

# IWDS 2.0

**IWDS 2.0 CAREER PLANNER LEARNING  
SERIES**

# Session 3: The Getting Started Assessment

# Recording Notice

The Illinois Department of Commerce and Economic Opportunity (DCEO) allows for the recording of audio, visuals, participants, and other information sent, verbalized, or utilized during business-related meetings. This meeting is scheduled to be recorded by DCEO.

- ☐ Your participation in this meeting without expressing an objection to recording will be treated as consent. Any participant who prefers to participate via audio only should disable their video camera so only their audio will be captured.

# Virtual Meeting Guidelines

1

## Minimize Background Sounds

Mute your phone or computer microphone when you are not speaking to keep the session clear and focused for all participants.

2

## Be Present

Use the "Raise Hand" reaction to indicate you'd like to speak aloud. Wait until you're called on. Stay engaged and minimize distractions during the session.

3

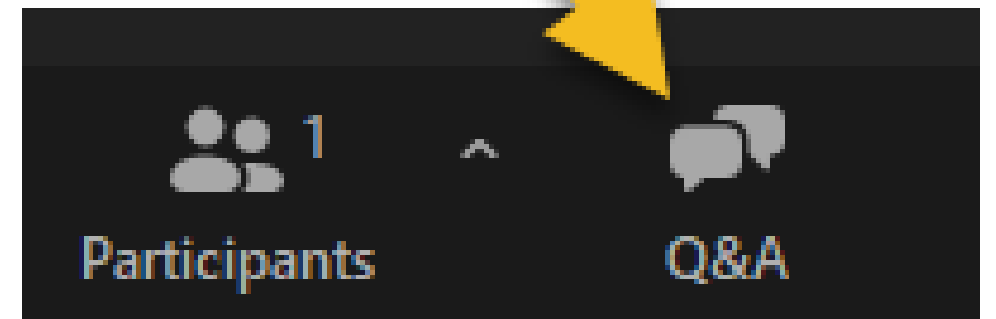
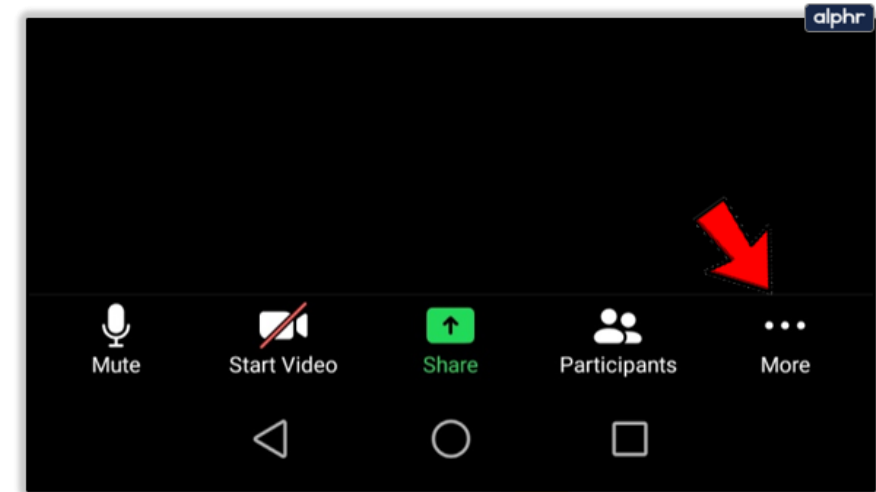
## Engage Everyone

Turn on your camera if you feel comfortable doing so. Put any questions or comments in the chat so everyone can benefit from the discussion.



# Please use the Q&A feature for questions!

- To locate the Q&A feature, click on the "More" icon on the toolbar the bottom of your screen
- Then select "Q&A" - this will place the Q&A feature on the toolbar for easy access.



# Career Planner Training

A comprehensive training program to prepare Illinois career planners for the launch of IWDS 2.0 and customer-centered service delivery on July 1, 2026.



# Preparing for Launch: July 1, 2026

A robust, multi-layered support plan is in place to ensure every career planner is ready and confident before go-live. Here's what's coming your way:

**1**

## **Local Policy Updates**

LWIA leadership is working now to update local policies and procedures to align with statewide customer-centered standards.

**2**

## **Career Planner Learning Series**

Multiple virtual training sessions covering policy, procedure, and workflow — available in April 2026.

**3**

## **IWDS 2.0 Navigation Training**

A 2-day in-person, hands-on training experience in June 2026 — led by one of your peers.

**4**

## **Desk Aides & Support Tools**

Comprehensive desk aides, regional Points of Contact for technical questions, hyper-care tech support, and (later this summer) online courses.

# Career Planner Learning Series

VIRTUAL

APRIL-MAY 2026

Six focused virtual sessions will walk career planners through the complete workflow — from first contact with a customer to account access in IWDS 2.0. Each session builds on the last to give you a full picture before in-person training begins.

01



## Session 1: Customer-Centered Career Planner Workflow

An overview of how the full workflow is structured around the customer's journey, not the system's requirements.

03

## Session 3: The Getting Started Assessment

How to conduct assessments that support individualized service planning rather than one-size-fits-all categorization.

05

## Session 5: The Referral System

Navigating referrals to partner services and supports to ensure customers get holistic, coordinated assistance.

02



## Session 2: Intake and Eligibility Workflow

Step-by-step guidance on gathering information and determining eligibility in a welcoming, customer-centered way.

04

## Session 4: The Career Plan Workflow

Building and maintaining career plans as living documents that evolve with the customer's goals and circumstances.

06

## Session 6: IWDS 2.0 Account Access for Career Planners

Practical guidance on setting up and managing account access so you're ready for day one.

# Career Planner IWDS 2.0 Navigation Training

IN-PERSON

JUNE 2026

This immersive in-person experience is designed to build real confidence — not just familiarity — with IWDS 2.0 before launch day arrives.

## 2 Days of Training

Extended time allows for deep practice rather than a rushed overview, giving you space to ask questions and build fluency.

## Hands-On Learning

You'll work directly in the system, practicing the actions and screens you'll use every day — not just watch a demo.

## Peer-Led Instruction

Training is led by one of your peers — someone who understands your real work context and can speak your language.

## Multiple Scenarios

You'll practice the most common customer situations you encounter, so you're ready for what actually happens on the floor.

# Bookmark this Page!

Additional resources, updates, and announcements about IWDS 2.0 and the Career Planner Learning Series are available through the Illinois workNet page. Bookmark it to stay current as launch approaches.

 <https://www.illinoisworknet.com/partners/Pages/IWDS%20Transition%20%26%20Training.aspx>

Visit Illinois workNet for the latest training schedules, policy updates, desk aides, and technical support resources related to IWDS 2.0. (more content coming soon!)



# Polling Questions – Reflections on Microteach 2

- Were you able to attend or watch the recording of Microteach 2?
  - Yes
  - No
- How different is the new statewide intake process from your LWIA's current process/procedures?
  - A little different
  - Somewhat different
  - Very different

# Today's Learning Objectives

By the end of today's session, you'll have a clear picture of Intake and Eligibility.

- 1 Explain the purpose of the Getting Started Assessment**
- 2 Describe the key stages of the Getting Started Assessment, and what career planners do at each stage and why it matters.**
- 3 Explain options if the customer and/or career planner realize WIOA is not a good fit during the Getting Started Assessment.**
- 4 Understand when a customer receives their first enrolling service.**

# Today's Agenda

This session is structured to take you from the big picture of why we're changing to the practical details of what's changing and how you'll be supported.



**1**

## **Part 1**

Purpose of the Getting Started Assessment



**2**

## **Part 2**

Features of the Getting Started Assessment



**3**

## **Part 3**

What's Next

# Chat Storm ⚡

We want to hear from you! In the chat, please share:

## 👋 Your Name

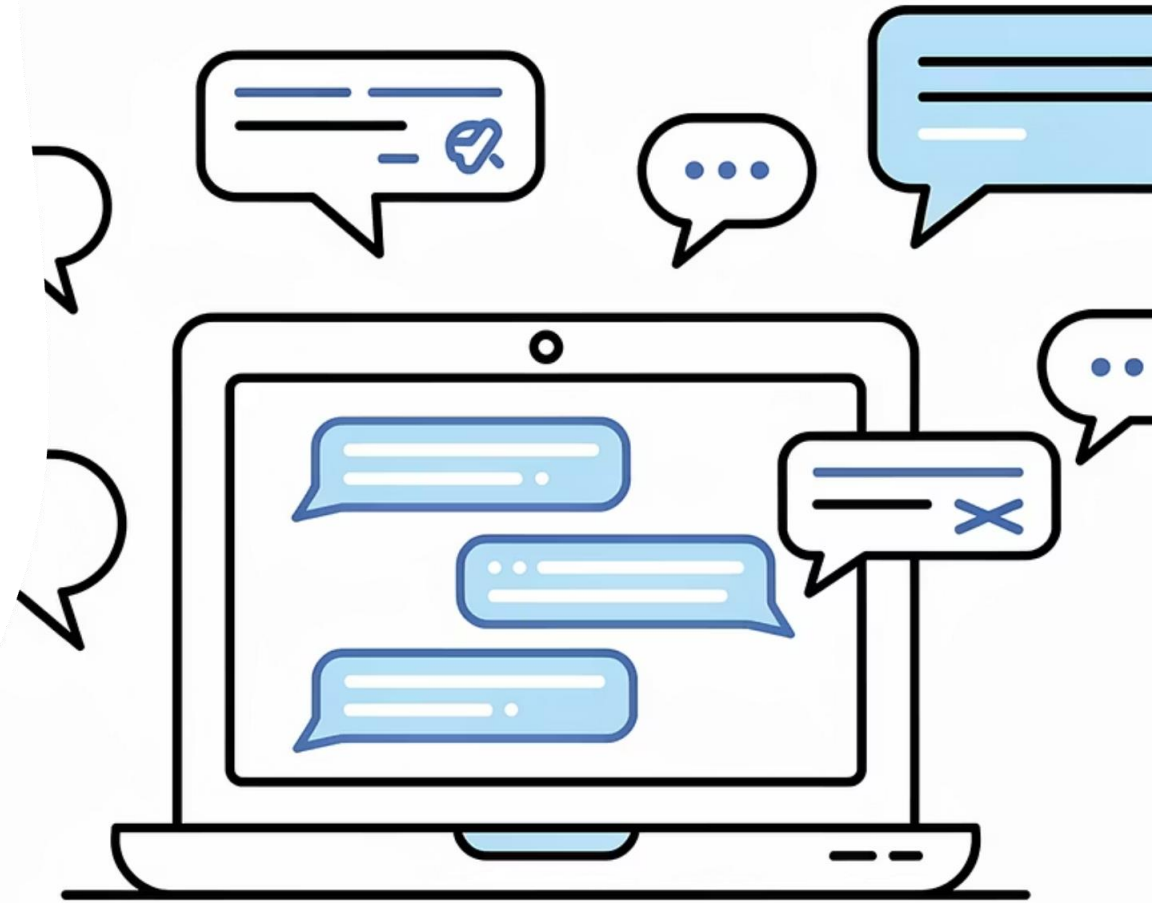
Introduce yourself so the group knows who's in the room today.

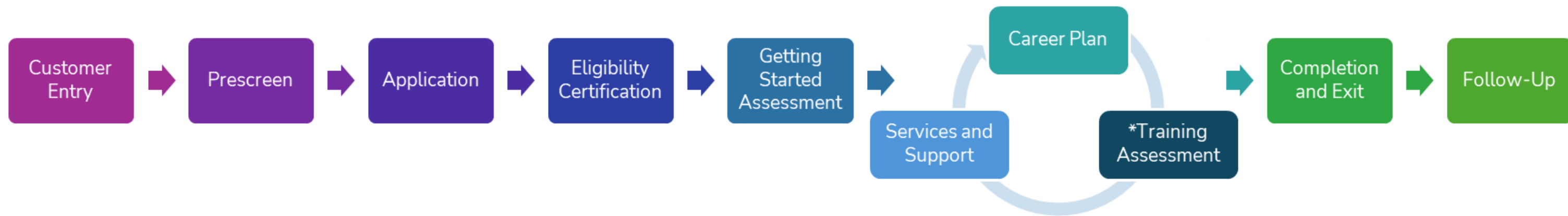
## 📍 Your LWIA

Let us know which Local Workforce Innovation Area you're representing.



What important insight did you and/or a customer recently have during the assessment process?





# IWDS 2.0 Customer Journey

# First a Quick Recap

Before we dive into the Getting Started Assessment, let's ground ourselves in how it fits within the broader customer-centered workflow — and why each step matters.



## **Intake**

A **gateway** — the first point of contact that opens the door to services



## **Eligibility**

Determines customer **access** — who qualifies for WIOA services and programs

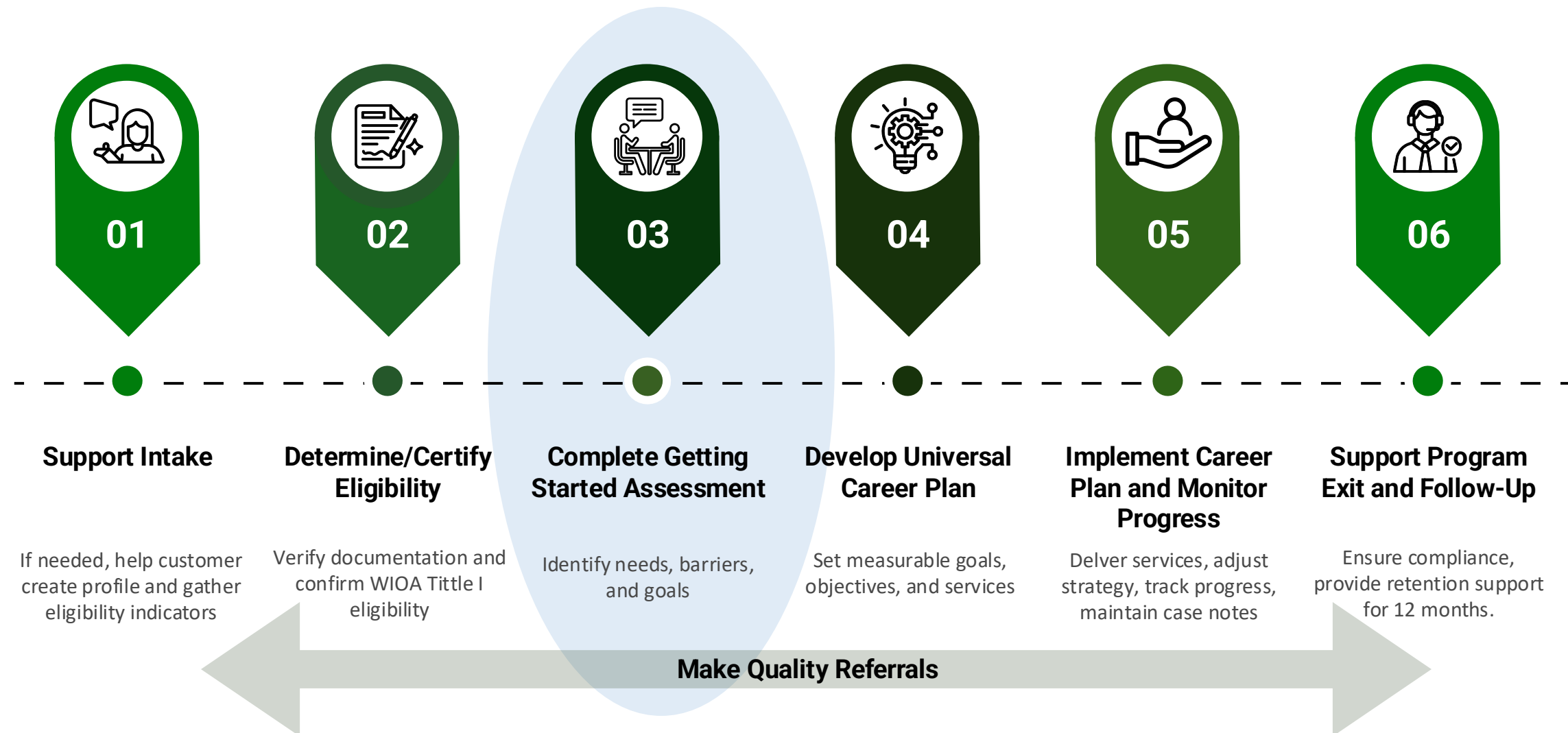


## **Assessment**

Determines the customer's **path** — the services, goals, and next steps that are right for them

# Career Planner Workflow as Supported by IWDS 2.0

The statewide workflow guides career planners and customers through a structured, consistent journey from first contact to long-term follow-up. Each phase builds on the last to ensure no step is missed.





# Getting Started Assessment

Initial skills and needs assessment to connect customers with the right services and pathways.

# The Getting Started Assessment and the Customer Journey

Complete Getting Started Assessment with career planner

01



02

Complete training assessment with career planner (if needed)

Complete other assessments as needed

03



Identify goals and services

04

05  
Sign career plan



# What Is the Getting Started Assessment?

The Getting Started Assessment is not a one-time event — it is an ongoing, individualized conversation.

Once the application is complete, supporting documents are submitted, and the customer is certified eligible, the system will prompt the career planner to begin the Getting Started Assessment.

This guided conversation builds on intake responses to identify career goals and determine the most appropriate services

- A thorough assessment is the foundation of effective service delivery. It helps career planners understand a customer's employment goals, existing skills, career readiness, and barriers to education or employment.

# How Does the Getting Started Assessment Fit Into the Customer Journey?

The Getting Started Assessment is where we slow down just enough to truly understand the customer — so the career plan we build is realistic, useful, and tailored.

## **Builds on What We Already Know**

Intake and eligibility gather baseline and compliance information. The GSA deepens that picture, building on pre-screen and application data to guide services.

## **Reviewed Together With the Customer**

When finished, assessment results are reviewed with the customer — ensuring mutual understanding and shared ownership of the next steps.

## **Directly Informs the Universal Career Plan**

Conclusions become inputs for goals, objectives, and services in the Universal Career Plan. If the plan answers *where we're going*, the GSA answers *what we're starting with*.

# What the Getting Started Assessment Looks Like



## **1:1 Conversation**

Conducted as a personal conversation between the career planner and the customer — not a form, not an interview, not a checklist.



## **Flexible by Design**

Can be completed in one session or spread across multiple meetings. Pace and timing should always reflect the customer's needs, readiness, and circumstances.



## **Conversational, Not Transactional**

Uses open-ended questions, active listening, and strength-based language. Designed to build trust and deepen understanding — not extract data.

# Flowing Directly Into Career Planning

The Getting Started Assessment doesn't end at the last question — it feeds naturally into the next phase of the customer journey. Everything gathered during the assessment becomes the foundation for a **realistic, customer-driven Universal Career Plan**.

## What the Assessment Helps Identify

- Career goals and personal priorities
- Appropriate services and referrals
- Next steps the customer is ready to take
- Barriers that need to be addressed before or during participation

- ✓ **The Big Picture** The GSA sets the foundation for a plan that is not generic — it is specific to this customer, this moment, and these goals. Every question asked during the assessment has a purpose in shaping what comes next.

# GSA System Reminders

## When WIOA Isn't the Right Fit

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If the Getting Started Assessment conversation reveals that WIOA is not the best fit based on the customer's goals and expectations, Career Planners may close the assessment — which will also close the application.

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### Close the Assessment

A "Close Assessment" button appears on every page of the first portion of the GSA. Career Planners must discuss this determination with the customer and connect them to support services that better align with their needs and goals.

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### Document the Decision

Career Planners must document the reasoning for this decision in a case note.

# Getting Started Assessment

Section 1

# Part 1: Reviewing Customer Information

## What the Career Planner Does

Review the customer's answers to Pre-Screen and Application questions covering:

- Health needs
- Accommodation needs
- Transportation access
- Childcare/dependent care
- Housing situation
- Legal situation
- Financial situation
- Public assistance
- Basic skills flags

## Why This Matters

Understand the customer's current life situation, identify potential barriers early, and prepare for a focused, supportive conversation.

**Key Mindset:** This is not for screening people out — it's to meet customers where they are.

# Part 2: Understanding Employment Expectations

## What the Career Planner Does

Discuss and confirm:

- Urgency to find a job
- Career interests or fields
- Type of work (full-time, part-time, etc.)
- Work schedule preferences
- Desired wages
- Benefits preferences
- Travel distance
- Job search activity

## Why This Matters

- Align services with customer goals
- Set realistic expectations
- Identify readiness for employment vs. training

GETTING STARTED ASSESSMENT

 SYSTEM PROCESS

# Understanding Job Readiness and Needed Services

## What the Career Planner Does

Ask what steps the customer has taken to find work, and whether they want help with resume, interviews, or job search.

## Why This Matters

This helps determine immediate service needs and tailor support to where the customer is in their job search journey.

# Understanding Immediate Employment or Training Barriers

## What the Career Planner Does

Career Planners will be prompted to discuss the following potential barriers with the customer:

- Driver's license status
- Background check concerns
- Willingness for drug testing

## Training Note

These barriers should inform planning, not prevent participation. Use this information to guide service planning and connect customers with appropriate support.

# Part 3: Skill & Interest Alignment

## What the Career Planner Does

Review (or complete) the Skill & Interest Survey. The link is sent to the customer after completing their Application. If not completed ahead of time, a link can be sent during the meeting. The survey is mobile-friendly and takes about 5-15 minutes. Once completed, compare results to customer expectations from the previous section.

## Why This Matters

Ensures career goals align with skills and interests, and guides customers toward realistic pathways.

# Part 4: Goal Setting

## What the Career Planner Does

Confirm or refine career goals, discuss selected occupations, and review labor market alignment (e.g., demand occupations).

## Why This Matters

Creates a clear direction for services and connects goals to training and employment opportunities.

## Important Guidance

When discussing occupations: Do not discourage customers. Use information to inform and guide, not block choices.

# Part 5: Reviewing Job Requirements & Restrictions

## What the Career Planner Does

Discuss potential job requirements such as:

- Driver's License and Record
- Background checks
- Physical requirements
- Work schedules

## Why This Matters

Helps customers understand real-world expectations and prevents future barriers or drop-off.

## Required Confirmation

Career Planners must confirm this discussion occurred in the system before proceeding.

# Part 6: Training & WIOA Program Alignment

## What the Career Planner Does

Ask if the customer is willing to pursue training and how they think WIOA can support them.

## If Willing to Train

Career Planners will review:

- Local policy reminders (ITA Policies, Supportive Service Policies, Demand Occupation Priority Areas)
- How the Demand Occupation and the ETPL work with local policies
- Expectations of participation

## Why This Matters

Ensures the customer understands the commitment and that goals are aligned with program services.

GETTING STARTED ASSESSMENT

 SYSTEM PROCESS

# Part 7: Motivation & Engagement ("The WHY")

## What the Career Planner Does

Ask: "What motivates you to reach your goals?"

## Why This Matters

Understanding motivation drives long-term success and helps Career Planners provide personalized, sustained support throughout the customer's journey.

# Employment History

## Covers

- Work history
- Skills gained
- Employment patterns
- Barriers to maintaining employment

## Why It Matters

Helps assess:

- Job readiness
- Transferable skills
- Need for training vs. job placement

# Part 8: Deep Dive Assessment Areas

## Covers

- Current enrollment
- Credentials
- Co-Enrollment Questions

## Why It Matters

Helps build a complete picture of the customer to determine training readiness and eligibility.

# What Does the Customer Know at this Point?



## Clarity on Their Goals

Better understanding of what they want to do and why



## Awareness of Their Options

Exposure to career pathways, training, and services



## Understanding of Expectations

What participation requires and how the process works



## Insight Into Their Situation

How factors like transportation, childcare, or finances may impact their plan



## Connection to Support

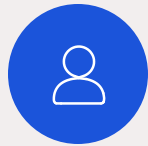
Awareness of resources available to help them succeed



## A Path Forward

A clearer, more realistic next step toward employment or training

# What Has a Career Planner Learned So Far?



## A Complete Customer Picture

Background, living situation, and real-life context



## Experience & Skill Foundation

Work history, education, and skill level



## Career Direction & Preferences

Goals, interests, and job expectations



## Practical Considerations

Ability to participate in work or training consistently



## Support Needs & Opportunities

Barriers and supportive service needs




## Engagement & Readiness

Motivation and preparedness for next steps

# Enrollment

With a comprehensive picture of the customer's background, goals, and barriers, career planners are well-positioned to determine the most appropriate services — and customers have a clearer understanding of how WIOA can support them.

When the Career Planner hits “submit” for the final question of the first section of the Getting Started Assessment, they'll see a pop-up message before moving forward. This message will let them know that continuing with the assessment means the customer will be enrolled in services for both the initial and comprehensive assessment.

-  Moving forward in IWDS 2.0 will automatically enroll the customer in Initial and Comprehensive Services based on the completed assessment.

# GSA System Reminders

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GETTING STARTED ASSESSMENT

 SYSTEM PROCESS

## Section 2: GSA Assessment

 Only customers who move forward after Section 1, will see this section.

Section 2 of the GSA is based on the customer's responses and whether the program is likely to be able to help meet their needs and goals.

GETTING STARTED ASSESSMENT

 SYSTEM PROCESS

# Health & Support Needs

## Covers

- Physical/mental health
- Disability
- Support services
- Substance use or mental health referrals

## Why It Matters

Identifies the supports needed for the customer to be successful in work, school, or training.

GETTING STARTED ASSESSMENT

 SYSTEM PROCESS

# Transportation

## Covers

- Access to car or public transit
- Barriers to transportation

## Why It Matters

Transportation is a major factor in job retention. Identifying barriers early allows career planners to connect customers with appropriate support services.

GETTING STARTED ASSESSMENT

 SYSTEM PROCESS

# Childcare & Dependent Care

## Covers

- Availability of care
- Barriers to finding care
- Support needs

## Why It Matters

Childcare and dependent care are critical for participation in work or training. Identifying needs early helps connect customers with the right support services.

GETTING STARTED ASSESSMENT

 SYSTEM PROCESS

# Legal Needs

## Covers

- Justice involvement
- Court obligations
- Legal barriers

## Why It Matters

Legal needs may impact employment options and scheduling. Identifying these early allows career planners to connect customers with legal assistance and plan services accordingly.

GETTING STARTED ASSESSMENT

 SYSTEM PROCESS

# Financial Needs

## Covers

- Income stability
- Housing concerns
- Financial literacy
- Support services

## Why It Matters

Helps identify the need for supportive services and ensures customers have the financial stability to participate in work or training.

GETTING STARTED ASSESSMENT

 SYSTEM PROCESS

# Veteran Information

## Covers

- Military service
- Veteran programs
- Service-connected disabilities

## Why It Matters

Ensures priority of service for veterans and connects them with specialized programs and support available through WIOA and veteran-specific resources.

# Additional Demographics

## Covers

- Cultural/language barriers
- Farmworker status
- Other program participation

## Why It Matters

Identifies additional eligibility or support programs and ensures customers from specialized populations receive appropriate services and referrals.

# Wrapping Up the Getting Started Assessment

When all sections of the Getting Started Assessment are complete, the career planner and customer have everything they need to move forward with intention and clarity.

## **Transition to Career Planning**

Assessment conclusions become the direct inputs for the Universal Career Plan — goals, objectives, services, and referrals are built on the foundation of what was learned in the GSA.

The system will direct the Career Planners to the Recommendation tab so they can begin building out their career plan.

PART 3

# What's Next **Career Planner Learning Series**

This section provides a roadmap for the full suite of training resources being developed to support career planners through the IWDS 2.0 transition—so you know what to expect and how to prepare.

# Career Planner Learning Series

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MAY 2026

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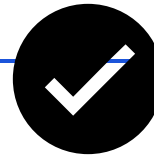
How to conduct assessments that support individualized service planning rather than one-size-fits-all categorization.

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Thanks!

# Reference Slides – Getting Started Assessment Questions

## *Getting Started Assessment Questions: Employment Expectations*

### **Work Schedule**

What schedule are you interested in working? (Full-time, Part-time, Temporary, Seasonal, Contract, Apprenticeship or internship, Remote or hybrid work, Any/open to options). What shift? (Day, Evening, Overnight, Weekdays, Weekends, Flexible)

### **Desired Salary**

What is your desired salary range? (Hourly, Monthly, Yearly, Other). Resources available if unsure about desired salary.

### **Employment Benefits**

What kind of employment benefits are you interested in? (Health Insurance, Paid Vacation Time, Paid Sick Time, Retirement/Pension, Other)

### **Travel Distance**

How far are you able to travel to get to work or school/training? (Up to 5, 15, 25, 50, or 100 miles)

## *Getting Started Assessment Questions: Job Readiness*

### **Steps Taken to Find Work**

What steps have you recently taken to look for work? (Select all that apply):

- Started or updated my resume
- Searched for jobs online, through apps, or in person
- Applied for one or more jobs
- Attended a job fair or hiring event
- Contacted employer directly
- Worked with a career coach or employment counselor (Where?)

### **Areas Where Help Is Wanted**

Would you like help in any of these areas?

- Updating my resume
- Searching for jobs
- Finding job fairs to attend
- Career Guidance
- Help with interviews
- Skills to Prepare for Any Job
- Learning to Manage Money

## *Getting Started Assessment Questions: Employment Barriers*

### **Driver's License Status**

Do you have a valid driver's license?

- I have a valid driver's license.
- I am working on getting my driver's license.
- I have a driver's license, but it has restrictions (e.g., work permit, vision restriction).
- I have a driver's license, but it is currently suspended.
- I do not currently have a driver's license.

### **Background Check**

Many employers do a background check before hiring. Do any of the following apply? (Select all that apply)

- I have a non-violent felony that might show up
- I have a violent felony that might show up
- I'm listed on the sex offender registry
- I have a misdemeanor that might show up
- None of these apply to me
- I'm not interested in jobs that required a background check
- I prefer not to answer

### **Work Requirements & Restrictions**

Are there things a job may ask you to do that could be hard right now, like travel, work hours, lifting, a background check, or a license?

What else about your employment expectations should we know so we can plan in a way that works best for you?

## *Getting Started Assessment Questions: Goal Setting*

### **Occupation Confirmation**

You indicated you were interested in \_\_\_\_\_, are you still interested in this occupation? If no longer interested, the system will allow the Career Planner to update the customer's preferred occupation based on the conversation.

### **Occupation Data Display**

Based on the selected occupation, the system will display: Demand Occupation Status for the selected occupation, and an Occupation output page with relevant labor market information.

## *Getting Started Assessment Questions: Job Requirements & Restrictions*

### **Driving & Transportation**

Does the occupation require a valid driver's license, a clean driving record, reliable transportation, or endorsements (CDL, HazMat)?

### **Legal & Occupational Licensing**

Are there mandatory background checks, fingerprinting, legal requirements, or occupational licensing requirements?

### **Health & Safety**

Are there physical or medical requirements such as lifting, vision, hearing, work settings, drug screening, or immunization?

### **Work Requirements**

Nontraditional hours, prior experience, travel, on-call, extended time away from home, probationary periods, industry credentials, etc.

# *Getting Started Assessment Questions: Training & WIOA Alignment*

## **Training Willingness**

If it is needed, would you be willing to get training or education to reach your career goal?

## **If Yes — System Prompts**

The system will prompt the career planner to discuss with the participant: local policy, Demand Occupation Training List (DOTL), and Individual Training Account (ITA) policies.

## *Getting Started Assessment Questions: Education History*

### **Current Education Status**

Are you currently in school?  
What kind of school or training are you in right now?  
Have you ever received extra help in school (more time on tests, tutoring, other tools)?  
Can you share more about the type of support you received? Add up to the most recent 5 credentials earned.

### **Co-Enrollment Questions**

Have you been enrolled in Adult Education?  
Career/Technical Education (Perkins CTE)? Job Corps?  
YouthBuild? SNAP  
Employment & Training?  
National Farmworker Jobs Program?

### **System Check**

Please use the IDES system to determine whether the customer is currently or previously receiving services in additional programs.

## *Getting Started Assessment Questions: Employment History*

### **Recently Employed**

Based on the work history collected, I see you have worked at [List Employer]. Can you tell me more about the tasks you did, skills you learned, and why you left?

### **Many Jobs**

I see you have had a few different jobs recently. Can you tell me what was going on that led to those changes?

### **Little Work History**

Tell me about times where you have helped your family, volunteered, or spent time on hobbies. These things can show important skills — even if you haven't had a job or only worked a little bit.

### **Teamwork & Conflict**

Can you share a time when you worked really well with someone and got something done together? Also, can you tell me about a time when you didn't agree with someone at work?

### **Disability-Focused**

Are you currently working in a community job (CIE), supported group job, or center-based/facility job? Have you ever had a job with extra support (job coach, employment specialist)? Have you received customized employment support?

## *Getting Started Assessment Questions: Health & Support Needs*

☐ Career Planners will review the customer's responses to each section. Only relevant questions will be asked.

### **General Health**

Do you need any support to be successful in work or school/training? Are there any benefits or general health items you need assistance with? Do you have any upcoming appointments, procedures, or health needs that might keep you from work or training/school? Do you work with a social worker, counselor, or therapist? Would you like information on services or referrals to help with mental health, substance use recovery, or housing/safety support?

### **Disability-Focused**

Tell me more about the type of equipment or features you need to be successful at work or school/training. To help us better support you, please tell us what type(s) of disability apply to you (you may select all that apply, or choose not to answer):


- Physical or health condition (e.g., asthma, diabetes)
- Mobility challenges
- Mental or psychiatric health condition
- Vision
- Hearing
- Learning
- Cognitive or intellectual disability
- I prefer not to answer

### **Program Referrals**

Have you received services or support from any of the following programs or agencies?

- State Developmental Disabilities Agency (SDDA)
- Local or State Mental Health Agency (LSMHA)
- State Medicaid Home and Community-Based Services (HCBS) waiver
- State Vocational Rehabilitation Program (VR)

## *Getting Started Assessment Questions: Transportation*

-  Career Planners will review the customer's responses to each section. Only relevant questions will be asked.

### **Car Concerns**

Do you have any concerns about using your car?  
(Select all that apply)

### **Public Transit Concerns**

Do you have any concerns about using public transportation? (Select all that apply)

### **Additional Needs**

What else would you like to share about your transportation needs?

# *Getting Started Assessment Questions: Childcare & Dependent Care*

 Career Planners will review the customer's responses to each section. Only relevant questions will be asked.

## **Childcare Needs**

You identified you need more reliable childcare. What has made it hard to find reliable childcare? (Select all that apply). Would you like information about childcare services and help with cost? Do you have someone who can help with childcare while you're working or in school/training?

## **Dependent Care Needs**

Can you tell me more about the dependent(s) you take care of? Do you have someone who can help with care while you're working or in school/training? What makes it hard to find dependent care? Would you like information about dependent care services and help with cost?

## **Additional Context**

In the past, when you needed to go somewhere or had other responsibilities, how were you able to arrange childcare or dependent care? What else about your childcare or dependent care should we know so we can plan in a way that works best for you?

## *Getting Started Assessment Questions: Legal Needs*

- Career Planners will review the customer's responses to each section. Only relevant questions will be asked.

### **Legal Assistance & Obligations**

Would you like information about legal assistance? Are there any probation, parole, or aftercare requirements that might affect your work or training schedule? Do you have any outstanding warrants, pending charges, or court dates scheduled?

### **Justice-Involved Programs**

Have you ever been in a program that helped you find a job or learn new skills after being involved with the justice system? These programs help people build work skills, find support, and get jobs after leaving jail or prison, or after being on probation or parole.

### **Additional Context**

What else about your legal needs should we know so we can plan in a way that works best for you?

## *Getting Started Assessment Questions: Financial Needs*

 Career Planners will review the customer's responses to each section. Only relevant questions will be asked.

### **Pay & Money Concerns**

How do you plan to get your paycheck — direct deposit or another way? Do you have any money or credit concerns? (Select all that apply). Have you ever received help understanding your benefits or managing your money?

### **Housing & Basic Needs**

Are you worried about paying for your housing in the next 6 months? Would you like information about housing support? Would you like information about clothing services or referrals? Would you like information about services that can help you when you move out of aftercare?

### **Additional Tools**

Extra Income Assessments, Expense Worksheet. What else about your money needs should we know so we can plan in a way that works best for you?

## *Getting Started Assessment Questions: Veteran Information*

 Career Planners will review the customer's responses to each section. Only relevant questions will be asked.

### **Military Service**

When did you serve in the military? Did you earn a campaign or expeditionary medal while serving? Do you have a disability connected to your military service?

### **Veteran Programs**

Have you ever received help from a veterans' employment specialist through the Veteran Readiness and Employment program (VR&E)? Would you like information about programs that can support you as a veteran?

### **Family & Additional Context**

Are you related to someone who is serving or has served in the military? What else about your veteran status should we know so we can plan in a way that works best for you?

## *Getting Started Assessment Questions: Additional Demographics*

### **Cultural & Language Barriers**

Do you feel that your culture, customs, or the language you speak make it hard for you to get or keep a job?

### **Farmworker Status**

Do you or your family work in the farming or fishing industry?

### **Indian & Native American Program**

Did you ever get services through the Indian and Native American program? These programs are specially designed to help Native Americans with education, job training, and finding work. You may have received services in another state or been given tools or resources to use on your own.

### **Senior Community Service Employment**

Have you ever been in a program that helped you, as an older adult, learn new job skills or find work in the community? This is commonly referred to as the Senior Community Service Employment Program (SCSEP).