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DATE: October 8, 2013

TO: Oregon Workforce Partnership, Oregon Employment Department
Managers, NCRC Points of Contact

FROM: Karen Humelbaugh *KH* Workforce Division Director, CCWD

SUBJECT: NCRC Guidance 07-10 (Revision 1)
NCRC Site Certification

The purpose of the NCRC Site Certification process in Oregon is to establish a mechanism for state quality control of sites administering the NCRC assessments.

CCWD staff will conduct desk reviews to determine compliance for site certification.

CCWD reviews the responses to the attached questionnaire and will contact the NCRC point of contact by phone or by email, if there is a need for clarification. After the review process is completed, CCWD will advise the NCRC point of contact with confirmation that one or more particular sites in the region have been certified.

In the future, we will incorporate the NCRC into the regularly scheduled WIA 1-B monitoring.

If you have questions regarding NCRC Site Certification, please contact at Evelyn Roth at Evelyn.M.Roth@state.or.us or 503-947-2431.



NCRC Site Certification

Please review section A, complete section B below, and return your answers to the questions to CCWD, attention Evelyn.M.Roth@state.or.us.

Name of Site: Location:

Completed by:

A. Documents

- 1) Please verify that the completed Third-Party Administration Addendum for WorkKeys Assessments is on file at the testing site.
- 2) Please verify that each proctor has completed the Test Site Staff WorkKeys Manual Verification Form online at <http://www.act.org/workkeys-private/forms/manual.html>

B. Program Questions

- 3) How does the testing site ensure that NCRC participants complete basic registration in the WorkSource Oregon Management Information System (WOMIS)?
- 4) How does the testing site assess whether an individual is ready to take the NCRC assessments?
- 5) How has the testing site incorporated the NCRC into its service delivery model and/or integrated service delivery model?
- 6) Does the testing site offer internet, paper and pencil, or both versions of the assessments?
- 7) What process does the testing site use to ensure that the site has the appropriate testing facilities according to ACT requirements to deliver the internet version and, if applicable, the paper and pencil version of the NCRC assessments?
- 8) Describe the process that the testing site uses to encourage early identification of effective and ineffective practices, problem resolution, and continuous quality improvement to reflect changing practices.
- 9) Describe any barriers the testing site is experiencing in the delivery of the NCRC.