



## Vocational Performance CRITERIA

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These performance criteria summarize a desired state of professional performance for vocational services that are high quality, effective, efficient and add value to the workers' compensation system.

### Outcomes

- Positive (useful) outcomes that are based on applicable statutes and rules.
- Vocational costs are appropriate.

### Resolve Vocational Issues

- Thoroughly and accurately address vocational facts and issues for each referral.
- Applicable rules and laws are followed.
- Recommendations are objective, relevant and sound and are derived from a reasoned analysis of facts and issues in the referral.

### Professional Case Management

- Case progression is proactive and timely without sacrificing quality or relationships.
- Necessary documentation is provided to support recommendations and abide by WACs.
- Adheres to the ethical standards of the profession.

### Relationships

- Communication skills are effective, timely, clear, professional and courteous. When appropriate, in-person meetings are used to support communication.
- Working relationships are respectful, professional and helpful. Vocational counselors and the department build collaborative and constructive working relationships to resolve case issues.

### Knowledge

- Understand sound vocational rehabilitation methodology.
- Understand vocational requirements in Washington State Worker's Compensation system and how these relate to the system as a whole.
- Understand effective practices for assisting injured workers within Washington State Worker's Compensation system.
- Understand local environment such as labor markets, employers, training opportunities, etc.



## Assessment System VALUES

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Measures, information and processes are part of an assessment system. To ensure that this system will support the behaviors, ethics, culture and results that are most desirable, the following VALUES will form the basis of an evaluation of assessment methods.

### Fair

- Individuals are evaluated only on aspects of performance or on results which the individual can control or significantly influence.
- Performance evaluations are based on standards that are clear, consistent and well communicated.
- A minimum body of work is included in an evaluation. Anomaly referrals should not carry excessive weight. "Recent" work could include one or two years.
- Adequate education and communication is provided before the method is used to make referrals and this shall not excessively delay implementation.

### Accessible

- Standards, methodology and assessment results are well communicated and easily accessible.
- The method is understandable, transparent and reproducible.
- The method is easy to use, easy to administer *and* contains information about quality and effectiveness and relevant complexities (e.g. age of the claim, injury type, etc.).
- Training, dialogue and feedback opportunities are provided.

### Valid

- The method is a valid, reliable and independently verified.
- The method is used as the basis for referrals. The distribution of referrals to vocational counselors should reflect performance results and support performance quality. The referral source can exercise discretion on an exception basis.
- Sufficient resources are made available to develop, evaluate, validate, maintain and revise the evaluation system. Resources may be internal or external to the department.
- The assessment system meets statutory requirements (RCW 51.32.095, Section 5).
- The assessment system is perceived as valuable and useful by department staff who make referrals.

### Collaboration

- Teamwork and collaboration are used where appropriate to resolve case issues.
- Providers are assessed against standards, not against each other (relative ranking).
- Elements of the system are aligned to support desired system results.

### Continuous Improvement

- Individual assessment results and feedback processes support the improved performance of vocational rehabilitation counselors.
- Overall assessment results are used to improve vocational outcomes for the workers' compensation system.