

Evaluating Work-based Employment/Learning Programs

This rating form is intended primarily as a diagnostic and planning tool for PHAs that are evaluating potential or actual work-based employment or learning programs for WtW voucher recipients. By rating the quality of a particular program or plan, PHAs can identify strengths and limitations and set priorities for program development. PHAs can also create a progress record by repeating the evaluation at different times.

In 1991, the U.S. Department of Labor Secretary's Commission on Achieving Necessary Skills (SCANS) identified basic competencies, skills, and qualities required by all young people to meet the demands of America's workplaces. Since that time, SCANS criteria have become the foundation for many work preparation programs in the United States. **These criteria are captured in a two-part evaluation entitled "five competencies" and "a three-part foundation."** PHAs can use this tool to evaluate the extent to which a job training program prepares participants for work, based on accepted SCANS criteria. You may decide that some of these criteria do not apply to your program. You can modify this evaluation form to reflect the specific criteria that your PHA considers to be important.

SCANS Part I – Five Competencies

Rate the program using the following scale:			
E = Exceeds requirements, M = Meets requirements, N = Does not meet requirements	E	M	N
1. Resources. The program helps participants learn to identify, organize, plan, and allocate resources.			
Time - Participants select goal-relevant activities, rank them, allocate times, and prepare and follow schedules.			
Money - Participants use or prepare budgets, make forecasts, keep records, and make adjustments to meet objectives.			
Material and facilities - Participants must acquire, store, allocate, and use materials or space efficiently.			
Human resources - Participants assess skills and distribute work accordingly, evaluate performance, and provide feedback			
Sum:			
2. Interpersonal. The program helps participants learn to work well with others.			
Participants work as members of a team and learn how to contribute to a group effort.			
Participants have the opportunity to teach others new skills.			
Participants serve clients/customers and must work to satisfy customers' expectations.			
Participants are able to exercise leadership. They have the opportunity to communicate their ideas to justify their position, persuade and convince others, and can responsibly challenge existing procedures and policies.			

Participants are able to negotiate as appropriate. They can work toward agreements involving the exchange of resources and resolve divergent interests.			
Participants work in a diverse environment to help them learn to work well with men and women from diverse backgrounds			
Sum:			
3. Information. The program teaches participants how to acquire and use information.			
Participants must acquire and evaluate information.			
Participants organize and maintain information.			
Participants interpret and communicate information.			
Participants use computers to process information.			
Sum:			
4. Systems. The program helps participants understand complex inter-relationships.			
Participants gain experience with systems to help them learn how social, organizational, and technological systems work.			
Participants have the opportunity to monitor and correct performance – they learn to distinguish trends, predict impacts on system operations, diagnose deviations in systems’ performance, and correct malfunctions.			
Participants are able to improve or design systems by suggesting modifications to existing systems and develop new or alternative systems to improve performance.			
Sum:			
5. Technology. Participants work with a variety of technologies.			
Participants are able to select technology – choose procedures, tools, or equipment including computers and related technologies.			
Participants must use technology and understand the overall intent and proper procedures for setup and operation of equipment.			
Participants must maintain and troubleshoot equipment – prevent, identify, or solve problems with equipment, including computers and other technologies.			
Sum:			
<i>Total Sum of All Competencies:</i>			

SCANS Part II -- A Three-Part Foundation

Rate the program using the following scale:			
E = Exceeds requirements, M = Meets requirements, N = Does not meet requirements	E	M	N
1. Basic Skills. The program requires participants to use reading, writing, math, listening, and speaking skills.			
Reading - Participants must locate, understand, and interpret written information in prose and in documents such as manuals, graphs, and schedules.			
Writing - Participants must communicate thoughts, ideas, information, and messages in writing; and create documents such as letters, directions, manuals, reports, graphs, and flow charts.			
Arithmetic/Mathematics - Participants must perform basic computations and approach practical problems by choosing appropriately from a variety of mathematical techniques.			
Listening - Participants must receive, attend to, interpret, and respond to verbal messages and other cues.			
Speaking - Participants gain experience organizing ideas and communicating orally.			
Sum:			
2. Thinking Skills. The program gives participants the opportunity to think creatively, make decisions, solve problems, visualize, learn, and reason.			
Creative thinking - Participants are given the opportunity to generate new ideas.			
Decision-making - Participants gain experience specifying goals and constraints, generating alternatives, considering risks, and evaluating and choosing the best alternative.			
Problem solving - Participants must recognize problems and devise and implement a plan of action.			
Processing information - Participants must organize and process symbols, pictures, graphs, objects, and other information.			
Knowing how to learn - Participants must acquire and apply new knowledge and skills.			
Reasoning - Participants are given the opportunity to discover rules or principles underlying the relationship between two or more objects and apply them when solving a problem.			
Sum:			

3. Personal Qualities. The program encourages and helps participants display responsibility, self-esteem, sociability, self-management, integrity, and honesty.			
Responsibility - Participants are encouraged to exert a high level of effort and persevere towards goal attainment.			
Self-esteem - The program encourages/helps participants to believe in their own self-worth and maintain a positive view of self.			
Sociability - The program helps participants learn to demonstrate understanding, friendliness, adaptability, empathy, and politeness in group settings.			
Self-management - The program teaches participants how to evaluate themselves accurately, set personal goals, monitor progress, and exhibit self-control.			
Integrity/honesty - The program encourages participants to choose ethical courses of action.			
Sum:			
<i>Total Sum of All Skills:</i>			
Total Sum of All Competencies and Skills:			
