
Work Ability Assessment and the Follow-up System in the Norwegian Labour and Welfare Service (NAV)

What is this?

- **A brief overview of steps in follow-up and assesement of clients**
- **May be used as a preliminary background or preparations for discussions in the Think-tank in Berlin June 5th – 8th**
- **May contain elements relevant to discussion topic no 2 (and perhaps partly on topic no. 3):**
 - «Innovation in the area of case-management by focusing on opportunities of people in stead of impediments, utilising their strengths, competences and (realistic) ideals»

Main principles for follow-up and regulation of rights

- **Promote work and activity – economic/social security**
- **Measures/assistance and benefit regulations based on assessment of needs and work ability**
- **A shared basis for work methodology**
 - Progress, predictability and user influence
 - Planning and use of right measures at the right time
 - Equality and local flexibility
- **Harmonization of regulations and work methodology**
 - One methodology – the gate into rights, services and measures
 - Common terminology in different regulations
 - Methodology is based on new regulations

From target groups to individual focus

Formal
benefit
conditions



Actual situation
Work ability assessment

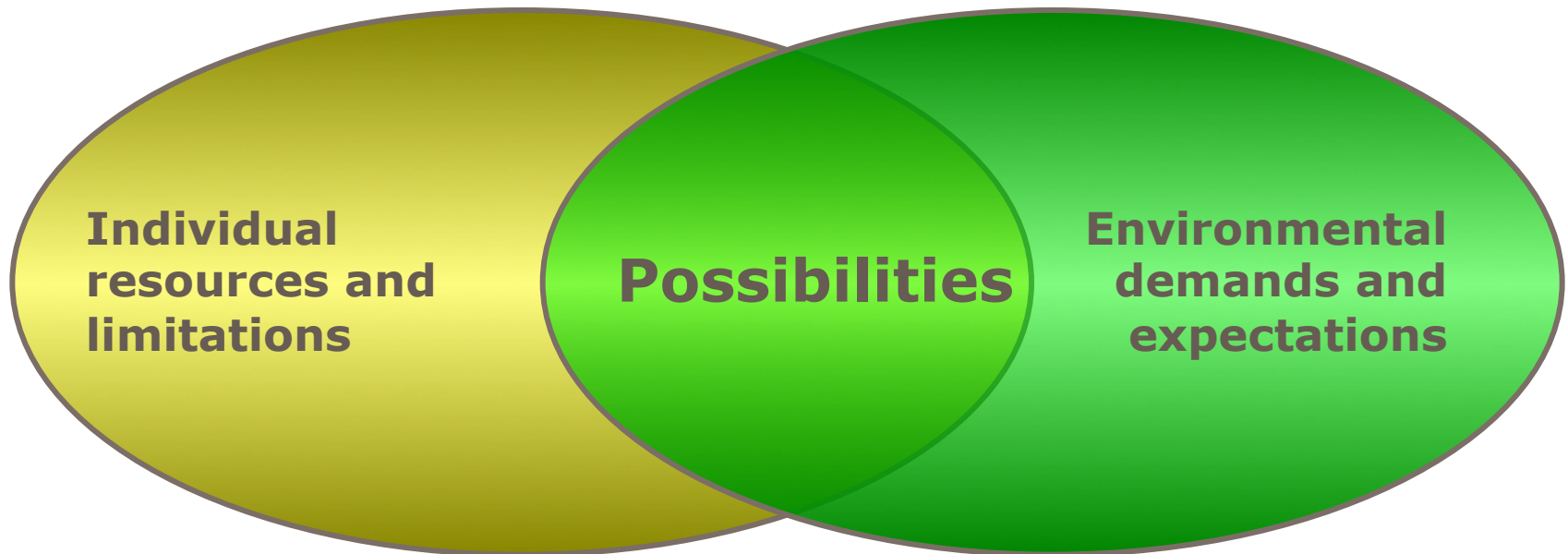
Distribution
of measures



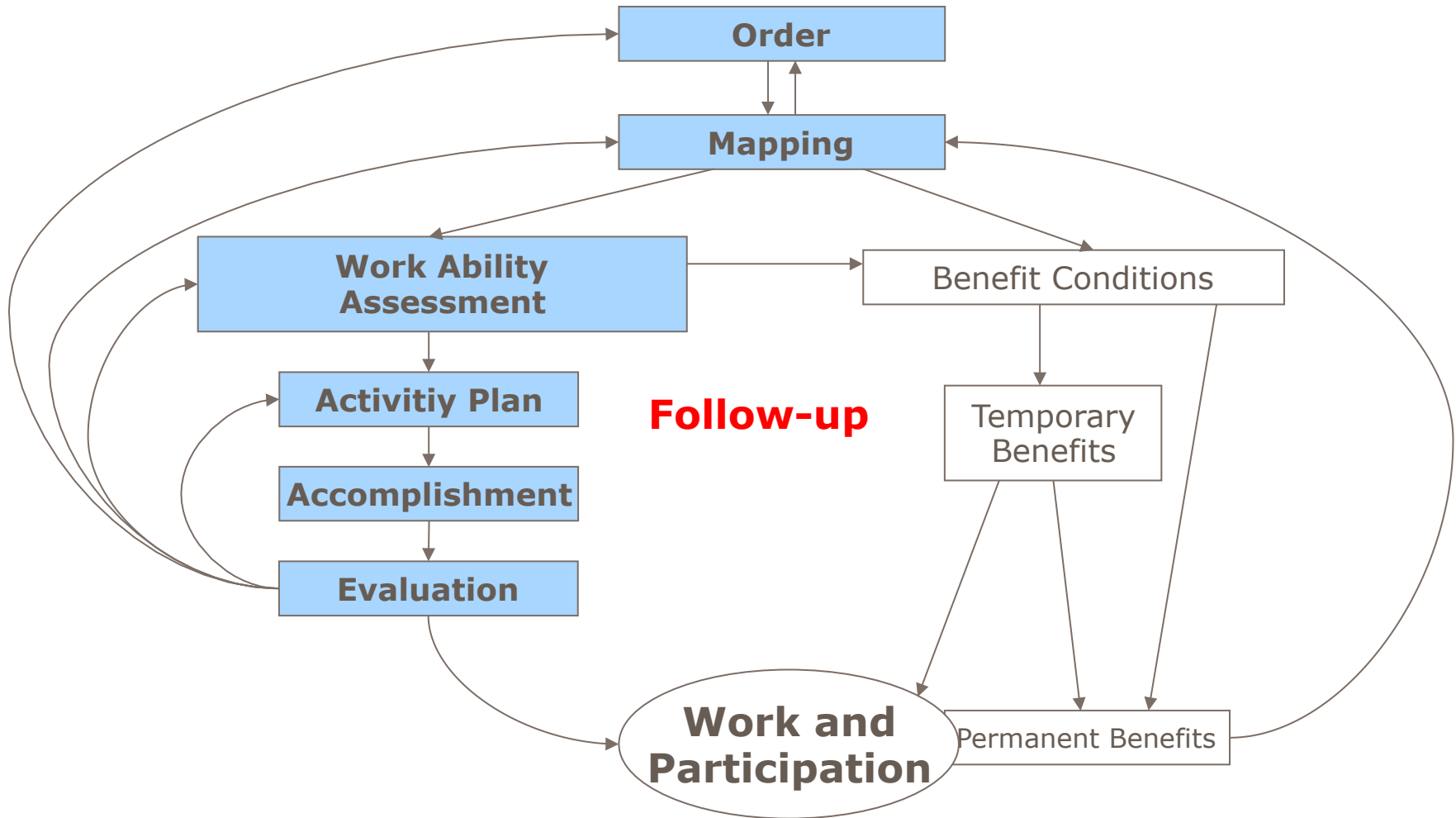
Menu of measures
Framework (regulations)
Individual treatment

Work Ability Assessment in the Norwegian Labour and Welfare Services

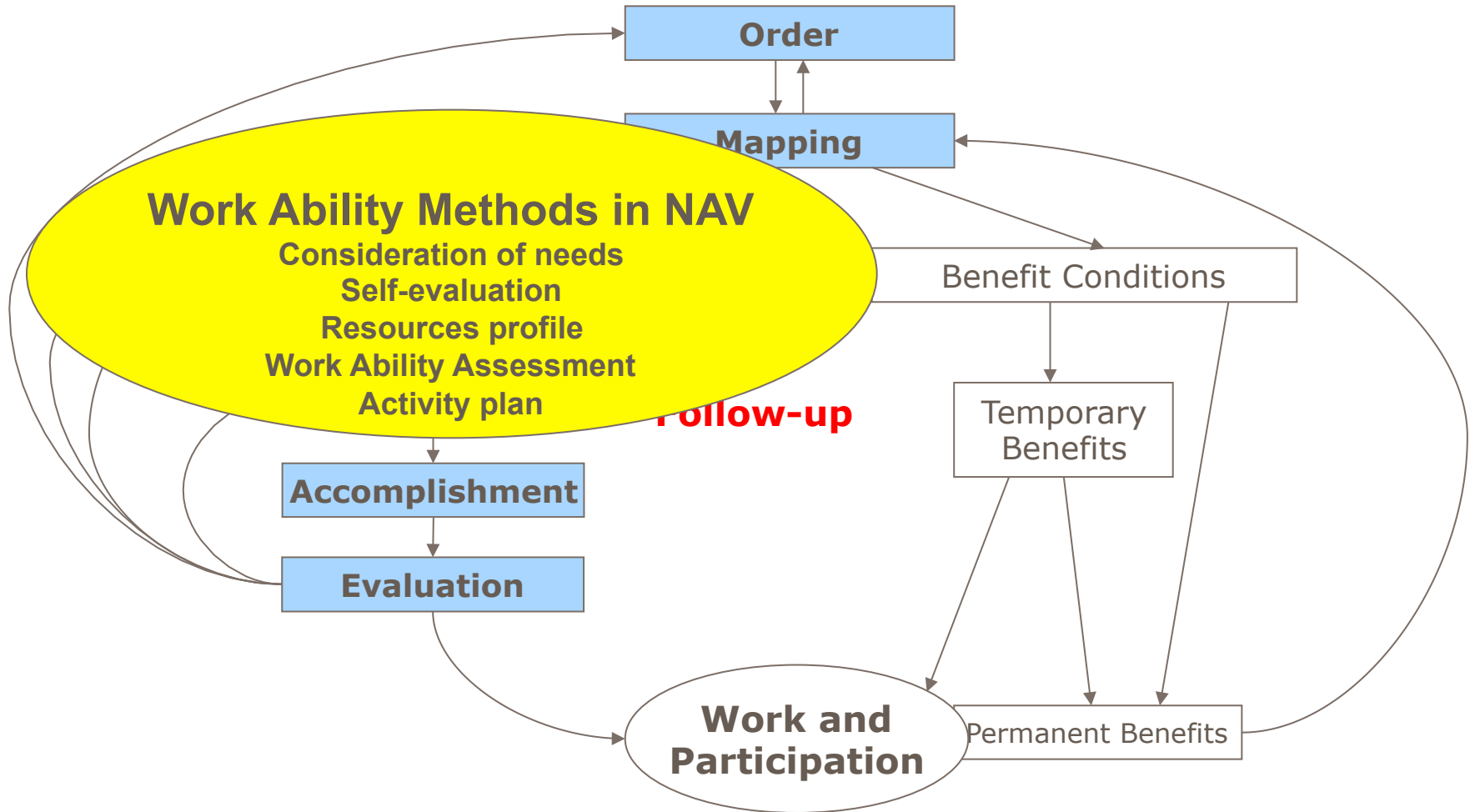
Work ability is defined as a person's ability to meet the expectations of work or more active participation in daily life – the work ability is where the individual resources and limitations meet the demands and expectations of the environment.



The strategy for follow-up in the work and welfare services in Norway



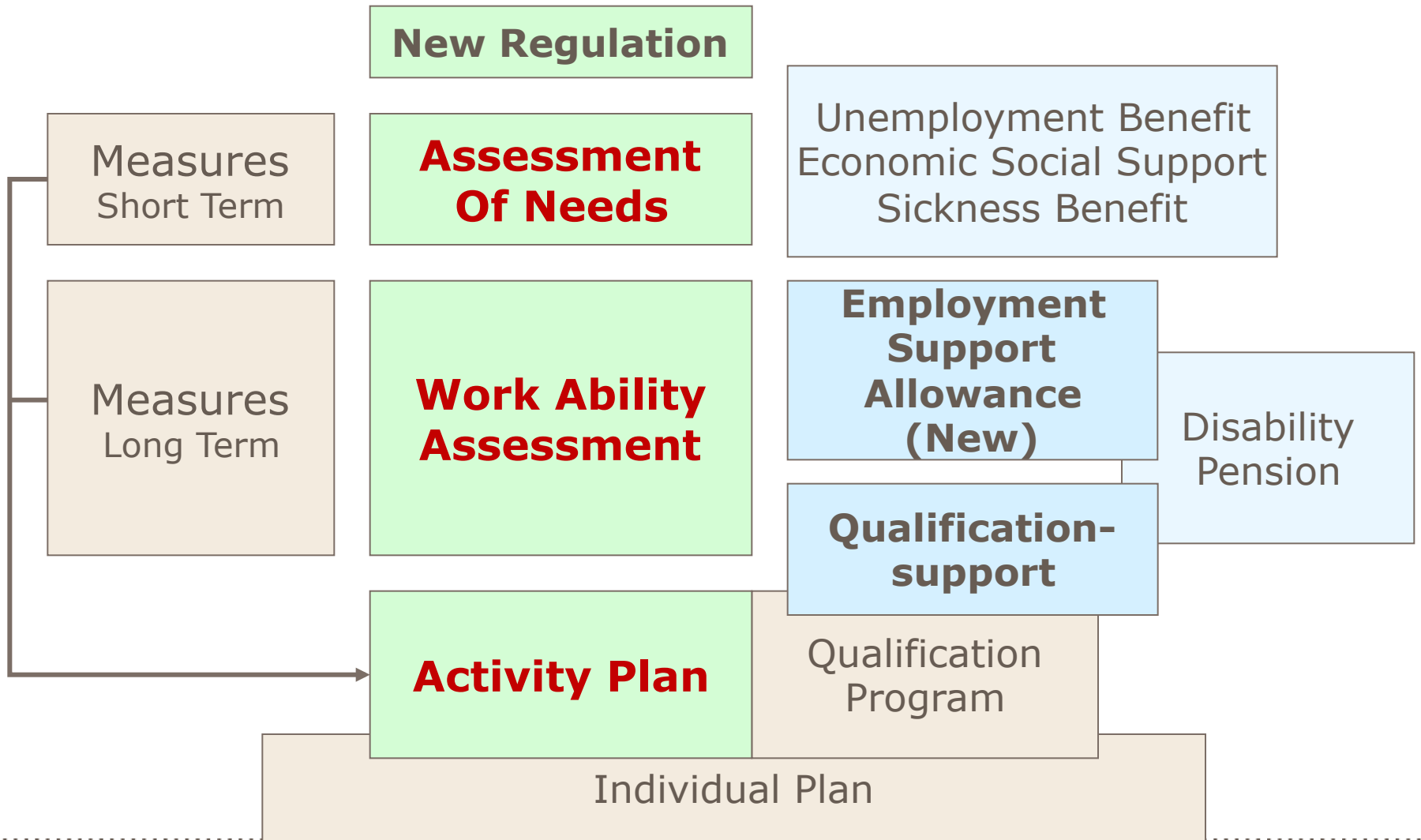
Work Ability Methods in the Strategy for follow-up



Main steps in the process:

- ***Concideration of needs:*** Concidering the users needs for assitance in getting work
- ***Work ability assessment:*** Whether a more comprehensive evaluation is needed
- ***Activity plan:*** Following the decision if there is a necessity
- ***Follow-up decision: Summarizing the conclusion and describing:***
 - The users goal (what kind of work is the goal)
 - The means and measures required to achieve the goal

Work Ability Assessment is the basis for decisions on measures and income security



Examples of effort in follow-up decisions

<p>Standard effort</p>	<p>General services, job placement assistance, occupational guidance, jobseeking.</p>
<p>Situation specific effort</p>	<p>Qualification measures, rehabilitation, vocational training etc.</p>
<p>Specially adapted effort</p>	<p>Concrete description of required and appropriate activities administered from NAV. Duration of the measure should be set.</p>
<p>Permanently adapted effort</p>	<p>Concrete description of required and appropriate activities administered from NAV related to permanent measures.</p>

Activity Plan

- The Activity plan is not a part of the follow-up decision, but a tool for putting it into action
- The plan should operationalize the users desired goal and the use of necessary measures described in the follow-up decision
- Measures aquired that are administered and/or financed by NAV should always be a part of the plan
- Measures aquired that are administered and/or financed by NAVs partners and the users own defined activities can be described in the plan
- The activity plan should be coordinated with other individual plans regulating the users need for assistance from the public sector in general. This is NAVs responsibility.

Steps in the Work Ability Methodology

Consideration of Needs (concludes the mapping)

- Identify users that *might* need a more comprehensive assistance directed towards the labour market (choose between three conclusions)

Self-Assessment

- Secure user personal involvement all the way through the work ability procedure

Resource Profile

- A systematic mapping and presentation of the individual's possibilities and limitations
- Comparing facts concerning the individual's possibilities with the environmental (external) demands (six elements)
- Conclusion/assessment: Work Ability

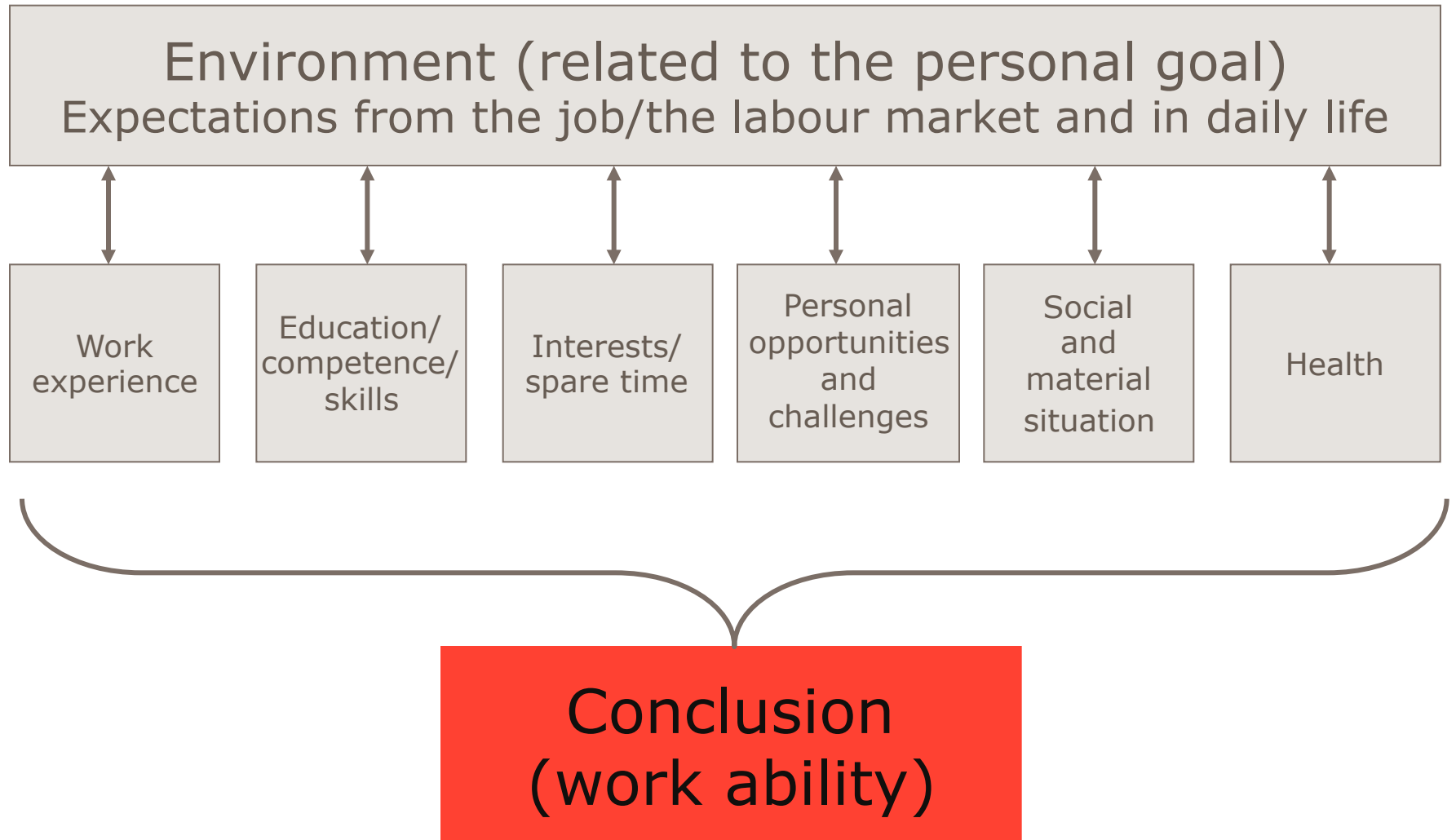
Activity Plan

- Listing the measures needed to achieve or move towards the individual goal (work/more active job related participation)

Main elements in the resource profile

- **The Self-assessment and established facts form the basis for the Resource profile**
- **The Resource profile should be based on documented facts and the Self-assessment**
- **The facts are structured in six individual factors:**
 - Work experience
 - Education/skills
 - Interests/leisure activities
 - Personal limitations
 - Social and economic situation
 - Health
- **The profile is the advisor's evaluation of the individual resources/ limitations and the environmental demands/expectations related to the individual goal**
- **The evaluation of the elements lead to the final conclusion (assessment) on work ability and the need for support and measures**

Example of a Standard Resource Profile



Case: Jens

Jens is a 28 years old man living in Bergen. He has since birth very reduced eyesight and listening capabilities. Meanwhile Jens has studied at the faculty of social sciences at "The University of Bergen". He has passed his exams in the field of "Rehabilitation in the labour market". He has not had an ordinary job after this course, but he has been to the USA for a year in connection with an exchange program for disabled persons.

He is interested in history and international politics and desires to pursue his studies in social sciences. Meanwhile NAV can offer him a job as an executive officer at NAV Administration but he is not so interested in this job offer. According to Jens this job does not match well with his qualifications. He wishes to develop his skills and desires a career in international politics, and therefore applies for financial support from NAV to be able to study further at the university and achieve a masters degree.

In his spare time, he enjoys a nice cycle ride and does lots of other physical training exercises.

The resource profile of Jens

	Individual values (situation)		Evaluation (and weighing)	Environmental values (situation)	
	Resources	Limitations		Labour market	Daily life
Work experience		No work experience			
Eduaction, competence, skills	Social sciences –3 semester. Exchange student 1 year at the UNs handicap-program in Washington	Lacks Master degree?	User considers his lack of master degree as an obstacle for getting work. A particular job offer rejects this suggestion	Has been offered a job in NAV Administration (user not interested)	
Interests and leisure	Politics and history				
Personal limitations and challanges					
Social and economic situation	Lives in own adapted house				Dependent on adapted house and technical aids
Health	Good physique (bicyckled Trondheim – Oslo)	Born with severly reduced eye sight and hearing			
Work ability assesment					