

Customer Skill Assessment and Development (CSAD) Charter November, 2007

The Customer Skill Assessment and Development Team (CSAD) will identify a variety of skill assessment tools and skill development options for the job seeker customer as required by California's Integrated Service Delivery System.

The Integration customer flow model requires three services to be offered and provided to all center customers: 1) An initial, standardized skill assessment from which an initial service plan is designed. 2) A menu of demand-driven, skill development options (including, but not limited to, occupational training); and 3) A method for attaching center customers to the labor market by responding to employer qualifications and, whenever possible, verifying skills prior to the referral of job candidates to businesses.

The CSAD has the responsibility of identifying the tools and methods in the provision of these three services. All recommendations will be made to the Integrated Planning Team for their review. The selected tools should screen for the type of skills required by businesses and should identify the skill areas of the customer that need improvement. It is essential to have the comprehensive assessment tools build upon the results of the initial assessment; therefore both initial and comprehensive tools must be compatible. In addition, all tools must be validated and non-culturally biased. Lastly, due to the emphasis on improving skill levels, the team is also responsible for identifying various skill development options.

Specific Functions and Member Responsibilities:

- Identify the Initial Skills Assessment tools.
- Identify the comprehensive assessment tools that will build upon the initial assessment tools and measure a customer's skill level, education and interests.
- Rate assessment tools based on the set of criteria provided by the Integrated Planning Team.
- Identify a menu of skill development options available through different venues.
- Make recommendations on the selected assessment tools and the skill development options to the Integrated Planning Team by 2/1/08.