



SAN JOAQUIN COUNTY WORKNET EMPLOYMENT AND ECONOMIC DEVELOPMENT DEPARTMENT POLICIES AND PROCEDURES DIRECTIVE

DIRECTIVE NO.	EFFECTIVE DATE	APPLICABILITY	PAGE
24-07	August 15, 2024	CMD	1 of 3
SUBJECT: CENTRAL CALIFORNIA WORK READINESS CERTIFICATE			

I. PURPOSE

The purpose of this directive is to establish policies and procedures for the completion and distribution of the Central California Work Readiness Certificate for customers who are applying for additional services through the Workforce Innovation and Opportunity Act (WIOA) programs administered by the Employment and Economic Development Department (EEDD).

II. GENERAL INFORMATION

The WIOA offers essential resources, services, and leadership tools designed to strengthen the workforce system. It helps individuals secure and sustain meaningful employment while enhancing employers' ability to succeed in the global marketplace. WIOA ensures that the workforce system functions as a comprehensive, integrated, and efficient network, creating pathways to prosperity for all participants and continuously improving the quality and effectiveness of its services.

The EEDD utilizes the WorkKeys jobs skills assessment system to determine job readiness. WorkKeys measures "real world" skills that employers believe are critical to job success. These skills are valuable for any occupation (skilled or professional) and at any educational level. The abilities to hear, listen, communicate, work in teams and solve problems are important assets for any employee regardless of career choice. WorkKeys assessments measure these abilities in four key areas: communication, problem solving, interpersonal skills and personal skills.

The Central California Work Readiness Certificate is a certification that an individual has these critical foundational skills that are important across a range of job classifications. The certificate offers individuals, employers and educators an easily understood, conveniently attained and universally valued credential that can

be used as a baseline for job readiness and will contribute to the nation's workforce and economic development objectives.

Individuals are awarded certificates based on their skill level in Applied Mathematics, Workplace Documents, and Graphic Literacy. The certificate is a portable credential, allowing employees to use it anywhere in the nation. The certificate can complement diplomas, degrees and resumes and gives job seekers an advantage in the interview process.

This PPD supersedes PPD D-47, dated July 1, 2016.

III. POLICY

It is the administrative policy of the EEDD that the Central California Work Readiness Certificate will be distributed to job seekers who obtain a level 3 or higher on the WorkKeys Assessment areas of Applied Mathematics, Workplace Documents, and Graphic Literacy. The Central California Work Readiness Certificate is processed and issued to the customer. The certificate will be issued in accordance with the policies and procedures set forth in this directive.

IV. PROCEDURE

The procedure for processing WorkKeys results and creation of the Central California Work Readiness Certificate is as follows:

1. Prior to the administering of the WorkKeys Assessment, a job seeker must be certified eligible for WIOA services.
2. The job seeker is then scheduled by their assigned Case Manager to complete the WorkKeys Assessments. Upon completion of the WorkKeys Assessments, the Assessment Proctor will print results that identify levels for all three Assessments to include Applied Mathematics, Workplace Documents, and Graphic Literacy and forward the results to the assigned Case Manager.
3. The Assessment Proctor will forward the customer's name and scores (at level 3 or above) to Administration for processing and printing of the Central California Work Readiness Certificate to be signed by the Executive Director.
4. The Assessment Proctor will mail the original Certificate to the customer with a cover letter and a copy will be provided to the Case Manager for their case file.

V. QUESTIONS REGARDING THIS DIRECTIVE

May be referred to the Executive Director of EEDD via Managers or designee.

VI. UPDATE RESPONSIBILITY

The Executive Director of EEDD and/or designee will be responsible for updating this directive, as appropriate.

VII. APPROVED



PATRICIA VIRGEN
EXECUTIVE DIRECTOR

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