

**3004.00 WORK EVALUATION – Provider Guidelines**  
(CSPM 134.00.0 and 302.00.0)

**3004.01 Description of Service**

**A Work Evaluation is a short term assessment (30 business days or less) that utilizes objective observations of work behaviors, physical capacities, work habits, interpersonal skills and functional skills to determine vocational options and interventions by having the client in a work situation. Observations may come from specific job settings or a variety of work samples.**

**The purpose of Work Evaluation services is to determine client work habit strengths, barriers and needs and assess the client’s vocational options and recommend appropriate interventions, necessary services and training.**

**3004.02 Provider Information**

Work Evaluation services may include but are not limited to:

- evaluation report identifying strengths, barriers, needs and analysis of physical capacities, work habits, work behaviors and functional skills with possible vocational options and recommended interventions
- a formal staffing to discuss evaluation results and make program recommendations

Work Evaluation services are to provide specific work behavior observations and recommendations, not limited to the following:

- response to supervision
- ability to follow directions
- physical capacities and job tolerance
- quality and quantity of work
- ability to utilize criticism and instruction
- attendance and punctuality
- co-worker relationships
- initiative
- safety awareness and practices
- communication skills
- accepting of job assignments
- problem solving/decision making skills
- application of functional skills
- mobility
- use of accommodations or job site modifications
- transportation accessibility
- acceptable personal appearance and dress
- attitude and acceptance of responsibility

### **3004.03 Provider Qualifications**

Work Evaluation providers must meet one of the following qualifications:

- A. A Bachelor's degree in vocational rehabilitation or a counseling-related field that may include, but is not limited to degrees in rehabilitation, education, special education, social work or psychology and one year experience in counseling, linking with community resources, special education or instruction
- B. An Associate's degree in a vocationally related field, such as, but not limited to degrees in rehabilitation, education, special education, social work or psychology and two years of experience in counseling, linking with community resources, special education or instruction
- C. Three years of experience in counseling, linking community resources, special education, instruction, vocational evaluations and/or assessments
- D. An individual who works under the direct, on-site supervision of an individual with a Bachelor's degree as listed above

**Note: Qualifying Documentation - Providers will submit documentation to determine if they meet the standards for potential suppliers.**

**The Provider Relations Specialist is responsible for determining whether providers meet qualifications.**

### **3004.04 Process for Outsourcing**

It is the VRP staff's responsibility to determine when work evaluation services should be purchased.

### **3004.05 General and Specific Standards**

#### **A. Timeliness**

The Provider must notify the VRP staff within five (5) business days of receipt of referral regarding whether or not they will accept the referral. A written report will be required monthly documenting progress and skill attainment. If service lasts less than a month a report must be submitted within ten (10) days following service completion. The written report will identify any work habit deficits to be addressed and time frames necessary prior to the delivery of any further services. The provider will not provide any further services until authorized by the VR counselor. If work habit deficits are identified within the initial ten (10) days of service, service is to cease and the counselor be notified verbally and then in the written report as stated above. The client shall not continue in Work Evaluation after needs are identified.

**B. Liability**

The provider must present a certificate of insurance as defined in the contract or service agreement as required by the Georgia Vocational Rehabilitation Agency.

**C. Criminal Record Investigation**

Providers will be required to show evidence that a criminal record investigation has been requested in accordance with DHS/GVRA policy on all staff that provides direct services to VRP clients.

**D. General Requirements**

**Mobility** - Consideration should be given to the client's needs in determining an appropriate location for the evaluation. If the client cannot travel to the evaluator's location, at the discretion of the VRP staff, an alternate setting will be chosen. In some situations, a provider may need to travel with portable equipment/tests to evaluate clients.

**Available Materials** - A list will be submitted by prospective providers of evaluative instruments with which they are competent and capable of administering and interpreting.

**Sample Product** - Providers will submit sample(s) of a work evaluation report(s).

**E. Report**

It is the provider's responsibility to ensure that the information in the report is easily discernible to the users and is staffed with the VR staff prior to meeting with the client.

**Identifying Information**

- Client name
- Date of Birth
- Address
- Telephone Number
- Case Number
- Referring Vocational Rehabilitation Counselor
- Date of Referral, Evaluation, and Report
- Disability(s)

**Interventions** - Based on a person's goals and skills, the employment setting, and the supports needed, assistive technology is provided as appropriate within the context of reasonable accommodations.

**Achievement Level** - Based on the individual's employment objectives the person should receive only those services which help him/her achieve the desired outcomes.

F. **Fee**

Compensation for services will be negotiated and attached to the contract or service agreement.