

# Internship completion requirements

Workers' Compensation Division

# Completion of qualified rehabilitation consultant (QRC) internship – Minnesota Rules 5220.1400, subpart 4

To demonstrate your understanding of procedures and your ability to communicate in writing, the following forms and reports must be submitted:

- all R-forms;
- a labor market analysis; and
- at least one narrative report, showing an understanding of:
  - transferable skills analysis; and
  - vocational testing.

The [QRC internship completion checklist](#) is a great resource to help guide you through all of the items you must complete to finish internship requirements.

# Labor market analysis

# Purpose of a labor market analysis

Systematic contact with employers and review of labor market information to assist with vocational planning related to:

- job search;
- skills enhancement; and
- retraining.

# Labor market analysis components

The Department of Labor and Industry's (DLI's) website contains a [QRC internship completion checklist](#) and lists components such as:

- the employee's date of injury, average weekly wage and wage information through the survey;
- the employee's current physical limitations and the physical demands of the proposed job;
- the number of employers contacted, with grouped responses from the employer contact sheet questions;
- information supporting national and local occupational employment statistic (OES) wages, job outlook and all support documents attached to the report; and
- a summary statement of whether the projected job is or is not a good job match and why.

# Intent of labor market analysis

Establish a clear purpose for your client's labor market analysis and what you hope to learn. For example:

- What is the availability of employment for a specific job or occupation? Is this profession growing?
- What education is required to enter this field?
- What experience are employers looking for?
- What are the physical demands of the job?
- What is a typical entry-level salary, salary range and salary potential?

# Questions commonly asked of employers

- Do you employ [insert job title]? If so, how many?
- Do you have any current openings or anticipate any in the next three months?
- What is an approximate starting wage, wage after one year and wage after three years?
- What education do you require?
- What are the physical demands of the job?
- Do you have any advice for someone entering this field?

# Create employer contact sheets

- As you contact employers, document:
  - the employer name;
  - the location;
  - the employer representative; and
  - answers to the questions you developed.
- Look for trends in the data you are collecting.
- The aggregate data will be summarized in your labor market analysis report.
- Attach contact sheets as a report appendix.



# Gather internet labor market information

Trusted websites include:

- [O\\*NET](#); and
- [Minnesota Department of Employment and Economic Development data tools](#).
  - This site includes links to more detailed webpages, with information about current employment statistics, employment outlook, job vacancy survey, occupational employment and wage statistics.

# Writing the report

The report should contain information about the client, labor market and QRC recommendations. Sample headings for the report may be the following.

- Purpose
- Educational history
- Credentials (if applicable)
- Work history
- Medical history
- Current physical limitations
- Scope of survey (how many employers contacted, questions asked)
- Summary of results (anticipated wages, qualifications, projected outlook)
- Conclusions and recommendations
- Appendix (detailed employer contact information, printed internet resource materials)

# Incorporating findings into the rehabilitation plan

- Use your findings to inform the direction of your client's rehabilitation plan.
- Meet with your client to review the results and discuss how they can be used to advance their rehabilitation plan.
- Share the labor market analysis report with the parties.

# Transferrable skills analysis (TSA)

# TSA definition and overview

- According to Minn. R. 5220.0100, subp. 35, “transferrable skills analysis” means identifying and comparing skills learned in previous vocational or avocational activities with those required by occupations which are within the qualified employee’s physical and mental capacities.
- TSA can be performed manually or through a variety of software programs that may incorporate the [Social Security Administration Code of Federal Regulations](#). Software analysis yields more detailed results.

# Completing a TSA manually

The transferability of a person's skills can be done manually by:

1. making a list of jobs performed by the individual (such as a work history);
2. eliminating jobs from that list that no longer exist in the economy;
3. listing the skills under each job (such as the ability to read a blueprint or typing proficiency) – do not confuse skills with job tasks (such as computer operation);
4. remembering skills are transferrable when they can be applied to more than one occupation;
5. identifying the employee's residual functional capacities;
6. identifying the specific vocational preparation level (the training required to learn the position) for each job;

# Completing a TSA manually, continued

7. identifying the physical demands and environmental requirements for each job (such as light-duty lifting in a cooler or storage locker, which might adversely affect the work injury even after healing is completed);
8. considering mental capacities, including the abilities to work in close proximity with others, to have appropriate interactions with the public, to use judgment, to concentrate, to work independently, to follow directions and to meet deadlines; and
9. comparing past jobs and skills to the employee's projected or permanent physical restrictions and then developing a list of those jobs and skills for the potential job search.

Tip: Resumes focus on transferrable skills. If doing a manual TSA, a client's resume is a valuable resource.

# TSA software and reports

**Software programs:** There are several TSA software programs. For example, OASYS web is a widely used software program. Rehabilitation providers should select a program that provides reliable and valid results.

## **Narrative reports should include:**

- client information, such as date of injury, average weekly wage, work history, possible long-term hobbies, and physical limitations or considerations; and
- the software program or method you used to conduct the transferable skills analysis.



# Summary section of TSA report

## **Identify a list of jobs that:**

- the employee has demonstrated medium to high aptitudes in;
- are within a suitable wage range; and
- have job growth potential.

## **Take the above jobs and create two lists:**

1. occupations for direct job search; and
2. jobs that will require formal training.

# Sharing TSA results

- Meet with your client and share the TSA results in plain language. Explain how these results can be used in their vocational planning and in helping them return to work.
- Send the TSA results and related recommendations to the parties.

# Vocational testing

# Considerations before vocational testing

- Know the reading level required of the test you want to administer. If you are uncertain your client reads at or above that level, first administer an achievement test to provide a grade-level equivalent.
- What questions do I hope vocational testing will answer?

# Considerations before vocational testing, continued

- Will my client benefit from testing? Clients who might benefit include those who:
  - have a work and educational background that does not clearly demonstrate their ability to complete job applications or other tasks that require reading;
  - have a long history in their date-of-injury occupation and will likely not return to it;
  - have limited work experience or exposure to the world of work; or
  - are exploring retraining.

# Ethical considerations

- Will the test results assist with my client's vocational planning?
- Am I qualified to administer and interpret the test results?
- Could the test results cause harm to my client?
- Remember that in workers' compensation, the results are shared with the parties.

# How to suggest vocational testing to clients

- Explain your role is to assist them in returning to a job that is a good fit for them, taking into considerations their physical limitations, labor market, work experience and interests.
- Explain testing is a tool that helps you understand their interests, abilities and work values.
- Ask your client about their history of test taking. This can help you tailor your approach.

# Tips for easing client concerns about testing

- Explain the location and anticipated length of the testing, and that you will review the results with them.
  - It can be reassuring for clients to know interest and work values inventories have no right and wrong answers.
- Explain some details about the assessments so they know what to expect.
  - For example, some tests are timed.
- Remind your client to bring their eyeglasses along if they need them for reading.



# Types of tests and assessments

- Achievement: measures current knowledge
- Aptitude: measures potential or ability to learn new skills
- IQ: measures a range of cognitive abilities and serves as a measure of one's intellectual abilities and potential
- Interest: measures one's preferences for specific fields and activities
- Work values: measures workplace values
- Personality: measures key personality characteristics

# Test administration

- Rehabilitation providers should be trained about any test they administer.
- Follow the test's administration procedures.
- Make sure your client is comfortable and the testing environment is quiet and free from distractions.
- Note any testing accommodations provided due to your client's disability.
- Any significant testing observations should be included in your report.

# Tips for scoring and interpretation

- Always double-check any manual scoring.
- Before you meet with your client, spend time reviewing the results to make sure you understand them.
- Look for peaks and valleys in scores.
  - In abilities tests, they represent strengths and weaknesses.
  - In interest inventories, they represent likes and dislikes.
  - In values or work temperament assessments, they represent important and unimportant needs or factors of a job.

# Preparing client materials

After interpreting the results, make copies of any career-related information you want to send home with your client. Sources might include the following:

- [Occupational Outlook Handbook](#);
- [O\\*NET](#) – the [O\\*NET desk aide](#) is a helpful client handout and the website works well on mobile devices;
- [Minnesota State CAREERwise Education](#); and
- [Minnesota Works](#).

# Discussing results with your client

- When reviewing results, remember to use them as a tool to guide your discussion.
- A good question to ask to begin your discussion is, “What did you think of taking the tests?”
- Use scores, including high points, low points and ranges, to guide your discussion.
- Help relate client scores to their work history, hobbies, etc. Relate them to potential vocational goals.

# Reporting results

- Summarize test results, including an explanation about how the results will be used in vocational planning.
- Share results with parties.

| Resource                                                               | Website                                                                                                                                                                                    |
|------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Minnesota Rules 5220                                                   | <a href="http://revisor.mn.gov/rules/5220">revisor.mn.gov/rules/5220</a>                                                                                                                   |
| QRC internship completion checklist                                    | <a href="http://dli.mn.gov/sites/default/files/pdf/orientation_qrc_intern_completion_checklist.pdf">dli.mn.gov/sites/default/files/pdf/orientation_qrc_intern_completion_checklist.pdf</a> |
| O*NET                                                                  | <a href="http://onetonline.org">onetonline.org</a>                                                                                                                                         |
| O*NET desk aide                                                        | <a href="http://onetcenter.org/dl_files/desk_aid.pdf">onetcenter.org/dl_files/desk_aid.pdf</a>                                                                                             |
| Minnesota Department of Employment and Economic Development data tools | <a href="http://mn.gov/deed/data/data-tools">mn.gov/deed/data/data-tools</a>                                                                                                               |
| Social Security Administration Code of Federal Regulations             | <a href="http://ssa.gov/OP_Home/cfr20/416/416-0968.htm">ssa.gov/OP_Home/cfr20/416/416-0968.htm</a>                                                                                         |
| Occupational Outlook Handbook                                          | <a href="http://bls.gov/ooh">bls.gov/ooh</a>                                                                                                                                               |
| Minnesota State CAREERwise Education                                   | <a href="http://minnstate.edu/careerexploration">minnstate.edu/careerexploration</a>                                                                                                       |
| Minnesota Works                                                        | <a href="http://minnesotaworks.net">minnesotaworks.net</a>                                                                                                                                 |

# Thank you

Jordan Trumbo, MS, CRC  
[jordan.trumbo@state.mn.us](mailto:jordan.trumbo@state.mn.us)  
651-284-5153