

Appendix II The Work Assessment Rating Scale (WARS)

The WARS asks a rater, such as an employment specialist, job coach or even the worker themselves, to estimate the workers performance on 25 behaviors that are common to many work settings and that employers generally believe are good basic work skills. There is also space provided for the rater to include five additional job specific behaviors that are unique to a particular employer or job site. You are encouraged to tailor these five items and include ratings of these in your assessment of this worker.

The WARS is a tool to help workers succeed in their jobs. It is not intended to produce a score per se. It is intended to identify where a worker is having difficulty performing needed job behaviors as well as determining which work behaviors are strengths for this worker in this particular job or employer.

The WARS can be used as a work-based assessment tool in evidenced based supported employment programs where a worker or an observer (rater) can make determinations about work performance in 25 items as well as the 5 additional job site specific items. The ratings are made in an effort to help the worker keep their job and perform its functions well.

Columns A and B on the WARS briefly describe a work behavior. These are paired opposite behaviors with A being the more positive performance of the behavior and B reflecting the poorer performance of the work behavior. Raters should consider the workers performance on the job and if the description in column A seems to fit, then the rater places an X in the box under the column headed "A applies". If the worker seems to perform the behavior in a way that more closely matches the description in column B, then the rater places an X in the box under the column headed "B applies". If the rater thinks the worker performed in the middle, between the descriptions in column A and B, then the rater places an X in the column headed "About Midway". If the rater thinks the worker's performance was somewhere between A and Midway, then the rater would place an X in the column headed "Inclined to A". Similarly, the rater would place an X in the box under the column "Inclined to B" if that worker's performance is not midway and not closely matching the description in column B.

If a work behavior does not apply to this worker or to the job or was not observed, then the rater would place an X in the box for that item under the column headed NA.

The Work Assessment Rating Scale was adapted from Griffiths, A.(1973). A Standardized Assessment of Work Behavior, British Journal of Psychiatry, 123, pp. 403-408.

The Work Assessment Rating Scale (WARS)

Name: _____

Employer: _____ Date of Hire: _____

of days on job: _____ # of absences: _____ Date of Assessment: _____ Rater: _____

	A	A applies	Inclined to A	About Midway	Inclined To B	B applies	NA	B
1	Arrives on time prepared to work							Arrives late not prepared for work
2	Notifies supervisor of lateness or absence							Late or absent without notice to supervisor
3	Groomed & attired for work							Not groomed or attired for work
4	Initiating & maintaining social conversation							Does not make conversation with others
5	Maintains eye contact & body distance							Looks away/poor body distance when talking
6	Responds to constructive feedback							Makes no response to performance feedback
7	Responds to praise from others							Feels discomfort, does not listen to praise
8	Uses tools & equipment well & good manual dexterity							Uses tools & equipment poorly & lacks dexterity
9	Starts & maintains work on own initiative							Usually waits for directions from supervisor
10	Clocks in/out when entering/leaving work area							Forgets to clock in/out or to inform supervisor
11	Follows instructions quickly, without prompting							Does not grasp instruction easily, needs repeat prompts
12	Completes work tasks despite internal or external stressors							Often distracted from work tasks
13	Adapts readily to interruptions in work tasks or space							Adapts poorly to interruptions
14	Receptive to changes or new ideas							Ignores/is argumentative to changes or new ideas
15	Performs more than one task without reorientation							Needs reorientation in order to complete one task
16	Manages peak & downtime effectively							Does not work continuously, difficulty in peak/downtime
17	Identifies solutions to work problems without help							Usually gets stuck when facing a problem
18	Work pace meets the demands of the work environment/employer							Takes longer than others to complete assignments
19	Quality of work meets expectations							Work quality requires frequent re-dos
20	Asks for help when needed in an appropriate manner							Does not usually ask for help when needed
21	Accepts & responds to supervisors directions							Ignores direction, doesn't clarify or is argumentative
22	Relates well to coworkers							Gets along poorly or isolates from others
23	Takes breaks as indicated returning promptly							Disruptive on breaks or does not take and return promptly

24	Always follows safety procedures							Does not seem to pay attention to safety procedures
25	Accepts assignments without complaints/devaluing/arguing							Does not readily accept assignments
26								
27								
28								
29								
30								

NA= Not Applicable, meaning the rater did not see the person perform this behavior or the behavior was not applicable to this job.

Rater Comments: _____

Worker Comments: _____

Employer Comments: _____

 Worker Signature

 Rater Signature