

# ***Vocational Consulting – EXPERT WITNESS Employability & Disability Analysis***

- *Consulting Services* • *Trial Witness Services*
- *Psychological & Educational Testing* • *Computerized Transferable Skills Analysis*
  - *Transferability of Skills Occupational Analysis* • *Wage Reporting*
- *Pre-Injury v. Post-Injury Earnings & Employment-Loss Determination*
  - *Labor Market Surveys - Employer Lists within SIC<sup>s</sup>*

# **Attorney Support Services**

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## ***All Categories of Employability Issues***

- *Divorce* • *Personal Injury* • *Employment-Law*
- *Wrongful Death* • *Medical Malpractice*

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*National Board Certification; Senior Disability Analyst and Diplomate – SDAD* <http://www.americandisability.org/>

*National Board Certification; Certified Disability Management Specialist – CDMS* [WWW.CDMS.ORG](http://WWW.CDMS.ORG)

*National Board Certification; Board Certified Professional Counselor – BCPC* [www.americanpsychotherapy.com](http://www.americanpsychotherapy.com)

*State of Florida, Qualified Rehabilitation Provider – QRP* <http://wc-returntowork-vr.doe.state.fl.us/provider/>

*Vocational Rehabilitation, Disability and Employability Analysis throughout Florida Since 1982*

*Board of Directors, FARPPS; Florida Rehabilitation Providers in the Private Sector 1989-1991*

*Palms West Chamber of Commerce since 1988 • Chamber of the Palm Beaches since 1998*

*NRA – National Rehabilitation Association*

*International Association of Rehabilitation Professionals; aka IARP* [www.rehabpro.org](http://www.rehabpro.org)

*RESNA – Rehabilitation Engineering and Assistive Technology Society of North America*

*ACA – Amputee Coalition of America*

*AJSD – Association for Job Search Training*

*National Network of Career and Life Management Consultants*

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## **Carrier's Career Service Inc.**

**Robert G. Galt, MS, SDAD, CDMS, QRP, BCPC**

**2001 Palm Beach Lakes Boulevard, Ste 502-E**

**West Palm Beach, Florida 33409-6510 = OFFICE**

**859 Ivy Drive • Wellington, FL 33414-8160 = MAILING ADDRESS**

**(561) 371 1652 telephone \* (561) 753 4870 facsimile**

**FEDERAL IDENTIFICATION # 59-2947424**

**[www.CARRIERCAREERSERVICE.COM](http://www.CARRIERCAREERSERVICE.COM)**





**ROBERT G. GALT, MS, SDAD, CDMS, QRP, BCPC**

[www.careercareerservice.com](http://www.careercareerservice.com)

2001 Palm Beach Lakes Boulevard, Ste 502-E  
West Palm Beach, FL. 33409-6510

EMAIL [RBTGALT@AOL.COM](mailto:RBTGALT@AOL.COM)  
(561) 371 1652

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## QUALIFICATIONS BRIEF

**39 years experience in Vocational Rehabilitation, Vocational Assessment, Corporate and Small Business Management and I am skilled in the capture and presentation of occupational and earning capacity data for use in analytical summaries. My practice includes evaluating the effect of chronic pain as it relates to return-to-work and/or wage loss. Between 1989 and 1991, I served in the Florida Association of Rehabilitation Providers in the Private Sector, [FARPPS] as a member of the State Board of Directors [Publications Chair]. I am Nationally Board-Certified by the Commission of Certified Disability Analysts as a *Certified Disability Management Specialist* [CDMS], Licensed by the State of Florida as a Qualified Rehabilitation Provider [QRP], designated as a [*Disability Analyst Fellow*] D.A.F. & [*Senior Disability Analyst and Diplomate*] S.D.A.D., by the American Board of Disability Analysts.**

**Masters Degree in Health Administration and Wellness, from California College, National City, CA, 1999**

**Bachelor of Science Degree [Honors Degree Program] in Business Management, from Florida State University, Tallahassee, FL 1973**

**Post-graduate studies in Vocational Rehabilitation, Computerized Worker Trait Applications in Occupational Analysis, Educational and Psychological Testing, Organizational Dynamics, Marketing & Management.**

Between 1973 and 1982 served in Corporate Business Management as a Vice President – Control, in specialties ranging from *Human Resource Management, Systems Analysis, Truck Fleet Management, Risk Management, Construction Project Coordination, Inventory Control & Retail Loss Prevention (to) Administration and Control of Corporate Operating Budgets* up to \$350M per annum.

Between 1982 and 1989 specialized in Vocational Rehabilitation in Florida in the capacity of Occupational Information Purveyor, Job Developer and Vocational Rehabilitation Corporation Owner.

1990 to today, operate a private clinical practice in Vocational Consulting, Educational/Occupational Testing and Disability Analysis in Palm Beach County, serving a network of private clients as well as providing technical occupational profiles and forensic [Vocational/Disability Analysis] services to a network of law firms, attorneys and companies throughout Florida and the Eastern Seaboard.



## CARRIER'S CAREER SERVICE, INC.

Robert G. Galt, MS, SDAD, CDMS, QRP, BCPC

2001 Palm Beach Lakes Boulevard, Ste 502-E • West Palm Beach, Florida 33409-6510 = **Office**

859 Ivy Drive • Wellington, Florida 33414-8160 = **Mailing Address**

Telephone (561) 371 1652 • Fax (561) 753 4870

Email = [RBTGALT@AOL.COM](mailto:RBTGALT@AOL.COM)

[www.CARRIERCAREERSERVICE.COM](http://www.CARRIERCAREERSERVICE.COM)

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## CREREDENTIALS IN VOCATIONAL AND OCCUPATIONAL TESTING

**Certified Standardized Test Administrator; Standards of Educational and Psychological Testing:** TABE [*Test of Adult Basic Education*], WRAT-3 [*Wide Range Achievement Test*], Wonderlic Personnel Test [*Aptitude*], Wonderlic [*Test of Basic Education*], COPEs System [*Aptitude, Achievement & Interest*], Holland Self Directed Search [*Occupational Interest*], c/o CareerPoint Inc., 4450 Belden Village Street, Canton, OH. 44718-3672 [877] 212 1689  
c/o John Quinn, PhD. – 2001

**Qualified Level C Psychometric Tester** The Psychological Corporation, [*Tests for Dyslexia etc*], 19500 Bulverde Road, San Antonio, TX 78259 (800) 211 8378 ph (800) 232 1223 fax;  
[www.eTestingNetwork.com/psychcorp/admin.asp](http://www.eTestingNetwork.com/psychcorp/admin.asp). **"C"** requires a PhD or EdD within the field usually Psychologist **or** Specialized training in the field documented by certificate of training. In accordance with APA Standards 2003

**Qualified Level B and S Psychometric Tester;** PAR, Psychological Assessment Resources Inc., Lutz, FL 2001 - (800) TEST [WWW.PARINC.COM](http://WWW.PARINC.COM)

- QUALIFICATION LEVEL B = Degree in Psychology, Counseling **or** a closely related field PLUS satisfactory completion of course study in Test Interpretation, Psychometrics and Measurement Theory, Educational Statistics or a closely related area – In accordance with APA Standards
- QUALIFICATION LEVEL S = Degree, certificate or license to practice in a health care profession or occupation including; clinical psychology, medicine, neurology, neuropsychology, occupational therapy and other health care professions PLUS appropriate *training and experience in the ethical administration, scoring and interpretation of clinical behavioral assessment instruments*. – In accordance with APA Standards

**Qualified Level M and C Psychometric Tester;** Pearson Assessments;  
[Clinical & Career Assessments]; [800] 627 7271 <http://assessments.ncpearson.com>

- LEVEL M **Qualification in the Health Care Field** and accompanying licenses or certifications
- LEVEL C QUALIFICATIONS = Bachelor degree in psychology, education, human relations or human resources, business **or** closely related field – In accordance with APA Standards

**Certified Administrator;** TABE [*Test of Adult Basic Education*] CTB/McGraw-Hill, 2001

## Education....

**Masters Degree**, Health Administration & Wellness, California College of Health Sciences, National City, CA. 1999  
Accredited by the Distance Education and Training Council [DETC] – listed by the U.S. Department of Education as a Nationally Recognized Accrediting Agency and a Member of the Council for Higher Education Accreditation [CHEA]  
• Thesis: “Value of Training and Orientation Programs in Large Medical Facilities” • Pre Thesis Topic: Pain Management Efficacy and Practices – Hospice, Home and Hospital

**Bachelor of Science Degree**, Business Management, Florida State University, Tallahassee, FL. 1973

Honors Degree Program, *Business Administration*, Florida State University, Tallahassee, FL.

University of South Florida, Tampa, FL c/o John Rasch, PhD, CRC, Dept of Rehabilitation Counseling

• *Computer Assisted Occupational Analysis* • *Worker Trait Profiles – Interface with DOT, GOE and other DOL resources*  
• *Vocational Rehabilitation – Job Placement and Labor Market Appraisal*

**QRP** [Qualified Rehabilitation Provider] - Certification c/o State of Florida, 2002 **Provider Number WC 100 1598** –  
Dept of Education, Division of Rehabilitation 2728 Centerview Bldg., 101A Forrest Bldg, Tallahassee, FL 32399-04000

[WWW.REHABWORKS.ORG](http://WWW.REHABWORKS.ORG) Rule 6A-22.002, Florida Administrative Code and Section 440.491 (7), Florida Statutes.

<http://wc-returntowork-vr.doe.state.fl.us/provider/> **Updated October 2007**

**CDMS** [Board Certified Disability Management Specialist], Certification of Disability Management Specialists

Commission, ACCREDITED BY NATIONAL COMMISSION FOR CERTIFYING AGENCIES [WWW.NOCA.ORG](http://WWW.NOCA.ORG). 1835 Rohlwing Road, Suite E, Rolling Meadows, IL 60008

[WWW.CDMS.ORG](http://WWW.CDMS.ORG) ID Number 009349 new ID Number July 2003 = **00043242**

**SDAD** Certified, [Senior Disability Analyst and Diplomate] American Board of Disability Analysts, Park Plaza Medical

Building, 345 24<sup>th</sup> Avenue North, Suite 200, Nashville, TN. 615 327 2984 ph 615 327 9235 facsimile **Certificate #7029-04**

If you are interested in becoming Nationally Board Certified as a DAF and Fellow or as a SDAD and Diplomate, complete the ABDA application and submit. The mission of the ABDA is to contribute to the understanding, the etiology, diagnosis and rehabilitation of disabling conditions. ABDA supports technical advances making employment, education, transportation, independent living and leisure pursuits more accessible to the disabled. ABDA is composed of practitioners in medicine, rehabilitation, psychology, nursing, PT, OT, speech therapy, respiratory therapy, epidemiology, osteopathy, chiropractic, counseling, education, applied economics, social work, public health, forensic science and other allied health pursuits.

<http://www.americandisability.org/>

**DAF** Certified, [Disability Analyst Fellow] American Board of Disability Analysts, Park Plaza Medical Building, 345 24<sup>th</sup> Avenue North, Suite 200, Nashville, TN. 615 327 2984 ph 615 327 9235 facsimile **Certificate #5408-00**

If you are interested in becoming Nationally Board Certified as a DAF and Fellow or as a SDAD and Diplomate, complete the ABDA application and submit. The mission of the ABDA is to contribute to the understanding, the etiology, diagnosis and rehabilitation of disabling conditions. ABDA supports technical advances making employment, education, transportation, independent living and leisure pursuits more accessible to the disabled. ABDA is composed of practitioners in medicine, rehabilitation, psychology, nursing, PT, OT, speech therapy, respiratory therapy, epidemiology, osteopathy, chiropractic, counseling, education, applied economics, social work, public health, forensic science and other allied health pursuits.

<http://www.americandisability.org/>

**BCPC** [Board Certified Professional Counselor] American Psychotherapy Association 2750 East

Sunshine, Springfield, MS 65804 [417] 823 0173 ph [417] 823 9959 fax [www.americanpsychotherapy.com](http://www.americanpsychotherapy.com)

The APA [American Psychotherapy Association] is an inter disciplinary membership association providing mental health professionals of all types, including counselors, social workers, marriage & family therapists, psychologist, psychiatrists and others with the tools and resources necessary to work in psychotherapeutic roles. **Qualifications:** A masters or doctoral degree in counseling, psychology, social work, marriage & family therapy, divinity, medicine, law or a related field accredited by a recognized agency. A minimum of 3 years practical experience in a counseling role. Current licensure and a score of at least 100 points on a scale of education, training, experience, knowledge and skill.

**Certified STANDARDIZED TEST ADMINISTRATOR:** TABE [Test of Adult Basic Education], WRAT-3 [Wide Range Achievement Test], Wonderlic Personnel Test [Aptitude], Wonderlic [Test of Basic Education], COPEs System [Aptitude,

Achievement & Interest], Holland Self Directed Search [Interest], **Standards of Educational and**

**Psychological Testing;** c/o CareerPoint Inc., 4450 Belden Village Street, Canton, OH. 44718-3672 [877] 212 1689

c/o John Quinn, PhD. – 2001

**Qualified Level C Psychometric Tester** The Psychological Corporation, [Tests for Dyslexia etc], 19500 Bulverde Road, San Antonio, TX 78259 (800) 211 8378 ph (800) 232 1223 fax; [www.eTestingNetwork.com/psychcorp/admin.asp](http://www.eTestingNetwork.com/psychcorp/admin.asp).

“C” requires a PhD or EdD within the field usually Psychologist or Specialized training in the field documented by certificate of training. 2003

**Qualified Level B and S Psychometric Tester;** PAR, Psychological Assessment Resources Inc., Lutz, FL 2001 –

[WWW.PARINC.COM](http://WWW.PARINC.COM) • QUALIFICATION LEVEL B = Degree in Psychology, Counseling or a closely related field PLUS satisfactory completion of course study in Test Interpretation, Psychometrics and Measurement Theory, Educational Statistics or a closely related area • QUALIFICATION LEVEL S = Degree, certificate or license to practice in a health care profession or occupation including: clinical psychology, medicine, neurology, neuropsychology, occupational therapy and other health care professions PLUS appropriate training and experience in the ethical administration, scoring and interpretation of clinical behavioral assessment instruments.

Certified; TABE [Test of Adult Basic Education] Administrator, CTB/McGraw-Hill, 2001

CEU TRAINING, **FOOD FOR THOUGHT □ How Nutrients Affect Mental Health & the Brain**

Cocoa Beach, FL November 14, 2011 • Nick R.S. Hall, PhD.

- NUTRIENTS THAT INFLUENCE KEY NEUROTRANSMITTERS
- INFLAMMATION & MOOD
- STRESS RELATED EATING & APPETITE
- BLOOD SUGAR, BRAIN AND BEHAVIOR
- OPTIMIZING SLEEP AND AWARENESS

=====  
CEU TRAINING, **PROTECTING THE AGING BRAIN □ Nutrition & Mind/Body Health**

West Palm Beach, FL March 30, 2011 • GARY W. ARENDASH, PHD

- AGE RELATED CHANGES IN THE BRAIN
- ALZHEIMER'S DISEASE, Characteristics, Cause, Diagnosis and Risk Factors
- PROTECTION AND THERAPEUTICS AGAINST ALZHEIMER'S DISEASE
- STROKE, MULTI-INFARCT [Vascular] DEMENTIA, PARKINSON'S DISEASE
- STRESS RELATED AGING OF THE BRAIN
- STRATEGIES FOR OPTIMIZING BRAIN FUNCTION DURING AGING

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CEU TRAINING, **INSTITUTE FOR NATURAL RESOURCES [INA] ARTHRITIS, BACK PAIN AND BONE DISEASE**

West Palm Beach, FL March 25, 2011 • JAMES M. COGGIN, MD

- WHY IS BACK PAIN SO TROUBLESOME AND WHY SO COMMON?
- TIPS FOR PROPER POSTURE AND LIFTING AT WORK AND AT HOME
- WHAT IS THE BEST MATTRESS FOR BACK PAIN SUFFERERS
- OMEGA 3 FATTY ACIDS AND JOINT HEALTH - AN ALTERNATIVE TO NSAIDS?
- DOES ACUPUNCTURE BRING RELIEF • LATEST STUDIES • USE OF ACUPUNCTURE FOR JOINT PAIN
- DEGENERATIVE DISC DISEASE – GENE THERAPY; THE TREATMENT OF THE FUTURE
- ARTIFICIAL DISC REPLACEMENT AND FUSION SURGERY FOR DEGENERATIVE DISC DISEASE
- HERNIATED V. DEGENERATIVE DISCS – SYMPTOMS AND APPROACHES TO TREATMENT
- ARTHRITIS • WHAT ARE THE CAUSES AND WHY IS ARTHRITIS SO PAINFUL.
- AVOCADOS AND THE ROLE OF AVOCADO SOYBEAN UNSAPONIFIABLES IN OSTEOARTHRITIS
- BENEFITS OF TAI CHI, YOGA, MASSAGE AND MEDITATION IN THERAPY
- AVOIDING KNEE REPLACEMENT SURGERY. STEM CELLS IN KNEE REPAIR
- BEST DIETARY SOURCES OF CALCIUM
- FLOSSING TEETH AND GUMS FOR HEALTHIER BODY JOINTS
- TEMPOROMANDIBULAR JOINT ARTHRITIS - PREVENTION AND TREATMENT OPTIONS
- RHEUMATOID ARTHRITIS AND ORAL HEALTH - THE IMPORTANCE OF SALIVA
- GENES AND T-CELLS
- JOINT REPLACEMENT SURGERY
- JOINT RESURFACING V. JOINT REPLACEMENT
- VITAMIN D, CALCIUM AND BONE HEALTH
- OSTEOPOROSIS – 4 STEPS IN PREVENTION
- WHEN BACK PAIN SIGNALS SERIOUS ILLNESS; OSTEOMYELITIS, CANCER, ABSCESS, COMPRESSION FRACTURE AND MS

=====  
CEU TRAINING, **Association of Board Certified Disability Analysts [ABDA/ABMPP]**

Fort Myers, Florida October 10-11, 2009

- Waddell's Signs: What do they tell us about disability? Don Ranney MD.
- Functional Capacity Evaluations: Is cross validation with cognitive distraction necessary to obtain accurate functional disability? Richard Pounds, MS, FABDA, RCEP
- Traumatic Brain Injury Treatment Complexities, Co morbid issues, Alan Labovitz OTR/L, CDA, CBIS
- Disabilities of the Knee and Ankle, Jerrold Simon, dc, dacbn, dacrp, facn, dabda, facrs, dibe, ficc
- War Stories of a Disability Claim Analyst, Arthjur Fries, RHU

## Page Three

### CEU TRAINING, International Association of Rehabilitation Professionals in the Private Sector,

Weston, Florida October 30-November 1, 2008

- Assessing Life Care Plans, Penelope Caragonne, MSW, PhD, CLCP
- Assistive Technology as part of a Life Care Plan, Keith Sofka, ATP Assistive Technology
- Worklife Expectancy and Life Expectancy Data, Anthony Choppa, M.Ed, Paul Deutsch, PHD, Timothy Field, PHD et al
- Neuro Optometric Rehabilitation, Wm Padula, MD
- Client propensity for work, Past & Present Rick Robinson, Med, MBA, CRC, ABVE, NCC, LMHC.
- Testifying in depositions and in Court David Benjamin, PHD
- Pros and Cons of Functional Capacity Evaluations, Sonia Paquette, OTD, ABVE
- life Care Planning; Visual Dysfunction following a Neurological Event, William Padula, MD
- DOT , O\*Net and Occupational Database Use John Meltzer, MS, CRC, CDMS, LPC

### CEU TRAINING, FLORIDA REHABILITATION ASSOCIATION Orlando, FL.

August 28-29, 2008

- SPIRITUALITY AND EVALUATION, Ronald J. Spitznagel, EdD. CRC, CVE
- HANDS-ON EDUCATIONAL/PLACEMENT SERVICES John Ficca
- ETHICS, JAMIE POMERANZ, CRC, CVE, ED.D
- LIFE CARE PLANNING, JAMIE POMERANZ, CRC, CVE, ED.D
- BUILDING PRIVATE/PUBLIC PARTNERSHIPS IN JOB DEVELOPMENT - Florida Blind Model, Stephen Sundarroa
- EMERGENCY PREPAREDNESS TRAINING FOR PERSONS WITH DISABILITIES, Ronald J. Spitznagel, EdD. CRC, CVE
- RECOVERING YOUR PASSION FOR WORK, Karla Wooten, CRC, CVE

### CEU TRAINING, AMERICAN BOARD OF VOCATIONAL EXPERTS, Charleston, S.C.

October 18 through October 21, 2007

- “HOW TO TAKE THE FEAR OUT OF CROSS EXAMINATION” DR. G. MICHAEL GRAHAM, PHD.
- “A USEFUL UPDATE FOR EMPLOYERS OR THE VR EVALUATORS WHO WORK WITH THEM, GRAHAM B. SISSON, JD
- SOCIAL SECURITY USE OF VOCATIONAL EXPERTS; SAMUEL E. EDELMANN, M. ED, AND THE HONORABLE JUDGE DAVID G. HATFIELD
- “MAKING VOCATIONAL EVALUATOR TESTIMONY CREDIBLE TO AN APPELLANT COURT” J. LEEDS BARROLL IV, ESQ
- “TIPS AND TRAPS – A VIEW FROM THE BENCH” JUDGE LEON W. TUCKER
- “HOW TO BE A HIRABLE, VE EXPERT” RHONDA HILL WILSON, ESQ.
- CONVERTING NEUROPSYCHOLOGICAL TEST RESULTS INTO EMPLOYABILITY PREDICTIONS; JANE KUCERA-THOMPSON PHD
- NEUROENDOCRINE DYSFUNCTION FOR THE INJURED WORKER; REG BIGGS MS, CRC
- TRAP IN DEPOSITIONS AND HOW TO AVOID THEM; DON COCKRILL, ESQ.
- ETHICS IN VR PRACTICES; LARRY L. SINSABAUGH PHD
- PRACTICES ETHICS HEARING; ROSALYN PIERCE, MA, CRC, CCM, NCC, CDMS
- EXPERT WITNESS LIABILITY; LARRY L. SINSABAUGH, PHD

### CEU TRAINING, FLORIDA WORKERS COMPENSATION EDUCATIONAL CONFERENCE, Orlando, FL - Florida Workers Compensation Institute, National Underwriter Company and Sunshine Education and Research Center at the University of South Florida. Program Chairman; Steven Rissman & James McConnaughay Esq., General Chair August 2007

- Arthritis – Current Treatment Options and Minimally Invasive Surgery for Arthritis; Peter Candelora, MD Coastal Orthopaedics and Sports Medicine, New Port Richey, FL
- Technical Innovations In Orthopaedics, John E. Kilgore MD, Orthopaedic Associates of West Florida, Clearwater, FL
- Management of Scar Tissue following Burn Injuries, David W. Moxzingo MD, FACS, Medical Director, Burn Unit, Shands Hospital Gainesville, FL
- Accepted Standards, Methods and Tools of a Qualified Rehab Provider [QRP] John Orhanidys, Claire Hubbard MS, CRC, CCLP, CVE, MSCC, Flora Pinder PHD, CVE,
- MRSA and Dermatology; Christopher Crotty, MD, Sand Lake Dermatology Center, Orlando, FL
- The Anatomy of the Knee; Scott D. Norris, MD, Atlantis Orthopedics, Atlantis, FL
- Managing an Aggressive, Depressed, Injured Worker, Valerie Masten Hoerse, PHD, Clinical Neuropsychologist, Orlando, FL

### CEU TRAINING, Institute for Natural Resources [INR] Concord, CA [925] 609 2920 ph

West Palm Beach, Florida July 11, 2007 Richard S. Colman PhD, Program Administrator -

Presenter; Lori B. Kanter PhD, DPM, RD

- What is Pain? Psychology and Neurology
- Is Pain “All in One’s Head?” Nociception v. Suffering
- Measuring Pain; Mapping the Body’s Response To Pain
- Pain Suppression and Pain Induction
- Pharmacology Advances: Antidepressants and Anticonvulsants
- New Drugs. Dual Serotonin-Norepinephrine Drugs like Duxoxetine [Cymbalta] and Pregabalin [Lyrica]
- Are Opioid Drugs Evil? Choice for CP Management, Opiate Sensitivity, Tolerance, Dependence and Withdrawal + Pseudoaddiction
- Traditional NSAIDs Ibuprofen, Naproxen, Diclofenac
- Overcoming Pain using Pleasure The Role of Dopamine and Glutamate
- Neurotransmitters and Pain; Topical Analgesics
- Therapeutic Injections; Lidocaine, Steroids and Botulinum Toxin, Nerve Blocks
- The VIOXX Controversy

## Page Four

- Cox-1, Cox-2 and Cox-3 Family of Enzymes that May shorten Life
- Cox-2 Inhibitors [CELEBREX]
- Headaches; Daily, Tension, Cluster, Migraines, Rebound, Sinus and Night time
- Vascular Headaches
- Drugs for Headaches; OTC, Topamax and Zyprexa
- Herbal and Nutritional Remedies
- Arthritis and FIBROMYALGIA
- Back and Neck Pain - incidence, etiology and pathogenesis
- Pain and Work-related Stress
- Dental Pain
- Long Term Disability and Pain
- Facial Pains; TMJ, Temporal Pain and Sinus Pain. Tic Douloureux
- Alternative Medicine and Pain
- Acupuncture and Acupressure
- Insomnia and Pain; A vicious cycle

CEU TRAINING, **International Association of Rehabilitation Professionals in the Private Sector**, Stetson University, College of Law, Tampa, Florida June 2006

- Psychiatric Implications of Pain and Rehabilitation, Dr. Stedman [Psychiatrist]
- Medical Implications of Pain and Rehabilitation, Dr. Burns [Pain Management & Physiatrist]
- Psychological Implications of Pain and Rehabilitation. Dr. McGovern [Psychologist]
- Ethical Considerations in Pain and Rehabilitation, Jeffrey Carlisle, CRCC

**Graduate;** Palm Beach County Florida Sheriff Office, “*Citizen’s Police Academy*”, May 2006

CEU TRAINING, **AMERICAN BOARD OF VOCATIONAL EXPERTS**, Fort Lauderdale, Florida March 24-26, 2006

- Cross Examination of the Expert Witness, G. Michael Graham, PHD
- Jury Selection, Emerson Smith, PHD.
- Life Care Plan Development and Assistive Technologies, Penny Cargonne Phd and Keith Sofka, APT
- Identifying Junk Science in Vocational Assessments, Howard Caston, PHD.
- Roles and Responsibilities of Physicians and Vocational Rehabilitation Experts in Objective Assessments of Future Care and Ability to RTW and Earn Income
- Assessing Earning Capacity from Empirical and Scientific Perspectives, John Williams, PHD, Steve Bast, MS, Patrick Dunn, PHD and Cindy Grimley, MS.
- New Approach to PRE/POST Earning Capacity Analysis using the DOT and O\*Net Research, David Thompson, PHD
- Bullet Proofing your Cross Examination, Thomas Miller, Esq.
- Video-Based Job Analysis, Anita Rothard, PHD

CEU Training; “Diabetes Education” West Palm Beach, FL. VA Medical Center; 12 hours CEU, Aug 2003 c/o Jo Anne Deuschle, RN, MS, CDE

CEU Training; “*Advanced Expert Witness Deposition Tactics in Florida*”, c/o National Business Institute, COURSE -7U5508, West Palm Beach, FL. July, 2003

CEU Training; International Association of Rehabilitation Professionals; Workers Compensation Injury Medical and Adjuster Case Management; Tampa, FL. June 2003

- Regional Sympathetic Disorder Diagnosis and Treatment; Phyllis Gerber, MD
- Workplace Drug-Screening, Richard Johnson, MD.
- Hand Injuries; Treatment and Case Management; Dale Bramlet, MD.
- Knee Injuries; Treatment and Case Management, Vladimir Alexander, MD.
- Workers Compensation Legislation through June 2003; Nancy L. Cavey, Esq.
- Psychiatric Disabilities, Treatment and case Management, Gilson S. Webb, MD.

CEU Training; Florida Rehabilitation Association/Florida Vocational Evaluation & Work Adjustment Assn. Sponsored by University of South Florida Department of Rehabilitation and Mental Health Counseling; June 2003

- Effective Strategies for Evaluation and Placement of Persons with Psychiatric Disabilities; Susan Kelley, PhD., Univ. of South Florida
- Assessment and Placement of Persons with Traumatic Brain Injuries, Steven Fox CRC, Mental Health Counselor; HealthSouth
- Ethics of Counseling; Charlotte Dixon, RhD. University of South Florida
- Legal and Professional Issues in Counseling; Michael Richard, PhD., University of South Florida

CEU Training; International Association of Rehabilitation Professionals; Annual Education Conference of the Forensic Section; Orlando, FL 2002

- Basic Elements of a Forensic Case Workup; G. Cyphers, Med., LPC, CRC, CDMS
- Earning Capacity Testimony; A. Neulicht, PhD., CLCP, CRC, CVE, CDMS, ABVE-D
- Earning Capacity and Employability Evaluation Methodologies; P. Renfro, RN, MS, CRC, CDMS, ORC
- Guidelines for Life Care Planning; R. Thomas, PhD, CRC, NCC
- Case Development Methodology for Rehab. Forensic Experts; H. Sawyer, EdD.
- Is Your Expert Opinion Valid?; A. Neulicht, Phd, CLCP, CRC, CVE, CDMS, ABVE-D
- Use of TSA in Forensic Cases; S. Bast, MHS, CVE, CDMS, CCM
- Science v. Non-Science Vocational Methodologies; D. Stein, PhD, CRC, CDMS, LRC, LPC

CEU Training; “Workers’ Compensation in Florida”, c/o Lorman Education Services, Eau Claire, WI  
Course Number 13019. 2002

CEU Training; *PAIN; Latest Assessment and Treatment Strategies*, Cortext; a Division of Medical Education Collaborative. Brent Van Dorsten, PhD. University of Colorado; Rehabilitation Center; Aurora, CO. [Brent.VanDorsten@UCHSC.EDU](mailto:Brent.VanDorsten@UCHSC.EDU) 2002

CEU Training; “ADA, FMLA and Workers’ Compensation in Florida”, c/o Lorman Education Services, Eau Claire, WI  
Course Number 4730 2. 2002

CEU Training; “Managing Attorney-Client Privilege And The Work-Product Doctrine In Florida”, c/o National Business Institute, COURSE 06T0417, West Palm Beach, FL. 2002  
Canton, OH. 44718-3672 [877] 212 1689 c/o Beverly Ford, PhD. - 2002

CEU Training; “Job Placement for the Hard-to-Employ”, c/o CareerPoint Inc., 4450 Belden Village Street,  
Canton, OH. 44718-3672 [877] 212 1689 c/o Beverly Ford, PhD. - 2002

2001 – Job Survival Skills for Rehabilitation Professionals , *FRA & FLVEWAA CERTIFICATIONS, Tampa, Fl.*

2001; Rehabilitation Engineering and Assistive Technology Society of North America [RESNA] Conference, Reno, NV.

- *Universal Design* • *Rehabilitation Technologies in Computer-Assisted Databases* • *Speech Recognition*

2000; Medical, Vocational and Economic Factors in Assessing Damage, Professional Education Systems Inc., Dania, FL. Anthony J. Dorto, Merle F. Dimbath and John M. Williams

2000: Palm Beach County, Florida; WORKFORCE 2020 – Labor Market Demographics, Wage and Employee Turnover Cost, et al

1999; National College of Expert Witnesses, Litigation Consultants & Attorneys, National Forensic Center, Newport Beach, CA.

*PC Computer Literacy [continuous upgrades]....*

- *MS Office Suite [Word – Excel – Publisher – PowerPoint]*
- *Internet Research and Penetration • WebSite Modification & Use*

## Publication/Presentations...

- *Practicing Divorce Law in Challenging Economic Times - Imputing Income*, Palm Beach County Bar Association, Family Law Division, WPB, Florida February 2009
- *Dynamics of Interviews and Job Searches*, (audio) copyright 1989 & [print] MightyWords.com 1999
- *Training and Orientation Program Values in Large Organizations*, Journal of Nurse Development, Vol 20, Aug 2000
- FAARPS, Articles; *Reflex Sympathy Disorder – Workers Disability Syndrome – Pharmaceutical Interventions for Carpal Tunnel Syndrome -- Worker Trait Profiles ala GOE – Structured Settlements -- Value of Early Vocational Rehabilitation Intervention*

# Affiliations...

*Editor*, State Board of Directors & Statewide Newsletter, Florida Association of Rehabilitation Providers in the Private Sector [FARPPS] 1987-1990

*Member*, **International Association of Rehabilitation Professionals**; [www.rehabpro.org](http://www.rehabpro.org) 2002 to Present

*Member*, Amputee Coalition of America [ACA], #0000045421 Exp 2/2002 to Present

*Member*, **National Member**, National Rehabilitation Association [NRA], #454096 2001 to Present

*Member*, Rehabilitation Engineering and Assistive Technology Society of North America [RESNA], 2001 to Present

**National Member**; Association for Job Search Training [AJST] 1996 to Present

*Member*, National Network of Career & Life Management Consultants & Life Dimensions, Inc. 1995 to Present

*Member*, Palms West Chamber of Commerce, Loxahatchee, FL & Chamber of the Palm Beaches, West Palm Beach, FL

*Member*; United States Chamber of Commerce; June 2006

# Employment...

1982 to Present – **VOCATIONAL CONSULTANT, DISABILITY ANALYST, REHABILITATIONIST and CORPORATION PRESIDENT** –

- 1989 to Present; *Carrier's Career Service Inc.*, West Palm Beach, FL.

Attorney Support Services – Vocational Rehabilitation and Disability Analysis actively capturing and interpreting medical, psychological, occupational information of individuals engaged in litigation concerning Personal Injury, Wrongful Death, Medical Malpractice, Divorce and other claims or disputes regarding the ability or inability of persons to engage in gainful employment. Factoring the effects of chronic pain as it relates to return-to-work or wage-loss considerations. Calculating pre injury versus post injury capabilities, wage loss & formulating life care plans. Producing formal summaries and written expert opinions. Conducting initial interviews and appraisals of injured or disabled persons. Conducting reviews of opposing experts and advising attorneys in nuances of vocational and wage analysis prior to depositions and/or trial. Conducting on-site workplace evaluations to determine whether ergonomic or other workplace accommodations would mitigate or exacerbate employability success or failure. Reducing all findings including micro and macro marketplace conditions to formal reports.

- Vocational Counseling - Achievement, Aptitude and Interest Testing - Professional/Technical Writing
- Job Development - Independent Job-Search Tactic Training - On-site Job Analysis - Disability Analysis
- Occupational Analysis [*Transferable Skills Compilation*] - Regional Wage Comparatives
- Calculation of Future Earning Capacity - Litigation Support; Personal Injury, Wrongful Death, Marital Disputes
- Testimony and Formal Report Generation - Life Care Planning - Unemployment Crisis Management

- 1988 to 1990; *Carrier's Health Service Inc.*, St. Petersburg, FL.

Nursing Registry Service headquartered in St. Petersburg, FL. Serving a network of Nursing Facilities, Private Payers, Trustees, Guardians and Metropolitan Hospitals throughout Pinellas County. Maintaining a roster of more than (3000) registered nurses, licensed practical nurses, certified nurse assistants and home health aides within Pinellas County. Establishing a computerized database of RNs, LPNs, CNAs, and HHAs from manual State of Florida rosters, and using these computer records to facilitate rapid-lookup and contact when staff were required in a PRN [on call] basis. Operating in strict compliance with JACHO and State of Florida Regulatory guidelines. Relocated to West Palm Beach 1990. Company assets sold to American Nursing Inc.

- 1982 to 1990; *Carrier's Rehabilitation Service Inc.*, St. Petersburg, FL.

Established originally as "Job Search Inc.", this corporation was devoted to Vocational Rehabilitation Services, Job-Search Training, and Litigation Support under the auspices of the State of Florida Statute 440 governing Workers' Compensation Services. A network of more than (25) Vocational Consultants, licensed by the State of Florida as Vocational

Providers, Testing Practitioners, Rehabilitation Nurses and more...conducted initial interviews, assisted in computer-assisted Transferable Analysis, Regional Comparative Wage Reviews, Pre-Injury and Post-Injury Comparisons, Job Search Assistance, Resume Writing, Job-Search Consultation Assistance, Job Development, On-site collaborations with employers to ensure ergonomic, physiological and psychological compatibility with candidates. Returned more than (1000) workers to gainful employment. Collaborating directly with treating physicians and psychiatrists to determine levels of impairment and to incorporate into Individual

Rehabilitation Plans. CRS operated (8) regional offices, extending from the Panhandle of Florida in Crestview (to) Miami and provided vocational rehabilitation services for Insurance Companies, Private Law Firms and for Individuals.

Responsible for Business Management, Strategic Planning, Financial Reporting & Control, Human Resource Recruitment, Training, Supervision and Development, Purchasing, Contract Administration and Strict Compliance with State of Florida Regulatory Guidelines governing provision of Vocational Rehabilitation Services. Collaborating with CEU issuing authorities in the process of developing bi-annual training curricula dedicated to Vocational Rehabilitation issues, securing approval and issuing through corporate programs, ongoing CEU credits to attending staff members. Statute 440 mandated Vocational Rehabilitation effectively discontinued 1988-1990. Corporation assets sold to competitor.

- 1982 to 1984; ***Carrier's Nutritional Services Inc.***, St. Petersburg, FL.

Providing Meal Planning and Nutritional Advisories to a network of Nursing Homes and Facilities throughout Pinellas County under the direction of Registered Dietitian, Phyllis Ripley [1984 President, State of Florida Dietitian Association]. Strictly complying with State of Florida and Federal Regulatory guidelines governing nutritional standards for the elderly and infirm – collaborating directly with treating physicians, nurses, family members and patients to determine needs and dietary solutions. Company interest sold to business partner 1984.

1981 to 1982 – **REGIONAL DIRECTOR OF RETAIL OPERATIONS**, Sakowitz Specialty Stores, Headquarters; Houston, TX – Division Dallas County, TX.

Recruited by Sakowitz Inc., to direct and coordinate the opening of a Dallas, Texas regional presence. Represented Corporate interests as on-site construction liaison throughout the construction of the Sakowitz [500,000 square foot] anchor center in North Dallas. Crafted operating procedures and guidelines for every retail center – recruited and trained a perpetually evolving staff topping (200) persons – utilized personality testing techniques to ensure customer-service personas – implemented strict inventory control [shipping & receiving] guidelines – established award-winning food and beverage operations – established and monitored in-house credit and cash control operations – established loss prevention programs and security measures – collaborated with corporate headquarters to coordinate visual merchandising, profit projections and business operations at every level. Annual retail revenues exceeding (\$13,000,000).

1973 to 1981 – **VICE PRESIDENT, CORPORATE EXPENSE CONTROL**, Allied Department Stores, Headquarters; New York City, NY. – Divisions Maas Brothers Department Stores, West Florida & Joskes Department Stores, Dallas, Texas

Responsible for corporate formulation, implementation and enforcement of annualized expense plans within a (\$350,000,000) retail sales, multi-State organization. Established lines of accountability within corporate officers and subordinate managers – established computer tracking and monitoring of expenses, identifying deviations from plan and continually meeting with responsible officers to rectify oversights and resume alignment with profit projections – during periods of economic downturn, identifying expense centers most suitable for reductions, minimizing impact on sales revenues – within 18 months of program inception, transformed historic (\$12,000,000) loss into (\$6,000,000) profit for a net turnaround @ (\$18,000,000). On a weekly basis, calculating P/L projections in cooperation with the office of the Comptroller and presenting before the corporate Executive Committee. Presenting explanations for deviations from expense plans, recommendations for necessary reductions and solutions to P/L challenges.

Retail Operations Management – Assuming management Operations responsibility in new department stores throughout Florida, (from) construction stages (to) formal opening and routine store-operations. Establishing in-store programs for Credit and Cash Office, Loss Prevention, Shipping/Receiving, Food Service, Customer Service, Human Resources/Training and all other Operational functions. Supporting annual gross revenues topping (\$13,000,000) and employment of sales and management staffs numbering more than (200) persons simultaneously.

Systems & Procedures Analyst – Representing Senior Management in the collection and organization of existing procedures throughout, the corporation extending to Cash Office Management/Auditing, Sales-Floor Cash Register Procedures and transitioning from manual register modalities to computerized point-of-sale systems, Inventory Control, Warehouse and Distribution Center Operations, Shipping/Receiving, Food-Service and more. Reducing practices and procedures to written form and presenting to Corporate Management for appraisal and recommendations – accepting recommendations, installing modifications into procedures, collaborating with training division personnel for inclusion in training systems and implementing into corporate practices.

Executive Committee Research Analyst – Representing top executive interests in the capture and presentation of demographic, financial or related data involving strategic market planning and projections. Working directly with research offices of major publications, universities and corporate offices throughout the world in the collection of necessary data. Reducing same to formal report format and presenting in formal and informal settings before senior corporate executives.

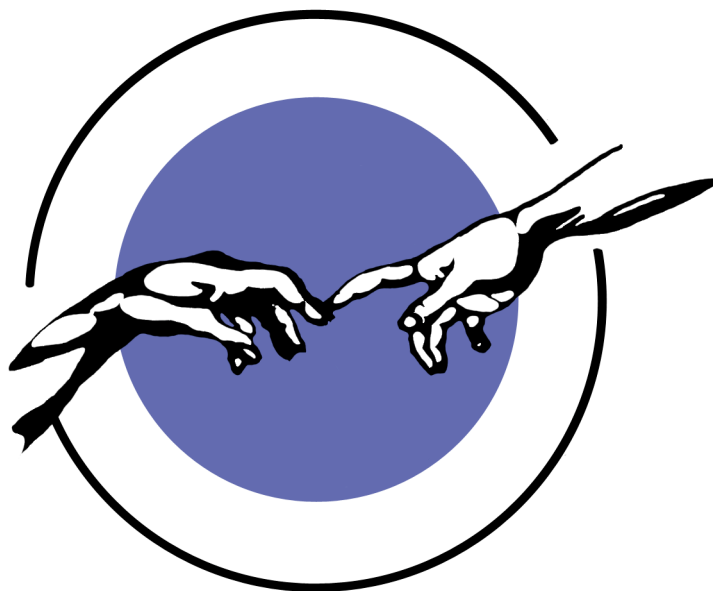
1971 to 1972 – [during college @ Florida State University] – **CONSTRUCTION LABORER**, State of Florida Capital Construction Project, Tallahassee, FL.

1970 to 1973 – [during college @ Florida State University] – **RETAIL SALES** [*Fine Wines & Alcoholic Beverages*], Fred Dilman's, Tallahassee, FL

1967 to 1970 – **UNITED STATES ARMY**, Service in the United States, Germany and Republic of South Vietnam;  
Honorable Discharge

- SP5 (E5) • Noncommissioned Officer in Charge of a contingent of (600) Vietnamese, Laotian, Thai civilian personnel providing services in Long Binh, Vietnam – Security Screening, access and egress control.

## FEE SCHEDULE AND SERVICE BREAKDOWN



### CARRIER'S CAREER SERVICE, INC.

**Robert G. Galt, MS, SDAD, CDMS, QRP, BCPC**

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**FEDERAL IDENTIFICATION # 59-2947424**

## RATES

Carrier's Career Service, Inc. will function in the capacity of information purveyor and/or as a trial-witness presenting in a public forum, this same information.

**JOB DEVELOPMENT, CASE REVIEW, CONSULTING & ANALYSIS** - CCS will meet with attorneys, physicians and all other parties as necessary and authorized in the process of gathering and validating information. It is sometimes necessary to actually validate real positions in a locale which would fit into the employment profile of an individual based on the TSA and/or Labor Market Survey. CCS is prepared to conduct telephone and on-site work surveys as necessary, to verify the existence of positions, wages and other particulars on request.

Fee for Job Development, Case Review, Consulting & Analysis ..... \$250.00/hour  
Travel ..... \$250.00 per hour

### EDUCATIONAL AND OCCUPATIONAL TESTING

The Holland "Self Directed Search" Interest Inventory .....\$100.00\*  
The Pearson VIP Validity Indicator Profile Richard Frederick, PHD ..... \$150.00  
The WONDERLIC Personnel Aptitude Test..... \$100.00\*  
The WONDERLIC Basic Skills [WBST] Test..... \$150.00\*  
The Purdue Pegboard Test of Manual Dexterity .....\$100.00\*  
Reynolds Depression Screening Inventory .....\$100.00\*  
Multidimensional Anxiety Questionnaire [MAQ] .....\$100.00\*  
Ruff-Light Trail Making Test Memory [RLTMT] ..... \$150.00\*  
Memory Assessment Scales [MAS ®] ..... \$250.00\*  
Additional Testing; TABE, COPS, CAPS, COPEs as required..... *Prices vary*

\* Regular hourly rates apply for test result analysis and reporting beyond initial charge for administering test

**TRANSFERABLE SKILLS ANALYSIS TSA,** - An analysis using a client's own employment history and avocational background which *immediately identifies appropriate, alternative employment directions* which can be used in testimony or consulting services. This is a court-utilized tool frequently utilized to determine an individual's employability. Specialty reports or variations on this TSA, can be produced as well, which will expound on educational options, break-outs of specific occupational titles from Census Groups and more.

Fee for standard TSA ..... \$200.00  
*specialty reports from the TSA @ \$75.00 per hour*

**MEDIAN WAGE ANALYSIS**- *as a supplement only with the TSA* ... Providing the median wage of any occupation. This report reflects Department of Labor, Bureau of Labor statistics through 1996 and is sub-divided according to 3500 major metropolitan centers in the United States. Its purpose is to provide a *Median Wage report which accurately reflects the earning wage of an individual unique to any locale within the United States*. Canadian data is also available under a separate request format.

Fee for Median Wage Analysis..... \$55.00

**LABOR MARKET SURVEY** - *as a supplement only with the TSA* ... Cross indexes over 15,000,000 American Employers listed according to Standard Industry Classification [SIC] code, and which have been cross-indexed by occupation within industry. These lists are further sub-divided according to criteria as detailed as a single zip code or within a specified number of miles from a center point. The LMS will report Address and Telephone number of listed employers (and) in some reports will include the name of contact persons -- all selected according to the occupational codes cited in the TSA [above]. Lists are provided in blocks of (200) employers.

Fee for Labor Market Survey ..... \$238.00 first (200) names  
 \$100.00 successive blocks of (200) names

**PRE-INJURY V. POST-INJURY OCCUPATIONAL and WAGE ANALYSIS** - A detailed analysis which contrasts the occupational and wage profile of individuals first in a PRE-INJURY configuration and second, in a POST-INJURY configuration. A *third* report is then prepared, which reveals in a graphic format (and) in narrative/numerical forms, what the lost capacity is. This specialized report can generally be prepared within (3) working days from request.

Fee for Pre-Injury v. Post-Injury Comparative ..... \$275.00

**ON-SITE VIDEO RECORDING** ... provided as a “best” means of documenting in a dynamic form, scenarios, impediments, physical limitations, etc. for permanent record and inclusion in summary reports

Fee for on-site video recording [and narration when applicable] ..... normal professional rate  
 Fee for duplicate copies of video tapes on VHS ..... \$50.00 ea  
 Fee for “power drive” units used to operate small cam video films in larger VHS players ..... \$50.00

**“OTHER” FEES -**

- 1. EMAILING ALL REPORTS ON REQUEST..... \$5.00 per transmittal
- 2. Printed Copies ..... \$1.00/page
- 3. Diskettes for PC Computers 3.5” ..... \$5.00/disk
- 4. CD/R of reports and subpoena duces tecum content ..... \$10.00

**5. Expert Witness Testimony/Services @ \$1000.00 per appearance 2 hr max, after which \$250.00/hr will apply. Applies to Depositions, Assessments, Client Interviews, File Reviews, Job Development, Hearings and Court Appearances – Deposition fees due day deposition is actually taken. Portal to Portal apply @ travel & wait rate ..... Retainer due & payable at time of Commissioning; \$2000.00**

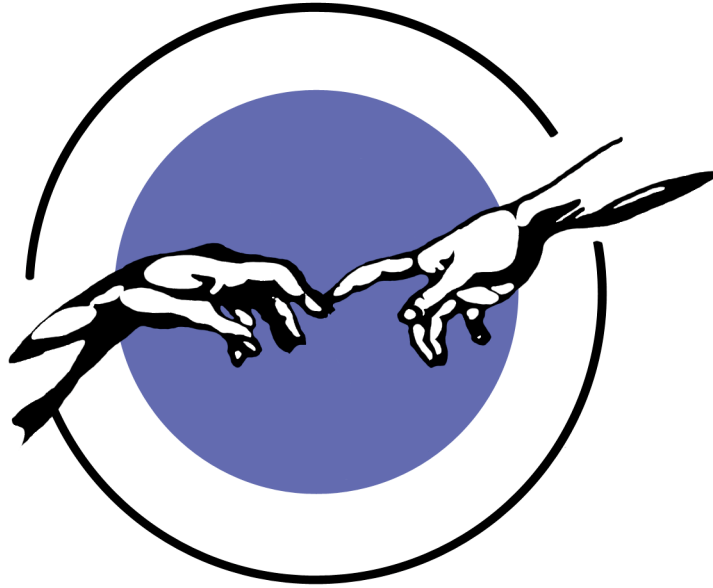
- 5. Long Distance Telephone Charges or Travel Expenses
- 6. Formal Presentation Materials, Expenses and Supplies

**DAY RATES:**

Full Day Testimony for Court or Deposition..... \$2000.00 /day \*  
 Portal to Portal Travel and Wait expense in addition to charges for testimony ..... \$250.00 hour \*\*

\* payable in advance or at time of presentation  
 \*\* billed after deposition, trial or travel

# SERVICE AGREEMENT/CONTRACT



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**FEDERAL IDENTIFICATION # 59-2947424**

Page one of two

Date: Attorney of Record:

RE: Address:

## CONSULTATION FEE SCHEDULE AND CONTRACT

All services are contracted by and performed only on behalf of the attorney of record. The attorney of record is responsible and liable for full payment of all services rendered, compensation due and terms of contract.

Services are on a case by case basis and subject to availability.

Fees and payment are not contingent on testimonial qualifications, testimony or outcome. All fees for services rendered will be paid in full prior to scheduled trial date.

A fee of \$500.00 will be assessed for any reason due to rescheduling, delay or continuance of consultant is not provided at least 24 hours notice not to appear in court (or) for not keeping scheduled appointments, depositions, briefings, etc.

Non-refundable case review & services fee \$2000.00 is due before any services are rendered. Carrier's Career Service Inc. will submit additional billings to attorney of record in additional increments of \$1000.00 *unless otherwise agreed to between the contracting parties*. Requested services are provided on behalf of, and payment for services is extended to, the of attorney of record. Invoices will be due upon receipt of invoice. Deposition and Trial charges will apply @ \$1000.00 per session for up to two hours, after which, hourly charges @ \$250.00 will apply. *In the event of any disputes with opposing counsel regarding deposition fees, retaining counsel agrees to pay any differences between charges noted above and charges ultimately paid by opposing counsel*. Travel and wait time is charged @ \$250.00 per hour. Expenses for accommodations, meals, telephone charges, facsimiles, air-fare, automobile rentals and all other travel-related costs will be paid by attorney within 48 hours upon submission of receipts and records by Carrier's Career Service, Inc. All expenses associated with services (meals, travel, lodging, etc) are separate from consultation or appearance fees. Hourly fee of \$250.00 will apply for any and all time devoted to professional services on behalf of attorney of record.

CARRIER'S CAREER SERVICE, INC.

*Robert G. Galt, MS, SDAD, CDMS, QRP, BCPC*

FEDERAL IDENTIFICATION # 59-2947424

Page two of two

Date: Attorney of Record:

RE: Address:

Payment of fees are to be made by attorney's check only ***unless otherwise agreed***. Payment is for each day or hour regardless if testimony of any kind is required. Payment is due upon performance of services unless otherwise specified.

Consultant reserves the right to suspend all work and refuse delivery of further services until outstanding balances are paid in full. A late fee of 15% may be added to any outstanding balance of thirty days or more.

Attorney's fees, costs, expenses and interest will be assessed [attorney of record is liable] to recover compensation due and for services rendered aka "if I win, you must pay all my attorney's fees and expenses". Florida law applies to this contract. Jurisdiction and venue is Palm Beach County, Florida. All terms and conditions of this contract are subject to change without notice.

I accept the terms of this agreement

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**VOCATIONAL CONSULTANT • DISABILITY ANALYST  
• REHABILITATIONIST**

**ROBERT G. GALT, MS, SDAD, CDMS, QRP, BCPC**

- **Master of Science Degree; Health Administration**
- **Bachelors Degree; [Honors] Business Management**
  - **Senior Disability Analyst and Diplomate**
- **Board-Certified Disability Management Specialist**
  - **Board Certified Professional Counselor**
  - **Vocational Expert Witness**
  - **Certified Occupational Testing Specialist**
- **Florida Licensed Qualified Vocational Rehabilitation Provider**



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## Of What Value is a Vocational Consultant or Expert Witness?

**Vocational Experts are the first step in assessing a wage loss.** Attorneys know that the information from *Vocational Experts identifies key occupations and annual wages which in turn, determine the upside or downside potential of a case.* Information of a medical or psychological nature is merged into reports in the form of long-term care plans. In short, Vocational Consultants permit Attorneys to *quantify the liability* associated with a case and make decisions concerning defense or plaintiff actions.

Vocational Expert Findings take many forms, including but not limited to:

- 1) **Transferable Skills Analysis:** a TSA draws upon the work history or training of a claimant to define the *Materials Used, Products Produced, Subject Matter or Services Provided, aka [MPMSMS]* in that person's work history. Once these variables have been identified the profile is contrasted against an archive of more than 12,742 occupations in the U.S. Department of Labor [DOL] and occupations are selected which are similar based on certain criteria. If an occupation lies within the residual physical, academic and work-experience, of a person it may qualify as "*transferable*".
- 2) **Wage Data:** wages normally paid for each of the occupations reflected in #1 above.
- 3) **Capacity to Work:** is the culmination of a Vocational Expert's efforts and merges medical, psychological, occupational and marketplace realities. A summary will provide an expert-opinion regarding the reasonableness of returning to work or not and the economic impact of the decision for a single year.
- 4) **Life Care Planning:** incorporating medical, etc findings into one-year, expected outlays.

It is at this point that the summary of a Vocational Consultant can be provided to an Economist who will extrapolate the findings over a claimant's lifetime.

**Vocational Experts as non-testifying Consultants;** When one Vocational Consultant reviews the conclusions of another Vocational Expert, it is not uncommon to discover out-of-date information, oversights, misplaced assumptions and other reporting flaws. But these flaws are often couched in technical jargon or buried in data formats which are unfamiliar to Attorneys. Calling upon Vocational Experts to

examine the depositions and reports of Experts from the opposing side offers enormous potential. Vocational Experts/Consultants are first-strike tools utilized during the "*Demand*" stages of litigation, and since 92% of legal actions are settled, evidence or reports generated by the Vocational Expert remain as work-product exclusive to the attorney.

**"DO THE WORK!"** ... A colleague once pointed out to me, that there is a big difference between

conducting a *paper-examination of facts* concerning a case *vs.* trekking into the field, personally examining the evidence, taking time to interview litigants, past employers, physicians, therapists and others associated in the matter, visiting job sites, actually obtaining past-earning documentation, carefully reviewing each and every page of medical or occupational information provided by the various sources and any other step necessary to achieve a thorough grasp of the facts affecting a particular action. Skilled Vocational

Consultants *really* take the time to execute each of these steps and each one is reflected in their summary report. As a result Attorneys hiring Vocational Experts, are well informed with regard to Occupational, Wage and Work-Capacity potential.

## **Data Sources Used by Vocational Consultants;**

Vocational Experts are adept in ferreting out Wage and Occupational data. They have the resources of the Federal Government and Industry Sources at their disposal c/o the U.S. Department of Labor where the Dictionary of Occupational Titles [DOT], the new O\*Net, the Bureau of Labor Statistics Median Wage Information Database, the Guide to Occupational Exploration [GOE], the Classification of Jobs [COJ], the Revised Handbook for Analyzing Jobs [RHAJ], the Standard Industry Classification [SIC] and many more. *Surprisingly, wage surveys through the Department of Labor are often misleading in certain occupational classifications* and expert Vocational Consultants have learned to tap into *other* sources. With access to the internet, connecting with professional associations such as the American Medical Association or the American Dental Association, Vocational Consultants research real-world, peer-reviewed annual salary surveys.

**Wage Data - Who to Turn to - Who to Believe?** The U.S. Department of Labor – Bureau of

Labor Statistics [BLS], collects weekly wage data through the Bureau of the Census during its monthly Current Population Survey. Median wages reflect 3600 major metropolitan centers throughout the United States. Wage data is classified according to one of (503) Census occupational groups although the Dictionary of Occupational Titles [DOT] with its (12,741) titles cross-references to (469) of the Census codes. As a result, each Census code reflects a considerable number of DOT titles. Deviations are mitigated by use of proprietary formulae developed by the **BTA Economic Research Institute**, a company based in Redmond, WA. The BTA researches multiple sources of local wage information including available public salary surveys. BTA data is widely used by the Internal Revenue Service and Tax Courts. BTA wage reports are for the most part, realistic. Independent studies in Orlando, Florida and Los Angeles, CA. bore out the reliability of BTA wage reports in a review of more than (215) occupational codes. Although BTA economic studies *are* generally reliable for blue-collar, non-professional occupational classifications, Vocational Experts risk the very real potential of misrepresentation if they rely upon DOT/BTA figures exclusively. **Example of one discrepancy:** DENTIST ; [DOT Code 072 101 022]. Through the Bureau of Labor Statistics and DOT resources, 2002 median earnings of a Dentist were reported to be slightly more than \$76,908 per annum **but** independent wage surveys undertaken by the ADA 2002 reported a median wage nearer \$193,980 & “Specialists” enjoyed a median of \$291,250. *Reason for the discrepancy?* Department of Labor wages are “core” wages, exclusive of bonus, commission or perks. Some lower paid categories are also merged with higher categories. The same discrepancy will be found in many “professional” occupations where wage-earner’s bonus or commission rates will equal or surpass a basic wage. Vocational Experts **know** there is a risk in reporting simplistic DOT/BLS wage levels. When researching wage potentials, skillful vocational consultants routinely tap into real-world surveys.

## Precision and Accountability in Reports and Opinions;

Galt is meticulous when it comes to the crafting of reports and opinions. Nothing he places in written form nor which he testifies to in any deposition or courtroom is uttered without an array of supporting science and evidence behind that utterance. Reports are preceded by a careful collection of all supporting information which is placed in a computerized database. Using that database which is all encompassing, Galt formulates his opinions, identifying every statement with a data source. The bibliography Galt includes with his reports reflects years of data collection – not simple reviews of abstracts, but the collection and archiving of actual research studies. Galt’s opinions and writings comply with Frey, Daubert and Federal Rule 702 and echoes the fundamental standard that evidence; a. be relevant b. reliable c. present evidence acquired through a level of knowledge beyond ordinary experience.

## Admissibility of Evidence Presented by Vocational Experts;

Prior to 1993 the rule for qualifications of evidence presented by an expert witness required that the method or procedure used by the expert be sufficiently established to have gained general acceptance in the field to which it belonged. This was known as the *Frye rule*; Frye v. United States 293 F 1013 (D.C. Cir. 1932). In 1993 the Federal

Rule of Evidence 702, superceded Frye in *Daubert v. Merrell Dow Pharmaceuticals Inc.* 509 U.S. 579 (1993) when the Court refused to insist that the method or procedure used by the expert be sufficiently established to have gained general acceptance in the field to which it belonged. Rather, Federal Rule 702 held *that evidence offered through the expert a. be relevant b. reliable c. present evidence acquired through a level of knowledge beyond ordinary experience.* Although Federal Rule 702 does not directly apply to Expert Testimony in State Courts, some have begun to adopt U.S. Supreme Court standards. Judges are effectively charged with a “gatekeeper” role in determining the level of expertise required to legitimize or qualify an expert.

## “Best” Credentials of a Vocational Expert?

Vocational Experts come in many forms. Some are laden with academic degrees. Some have earned professional certifications in Rehabilitation, Disability Management, Insurance and Counseling. And others present amassed life-credit expertise. **Determining whether an individual Vocational Expert meets the standards of a particular court, falls under the purview of the sitting judge in his or her “gatekeeper” capacity.** In the final analysis, the greatest value any Vocational Expert can offer, lies in the believability of his data, to the degree that it can be replicated and to the degree that other people will accept it.

We believe that a hybrid mix of Real-World Experience in Counseling, Business Management, Work-Function Knowledge Unique to Specific Occupations, Academic Degrees in Health Sciences and Business and Conspicuous, ongoing professional development lends substantial credibility to an expert’s testimony, and the essence of Federal Rule 702 seems to underscore this opinion; *“evidence offered through an expert must be relevant... have any tendency to make the existence of any fact that is of consequence to the outcome of the litigation, more probable or less probable than it would be without the evidence ... evidence be reliable; that the opinion of the expert was arrived at through scientific methods and procedure... the expert testimony present evidence beyond ordinary experience.”*

## The Credentials of Robert G. Galt, MS, SDAD, CDMS, QRP President of Carrier’s Career Service Inc., West Palm Beach, FL.

Galt is an expert in the fields of Employability Appraisals, Wage Analysis, Vocational Consulting and Corporate Business Management. He has been accepted as an “Expert Witness” in the 15<sup>th</sup> and 11<sup>th</sup> Circuit Courts, he is Nationally Board Certified as a CDMS [National Board Certified Disability Management Specialist] and as a SDAD [Senior Disability Analyst Diplomate]. **He is specialized in calculating the effect of PAIN MANAGEMENT efficacy as it relates to employability.**

Galt holds a Masters Degree in Health Administration & Wellness and a Baccalaureate of Science in Business Management and has post-college graduation studies in vocational specialties including; *Vocational Consulting, Computer Assisted Occupational Assessments.* His instructional text, “The Dynamics of Job Searching” is **published** through MightyWords.com and

his peer-reviewed paper, *“The Value of Orientation and Training Programs in Large Medical Facilities”* was published by the Journal of Nurses in Development, August 2000. This paper is also archived in the National Library of Medicine ala PubMed under GALT RG. Galt’s graduate program included a one year pre-thesis literature research investigating the efficacy of pain management protocols in various settings. Post graduation, Galt continued in his research of the pain phenomenon as it relates to return-to-work or earning-capacity deliberations.

1972 to 1981 Galt worked in Retail Management rising (from) early positions as a demographic statistical researcher and systems analyst (to) Vice President, Corporate Expense Control. He was involved in *Human Resource Management, Risk and Safety, Construction, Financial Reporting and Corporate Budget Administration extending to more than (\$350M).*

Between 1982 and 1990 he owned and operated Carrier’s Rehabilitation Service Inc. -- a Florida Corporation with (8) offices extending from the Panhandle to Miami. Carrier’s Rehabilitation Service, Inc. [CRS], specialized in Vocational Rehabilitation Services focused primarily in the area of Workers’ Compensation ... with additional involvement in Personal Injury litigation. He served as the primary repository from which the Statewide CRS staff of (24) CIRS, CRC and CVE Vocational Counselors drew employability data for use in vocational assessments, evaluations and litigation. Carrier’s Career Service, Inc. was founded in 1988 as a clinical practice providing employment consulting and professional writing services in West Palm Beach, FL. and has continued in the tradition of its predecessor; CRS in the sophisticated collection, presentation and use of technical data regarding employability. Carrier’s Career Service Inc. [CCS] is capable of rapidly generating detailed occupational and wage data. Possible reports would offer the following:

- Transferable Skills Analysis; *What occupations can a person engage in (or not), allowing for limitations stemming from Physical or Psychological changes.*
- Median Wage Analysis; *What is the realistic earning capacity of a person in any defined occupation narrowly tailored according to geographic region?*
- Labor Market Survey; *To whom could a person apply for work in any occupation identified as “appropriate” -- what is the long-term outlook for occupations?*

Feel free to contact  
this office if you  
believe that the  
services of a  
skilled Vocational  
Consultant would  
provide insight to  
your situation. We  
look forward to  
meeting you.

THE TRUEST VALUE OF A  
VOCATIONAL EXPERT,  
REHABILITATIONIST OR  
DISABILITY ANALYST LIES IN  
THE BELIEVABILITY OF HIS  
DATA, TO THE DEGREE THAT  
IT CAN BE REPLICATED (AND)  
TO THE EXTENT THAT OTHERS  
WILL ACCEPT IT.

Robert G. Galt, MS, SDAD, CDMS, QRP, BCPC

# NEW CASE REFERRAL FORM

## CARRIER'S CAREER SERVICE, INC.

*Robert G. Galt, MS, SDAD, CDMS, QRP, BCPC*

2001 Palm Beach Lakes Boulevard, Ste 502-E • West Palm Beach, Florida 33409-6510 = Office

859 Ivy Drive • Wellington, Florida 33414-8160 = Mailing Address

Telephone (561) 371 1652 • Fax (561) 753 4870

Email = [RBTGALT@AOL.COM](mailto:RBTGALT@AOL.COM)

[www.CARRIERCAREERSERVICE.COM](http://www.CARRIERCAREERSERVICE.COM)

**To refer cases instantly, log onto our web site and find the "ATTORNEY REFERRALS" icon located at the top of the home page. Click that icon and a form will drop down. Complete that form and at the bottom, click the "send as an email" button and CCS will begin file set up and preparing the service agreement.**

**SUBJECT: NEW CASE DATA FORM –**

Date:

Attorney of Record:

Case Number and Citation:

Jurisdiction: Federal \_\_\_\_\_ State \_\_\_\_\_ County \_\_\_\_\_

Name of Plaintiff(s):

Name of Defendant(s):

Type of Case: PI \_\_\_\_\_ WC \_\_\_\_\_ Divorce \_\_\_\_\_ Other \_\_\_\_\_

**Attorney for Plaintiff(s):**

Law Firm Name:

Address:

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_

Telephone: \_\_\_\_\_ extension: \_\_\_\_\_ Facsimile: \_\_\_\_\_

Email:

**Attorney for Defendant(s):**

Law Firm Name:

Address:

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_

Telephone: \_\_\_\_\_ extension: \_\_\_\_\_ Facsimile: \_\_\_\_\_

Email:

Date of Trial:

Special Set Trial Date:

Date/Place of Evaluation:

Report Requested: Yes \_\_\_\_\_ No \_\_\_\_\_

Discovery Cutoff Date:

**NOTES: Please provide all documents with Vocational, Wage or Employability implications; Interrogatories, depositions, medical & psychological summaries, work histories/resumes, wage and earnings histories, etc.**

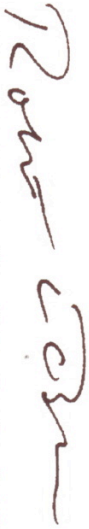
*American Psychotherapy Association*  
recognizes

**Robert G. Galt, MS, SD, AD, CD, MS, QRP**

*for having met the requirements to become a*

**Board Certified Professional Counselor**

*with all the rights, benefits and privileges pertaining thereto, providing certification requirements are met annually and the Psychotherapist's Oath of the American Psychotherapy Association is upheld.*



Robert L. O'Block, M.Div., Ph.D., Psy.D., D.Min.  
Founder & Chief Executive Officer



Daniel J. Reidenberg, Psy.D., CRS  
Chair, American Psychotherapy Association

**Awarded**  
*August 2008*

**Member ID**  
11105



This certificate is the property of the American Psychotherapy Association, and in the event of its suspension, revocation or invalidation for any reason, it must be returned on demand to the American Psychotherapy Association.

# AMERICAN BOARD OF DISABILITY ANALYSTS



Be it hereby established that  
**ROBERT G. GALT, M.S.**

has fully met all requirements of this duly constituted Board  
of professionals dedicated to practicing the highest standards of achievement  
in evaluation, treatment and rehabilitation services and is hereby certified forthwith as a

## SENIOR DISABILITY ANALYST AND DIPLOMATE

having demonstrated exceptional professional qualifications,  
training, and work experience in the multi-disciplinary consultative domain  
of comprehensive disability analysis.

In witness whereof, the American Board of Disability Analysts  
confers this certificate under its official Seal and Signature.  
To remain valid annual requirements must be met.

*Alex E. Haverney, M.D.*

Executive Officer

*Kenneth N. Archer, F.R.P.*

Administrative Officer

Diploma Certificate Number and Year 7029-04

## STATEMENT OF PURPOSE

ABDA is a professional multidisciplinary education and credentialing organization whose members provide evaluation, consultation and treatment to physically and/or mentally disabled persons of all ages. While some individuals are born with such disabilities as cerebral palsy, blindness, deafness, seizure disorders and musculoskeletal disorders, it should be recognized that accidents (e.g., work related, motor vehicle), disease and war contribute to the largest proportion of today's disabled population.

The mission of ABDA is to contribute to understanding the etiology, diagnosis and rehabilitation of disabling conditions. ABDA supports technological advances that make employment, education, transportation, independent living and leisure pursuits more accessible to the disabled. ABDA is composed of professionals in medicine, rehabilitation, psychology, nursing, insurance claims and risk specialists, physical therapy, occupational therapy, speech therapy, respiratory therapy, epidemiology, osteopathy, chiropractic medicine, counseling, education, case management, public health, administration, applied economics, social work, public health, forensic sciences and other allied health professions.

Through its various activities, publications and training functions, ABDA seeks to establish a standard threshold of knowledge and professional competence for those who work with disabled individuals. Through its credentialing review process, ABDA offers both the public and private sectors a process for identifying well qualified professionals trained and experienced in the assessment, treatment, funding and rehabilitation of disabled persons. Professionals whose work engages them with mental and/or physical disabilities are eligible. ABDA supports research on disabilities resulting from birth, accidents, disease, war and aging. ABDA and its affiliates sponsor technological innovation to promote independent living and the enhancement of activities of daily living and quality of life for disabled individuals. ABDA supports the Americans with Disabilities Act (1990), the provisions of which became binding in 1993, that extends comprehensive civil rights protection to the disabled.

**There are two levels of certification: 1) Disability Analyst and Fellow; 2) Senior Disability Analyst and Diplomate.** Each requires a degree in an appropriate field of study, three professional letters of reference, one representative work sample (e.g., report, presentation, case study, publication, etc.), completed application form and vita. The Diplomate credential will be awarded only to those with nine years or more of actual post-degree work experience while those applying at the Fellow level must have at least four years of professional work experience with disabled persons. Application materials will be carefully reviewed by the Credentials and Certification Committee.

**Following the time limited grandfathering period a written and/or oral examination will be necessary to qualify.** Those applicants who have been approved as board certified Fellows may re-apply for Diplomate status after a period of no less than six months if at that time requirements have been met.

**To retain board certification at any level by ABDA one must strictly adhere to local, state and federal laws and regulations which apply to the individual as a person and professional.** One must also carry out his/her professional practice in accordance with the highest ethical standards and codes available within one's profession, both at the state and national levels. If no written Code of Ethics or established standard of professional conduct is available to the individual through professional affiliations it will be that person's responsibility to adhere to appropriate ethical standards developed by the most closely related professional field and to report any difficulties to the ABDA Central Office. Failure to comply with any policy requirement or regulation of ABDA may result in a warning, reprimand, suspension or revocation of board certification. It is also understood that ABDA and its affiliates assume no responsibility for the activities or actions of those whom it certifies.

## - FEATURES OF MEMBERSHIP -

1. By joining at this time, you may identify yourself as a *charter member*.
2. Members are eligible to receive an appointment as a faculty member of the American College of Disability Analysts if they make presentations regularly at an ABDA sponsored educational event in the U.S. or elsewhere.
3. Attendance at ABDA meetings qualify one to receive continuing education unit certificates from both ABDA and the American Board of Medical Psychotherapists and Psychodiagnosticians (ABMPP) at no additional cost.
4. Members receive all ABDA publications at no cost, listing in the ABDA National Directory at no cost, and an opportunity to publish your work and/or announcements in ABDA publications at no cost. An annual renewal fee (currently \$70) is required.
5. Upon receiving board certification, ABDA will send letters announcing the event to newspapers, hospitals, agencies or other sources designated by the recipient (at no cost).
6. Our Program and Planning Committee recognizes how hard professionals in our field work and will be making arrangements to hold meetings in some unusual and very appealing locations including Latin America, the Caribbean, Europe, Asia, and Africa as well as resort locations in the U.S. Such events provide opportunity for quality time with colleagues and family away from the customary distractions which occasionally detract from conventional meetings.
7. In the future, we plan to designate at least one Scholar-In-Residence available to members as a resource for excellence.
8. Members will qualify for reduced registration fees for ABDA sponsored events (as will any of your guests).
9. ABDA will grant co-sponsorship of workshops led by members and provide CEU certificates to those who attend at cost (currently \$4.00 per registrant).
10. ABDA has a close working relationship with several academic institutions and will assist those interested and qualified in pursuing further study and/or adjunct faculty status.
11. ABDA will assist those interested in establishing a computer network of shared professional interests and will grant permission at no cost for ABDA members to use assessment forms specifically designed and developed for evaluation of the disabled.
12. In addition to enjoying all of the benefits of membership in this organization, you may avail yourself of advantages of membership of the American Board of Medical Psychotherapists and Psychodiagnosticians (ABMPP).
13. Once membership objectives have been met priority will be given to those new applicants nominated or supervised by current members in good standing.
14. ABDA Central Office will serve as a referral source for inquiries received in all geographical locations. Special training workshops are offered to help members expand their skills and professional practice (e.g., forensic consulting)

# Certificate of Approval

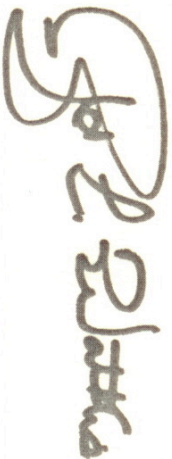
The Florida Department of Education  
Division of Vocational Rehabilitation  
hereby certifies that

**Robert G. Galt**

has achieved the designation  
workers' compensation

**Qualified Rehabilitation Provider**

*Certification valid through December 31, 2011*



Reginald L. Watkins, Chief  
Bureau of Rehabilitation and Reemployment Services

*Certification Number:*  
**WC1001598**



Certification of Disability  
Management Specialists  
COMMISSION

1699 E. Woodfield Road  
Suite 300  
Schaumburg, IL 60173-4957

847.944.1335 MAIN  
847.944.1346 FAX  
www.CDMS.org

July 12, 2011

Robert G. Galt  
859 Ivy Drive  
Wellington, FL, 33414-8160

Dear Mr. Galt:

The Certification of Disability Management Specialists Commission takes pleasure in notifying you that you have fully satisfied the certification renewal requirements for this five-year cycle. Your new valid through date is indicated on the enclosed certificate.

The Commission congratulates you on your effort to increase your competence to deliver quality disability management services. Your efforts to obtain current information, explore new knowledge, and master new skills will afford consumers an improved opportunity for achieving a positive result. You may start accruing your continuing education for the next renewal cycle as of October 1. Continuing education taken prior to October 1 will not be applied to your next renewal cycle. Please be advised that 80 clock hours, with 4 hours in ethics, will be required over the following five-year period to satisfy the requirements for the renewal of your certification.

The Certification of Disability Management Specialists Commission is confident that you will maintain the high standards and ethics represented by the possession of the CDMS certification and that you will continuously demonstrate them to those you serve, your peers, and the public. The Code of Professional Conduct is an effective tool to guide your disability management practice. To view or download the Code, please see the CDMS website at [www.cdms.org](http://www.cdms.org).

Sincerely,

*Carla R. DeFlorio*

Carla R. DeFlorio  
Chief Executive Officer



The CDMS Commission is the only independent and nationally accredited organization that certifies disability management specialists. Through sound testing backed by scientific research, continuing education, and a strict code of ethics, the Commission validates the core knowledge and competency of these experts.

# Certification of Disability Management Specialists COMMISSION

*To all persons be it known that*

## **Robert G. Galt**

*having completed the prescribed studies  
and having satisfied the requirements for designation as a*

### **CERTIFIED DISABILITY MANAGEMENT SPECIALIST**

*has accordingly been admitted to that designation with all the rights,  
privileges, and immunities thereunto appertaining.*

*In witness whereof, the officers of the Commission have caused this certificate to be  
signed for practice in the field of disability management as such upon bestowment.*



A handwritten signature in black ink, appearing to be 'R. Galt', written over a white background.

Chair

A handwritten signature in black ink, appearing to be 'Christa Morgan', written over a white background.

Secretary

Customer No. 00043242

Valid Through : September 30, 2016

# **CDMS<sup>®</sup> CERTIFICATION GUIDE**

**CERTIFIED  
DISABILITY MANAGEMENT  
SPECIALIST**

Certification of Disability Management  
Specialists Commission

1835 Rohlwing Road, Suite E  
Rolling Meadows, Illinois 60008  
(847) 394-2106

[www.cdms.org](http://www.cdms.org)

*Accredited by the National Commission For Certifying Agencies*

# Scope of Practice for Certified Disability Management Specialists

## Definitions

Certified Disability Management Specialists contribute to workplace productivity by providing services to accommodate the medical and vocational needs of ill and injured workers, and to minimize the cost impact of disabilities and absences for employers.

The specific techniques and practice behaviors within disability management may include, but are not limited to:

- Assessment
- Planning for needed services
- Implementation of the rehabilitation plan
- Communication with all concerned parties
- Coordination of services
- Collaboration with the treatment team, payor, employer, and client
- Evaluation/outcomes

## Practice Characteristics

Those who perform disability management must have specialized knowledge of medical, psychological, and functional aspects of disability, specifics associated with applicable disability compensation systems, vocational rehabilitation theory and practice communication economics, ethics, and law. Knowledge in these areas promotes quality services and consistency in practice.

Disability management specialists are accountable for providing quality care within the boundaries of a specific disability compensation system. The specialist is committed to facilitating the personal socioeconomic functions of individuals affected by life change and disability which affects the individual's performance of activities of daily living or work.

## Ethical Issues

Those involved in the practice of disability management may face ethical dilemmas surrounding client rights, payor interpretation of state regulations, and individual state laws.

Each certified professional participating in the practice of disability management must abide by the Code of Professional Conduct of the Certification of Disability Management Specialists Commission, as well as other professional codes of conduct to which the certificant is bound for guidance and support in the determination of approaches to ethical conflicts.

Certificants shall practice only within the boundaries of their competence, based on their education, training, appropriate professional experience, and other professional credentials. They shall not misrepresent their role or competence to clients and shall limit their practice to their individual scope of practice.

# SECTION 10: EXAMINATION CONTENT CLASSIFICATION CHART

## KNOWLEDGE DOMAINS AND SUBDOMAINS

Mean Importance Rating

<b>I.</b>	<b>Disability Case Management</b>	<b>(59 Questions)</b>	<b>4.13</b>
	<ul style="list-style-type: none"> <li>• Interpersonal communication skills <span style="float: right;">4.54</span></li> <li>• <u>Interpretation of medical information and terminology</u> <span style="float: right;">4.44</span></li> <li>• Legal and ethical issues in disability management <span style="float: right;">4.44</span></li> <li>• Case recording and documentation techniques <span style="float: right;">4.20</span></li> <li>• Principles of case and caseload management <span style="float: right;">3.98</span></li> <li>• Disability benefit systems <span style="float: right;">3.88</span></li> </ul>		
<b>II.</b>	<b>Psychosocial Intervention</b>	<b>(50 Questions)</b>	<b>3.59</b>
	<ul style="list-style-type: none"> <li>• Conflict resolution strategies <span style="float: right;">3.78</span></li> <li>• Psychosocial adjustment to disabilities <span style="float: right;">3.77</span></li> <li>• Multicultural issues and work/health behavior <span style="float: right;">3.65</span></li> <li>• Theories and techniques of counseling <span style="float: right;">3.59</span></li> <li>• Mental health and substance abuse issues in the workplace <span style="float: right;">3.50</span></li> <li>• Disability adjustment counseling <span style="float: right;">3.42</span></li> <li>• Personality/motivation theories <span style="float: right;">3.41</span></li> </ul>		
<b>III.</b>	<b>Vocational Aspects of Disability</b>	<b>(55 Questions)</b>	<b>3.52</b>
	<ul style="list-style-type: none"> <li>• Gathering personal and vocational information <span style="float: right;">4.17</span></li> <li>• <u>Vocational implications of various disabling conditions</u> <span style="float: right;">4.02</span></li> <li>• Job accommodation, modification, and restructuring techniques <span style="float: right;">4.02</span></li> <li>• Vocational rehabilitation process <span style="float: right;">3.91</span></li> <li>• Job analysis methodology <span style="float: right;">3.84</span></li> <li>• Transferable skills analysis techniques <span style="float: right;">3.53</span></li> <li>• Job and employer development <span style="float: right;">3.49</span></li> <li>• Occupational information publications <span style="float: right;">3.36</span></li> <li>• <u>Psychological and vocational testing</u> <span style="float: right;">3.33</span></li> <li>• Job-seeking skills development <span style="float: right;">3.28</span></li> <li>• Methods and techniques used to conduct labor market surveys <span style="float: right;">3.09</span></li> <li>• Loss of earning capacity evaluation <span style="float: right;">3.05</span></li> <li>• Theories of career development <span style="float: right;">2.73</span></li> </ul>		

## KNOWLEDGE DOMAINS AND SUBDOMAINS

## Mean Importance Rating

<b>IV. Managed Care and Disability Management Concepts</b>	<b>(45 Questions)</b>	<b>3.32</b>
• Cost containment techniques		3.56
• Principles and models of disability management		3.56
• Durable medical equipment and supplies		3.43
• Managed care regulations and managed care systems		3.16
• Procedures to conduct cost-savings		3.02
• Organizational training and development techniques		2.92
• Program evaluation and research		2.82
• Life care planning methodologies		2.60
<b>V. Business Knowledge Related to Disability Management</b>	<b>(41 Questions)</b>	<b>3.05</b>
• Ergonomics and occupational health and safety		3.49
• Health care insurance benefits		3.43
• Health care, employment, and disability-related legislation		3.41
• Risk management principles		3.12
• Employee assistance programs		3.04
• Human resource management principles		3.00
• Marketing techniques		2.79
• Union rules and collective bargaining provisions		2.62
• Corporate disability analysis methodologies		2.61

Additional questions may be asked based on the CDMSC Code of Professional Conduct. The specific areas of knowledge shown in this section are only a sample of possible examination topics.

However, each examination question used will fall under one of the content areas (i.e., Disability Case Management, Psychosocial Intervention, Vocational Aspects of Disability, Managed Care and Disability Management Concepts, or Business Knowledge Related to Disability Management).

## SECTION 4: ACCEPTABLE EMPLOYMENT EXPERIENCE

CDMSC will only accept full-time paid employment (or its equivalent in part-time work) as a valid fulfillment of the employment criteria. All part-time employment will be calculated on a pro-rated basis of 37 hours per week (full-time employment as defined by the commission). Internships and volunteer activities are **NOT** acceptable as employment experience.

For your employment experience to qualify as "acceptable" for certification purposes, you must demonstrate that you provide or provided direct disability management services to individuals with disabilities receiving benefits from a disability compensation system and with at least 60% of your time at each position spent performing the job function areas in (I)-(IV). Your supervisor, employer, or purchaser of services will be asked to attest to this on the commission's employment verification forms. **These forms will be sent to you by the commission's business office once your application has been received.**

All employment experience submitted on the application must reflect **THREE** of the **FOUR** job function areas that follow. In addition, **ONE** of them **MUST** be Disability Case Management.

### Job Function Areas

#### I. Disability Case Management

- Monitor case progress and effectiveness of services
- Coordinate rehabilitation services and community resources
- Use effective conflict resolution strategies in providing case management services
- Use effective time management strategies
- Manage a caseload
- Prepare case notes and progress reports
- Collaborate with multidisciplinary teams
- Develop rapport/network with physicians and other rehabilitation health professionals
- Use cost containment strategies
- Coordinate "work conditioning" or work hardening services
- Coordinate or integrate medical and vocational services
- Implement disability management plans with payors and employers
- Teach problem-solving skills to clients
- Conduct clinical interviews
- Educate health care providers regarding return-to-work issues

#### II. Return-to-Work Intervention

- Provide job modification and job accommodation services for injured workers
- Evaluate ergonomic factors related to work
- Develop and implement transitional work programs
- Provide on-the-job support and consultations
- Conduct job analyses
- Develop individualized return-to-work plans
- Develop and manage "light duty" programs

### **III. Vocational Counseling, Assessment and Job Placement/Job Development**

- Conduct labor market analyses
- Provide training in job-seeking skills
- Conduct transferable skills analyses
- Engage in job development activities
- Perform vocational assessments
- Provide job placement and/or outplacement services
- Provide vocational and disability adjustment counseling
- Provide expert testimony

### **IV. Managerial/Consultative Roles in Disability Management**

- Provide staff training regarding disability management programs
- Design and implement disability management programs
- Prepare cost-benefit analyses of disability management programs
- Develop service guidelines for disability management providers
- Perform administrative functions related to the operation of disability management programs
- Determine and monitor disability management program outcomes
- Train labor and management regarding best practices in disability management
- Develop procedures for early intervention program
- Purchase and evaluate disability case management services
- Implement employer disability policies and procedures
- Coordinate health promotion, disability prevention, and safety programs
- Promote and market disability management programs and services
- Advise employers concerning disability related legislation
- Collaborate/negotiate with labor, union, and management representatives
- Train co-workers/supervisors regarding work and disability issues
- Engage in professional development/continuing education programs in disability management

## KNOWLEDGE DOMAINS AND SUBDOMAINS

## Mean Importance Rating

<b>IV. Managed Care and Disability Management Concepts</b>	<b>(45 Questions)</b>	<b>3.32</b>
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Additional questions may be asked based on the CDMSC Code of Professional Conduct. The specific areas of knowledge shown in this section are only a sample of possible examination topics.

However, each examination question used will fall under one of the content areas (i.e., Disability Case Management, Psychosocial Intervention, Vocational Aspects of Disability, Managed Care and Disability Management Concepts, or Business Knowledge Related to Disability Management).

## SECTION 11: SAMPLE EXAMINATION QUESTIONS

All responses are recorded on computer-scored answer sheets. Candidates must bring three #2 pencils to the exam to record their answers. The monitor will have the exam booklet and answer sheets at the test site. A total of three hours is allotted for each section of the examination.

If functional limitations make more time a necessity, the candidate must indicate this on his/her application so special arrangements can be made. There is no penalty for guessing, so all questions should be answered. The monitors will give detailed instructions on examination procedures on the day of the exam.

***The following questions are similar to those that will appear on the examination:***

1. An individual is diagnosed as having a peptic ulcer. In the period following medical treatment, rehabilitation should consist of:
  - a. complete bed rest.
  - b. reconditioning of the gastrointestinal system.
  - c. the avoidance of stressful situations, both physical and psychological.
  - d. arrangements with the employer to work a rotating shift in order to avoid regimen.
  
2. The 1973 Rehabilitation Act, as amended, contains mandates to protect the rights of individuals with disabilities under Title V. For example, a person with a disability who is otherwise qualified to perform a job has a protected right to equal employment opportunity under:
  - a. Section 501.
  - b. Section 502.
  - c. Section 503.
  - d. Section 504.
  
3. An employee becomes totally incapacitated for work beyond the day on which the injury was sustained, but is subsequently able to return to work without permanent impairment. Under the Workers' Compensation system, this type of disability is classified as:
  - a. permanent-total disability.
  - b. temporary-total disability.
  - c. temporary-permanent disability.
  - d. permanent-partial disability.
  
4. A coal miner has been diagnosed as having black lung disease and is seeking assistance in obtaining information concerning insurance benefits. The disability management specialist should be aware that the Black Lung Benefit Program is one of eight insurance programs administered by the:
  - a. Occupational Safety and Health Administration.
  - b. U.S. Department of Labor.
  - c. Social Security Administration.
  - d. Rehabilitation Services Administration.

Sample question in the CDMS National Board Examination querying a testee's knowledge of pharmaceuticals;

If a patient with a closed head injury is taken to an Emergency Room and is administered Phenobarbital, what are considerations are of merit?

- 1) he should not be given Phenobarbital because it can induce seizures
- 2) he should be given Phenobarbital because it will minimize the likelihood of seizures
- 3) Phenobarbital is the preferred medication since it will reduce or eliminate anxiety upon awakening
- 4) Phenobarbital may cause internal bleeding

Definitions of **phenobarbital** on the Web:

- sodium thiopental: a long-acting barbiturate used as a sedative  
[www.cogsci.princeton.edu/cgi-bin/webwn](http://www.cogsci.princeton.edu/cgi-bin/webwn)

5. When an insurance claims representative talks to a disability management specialist about the "claim severity" of a case, reference is being made to the:
- estimated unpaid dollar amount in the claim reserve.
  - covered expense of an insurance policy.
  - double payment of a designated benefit.
  - average loss per claim.

Correct responses are 1-c, 2-d, 3-b, 4-c, 5-d.

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## SECTION 12: READING LIST

Here are some general sources that may be of help to examination candidates. This reading list does not completely delineate the parameters of the CDMS examination. It is merely a suggested means for reviewing your education and experience.

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- Szymanski, E.M., and Parker, R.M., eds. **Work and Disability: Issues and Strategies in Career Development and Job Placement.** Austin, TX: Pro-Ed, Inc., 1996.
- Taber's Cyclopedic Medical Dictionary, 16th Edition.** Philadelphia: F.A. Davis, 1993.
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# Certification of Disability Management Specialists Commission.

## **ROLE & FUNCTION STUDY®** **Domains and Tasks including Knowledge of & Skill in**

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The Certification of Disability Management Specialists Commission (CDMSC) bases the CDMS examination on the Role & Function Study. The Scope of Practice as taken from the current Role & Function Study follows:

- [Domain I: Disability Case Management](#)
- [Domain II: Disability Prevention and Workplace Intervention](#)
- [Domain III: Program Development, Management and Evaluation](#)

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## Domain I: Disability Case Management

**Task 1: Perform comprehensive individual case analysis and benefits assessment using accepted practices in order to develop appropriate interventions.**

*Knowledge of:*

1. Disability case management.
2. Medical, functional, vocational, and psychosocial aspects of disability. **Knowledge of Medical/Psychosocial terminology [see task #6-7].**
3. Benefit systems and processes.
4. Community resources.
5. Multicultural considerations.
6. Work/health behaviors.
7. Psychosocial adjustment.
8. Case documentation.
9. Legal and ethical implications.
10. Psychometrics. **[Vocational and Occupational Testing]**

*Skill in:*

1. Gathering medical and vocational information and data.
2. **Administering, scoring, and interpreting assessment tools.** Vocational and occupational testing
3. Using accepted interviewing techniques.
4. Interpreting case-specific local, state and federal regulations.
5. Synthesizing data.
6. Interpreting benefits system.
7. Developing a case management plan.
8. Maximizing community resources.
9. Performing initial case assessments.
10. Documenting case activities and results.

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**Task 2: Review disability case management intervention protocol using standards of care in order to promote quality care, recovery, and cost effectiveness.**

*Knowledge of:*

Disability case management.

Medical, functional, vocational, and psychosocial aspects of disability.

Medical terminology, treatment, and protocols.

Community resources.

Cost effectiveness and containment strategies.

Health benefits.

Legal and ethical implications.

*Skill in:*

Gathering relevant case information.

Analyzing data (e.g., benefits, **medical reports**, community resources, available financial resources).

Synthesizing information.

Using medical terminology, treatments, and protocols.

Adhering to standards of quality care.

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### **Task 3: Promote collaboration among stakeholders using effective communication strategies to optimize functional recovery.**

*Knowledge of:*

1. Disability case management.
2. Interpersonal communication.
3. Negotiation and conflict resolution strategies.
4. Organizational development.
5. Labor and management implications.
6. Medical, functional, vocational, and psychosocial aspects of disability.
7. Legal and ethical implications.

*Skill in:*

1. Identifying key stakeholders.
2. Developing partnership with stakeholders.
3. Using negotiation and conflict resolution techniques.
4. Facilitating attitudinal and behavioral changes.
5. Persuading stakeholders.
6. Using return-to-work principles.

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## Task 4: Perform worksite/job analyses using observation, interview and records review in order to determine the requirements of the job..

*Knowledge of:*

Job analysis techniques and methods.

Medical, functional, vocational, and psychosocial aspects of disability.

Ergonomics.

Occupational information resources.

*Skill in:*

Collecting job-function data through observations, assessments, and interviews.

Quantifying exertional and non-exertional job demands c/o DOT.

Analyzing job-function data. C/O RHAJ

Interpreting information (e.g., observations, records, and data **from interviews**).

Documenting job analysis. C/O RHAJ

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**Task 5: Develop individualized return-to-work plans consistent with standard practices and procedures by collaborating with relevant stakeholders in order to facilitate employment.**

*Knowledge of:*

1. Medical, functional, vocational, and psychosocial aspects of disability.
2. Classification of job functions and skills. C/O RHAJ
3. Transferable skills analyses. C/O RHAJ
4. Ergonomics.
5. Modification and accommodation practices and strategies.
6. Job development and placement.
7. Career development Theory and Practice. C/O D. SUPER
8. Employment practices.
9. Labor and management relations.
10. Benefit systems and processes.
11. Return-to-work principles.
12. Community resources.
13. Conflict resolution.
14. Legal and ethical implications.

*Skill in:*

1. Gathering personal, vocational, and medical information.
2. **Interpreting** functional, *medical, and occupational information* (e.g., FCE, JA).
3. Assessing psychosocial issues.
4. Conducting ongoing job analyses.
5. Using job modification and accommodation strategies and techniques.
6. Synthesizing functional and job information.
7. Identifying key stakeholders.
8. Assessing business management and labor issues.
9. Developing transitional work plan.
10. Applying appropriate benefits.
11. Coordinating key stakeholders via communication.
12. Using conflict resolution techniques.
13. Providing career and vocational counseling.
14. Partnering with contracting vendors and stakeholders.
15. Providing testimony. PER RHAJ LIMITS + FED RULE 702

## Task 6: Implement interventions using interpersonal and behavioral change techniques in order to optimize functioning and productivity.

### Knowledge of:

1. Counseling theories and techniques.
2. Behavior change techniques.
3. Helping skills.
4. Medical, functional, vocational, and psychosocial aspects of disability.
5. Personality and motivation.
6. Multicultural considerations.
7. Interpersonal communication.
8. Legal and ethical implications.

### Skill in:

1. Performing initial and ongoing case assessments.
2. Using interviewing techniques.
3. Counseling interventions.
4. **Interpreting** *medical, functional, vocational, and psychosocial information.*  
C/O RHAJ
5. Making referrals.
6. Documenting case activities and results.

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**Task 7: Coordinate benefits, services, and community resources (e.g., FCE, IME, durable medical equipment, home care, and vocational rehabilitation) through strategic planning in order to facilitate optimal functioning.**

*Knowledge of:*

1. Disability case management planning. = Life Care Plans
2. Benefit systems and processes.
3. Community resources.
4. Employment practices.
5. Labor and management relations.
6. Legal and ethical implications.

*Skill in:*

1. **Interpreting** *medical and vocational information*.
2. Synthesizing information.
3. Using community and benefit systems.
4. Developing strategic plans.
5. Employing cost containment strategies.
6. Partnering with contracted vendors and stakeholders.
7. Providing benefit counseling.

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**Task 8: Monitor progress for achievement of targeted milestones through ongoing comparison with established best-practice guidelines in order to make recommendations, optimize functional recovery, and provide needed follow up.**

*Knowledge of:*

Best-practices and disability management benchmarks.

Evidence-based practice.

Case management.

Medical, functional, vocational, and psychosocial aspects of disability.

Benefit systems and processes.

Legal and ethical implications.

*Skill in:*

Applying the principles of disability case management.

Complying with established best practices.

Interpreting data.

Analyzing medical information.

Synthesizing information.

Interpreting benefit plans. = LIFE CARE PLANS

Monitoring improvement.

Identifying enablers and barriers to recovery.

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## **Task 9: Manage caseload using ethical strategies in order to enhance effectiveness and efficiency.**

*Knowledge of:*

1. Case management.
2. Time management strategies.
3. Multicultural considerations.
4. Legal and ethical implications.
5. Cost benefit analysis (effectiveness and efficiency).

*Skill in:*

1. Adhering to ethical requirements in case management.
2. Managing time and resources.
3. Organizing case activities.
4. Using computer technology.

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**Task 10: Prepare case notes and reports using applicable forms and systems in order to document case activities in compliance with standard practices and regulations.**

*Knowledge of:*

Information data collection and systems.

Documentation techniques and standards practices.

Reporting requirements.

Legal and ethical implications (e.g., confidentiality requirements, HIPAA).

*Skill in:*

**Gathering personal, medical, and vocational information (e.g., interviewing techniques, clinical interpreting).** C/O RHAJ

Using documentation systems.

Preparing case notes and progress reports. Per Federal Rule 702

Maintaining confidentiality and security.

Disseminating reports and data effectively.

Using computer technology.

Preparing documentation for testimony. Per Federal Rule 702

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## Domain II: Disability Prevention and Workplace Intervention

**Task 1: Implement disability prevention practices (i.e. risk mitigation procedures such as job analysis, job accommodation, ergonomic evaluation, health and wellness initiatives, etc.) through training, education, and collaboration in order to change organizational behavior and integrate prevention as an essential component of organizational culture.**

*Knowledge of:*

1. Productivity and disability prevention.
2. Organizational development.
3. Business management strategies.
4. Labor relations.
5. Human resource management.
6. Adult learning.
7. Group dynamics.
8. Trend analysis methods = Economics.
9. Change management strategies.
10. Program evaluation and reporting.
11. Financial and statistical modeling. = Economics
12. Effective communication strategies.

*Skill in:*

1. Conducting organizational assessments (i.e., labor/management relationships, communications, etc.).
2. Evaluating policies and procedures.
3. Facilitating sponsorship by leveraging expertise of stakeholders.
4. Advancing team development.
5. Promoting behavior change.
6. Implementing data collection strategies.
7. Organizing information.
8. Synthesizing information.
9. Communicating a business case effectively.
10. Managing financial resources.
11. Using information systems.
12. Implementing a continuous improvement approach to productivity and prevention.



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**Task 2: Develop a comprehensive transitional work program through consultation with all relevant stakeholders in order to facilitate optimal productivity and value in the workplace..**

*Knowledge of:*

1. Labor/management relations..
2. Employment practices.
3. Disability related laws/regulations/guidelines (i.e. ADA, FMLA, etc.).
4. Business management strategies.
5. Organizational development.
6. Health and disability trends. = Economics
7. Ergonomics .
8. **Interpretation of medical information and functional capacity.**
9. Job analyses. C/O RHAJ
10. Job modification, accommodation, and work hardening methodologies.  
C/O RHAJ
11. Assistive technology.
12. Psychosocial adjustment.
13. Vocational counseling.
14. Job development and job placement.
15. Interpersonal communication.

*Skill in:*

1. Conducting organizational assessment.
2. Evaluating policies and procedures.
3. Managing human resources.
4. Presenting the business rationale.
5. Creating sponsorship.
6. Synthesizing information.
7. Applying labor relation laws.
8. Partnering with contracted vendors and stakeholders.
9. Facilitating team development.
10. Managing financial resources.
11. Budgeting,
12. Facilitating behavioral and attitudinal change.
13. Implementing data collection strategies.
14. **Interpreting disability, health and absence data.**
15. Communicating effectively with stakeholders.
16. Using information systems.
17. Applying occupational and functional information to transitional work.  
C/O RHAJ
18. Identifying enablers and barriers to disability recovery. C/O RHAJ

19. Implementing a continuous improvement approach to transitional work programs.

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**Task 3: Develop an interactive process for job site modification, accommodation, or job task assignment incorporating appropriate resources (e.g. ergonomics and assistive technologies) in order to facilitate optimal functioning in the workplace..**

*Knowledge of:*

1. Business management strategies.
2. Organization development.
3. Employment practices.
4. Disability related laws/regulations/guidelines (i.e. ADA, FMLA).
5. Job analysis. C/O RHAJ
6. Vocational counseling. C/O RHAJ
7. Psychosocial adjustment. C/O RHAJ
8. **Medical aspects of disabilities.**
9. **Medical treatment and protocols.**
10. Ergonomics. C/O RHAJ
11. Job site modification and task accommodation methodologies.
12. Work hardening and conditioning.
13. Assistive technologies.

*Skill in:*

1. Conducting organizational assessment.
2. Evaluating policies and procedures.
3. Managing human resources.
4. Presenting the business rationale.
5. Creating sponsorship.
6. Synthesizing information.
7. Applying labor relations laws.
8. Partnering with contracted vendors and stakeholders.
9. Facilitating team development.
10. Managing financial resources.
11. Budgeting.
12. Facilitating behavioral and attitudinal change.
13. Implementing data collection strategies.
14. Interpreting disability, health and absence data.
15. Communicating effectively with stakeholders.
16. Using information systems.
17. Identifying enablers and barriers to disability recovery. C/O RHAJ
18. Applying job modification and accommodation methodologies. C/O RHAJ
19. Applying work hardening and conditioning methodologies.

20. Using assistive technologies.
21. Coordinating resources.

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**Task 4: Align essential job functions by serving as a resource for employees and management in order to prevent disabilities and optimize productivity.**

*Knowledge of:*

1. Employment practices.
2. Related federal, state and local regulations (e.g., ADA, FMLA, WC).
3. Business management strategies.
4. Organizational development.
5. Job analysis and job description. C/O RHAJ
6. Career development. PER D. SUPER
7. Vocational counseling.
8. **Psychosocial adjustment.**
9. **Medical aspects of disabilities.**
10. **Medical terminology, treatment, and protocol.**
11. Ergonomics. C/O RHAJ
12. Job modification and accommodation methodologies. C/O RHAJ

*Skill in:*

1. Facilitating team development.
2. Conducting organizational assessments.
3. Presenting the business rationale.
4. Synthesizing information.
5. Coordinating resources.
6. Partnering with contracted vendors and stakeholders.
7. Communicating effectively with stakeholders.
8. Communicating aggregate trend data regarding medical, vocational, and psychosocial factors.
9. Using information systems.
10. Facilitating behavioral and attitudinal change.
11. Applying labor relation laws.
12. Implementing data collection strategies.
13. Interpreting vocational and medical data.
14. Applying occupational information in worksite intervention.
15. Managing human resources.
16. Managing financial resources.
17. Assessing work functions and behaviors. C/O RHAJ
18. Conducting job analyses. C/O RHAJ
19. Applying job modification and accommodation methodologies. C/O RHAJ
20. Using assistive technologies.
21. **Collecting medical, functional, vocational, and psychosocial data.**
22. **Interpreting functional capacity reports.**



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Task 5: Recommend strategies to identify ergonomic, safety, and risk factors using available resources (e.g., data and assessment tools) in order to mitigate exposure and improve employee health.

*Knowledge of:*

1. Ergonomics .
2. Job analysis. C/O RHAJ
3. Safety and environmental health.
4. Risk management.
5. Employment practices.
6. Health benefits.
7. Related federal, state, and local regulations (e.g. ADA, OSHA, Workers' Compensation, HIPAA)
8. Job modification and accommodation methodologies. C/O RHAJ
9. **Medical aspects of disabilities.**
10. **Medical terminology, treatment, and protocols as related to risk analysis.**
11. Health and wellness.

*Skill in:*

1. Evaluating policies and procedures.
2. Applying labor relation laws.
3. Implementing data collection strategies.
4. **Collecting medical, functional, vocational, and psychosocial data.**
5. Interpreting data.
6. Synthesizing information.
7. Presenting business rationale.
8. Applying occupational information to worksite interventions. C/O RHAJ
9. Assessing work functions and behaviors. C/O RHAJ
10. Conducting job analyses. C/O RHAJ
11. Applying job modification strategies. C/O RHAJ
12. Using assistive technologies.
13. Communicating effectively with stakeholders.

14. Partnering with contracted vendors and stakeholders.
15. Applying regulatory standards.

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**Task 6: Recommend strategies that integrate benefit plan designs and related services (e.g. employee assistance programs, community resources, and medical services) by evaluating and coordinating delivery in order to promote prevention, optimal productivity, quality care, and cost containment..**

*Knowledge of:*

1. Benefit plan designs and contracts.
2. Related federal, state, and local regulations (e.g. ERISA, FLSA, HIPAA).
3. Service delivery models.
4. Business management strategies.
5. Organizational development.
6. Program evaluation and reporting.

*Skill in:*

1. Conducting organizational assessments.
2. Implementing data collection strategies.
3. **Collecting medical, functional, vocational, and psychosocial data.**
4. Evaluating policies and procedures.
5. **Interpreting disability, health, and absence data.**
6. Synthesizing information.
7. Communicating effectively with stakeholders.
8. Presenting the business rationale.
9. Facilitating team development.
10. Coordinating resources and services.
11. Partnering with contracted vendors and stakeholders.
12. Facilitating behavioral and attitudinal change.
13. Applying labor relation laws.
14. Managing human resources.
15. Budgeting.
16. Managing financial resources.
17. Using information systems.

18. Applying tools to evaluate efficiency and effectiveness.

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**Task 7: Recommend health and wellness interventions by targeting the specific needs of employees and the organization in order to increase organizational health and productivity while demonstrating measurable value..**

*Knowledge of:*

1. **Medical aspects of disabilities.**
2. Health and wellness.
3. Illness and injury prevention.
4. **Health and disability trends.** = ECONOMICS
5. **Demographics' impact on health (e.g., gender- and age-specific issues).** = ECONOMICS
6. Public health community resources.
7. Program evaluation and reporting.
8. Psychosocial adjustment.
9. Personality and motivation.
10. Multicultural considerations and work/health behavior.
11. Organizational development.

*Skill in:*

1. Conducting employee health risk assessments.
2. Implementing data collection strategies.
3. Interpreting disability, health and absence data.
4. Evaluating policies and procedures.
5. Managing human resources.
6. Budgeting.
7. Managing financial resources.
8. Applying health and wellness strategies.
9. Applying interventions to address mental health, substance abuse, and workplace stressors. C/O RHAJ
10. Facilitating attitudinal and behavioral change. C/O RHAJ
11. Partnering with public health, medical communities, contracted vendors, and stakeholders.
12. Synthesizing information.
13. Communicating effectively to stakeholders.
14. Coordinating resources.
15. Using information systems.
16. Evaluating training effectiveness.



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## Domain III: Program Development, Management, and Evaluation

***Task 1: Analyze workplace practices (e.g. benefit design; policies and procedures; regulatory and compliance requirements; employee demographics; and labor relations) using a needs assessment to establish baselines and design effective interventions.***

*Knowledge of:*

1. **Elements of a needs assessment** = LIFE CARE PLANNING
2. Program **design, management, and evaluation**.
3. Qualitative and quantitative research design.
4. **Statistical applications**. = ECONOMICS
5. Federal, state, and local regulations.
6. Public and private benefit systems and processes.
7. Safety and risk management.
8. Labor relations.
9. Business and financial management.
10. Human resources management.
11. Business/corporate terminology.
12. Organizational development.

*Skill in:*

1. Organizing and planning.
2. Implementing data collection strategies.
3. **Applying qualitative and quantitative measurements** = ECONOMICS + C/O RHAJ
4. Interviewing key stakeholders.
5. Applying critical analytical skills.
6. **Applying health care/benefits terminology**.
7. Integrating business and financial knowledge = ECONOMICS
8. Using benefit/personal service information.
9. Applying the requirements of ADA, FMLA, OSHA, SSA, Medicare/Medicaid, EEOC, FLSA, ERISA, private disability plans, HIPAA, and workers' compensation.
10. Using formal and informal communication skills sensitive to the corporation and

individual culture.

11. Synthesizing research.
12. Maintaining ethical practice.

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**Task 2: Present the business rationale for a comprehensive disability management program using baseline data, best practices, evidence-based research, and benchmarks and incorporating cultural and environmental factors to secure stakeholder investment and commitment.**

*Knowledge of:*

1. Cost/benefit and return on investment analyses..
2. Best practices in disability management.
3. Communication and presentation techniques.
4. **Financial and statistical modeling** = ECONOMICS
5. Multicultural considerations.
6. Impact of globalization.
7. Personality and motivation.

*Skill in:*

1. Identifying stakeholders.
2. Soliciting feedback to validate stakeholder needs (valuing stakeholder needs).
3. Persuading stakeholders.
4. Evaluating the effectiveness of programs.
5. Gathering, synthesizing, and interpreting disability management program findings.
6. Interpreting financial/risk data.
7. **Presenting qualitative and quantitative research** = ECONOMICS + C/O RHAJ
8. Comparing program data to best practices and evidence-based research and benchmarks.
9. Targeting multi-level, multi-media communication strategies to stakeholder vested interest.
10. Presenting data pertaining to variations across settings.
11. Applying negotiation and conflict resolution skills.
12. Recommending reward structures and implementation strategies in the program.

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**Task 3: Collaboratively develop and manage the disability management program by specifying essential procedures and training components consistent with pertinent regulations and identifying appropriate services and metrics in order to offer effective services for stakeholders.**

*Knowledge of:*

1. Best practices in disability management.
2. Logistics and integration in a corporate environment.
3. Negotiation and conflict resolution.
4. Operational and outcome metrics.
5. Training and development.
6. **Statistical applications**. = ECONOMICS
7. Federal, state, and local regulations.
8. Federal, state, and local resources.
9. Public and private benefit delivery systems.
10. Time management principles and strategies.

*Skill in:*

1. Negotiating with multiple stakeholders in the development and management of programs.
2. **Integrating metrics to assess outcomes** = ECONOMICS
3. Project management to enhance program goals.
4. Identifying rewards and incentives applicable to individual stakeholders.
5. Dispute resolution.
6. Evaluating stakeholders' learning styles.
7. Applying training approaches that are sensitive to audiences.
8. Incorporating community resources.
9. Applying the requirements of ADA, FMLA, OSHA, SSA, Medicare/Medicaid, EEOC, FLSA, ERISA, STD, LTD, private disability plans, HIPAA and Workers' Compensation.
10. Applying benefit design information to disability management programs = LIFE CARE PLANNING AND ECONOMICS

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**Task 4: Champion individual and organizational behavioral change by assigning responsibility to stakeholders at all levels of the organization in order to achieve strategic outcomes.**

*Knowledge of:*

1. Leadership practices.
2. Roles and functions of varied stakeholders.
3. Organizational development.
4. Effective communication and presentation.
5. Individual and organization change.
6. Personality and motivation.
7. Statistical and financial modeling.
8. Best practices in disability management.
9. Program design, management, and evaluation.

*Skill in:*

1. Applying leadership techniques.
2. Applying advocacy techniques.
3. Designing programs with rewards and incentives.
4. Communicating effectively.
5. Using effective presentation skills.
6. Using personality and motivation assessment methods.
7. Incorporating personality and motivations findings in program design.
8. Applying concepts of organizational development and program design.
9. Incorporating change strategies.

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**Task 5: Procure internal and external services using commonly accepted selection criteria to maximize consistency and desired program outcomes.**

*Knowledge of:*

1. Community resources and service delivery models.
2. Program design and evaluation.
3. Performance standards.
4. Objective selection criteria.
5. Contracting.
6. Effective communication.
7. Negotiation techniques.
8. Statistical and financial applications.
9. Qualitative and quantitative analysis.
10. Best practices in disability management.
11. Public relations.

*Skill in:*

1. Researching community and business resources.
2. Translating customer needs to vendor community.
3. Persuading vendor community to respond to customer need.
4. Maintaining relationships with a wide vendor community.
5. Maintaining optimal transparency in the selection process.
6. Applying analytical and critical thinking.
7. Writing grants and requests for proposals.
8. Responding to grant and proposal requests.
9. Applying negotiation techniques.
10. Developing business strategies and plans.

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**Task 6: Manage service providers using stakeholder-defined performance standards in order to maximize the quality of services and the return on investments.**

*Knowledge of:*

1. Supervisory and leadership principles.
2. Communication linkages and resources (e.g., Management Information Systems (MIS)).
3. **Qualitative and quantitative analysis.** C/O RHAJ + ECONOMICS
4. **Statistical and financial application and modeling.** = ECONOMICS
5. Evidence-based practices.
6. Best practices in disability management.
7. Program design, management, and evaluation.

*Skill in:*

1. Supervising and leading.
2. Negotiating.
3. Applying financial analytical methods and models. = ECONOMICS
4. Decision making.
5. Researching.
6. Incorporating research findings into program design.
7. Synthesizing financial data.
8. Synthesizing outcomes data.
9. Building effective teams.
10. Integrating communication links among service providers.

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## Task 7: Facilitate the exchange of data and metrics by integrating information systems for disability management programs.

### *Knowledge of:*

1. Commonly accepted benchmarks (e.g., disability management, business management).
2. Management Information Systems (MIS) technologies.
3. **Qualitative and quantitative analysis.** ECONOMICS
4. **Statistical and financial applications and reporting.** ECONOMICS
5. Cost containment.
6. Best practices in disability management.
7. Organizational development.
8. Program design, management, and evaluation.

### *Skill in:*

1. Communicating effectively.
2. Tracking cost, operational, and outcomes data.
3. Applying Management Information Systems (MIS) tools.
4. Utilizing electronic and computer resources.

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**Task 8: Conduct ongoing formative and summative program evaluations using qualitative and quantitative methods to improve process and measure outcomes..**

*Knowledge of:*

1. Program design and management.
2. Formative and summative program evaluation methods.
3. Change management strategies.
4. Negotiation techniques.
5. **Qualitative and quantitative analysis.** ECONOMICS
6. **Statistical and financial applications and reporting.** ECONOMICS
7. Best practices in disability management.

*Skill in:*

1. Defining commonly understood metrics that reflect changes in disability management and business practices.
2. Identifying appropriate sources of data and data collection strategies.
3. Using data to provide meaningful metrics.
4. Tracking data and reporting conclusions.
5. Conducting formative evaluations.
6. Conducting summative evaluations.

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**Task 9: Create disability management performance reports and other communication vehicles targeted to relevant stakeholders using a variety of media in order to promote stakeholder awareness and collaboration.**

*Knowledge of:*

1. Business plan and model.
2. Management Information Systems (MIS).
3. **Statistical and financial applications and modeling.** ECONOMICS
4. Effective communication strategies.
5. Communication tools and linkages.
6. Organizational development.
7. Best practices in disability management.
8. Research-based programming.

*Skill in:*

1. Integrating business plans and models with stakeholder interests.
2. Applying implementation strategies.
3. Using Management Information Systems (MIS) skills.
4. Applying multiple communication media.
5. Communicating effectively.

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