▦ Reset Dates The date range selection of "Today" will retrieve real time data. Otherwise, data may be up to 24 hours behind.

Display Report

Note: The date range is based on the selection in the "Filter Date by" field.   A selection of "actual date" generates a report of activities where the actual start date falls within the range selected.

Review report output

Activity/Description	Distinct Users	Total
F06 - Career development and further education planning	17	17
F07 - Assistance with Job/Work Related Problems	7	8
F09 - Tutoring	2	2
F10 - Leadership Development	14	30
F11 - Other Follow Up Service, not classified	283	319
F12 - SS-Transportation	8	9
F13 - SS- Purchase work related uniforms/attire	2	2
F17 - SS-Dependent Care	1	3
F19 - SS-Incentives/Bonus	12	16
227 - Computer Literacy	28	28
403 - Youth Computer Literacy	58	70
240 - Career Readiness Certificate - CRC Gold	2	3
241 - Career Readiness Certificate - CRC Silver	4	4
242 - Career Readiness Certificate - CRC Bronze	2	2
440 - Career Readiness Certificate - CRC Gold	2	2
441 - Career Readiness Certificate - CRC Silver	3	3
442 - Career Readiness Certificate - CRC Bronze	3	3

Total Rows: 90

Enter page number: [   ] **Go**   Records per page: 50 ▾

Viewing Page 2 of 2

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Excel   CSV   Pipe Delimited   Graph   Print   PDF

Change Report Search Criteria

Select Another Services Provided Individuals Report

Note: This is the view for the "All Services" output format. The final view of the report may vary depending on the output format that was selected.

F. Effective Date and Implementation

The new CRC activity codes, data collection and reporting process will become effective July 1, 2012. Staff will begin using the processes described in this document on this date.

The system office will be coordinating with Geographic Solutions Inc. (the software vendor of the Virginia Workforce Connection system) to convert any existing records to this new process.   Any Participant record that previously had an Objective Assessment activity correctly keyed into the system under the previous instruction will have a new Career Readiness Certificate – CRC activity added to the file to facilitate the tracking and reporting processes described in this document.

This conversion will not replace the Objective assessment activity that was previously keyed, but rather duplicate the activity with the newly defined Career Readiness Certificate – CRC activity.   This conversion will only be possible for activities that were properly keyed and noted in the system following the guidance that was previously issued. Any records that we cannot assuredly identify will not be converted.   Once this conversion process has been completed, we will send a report to each Local Area for review.

G. Required Action

Local boards are responsible for ensuring that all WIA service provider and case management staff become familiar with this information to insure they are accurately and completely entering the data into the system for proper tracking and reporting.

It will be the responsibility of the Local Workforce Investment Area to correctly update any record that we cannot correct using the process described above.

H. Conclusion

It is our hope that this process will make the data collection process easier and also facilitate the access to the data using the current reporting tools available to staff.

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