

SERVICE DESCRIPTION

APPENDIX C: ASSESSMENT - VOCATIONAL ASSESSMENT

KANSAS DEPARTMENT OF SOCIAL & REHABILITATION SERVICES INTEGRATED SERVICE DELIVERY DIVISION

Rehabilitation Services

PAYMENT-FOR-PERFORMANCE - VOCATIONAL ASSESSMENT

Rehabilitation Services (RS) is a state agency which provides vocational rehabilitation (VR) services to help people with disabilities achieve permanent, integrated, competitive employment consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice. VR services are customized according to each consumer's needs and goals. Vocational assessments are often essential to empower consumers to develop a vocational plan and to achieve their employment goals. This service is specifically designed to serve consumers who need or want to explore vocational options.

The specific service(s) requested for any individual will be based upon RS counselor analysis of all available information and data to determine the level and intensity of service needs.

Through review of medical and historical records, consumer input, personal interviews, referral information, and observation, the rehabilitation counselor and consumer will agree to a specific vocational goal as well as services necessary to obtain employment. If there are unanswered questions concerning vocational goals or options, the counselor and consumer may choose to pursue a vocational assessment to address these questions. Each assessment will require the contractor to develop an individualized evaluation plan which states the questions, tools, persons responsible, and time frame for completion of the assessment. The contractor is to complete the steps identified on the individualized evaluation plan that are designed to answer all the referral questions. A comprehensive written report will be required at the end of each assessment.

VOCATIONAL ASSESSMENT

The purpose of assessment is to gather employability related information with an individual that will assist/empower that individual in making vocational decisions. The expected outcomes are to help identify and plan for services or activities needed to assist the person in his/her career goals. Additionally, it will increase the individual's knowledge of his/her capabilities and jobs so appropriate occupational choices can be made.

The contractor is expected to adhere to the following accepted principles of assessment:

- ❖ Behavior observation and personal interaction are critical
- ❖ Information (findings) must be verified
- ❖ A variety of approaches and methods are essential to provide fair and accurate assessments

- ❖ Assessment is required to make decisions and develop plans
- ❖ Assessment represents an integral part of a larger process or system
- ❖ The assessment must be used and useful to the rehabilitation counselor and the customer
- ❖ Assessment requires collaboration and several sources of input
- ❖ Information must be current, valid, and relevant
- ❖ Assessment is systematic and organized, but flexible

In order to complete the vocational assessment, the contractor agrees to the following activities:

- ❖ Development of a written individualized evaluation plan which identifies questions to be answered, identifying who will answer them, and what assistive technology is to be used
- ❖ A vocational evaluator or vocational specialist will provide or supervise the services
- ❖ Tools utilized are based upon the individual needs and questions and may include work samples, situational assessment, and psychometric testing all done by qualified persons

Vocational assessment services should have the capability to assess or obtain the following:

- ❖ Ability to learn about oneself
- ❖ Educational and vocational achievements
- ❖ Assistive technology needed
- ❖ Community and employment supports needed
- ❖ Environmental conditions needed
- ❖ Tools/job site modifications or adaptive equipment needed
- ❖ Work and non-work needs
- ❖ Independent living skills
- ❖ Intellectual capacities
- ❖ Interests, aptitudes, and career aspirations
- ❖ Job-seeking and job-keeping skills
- ❖ Knowledge of occupational information
- ❖ Learning styles, including ability to understand, recall, and respond
- ❖ Personal, social and work related behaviors
- ❖ Physical and psychomotor capacities
- ❖ Possible employment objectives
- ❖ Transferable skills
- ❖ Work skills and tolerances
- ❖ Modes of communication

The vocational assessment report will be:

- ❖ Written and include answers to the referral questions,
- ❖ Able to be shared with the person seeking employment,
- ❖ Disseminated in a timely manner within 14 days of the last service,
- ❖ Relevant to the desired employment outcome.

The written report should be received by the referring counselor no more than fourteen days following the last service provision of the assessment.

Payment for the vocational assessment will be authorized when RS receives an invoice and final report from the contractor following completion of the service.

GENERAL TERMS

Contractors are expected to initiate services in a timely manner once authorized, usually within a 30 day time period. A written summary report is required at the end of the assessment. Referrals can be withdrawn by either party with written notice before the service actually begins. Payments will be authorized by the RS counselor as specified above. In case of disagreement over payment between the RS counselor and contractor, the contractor may appeal to the RS Program Administrator for the Region. In case of continued dispute, the contractor may appeal to the RS Community Provider Manager.

Contractors are expected to adhere to the code of ethics for vocational evaluators as described by the Commission on the Certification of Work Adjustment and Vocational Evaluation Specialists (CCWAVES). See <http://www.ccwaves.org/aboutus/ethics.html> . (A summary is provided at the end of this document.)

The contractor must consider accepting all referrals by the rehabilitation counselor of persons who need or want to explore vocational options. There is no guarantee of the number of referrals to be provided by RS. Continued use of the services will be dependent upon the contractor's success in empowering/assisting VR consumers to in making vocational decisions, timeliness of the final reports, and customer's satisfaction.

PERFORMANCE EVALUATION

The purpose of Accountability Benchmarks is to provide parameters for RS staff and contractors to review progress and outcomes on a regular schedule so that the team can address any potential issues before they become significant problems for the contractor and/or consumer. The guidelines are established to help improve the potential for reaching successful outcomes by developing strategies for improvement rather than imposing negative consequences at the end of a review period. The expectation is that contractors providing Vocational Assessment will initiate the service within 30 days of the authorization and complete the final summary report within 14 days of the last service to the consumer. Program evaluation data will be reviewed on a quarterly basis so both the contractor and RS staff are aware of the outcomes and will determine what, if any, action will be taken to ensure success for the persons served.

RELATED SERVICES

Community-based work assessment
Independent Living Assessment

A summary of the Tenets is provided below. These are general principles shared by all professionals. A full version of the CCWAVES Code of Ethics may be downloaded from <http://www.ccwaves.org/aboutus/ethics.html>.

Tenet 1: Moral and Ethical Standards

Professionals shall behave in a moral and ethical manner in the conduct of their professional roles.

Tenet 2: Legal Standards

Work Adjustment and Vocational Evaluation Professionals shall abide by local, state and federal laws and statutes in the conduct of their professions, maintaining the integrity of the Code of Ethics and avoiding any behavior which would cause harm to others.

Tenet 3: Professional-Consumer Relationships

Professionals shall respect the dignity and worth of all individuals with whom they work. The primary ethical obligation of professionals is to their consumers; or those persons who are directly receiving their services. Professionals will endeavor at all times to protect each consumer's welfare and to place this interest above their own.

Tenet 4: Professional Relationships

Cooperative interpersonal relationships shall be seen as vital in achieving optimum benefits for consumers. Professionals shall respect the value and roles of professionals and staff in other disciplines and act with integrity in their relationships with professional colleagues, organizations, agencies, referral sources and related disciplines.

Tenet 5: Confidentiality

Professionals shall respect the confidentiality of information obtained from consumers in the course of their work.

Tenet 6: Professional Competency

Professionals shall provide services to consumers which demonstrate competence of critical knowledge and performance areas as established by CCWAVES, and ensure that all services are necessary and appropriate.

Tenet 7: Research and Publication

Professionals shall volunteer to engage in or support research and publication activities that will benefit service delivery.

Tenet 8: Consultation

Professionals shall adhere to recognized professional practices in pricing, promoting and contracting their services.